READYCALGARY
Building Community Resilience
SECTION 1: INDIVIDUAL & FAMILY

Participant Manual

CEMA
Calgary Emergency Management Agency

For more information on the **READY**CALGARY program and to obtain copies of emergency preparedness information, contact:

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Foreword

Chief's message

Calgary is a great city. It has inspired amazing growth, prosperity, international acclaim and most of all it has fostered the building of great communities. In all of this greatness have come its challenges. In the recent past, we have suffered a winter with the highest amount of snowfall in over one hundred years, a September snowstorm that damaged half of Calgary's tree population, a major power outage that affected 5000 residents and impacted 112 buildings, and most memorable of all, the largest natural disaster in our city's history, the June 2013 floods.

Tom Sampson, CEMA Chief

Calgarians have always showed a desire to help their neighbours. A commitment to assist your neighbourhood, community and the city is commendable and encouraged. In light of recent challenges, there came an opportunity to create a community-based program to inform and educate individuals, families and communities on how to take action when faced with future emergencies.

The program had to target community needs in order to appeal to, and be promoted and sustained by, all members of the community. The Calgary Emergency Management Agency (CEMA) identified these needs by attending open houses, meeting with community and political leaders, and by listening to individual stories of Calgarians. The final product of all the hard work and consultation is this program: **READY**CALGARY.

READYCALGARY is a comprehensive all-hazards emergency management community initiative designed to provide Calgarians with a broad knowledge of emergency preparedness, response and recovery procedures. The program focuses primarily on empowerment and preparedness to build a more resilient Calgary. With the help of Agency members, partners, non-governmental organizations and community groups, **READY**CALGARY includes a variety of important information and resources to help prepare Calgarians for future emergencies.

The economic, social and natural landscape in Calgary is always evolving. We will all learn how to adapt to different environments and how to face new challenges. When we look towards the future, it is important that we remember what supports us: everyday amazing Calgarians.

Tom Sampson
Chief, Calgary Emergency Management Agency (CEMA)
The City of Calgary

Preface

Welcome to **READY**CALGARY. Facilitated by the Calgary Emergency Management Agency (CEMA) on behalf of The City of Calgary, the goal of this program is to empower individuals, families and communities to take action in building community resilience through disaster preparedness, response and recovery education.

Disclaimer

Disclaimer, limitation of liability, indemnity and warranty

This manual has been created to assist individuals, families and communities in preparing for emergencies and disasters. The Calgary Emergency Management Agency (CEMA), The City of Calgary and the external partners involved in the creation of this manual have made every reasonable effort to ensure that the information is accurate, adequate and complete, but does not make any representations or warranties of any kind, express or implied, about its accuracy, adequacy , completeness or suitability. The content of the manual is subject to change at any time without notice. Any reliance you place on the information in this manual is strictly at your own risk. This manual does not constitute legal advice.

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Additional clause

It is helpful to note that there is legislation in Alberta that deals with liability when rendering emergency First Aid assistance, such as, but not limited to, the Emergency Medical Aid Act, RSA 2000, c E-7, particularly section 2. If you require assistance with respect to the interpretation of this and other legislation and its potential application in specific circumstances, please contact your legal counsel.

Acknowledgements

The Calgary Emergency Management Agency (CEMA) acknowledges the formal and informal contributors and key resources that have made the development of the **READY**CALGARY program possible.

The content in this manual is comprised of a variety of widely available sources from the organizations listed below. On-going development of course content will ensure that credit is attributed to the appropriate contributors. Furthermore, participant and instructor feedback obtained during periods of course evaluation and program audits will be reflected within future revisions of this manual, as deemed applicable.

➤ Alberta Emergency Management Agency (AEMA)

➤ British Columbia Housing's Rapid Damage Assessment Program

➤ CEMA Agency Members (internal business units at The City of Calgary, external governmental agencies and external partners) and invited partners (NPOs and NGOs)

➤ Emergency Management Ontario, Ministry of Community Safety and Correctional Services – *Hazard Identification and Risk Assessment for the Province of Ontario, 2012*

➤ Federal Emergency Management Agency (FEMA)

➤ FEMA/Ready.gov

➤ Getprepared.gc.ca (Government of Canada)

➤ Insurance Bureau of Canada (IBC)

➤ Justice Institute of British Columbia (JIBC)

➤ Public Safety Canada

➤ Seattle Office of Emergency Management's *'Seattle Neighborhoods Actively Prepare (SNAP)'* program

➤ The City of Bellevue's 'Strengthening Preparedness Among Neighbors (SPAN)' program

➤ The City of Calgary

➤ The Government of Alberta

➤ Washington Military Department – Emergency Management Division's *'Map Your Neighborhood (MYN)'* program

➤ Worker's Compensation Board – Alberta

Course Agenda

Please note that some adjustments to the agenda may be required to allow discussion of hazards specific to a community and, depending on class size, to allow all participants to take part in the course.

Unit	Topics

1
Introduction
& Overview
	➤ Introduction and Course Overview – Becoming a **READY**CALGARY Member
	➤ **READY**CALGARY Program
	   ➤ What is **READY**CALGARY?
	   ➤ **READY**CALGARY Program Goals
	   ➤ Why is **READY**CALGARY important?
	   ➤ Course Objectives
	   ➤ After your **READY**CALGARY Session
	   ➤ Who Should Engage in this Program?
	   ➤ Course Materials
	   ➤ Important Definitions
	➤ **READY**CALGARY – Roles and Responsibilities for Stakeholders
	➤ Your Role as a **READY**CALGARY Member – Code of Conduct
	➤ Emergency and Disaster Trends
	   ➤ Changing Perceptions
	   ➤ Changing Impacts
	   ➤ Changing Frequency
	➤ Hazards and Risks in Calgary
	➤ Calgary Emergency Management Agency (CEMA) Overview
	   ➤ CEMA Members and Partners
	   ➤ Comprehensive Emergency Management Model
	➤ The City of Calgary Overview
	➤ Unit Activity

Unit	Topics
Section 1: Individual and family	

2
Individual & Family Preparedness
	➤ Unit Overview
	➤ Emergency Action Plans
	  ➤ Overview
	  ➤ Developing a Household Emergency Action Plan
	  ➤ Emergency Action Plans at Work
	  ➤ Emergency Action Plans for Children
	  ➤ Emergency Action Plans for Pets
	  ➤ Testing your Plans
	➤ Family Communications
	➤ Insurance
	  ➤ Home
	  ➤ Landlord
	  ➤ Tenant
	  ➤ Additional Coverage
	➤ 72-hour Kits
	➤ Mitigating Home Hazards (Water, Electric, Fire, Gas)
	➤ Unit Activity

3
Neighbourhood Preparedness
	➤ Unit Overview
	➤ Vulnerable Populations
	  ➤ Housing Type
	  ➤ Information Inaccessibility
	  ➤ Special Needs
	➤ Neighbourhood Hazards and Risks
	➤ What's In My Backyard (WIMBY)?
	➤ Unit Activity

Unit	Topics
Section 1: Individual and family	
4 **Individual & Family Response**	➤ Unit Overview ➤ Engaging with Emergency Services Personnel ➤ How to Respond to Hazards and Risks ➤ Evacuation Procedures ➤ Shelter-in-Place Procedures ➤ Community Support Centres ➤ Reception Centres ➤ Group Lodging Centre ➤ Protective Actions ➤ Protective Equipment ➤ Unit Activity

5
Individual & Family Recovery
	➤ Unit Overview
	➤ Provincial, City and Community Services
	    ➤ Non-Profit Organizations (NPOs) and Non-Governmental Oganizations (NGOs)
	    ➤ Insurance and Financial Recovery
	    ➤ Replacing Important Documents
	➤ Psychosocial Support
	    ➤ Psychological First Aid (PFA)
	    ➤ Skills for Psychological Recovery (SPR)
	➤ Volunteering
	    ➤ Volunteer Policy and Procedures
	➤ Donations
	➤ Post-Disaster/Emergency Hazards
	➤ Unit Activity

READYCALGARY

Unit 1:
Introduction and overview – Becoming a **READY**CALGARY member

Introduction and course overview – Becoming a **READY**CALGARY member

Welcome to **READY**CALGARY, developed by the Calgary Emergency Management Agency (CEMA) and designed to inform, educate and build resiliency to the impacts of emergencies and disasters in Calgary. By participating in this course, you and those you share this information with will be better prepared when facing these challenges in the future.

The information contained in this course will help to ensure your safety at home, workplace, neighbourhood and community. Overall, it will help you to support emergency services personnel in safeguarding Calgarians through an awareness of the crucial benefits to being better prepared, ready to respond, and how to support recovery efforts.

Note: For the purposes of this program, the term 'community' is all encompassing, referring to Calgary's geographical communities but also representing a community of common interest, purpose or practice, such as a faith-based, age-based and volunteer communities.

READYCALGARY Program

What is **READY**CALGARY?

READYCALGARY has been developed in order to inform and educate individuals as **READY**CALGARY members and potentially assist within a Community Support Team (CST). Upon engaging with this material, it is expected that participants will share this information with others to collectively build resilience to the negative impacts of future emergencies and disasters in Calgary.

As shown in the diagram below, this course has been purposefully designed to reflect the diverse needs of its participants by splitting course material into two distinct sections:

➤ **Section 1:** This section covers the fundamentals of emergency management particularly significant for individuals and families. As personal preparedness education and awareness are applicable to all, Section 1 is the foundation of this program.

➤ **Section 2:** Further develops on the material in Section 1 to reflect the needs and requirements of an entire community. This section is for individuals interested in further contributing to their neighbourhood and community.

Section 1: Individual/family
(**READY**CALGARY members)

➤ Emergency Plans
➤ 72-hour Emergency Kits
➤ What's In My Backyard?
➤ Evacuation/Shelter-in-Place
➤ Volunteering/Donating
➤ Resources/Education/Training

Section 2: Community
(Community Support Team)

➤ Map your Community
➤ Communications Plan
➤ Business Continuity
➤ Community Support Teams
➤ Networking/Partnerships
➤ Plan Exercises/Training

The bottom line...

This program was developed to **empower** participants with important information related to emergency **preparedness**, response and recovery for individuals, families and communities for a more **resilient** Calgary.

As shown below in **Figure 1**, the philosophy of the **READY**CALGARY program specifically aims to educate participants on prevention, mitigation, preparedness, response and recovery related information. While the response phase is covered in **READY**CALGARY, it is not the central focus of this program for the following reasons:

a) Disaster and applicable emergency response efforts are ultimately led and coordinated by professionally trained emergency services personnel. As such, citizens must listen for and respond to official instructions shared by these individuals during times of emergency or disaster.

b) Additionally, by learning about the likely hazards in your community and your community's plans and procedures, you will learn to be more resilient when an emergency or disaster strikes again. You will be an important asset to your family, neighbours, and other members of your community in general and not just during a response.

Figure 1: READYCALGARY Program Philosophy

READYCALGARY **Program Goals**

The **READY**CALGARY program aims to achieve three main goals for the citizens of Calgary:

1. To actively engage and **empower** individuals to create a whole community.
2. To educate and inform Calgarians on the importance of emergency **preparedness**.
3. To develop forms of **resilience** to the negative impacts of future disaster or emergencies.

As will be discussed throughout this program, Calgary has experienced various emergencies and disasters since it was founded in 1875, the progressive effects of which will be increasingly felt as the city continues to develop. The unpredictability of emergencies and disasters ensure that the best way to assist emergency services personnel is by being **prepared** as an individual, family, neighbourhood and community.

To promote the importance of preparedness, this program will empower individuals, families and community members to create a *What's In My Backyard (WIMBY)?* map, know the potential hazards and risks, build and maintain a 72-hour kit, and develop Emergency Action Plans. Through being prepared for the worst, the ability of Calgarians to look after themselves, their families and those at risk in their community will be greatly increased. With citizen preparedness, the burden upon emergency services personnel will be lessened, allowing them to prioritize their response efforts during a critical period of time.

Promote Emergency Preparedness

Increased Collaboration, Networking, Relationship Building

Sharing this information with others in your home, neighbourhood and community will build resilience to the negative impacts experienced after an emergency or disaster has occurred. Through networking, relationship building, and sharing resources it will be possible to mitigate unwanted losses related to people, property, services and environment.

Resilience is not only measured by returning everyday life back to normal quickly, it is about improving our situation for the future. Resilience means learning from the past, promoting community awareness of local hazards and risks, encouraging stronger relationships with our neighbours, forming new connections and networks, and supporting the continual efforts of emergency services personnel.
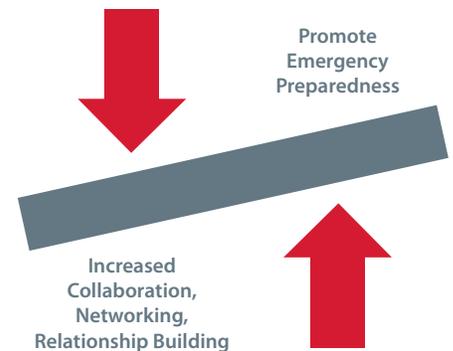
Why is **READY**CALGARY Important?

Emergencies and disasters are sudden and unexpected. Although the city of Calgary's emergency services personnel are well equipped to handle emergencies, a large-scale incident or multiple emergencies in one location (such as a train derailment while conducting multiple evacuations) may make it difficult to respond to non-life threatening needs simultaneously. The **READY**CALGARY program is a resource to empower Calgarians to act effectively and safely through education, information and training opportunities on emergency preparedness, response and recovery.

As Calgary develops and its population increases, programs such as this aim to support all Calgarians to become more resilient to inevitable challenges across all levels of society. Through collaboration, communication and education, programs such as **READY**CALGARY **will build a stronger, unified approach to safeguarding the individuals who live, work and visit in Calgary in the future**.

Course Objectives

Further to the **READY**CALGARY program goals, upon completing this course, you will be able to:

1. Support overall prevention, mitigation, preparedness, response and recovery efforts in Calgary.
2. Identify and reduce potential hazards and risks in your home, workplace, neighbourhood and community.
3. Take steps to prepare yourself and your family for an emergency or disaster.
4. Identify prevention, mitigation, preparedness, response and recovery activities specific to yourself, your family and in collaboration with others in your community.
5. Support those in need until emergency services personnel arrive.
6. Provide information effectively and efficiently to emergency services personnel.
7. Describe the post-disaster/emergency emotional environment and the steps that people can take to relieve their own stressors and of those affected.
8. Tailor activities to engage all sectors of the community.
9. Identify and build on existing strengths.
10. Encourage personal and organizational preparedness through community outreach events, training opportunities, and planning exercises.
11. Participate in donation and volunteer opportunities for ongoing community safety.
12. Share information on municipal, provincial and federal support services with others, including psychosocial care and emergency services.

After your **READY**CALGARY Session

With the knowledge received upon completion of the **READY**CALGARY program, participants will perform one or more of the following functions:

READYCALGARY Member

Anyone (Facilitator or Participant) who participates in **READY**CALGARY. This is strictly an **honorary** title, in recognition and acknowledgement of the individuals who have participated and shared information from this program with other Calgarians to create a resilient community.

Note: READYCALGARY members are not considered City of Calgary volunteers or CEMA affiliates, strictly participants only.

As a minimal requirement, a **READY**CALGARY member must complete Section 1 of this program: Individual and Family. These five units stress preparedness, response and recovery for the individual and family level, to aid community response during an emergency or disaster.

Note*:* To be considered for potential inclusion within a Community Support Team (CST), it is required that **READY**CALGARY members have completed both Sections 1 and 2 of this program. After all ten units are completed, a CST member will be informed and competent in all required CST roles and responsibilities.

Community Support Team (CST) Member

A potential Community Support Team (CST) member must have completed the full **READY**CALGARY program via a CEMA instructed Community Facilitator. Completion of the full program will cover the importance of emergency preparedness for individuals, their families and that of the whole community. As such, it provides direction on how CST members can support emergency services personnel by advocating preparedness and inclusivity within Calgary communities. Additionally, CST members are expected to share their experience and learnings with other individuals in Calgary to create a resilient community.

Community Support Team (CST) Coordinator

Upon completing the full **READY**CALGARY program via a CEMA instructor, these participants can now facilitate their own **READY**CALGARY workshop sessions. These individuals are expected to share their knowledge with others in their family, neighbourhood and community. Should a Community Support Team (CST) be created, this individual will assume the function of CST Coordinator and becomes a point of contact for that group, accountable for training, and organizing CST members, as appropriate.

All Program Participants

All participants should build and maintain a 72-hour kit in addition to updating Emergency Action Plans for your home, work, children and pets. Also, maintain any safety supplies, such as goggles, gloves, and basic First Aid items, and have them available for use. Training for emergencies should not be a one-time occurrence. Awareness, commitment, and skills must be practiced through follow-up exercises and refresher training to maintain an effective response during an emergency or disaster.

To maintain your skill level and continually improve performance, you, your family and community members may wish to participate in supplemental training where offered, as applicable. Also, seek out new opportunities for practice and valuable networking with others in your neighbourhood or community (see Appendix B for more information on resources and training).

Who Should Engage in this Program?

Target Audience

➤ People who aim to be more prepared for future emergencies and disasters.

➤ People who enjoy engaging with their neighbourhoods and communities.

➤ People who enjoy learning in a team environment.

Prerequisites

➤ Due to the material and nature of the course, we recommend **READY**CALGARY participants are 18 years of age and over.

Course Materials

This Participant Manual is yours to keep, share and to refer to in the future. Updates and revisions to this program and its content will be conducted in accordance with CEMA's program evaluation procedures (Section 2: Unit 10).

Included with the **READY**CALGARY program are copies of various supplementary materials, checklists and documents. These are yours to refer to and share. Additional copies of CEMA and The City of Calgary materials can be obtained online from **calgary.ca/cema** or via 311.

Course materials remain the intellectual property of The City of Calgary or attributed to acknowledged program contributors and may not be altered, revised, removed, or modified in any way without permission. See 'Disclaimer' (page 8) for further information.

Note: While future versions of program materials will be made available and communicated to all registered **READY**CALGARY Community Facilitators upon release, it is the responsibility of these community facilitators and any individuals they have subsequently trained to update their manuals accordingly.

Important Definitions

Throughout this course there are specific terms adopted which require clarification. For this purpose, an expanded glossary has been provided at the back of the manual. However, before we begin, the following terms will be defined in order to fully understand the information discussed.

Community

All encompassing term referring to Calgary's geographical communities but may also represents a community of common interest, purpose or practice, such as a faith-based, age-based and volunteer communities.

Disaster

A sudden, rapidly changing event which typically overwhelms available resources (emergency services personnel), and causes great damage and/or loss of life.

Emergency

A present or imminent event concerning one or multiple people or properties requiring prompt coordination of actions to protect the health, safety or welfare of people, and/or to limit damage to property or the environment.

Emergency Services Personnel

Personnel such as police officers, fire fighters, emergency management officers and paramedics, responsible for mitigation and response activities during an emergency or disaster such as a medical, fire, hazardous material, or security emergency.

Incident

A small-scale natural or human-induced event requiring an emergency response to protect life or property. Events may include one or more incident(s) of various sizes and forms, such as a snowstorm resulting in several traffic accidents across the city.

Neighbourhood

A small geographical area within a community.

Non-Governmental Organization (NGO)/Non-Profit Organization (NPO)

A social service organization providing social welfare, civic improvement, and pleasure or recreation purposes. NPOs and NGOs provide emergency social services, such as the provision of basic needs (food, clothing, and shelter), emotional support and crisis management to specific groups and vulnerable populations.

Preparedness

A state of readiness to mitigate the impact of an emergency or disaster, especially during the first 72 hours.

Recovery

Begins after the emergency or disaster has subsided. The immediate goal is to bring the affected area back to normalcy as quickly as possible.

Response

Emergency services personnel: Actions taken during or immediately after an incident to protect people, property, environment and the economy.

The public: Actions taken during or immediately after an emergency or disaster to care for one's family, neighbourhood and community, and to support the response effort of emergency services personnel.

READYCALGARY Program – Roles and Responsibilities for Stakeholders

Stakeholder	Role	Responsibilities
Calgary Emergency Management Agency (CEMA)	Program Administrator	➤ Establish framework and curriculum. ➤ Provide access to program materials and resources. ➤ Maintain Community Facilitator database. ➤ Evaluate and audit programs.
Agency Members, Invited Partners and Other Emergency Management Organizations/ Resources	Subject Matter Experts	➤ Provide resources, support and information as required.
Community Associations Special Interest Groups Non-Profit Organizations	Community Facilitators	➤ Coordinate and organize participants. ➤ Deliver program to community members and citizens. ➤ Maintain participant database and submit numbers (only) to CEMA. ➤ Provide course feedback to CEMA.
Citizen	End User	➤ Participate in the curriculum. ➤ Understand, monitor, and assess the risks to minimize losses in an emergency or disaster. ➤ Personally prepared for up to 72-hours. ➤ Assist themselves and others in prevention, mitigation, preparedness, response and recovery activities for the next emergency or disaster. ➤ Understand that building resilience is a long-term and continuous active process.

Your Role as a **READY**CALGARY Member – Code of Conduct

As a **READY**CALGARY member, you are required to follow the code of conduct:

1. For all life-threatening emergencies or disasters, always dial 911.

2. Acknowledge that you are not a firefighter, police officer, emergency management officer, paramedic or other emergency services personnel and will not perform actions that may put you, your family, or others at unnecessary risk.

3. When an emergency or disaster occurs, your first responsibility is to ensure your own safety and the safety of your family.

4. Do not self deploy in the midst of an emergency or disaster. The recovery process will begin once emergency services personnel have declared the affected area safe. Listen for official instructions on how you can support the recovery process.

5. Stay within the scope of the education and training you have received.

6. Conduct yourself with dignity and respect. Act appropriately and responsibly at all times.

7. Respect property and the environment and minimize damage based on your actions.

8. Do not take actions that will harm your neighbours or escalate the situation.

9. Be sensitive to the diversity of community members.

10. Follow the directions of emergency services personnel.

11. Respect the privacy of the individuals you assist.

You are a representative of the **READY**CALGARY program for your family, new **READY**CALGARY members, the public, your community association or organization and others to whom this information will prove applicable. As such, it is important to portray a positive image and present yourself in a professional manner.

Building resilience in Calgary is a long term, active process, and must include all members of the community to be effective. As a participant in this program, it is expected that you will make every effort to share your learning and skills with others in your neighbourhood and community to contribute to Calgary's resiliency in the face of future disasters or emergencies.

Leave the professional response and recovery efforts to experienced emergency services personnel and listen to their instructions. This is for your own safety and that of others. It also supports the official response by not overwhelming emergency services with additional requests or tasks at a time when resources are limited.

Emergency and Disaster Trends

The landscape of emergencies and disasters has changed dramatically over the last hundred years:

➤ Perceptions of emergencies and disasters have evolved dramatically since the advent of social media.

➤ The population boom has caused rapid urban development.

➤ Cities and communities are experiencing the effect of weather changes greater than before.

➤ Communities are being built on flood plains and along disaster prone coastlines making people, property, services and infrastructure more vulnerable to emergency and disaster impacts.

➤ There is a significant increase in dependency on delicate technology without proper consideration as to what happens should the service fail.

➤ Supply chains are becoming increasingly concentrated and interdependent, often with a "*just in time!*" inventory that does not allow for any disruption.

Changing Perceptions

In particular, the arrival of social media has enabled an increase in immediate access to the sharing of photos, videos and commentary, making emergencies and disasters from across the world a shared and personal experience. This has also increased the development and availability of donations, volunteering, best practices and lessons learned. As a result of these changing perceptions, resiliency has emerged as a positive trend within the field of emergency management.

Changing Impacts

Rapid Population Growth

Over the last 200 years, the world's population has grown from one to seven billion, as shown in **Figure 2**. The result of this boom is that there are now people where there were none before. With this growth, people are essentially more vulnerable than ever, placing themselves within proximity to natural events that previously happened with little or no impact on people. As a result, natural *events* have now become natural *disasters*.

Changing impacts are not only confined to population growth. As there are now significantly more buildings and services to be affected, an emergency or disaster that strikes a city today will have a greater impact than an identical emergency or disaster 30 years ago. Reliance on critical infrastructure and essential services renders the negative impacts from recent emergencies and disasters more influential than ever before, a trend that is unlikely to change in the years ahead.

Figure 2: Graph showing World Population Growth by Year

(Source: futuretimeline.net/subject/society-demographics.htm)
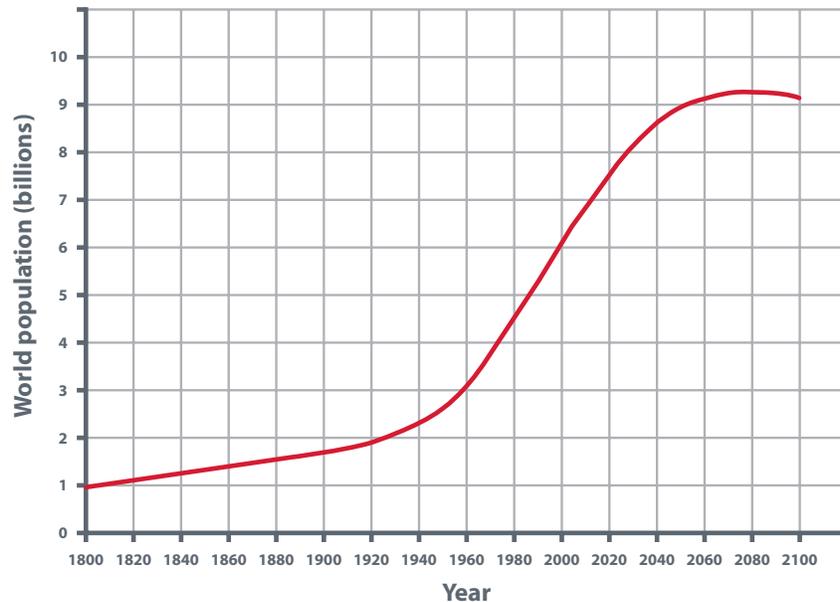
Urban Development

The population boom has in turn caused rapid urban development. As shown in **Figure 3**, around 2008 for the first time since 1950, urban populations across the world have surpassed rural populations. This resulted in the building of cities and communities in and along fault lines, flood plains and disaster prone coastlines, making people, property, services and infrastructure more vulnerable to emergency and disaster impacts than ever before.

Due to the additional concerns, this shift has implications for emergency management professionals. Community and individual education in preparedness, response and recovery has therefore become invaluable to develop resilience to the negative impacts of major emergencies and disasters.

Figure 3: Graph showing Urban and Rural Population Differences by Year

(Source: UN Population Division, 2005)

The urban and rural population of the world, 1950 – 2030
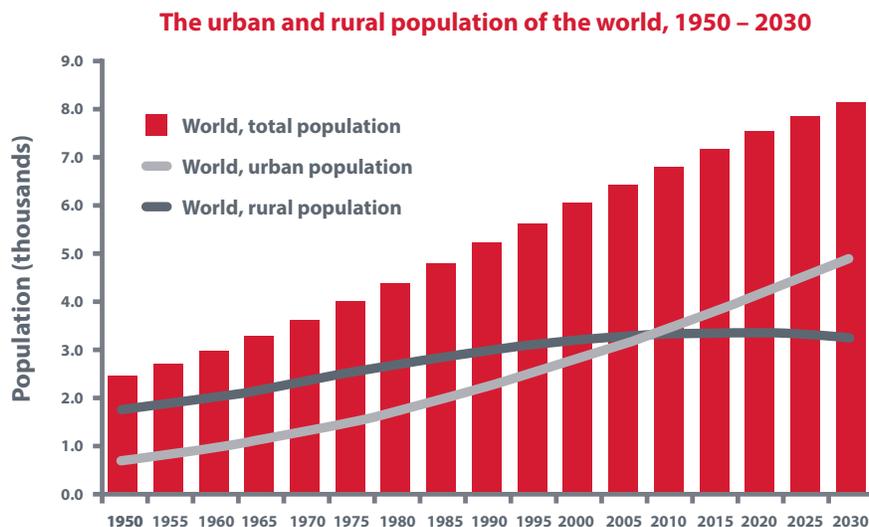
Changing Frequency

As discussed, we are more aware of emergencies and disasters due to advances in traditional media and social media reporting. As such, it seems that emergencies and disasters are becoming more frequent. Yet, it is not just due to the media. Greater than before, we are also impacted by emergencies and disasters due to population increases and density.

There are actually more emergencies and disasters occurring, generally separated into two sections:

1. **Human developments are turning incidents into emergencies and disasters.**

   ➤ Related to population increases: there are people living in places that were previously uninhabited. Flood plains have flooded for the entire history of the planet yet only become a disaster once a city or a community develops within close proximity to it.

   ➤ There is a significant increased dependency on technology. In the modern world, we have a tendency to make ourselves dependent on delicate equipment without proper consideration as to what may happen should this service fail.

   ➤ Our supply chains are becoming increasingly concentrated and interdependent. As such, business and health services in Calgary can be drastically impacted by emergencies and disasters across the world.

2. **There is evidence that natural disasters are increasing, although this is also arguably linked to issues related to climate change.**

   The impact that climate change is predicted to have on Alberta includes the following:

   ➤ Increase in extreme weather events, such as droughts, floods, heat waves, thunderstorms and tornadoes.

   ➤ Increase of forest fires and insect outbreaks.

   ➤ Changes in water quality and quantity.

   ➤ Loss of native species and biodiversity.

   ➤ Decline in local air quality.

(Source: calgary.ca/UEP/ESM/Pages/Climate-change/Why-climate-change-is-important/Climate-Change-Impact.aspx).

Southern Alberta Floods 2013

All citizens are impacted when a flood hits a community. While personal property may not be flooded, the event can impact transportation and communication infrastructure, affect workflows and business productivity, limit access to municipal services, affect vulnerable populations and have negative social impacts.

Hazards and Risks in Calgary

Calgary has, and will continue to experience significant impacts from natural, technological, and human-induced hazards. Consequently, the process of assessing hazards and risks is ongoing and will continue to evolve as potential new hazards and risks are identified. It is important to identify specific strategies and tactics that can be implemented in order to minimize risk based on their unique characteristics. This process assists in building a resilient community, accomplished through prevention, mitigation, preparedness, response and recovery initiatives in reaction to identified potential hazards.

The table below offers an example of the emergencies and disasters to have affected Alberta since 2000:

Date	Name	Summary
2014	Downtown Power Outage	An underground electrical fire wiped out power to several blocks of west downtown affecting approximately 5,000 residents and 10,000 workers for four days.
2014	September Snow Storm	Accumulation of 30cm of snow over three days that affected half of the city's tree population and left thousands of homes and businesses without power.
2013	Southern Alberta Floods	Largest evacuation order in the city's history (affecting 80,000 people) and the costliest disaster in Canadian history.
2011	Slave Lake Wildfire	Forced complete evacuation of Slave Lake's 7,000 residents and destroyed 40% of the town.
2010	Airdrie Train Derailment	30 cars derailed; eight contained ammonia; avoided evacuation of 40,000 residents.
2009	H1N1 Pandemic	1,278 confirmed cases hospitalized; 71 died.
2000	Pine Lake Tornado	Fourth deadliest Canadian tornado; 12 died.

Calgary Emergency Management Agency (CEMA) Overview

The Calgary Emergency Management Agency (CEMA) works with over 35 Agency members and partners in prevention, preparedness, mitigation, response and recovery from local emergencies and disasters (see table below). CEMA also provides information about individual, family, community and business preparedness, and mitigation of risk in Calgary.

CEMA Members and Partners

As per the Emergency Management Bylaw 25M2002, membership of the Calgary Emergency Management Agency is comprised of appointed members and those invited by the Chief. The following lists identify the current appointed Agency membership. The Invited Partners list provides examples of those agencies and organizations that work in collaboration with the Agency.

Internal Members: City of Calgary

- Animal & Bylaw Services
- Calgary Fire Department
- Calgary Police Service
- Calgary Transit
- Community & Neighbourhood Services
- Corporate Properties and Buildings
- Corporate Security
- Customer Service & Communications
- Inspections and Permit Services
- Fleet Services
- Human Resources

- Information Technology
- Infrastructure & Information Services
- Law Department
- Parks
- Public Safety Communications
- Roads
- Supply Management
- Waste & Recycling Services
- Water Resources
- Water Services

External Members

- Alberta Emergency Management Agency (AEMA)
- Alberta Energy Regulator
- Alberta Environment and Parks
- Alberta Agriculture and Forestry
- Alberta Health Services – Administration
- Alberta Health Services – Emergency Medical Services (EMS)
- Alberta Health Services – Medical Officer of Health
- ATCO Gas
- Building Owners and Managers Association

- Calgary Airport Authority
- Calgary Board of Education
- Calgary Catholic School District
- Calgary Chamber of Commerce
- Calgary Stampede
- Calgary Zoo
- ENMAX Power Corporation
- Environment Canada
- Southern Francophone School Board #4
- TELUS
- TransAlta Utilities

Invited Partners

➤ Invited partners include agencies and organizations that work in collaboration with the Agency at the invitation of the Chief of CEMA. These include non-governmental organizations (NGOs), government agencies, private companies and subject matter experts.

CEMA was formed as a result of Section 11.2 of the Alberta Emergency Management Act, which directs that a municipality will establish an emergency management agency to act as the agent of the local authority in exercising the local authority's powers and duties under the Act. For more information, visit: **qp.alberta.ca/documents/Acts/E06P8.pdf**

CEMA aims to strengthen community safety and preparedness through increased engagement of all sectors of the community in order to make communities safer, more prepared, and more resilient when incidents occur. The core message shared by CEMA is that preparedness is a collective responsibility.

During an emergency or disaster, CEMA and The City of Calgary's priorities are:

1. **People:** Save lives and reduce suffering while maintaining responder safety.
2. **Property:** Protect critical infrastructure and property.
3. **Environment:** Uphold and maintain environmental integrity.
4. **Economy:** Reduce social and economic losses.

Despite advances in social media and technology, collaboration and participation by active and engaged people creates functioning communities. As such, it is important to bring government, corporations, businesses and citizens together to ensure that Emergency Action Plans (see Unit 2) reflect the community more effectively by including factors such as population composition, hazard and risk assessments, and critical infrastructure.

Although public education and engagement have been priorities for CEMA since its inception, the Agency has also put a lot of emphasis on preparing businesses and organizations when looking at the big picture for a large-scale response. Notably, CEMA developed a Business Continuity Template and Reference Guide for Calgarians following the June 2013 floods (visit **calgary.ca/cema**). With the city continuing to grow and expand, CEMA will continue to engage businesses, community associations/organizations, and citizens to emphasize the importance of individual, family, neighbourhood and community preparedness in order to build a stronger, more resilient Calgary for the future.

Comprehensive Emergency Management Model

In the event of an emergency or disaster, the Calgary Emergency Management Agency's (CEMA) role is to facilitate co-ordinated response and communication efforts of multiple Agency members and external partners. CEMA also provides various levels of support and direction in the preparedness and mitigation of potential risks in Calgary.

Through the maturation of the Agency, CEMA has steadily developed the Comprehensive Emergency Management Model. It provides a framework for structuring all emergency management and business continuity activities (see **Figure 4**). This illustrates that emergency management is a continuum that includes non-response activities (prevention, mitigation and preparedness), as well as response, recovery and rehabilitation. This model recognizes the importance of increasing community capacity before an emergency or disaster occurs. A stronger, more resilient community softens the impact of an adverse event and increases the speed of recovery.

Figure 4: Comprehensive Emergency Management Model
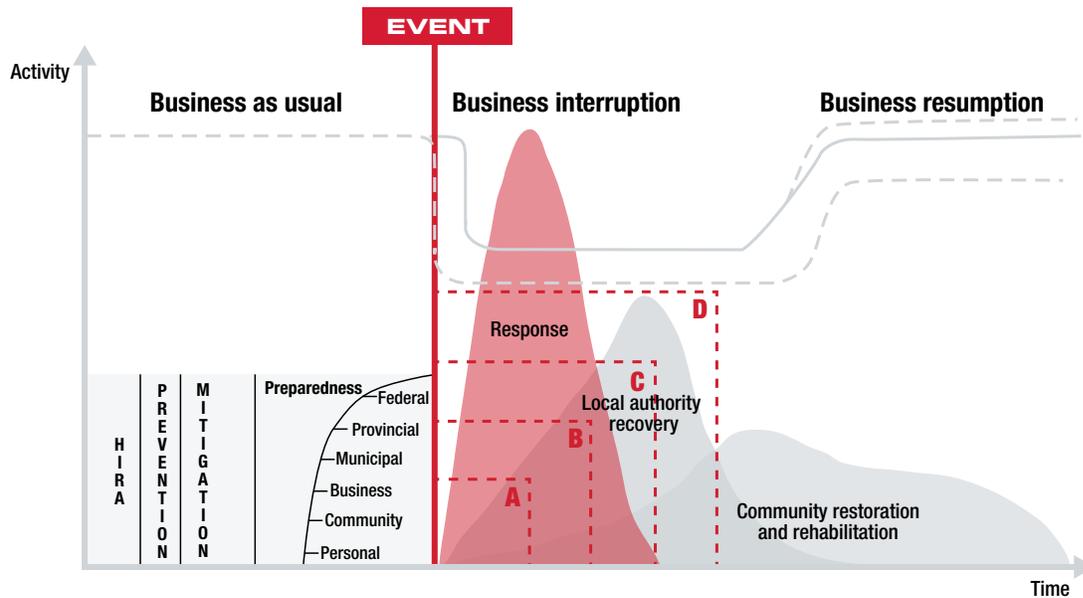
Within the Comprehensive Emergency Management Model, the community (i.e., individuals, families, business owners, non-profit groups, community associations and non-governmental organizations, etc.) consciously and collectively act to limit losses and reduce suffering. This includes attention to the psychosocial viability and economic health of the community and its inhabitants.

Resiliency building takes into account the existing level of preparedness prior to an emergency or disaster taking place. Analyzing resilience can take many forms. In communities, strong relationships, networking opportunities and the availability and sharing of resources is the most efficient way to build community resiliency. Therefore, the role of the community in this model is essential to strengthening Calgary's resolve in the future.

The City of Calgary Overview

The Calgary Emergency Management Agency (CEMA) is a business unit within The City of Calgary, a large, complex organization providing more than 500 distinct services to Calgarians. The City of Calgary services are diverse: from public transit to water treatment and distribution, recreation and leisure services to youth programming, animal services to waste and recycling services, land use planning and development/building permits to business and property tax assessments. To find out more about The City of Calgary, visit: **calgary.ca**

Unit Activity

Unit 1 Review: Unit Overview

Now you have completed Unit 1, try answering the following questions:

1. What are the three main goals of the **READY**CALGARY program?

2. There are 12 objectives that **READY**CALGARY participants will be able to achieve upon completing this program. What are they?

3. Explain the following terms:

    a. **READY**CALGARY member

    b. Community Support Team (CST) member

    c. Community Support Team (CST) Coordinator

4. During an emergency or disaster, what are the four main priorities for CEMA and The City of Calgary?

5. Match the following terms with their relevant definitions below:

    Preparedness   a. ☐   b. ☐   c. ☐

    Recovery   a. ☐   b. ☐   c. ☐

    Disaster   a. ☐   b. ☐   c. ☐

    a. A sudden, rapidly changing event (accident or a natural catastrophe), which typically overwhelms available resources (emergency services personnel), and causes great damage and/or loss of life.

    b. A state of readiness to mitigate the impact of an emergency or disaster, especially during the first 72 hours.

    c. Begins after the disaster has subsided. The immediate goal is to bring the affected area back to normalcy as quickly as possible.

Notes

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READYCALGARY

Section 1: Individual and Family

Unit 2:
Preparedness

Unit Overview

Section 1 of the **READY**CALGARY program (Units 2-5) presents preparedness, response and recovery at the individual and family level. This information is the foundation for further discussion in Section 2 (Units 6-10), where it expands to the community level. All **READY**CALGARY members are required to complete Section 1 of this course as a minimum, with Section 2 a compulsory component for **READY**CALGARY Community Facilitators and Community Support Team (CST) members.

Emergency Action Plans

Overview

Every household needs an Emergency Action Plan. It will help you and your family know what to do in case of an emergency. You or a family member may be alone when an emergency or disaster occurs so plan where to meet, how to contact family and friends, and discuss what you would do in different situations. Most of the information for your Emergency Action Plan can be compiled on your own but you may need to get some information from your municipality. To receive a copy of this plan and complete one for your family and household, contact 311 or visit **calgary.ca/cema** (search term: *Household Emergency Action Plan*).

The following sections will identify what should be included in an Emergency Action Plan:

➤ Keep your plan in an easy-to-find, easy-to-remember place, such as your 72-hour kit.

>   ➤ Photocopy this plan and keep it in your car and/or at work. If you completed your plan online, keep an electronic version on your computer and have a backup paper copy available.

>   ➤ As part of tailoring your plan, consider working with others to create networks of neighbours, relatives, friends and co-workers who will assist each other in an emergency.

>   ➤ Discuss your needs, responsibilities and how people in the network can assist each other with communication, care of children, pets, or special needs (see Unit 3).

>   ➤ Design your Emergency Action Plan to address vulnerabilities where you and others will need assistance.

➤ Inquire about Emergency Action Plans at places where your family spends time, such as work, daycare, school, or faith organizations.

➤ If no plan exists, consider volunteering to help create one.

➤ Talk to your community, colleagues, neighbours and faith or civic organizations about how you can work together during an emergency or disaster (see Unit 8).

➤ You will be better prepared to safely reunite with others during an emergency if you plan ahead.

➤ Once you have collected this important information, gather your family members and discuss the information to put in your plan.
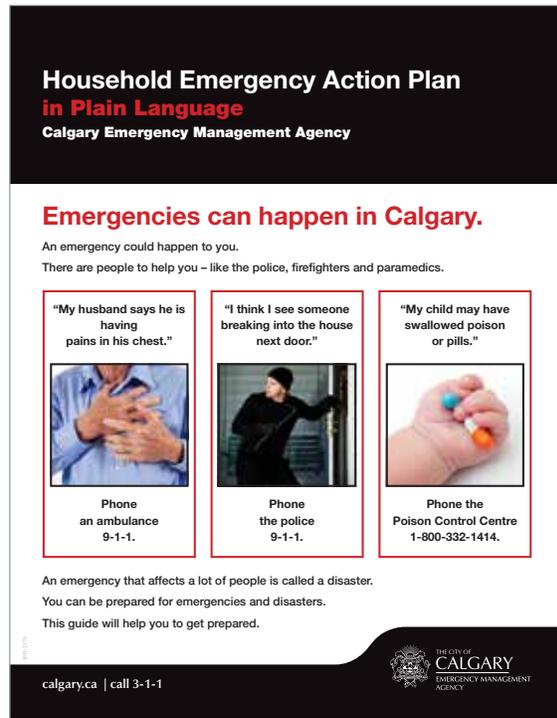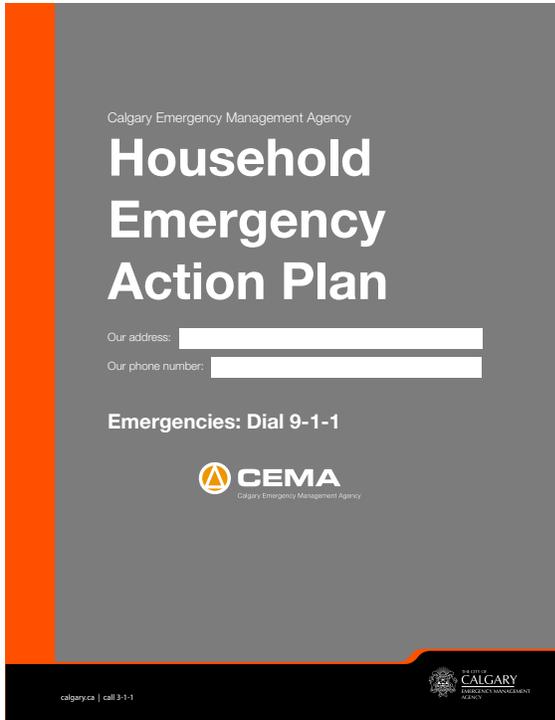
Developing a Household Emergency Action Plan

A Household Emergency Action Plan (HEAP) will have all the information about the people who can help you in the event of an emergency. This plan should be discussed with those whom you list as contacts so they understand that you may seek their help during an emergency or disaster. Choose an out-of-town contact that everyone can reach to maintain lines of communication, as needed. A friend or relative who lives in another part of your city should also be listed and may be used as a contact and/or evacuation location.

Stay Informed

➤ Find out about hazards, risks and how to prepare for emergencies and disasters in your community (see Unit 3).

➤ Find out how you can be notified in the event of an emergency, such as:

  ➤ Alberta Emergency Alert (AEA) **emergencyalert.alberta.ca**

  ➤ Radio

  ➤ Television

  ➤ Social Media

  ➤ Mobile Applications: Geo News

Meet with your Family

➤ Discuss the emergencies and disasters that could occur near you.

➤ Explain how to prepare and react to an emergency or disaster.

➤ Discuss what to do if you are instructed to evacuate or shelter-in-place (see Unit 4).

➤ Practice what you have discussed regularly and apply it when needed.

Meet with your Neighbours

➤ Plan how the neighbourhood could work together after an emergency or disaster.

➤ Familiarize yourself with your neighbours' skills (medical, technical) and resources (see Unit 2: WIMBY).

➤ Consider how you could help neighbours who have special needs (see Unit 3).

➤ Make alternative plans for child and pet care.

Things to Consider

➤ Post emergency numbers (911).

➤ Maintain a contact list.

➤ Fire safety and fire extinguishers.

➤ Location of emergency kits.

➤ Check for household hazards.

➤ List emergency exits and know escape routes.

➤ Practice evacuation plans and fire drills.

➤ Get a reliable out-of-town emergency contact.

➤ Two out of province emergency contacts.

➤ A designated meeting place if separated.

➤ Tailor the plan for special needs or elderly.

➤ Know emergency plans at school, daycare, and work.

➤ Determine temporary accommodations that you could go to (friends, family, co-workers or a hotel).

➤ Pre-arrange temporary childcare.

➤ Consider your pets (hotel or Reception Centre).

Complete the Following Steps

➤ Post emergency telephone numbers by every phone.

➤ Show responsible family members how and when to shut off water, gas on each appliance and electricity at main switches.

➤ Learn Standard First Aid and CPR procedures.

   ➤ Practice good fire safety:

   ➤ Install a smoke alarm (on each level of your home) and a carbon monoxide (CO) detector (preferably on each floor but at least one for the entire home). Test alarms monthly and change the batteries once a year. Alarms (including wired alarms) must be replaced every ten years.

   ➤ Learn about and how to use fire extinguishers (for more information, search fire extinguishers on **calgary.ca**).

   ➤ The best location for your fire extinguisher is in an easily accessible location in the kitchen, away from the stove and safely secured to the wall as instructed.

   ➤ Home fire extinguishers must be tested once a year and serviced or replaced every five years.

TIP

Change smoke alarm batteries on a yearly holiday i.e. birthday.

For more information on home fire safety, the Calgary Fire Department has produced the following checklist (below). Call 311 or visit **calgary.ca** for a copy and plan ahead.

HOME FIRE SAFETY CHECKLIST

Calgary Fire Department

Tick yes or no, then add up your total to find out your score.

Inside the home	Yes	No
Detectors*		
• There are smoke alarms and carbon monoxide alarms on every level of the home.		
• You test smoke/carbon monoxide alarms once per month.		
• Batteries are replaced yearly if your alarms are *not* hardwired.		
• You can hear all alarms in the home, especially in sleeping areas.		
• Smoke alarms more than 10 years old are replaced.		
*Check manufacturer's instructions on alarm installation, testing, maintenance and replacement requirements.		
Escape planning		
• Family/residents have prepared and practised a home fire escape plan, including meeting place.		
• Everyone knows what to do once a fire starts, including who helps children, older adults and pets.		
• Everyone knows two exits from each bedroom or sleeping area.		
• Entrances are free and clear of obstructions.		
• Overnight guests are aware of the home escape plan and meeting place.		
• Everyone knows to call 9-1-1 in an emergency from a safe phone outside the residence.		
• Everyone knows to **get out and stay out.** No one goes back in!		
Kitchen		
• Cooking is never left unattended.		
• Check for cracked/worn electrical cords on appliances.		
• Countertop appliances are unplugged when not in use.		
• Curtains and towels are clear of heat sources.		
• There is a fire extinguisher near the kitchen.		
Living areas		
• Cracked/worn electrical cords are replaced as needed.		
• Electrical outlets are never overloaded.		
• Wires or electrical cords do not run under carpets/rugs.		
• Extension cords are not used as permanent wiring.		
• Gas and/or wood fireplaces have screens.		
• Gas appliances are inspected annually.		
• Wood fireplace chimneys are cleaned annually.		
• Electronics have airspace to prevent overheating.		
• Portable heaters are away from doorways, combustibles and high-traffic areas.		
• Hallways are clear of obstructions.		
• Candles are extinguished when you leave the room or LED battery-operated candles are used.		

calgary.ca/fire | call 3-1-1

THE CITY OF **CALGARY** FIRE

	Yes	No
Bedrooms		
• Lamps are clear of combustibles like curtains or clothing.		
• Bedroom doors are closed at night. (This can save your life.)		
• Candles are extinguished before sleep or LED battery-operated candles are used.		
• Windows open easily. (Security bars are quickly and easily opened from the inside.)		
• Second- and third-level bedrooms have escape ladders.		
• A phone is near your bed. (landline or cell phone)		
• No one smokes in bed.		
Basement		
• Electrical panel is clear of obstructions.		
• Furnace and hot water tank are clear of obstructions and combustibles.		
• The furnace room stores no flammables.		
Garage		
• Gasoline is stored in an approved container in the shed, NOT in the garage.		
• Used rags are stored in a metal container with a tight-fitting lid.		
• A fire extinguisher is located in the garage.		
• Garage is kept clear of sawdust/wood shavings.		
• No car is ever left idling in the garage.		
Other		
• Matches and lighters are always out of the reach of children.		
• Important papers (e.g. documents, identification, heirlooms) are in a fire-resistant safe.		

	Yes	No
Outside the home		
• Cigarettes are never extinguished in planters, on grass, in peat moss or mulch.		
• Barbeques and firepits are a safe distance from the house and from combustibles (siding, decks, etc.).		
• Children stay a safe distance from barbeques and firepits.		
• Firepits are never left unsupervised.		
• There is no debris or dead vegetation near the house.		
• Trees are pruned and thinned to reduce fuel potential.		
• Woodpiles are stacked away from the house.		
• Branches hanging over or touching the roof are trimmed back.		

Your Total

YOUR GRADE:

53 "yes" answers - Your Grade: A
You should be a firefighter! - Incredible

47 to 52 "yes" answers - Your Grade: B
Excellent! Just a few safety improvements to make.

41 to 46 "yes" answers - Your Grade: C+
Getting there, but there's definitely room for improvement.

40 and under - Your Grade: C
You and your family have some serious safety work to do. Make this a priority.

Calgary Fire Department
Yours for life.

For more information, visit calgary.ca/fire or call 3-1-1.

Revised February 2009

2009-0328

➤ Make a home evacuation plan for your family, for example:

Smoke and CO Alarm

Alternative Exit

Alternative Exit

Alternative Exit

Primary Exit

Primary Exit

Alternative Exit

Meeting Place
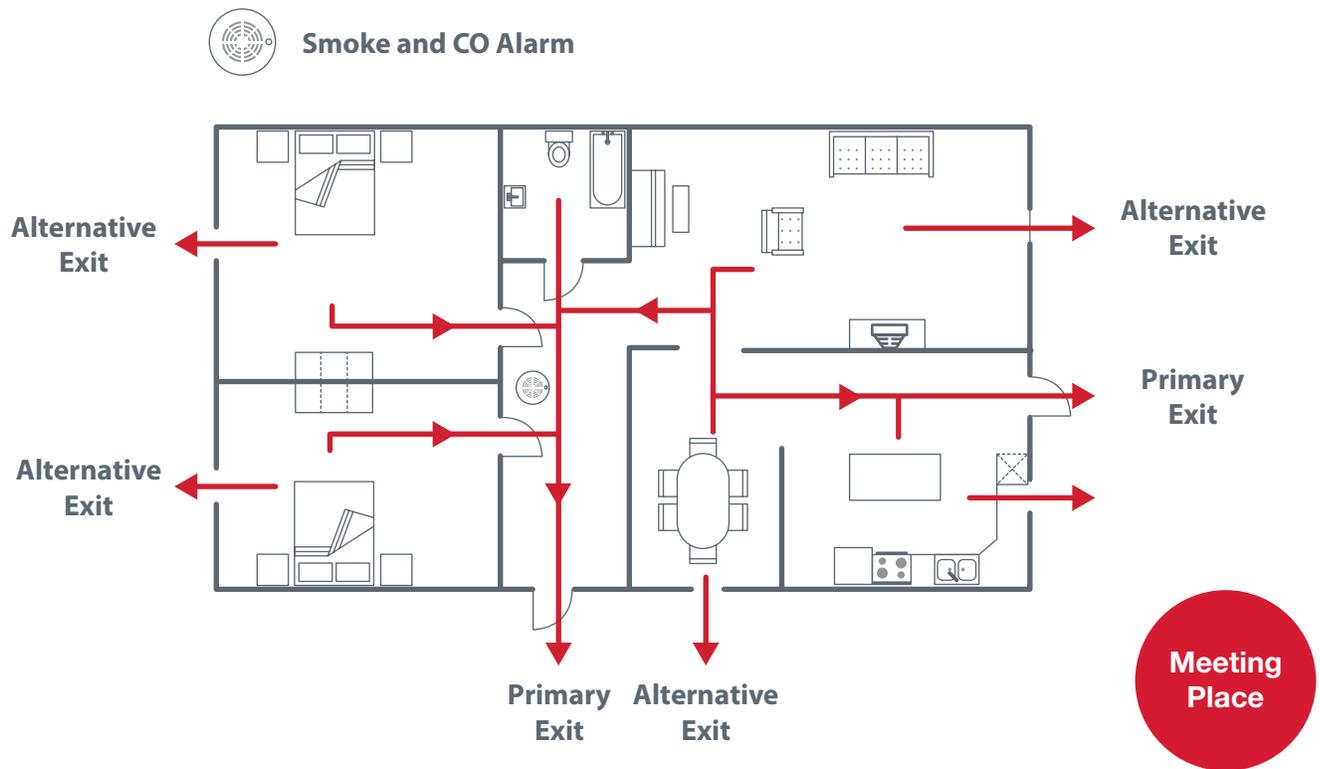
For more information on fire safety in your home, please visit **safeathome.ca/protection/fire-safety-plan/**

Emergency Action Plans at Work

Check with your employer about workplace Emergency Action Plans, including fire alarms, emergency exits, meeting or muster points, and designated safety personnel floor wardens. Learn the emergency evacuation plan at your workplace and how to react when required to evacuate. You may want to have some basic supplies at work, such as water and food that will not spoil and clothing, in case you need to shelter-in-place.

It is the responsibility of all employers and employees to:

Before an emergency or disaster

➤ Know where and how to sound the alarm for evacuation or other emergencies.

➤ Be able to locate the nearest First Aid kit, automated external defibrillator (AED), fire extinguisher and exit route (and alternates) at the workplace.

➤ Consider alternative transportation modes for getting to and from work in case of a disruption.

➤ Consider alternative arrangements for childcare, pet care and other commitments.

➤ Participate in emergency training opportunities, such as evacuation drills, fire extinguisher training, Standard First Aid, CPR and AED operation.

➤ A meeting or muster point: determine muster points in case of an evacuation and ensure all staff members know the locations.

➤ Make sure to tell your family if you have a role in emergency preparedness at your workplace.

➤ Be aware of employees with special needs.

➤ Identify a floor warden or co-worker who could act as your "buddy" in an emergency. Discuss capabilities and needs.

➤ Create a buddy system to assist those with special or unique needs.

➤ Have a current staff list available so that employees may be checked off or accounted for in an emergency.

During an emergency or disaster

➤ Contact 911 and warn nearby personnel of an emergency.

➤ Follow site-specific emergency procedures, unless directed otherwise by emergency services personnel.

➤ Ensure doors are appropriately secure and unknown persons are approached, offered assistance or escorted from the area.

➤ Follow the instructions of the floor warden and emergency services personnel.

➤ If evacuated, proceed with your "buddy" to the nearest exit. If you are unable to proceed to the exit or exiting will impede others, have your "buddy" notify the floor warden and wait for emergency assistance.

After an emergency or disaster

➤ Following an emergency or disaster, you or your co-workers may feel stressed about the incident. The key to helping your co-workers cope is simply by being there for them and making them feel safe.

➤ Take their fears seriously and tell them that it is okay to be intimidated or scared.

➤ Explain the events as best you can and acknowledge what is frightening about what happened.

➤ Express what you think and feel to your co-workers. Doing so helps them feel less alone if they know that their feelings are similar to yours.

➤ Contact your employee family assistance program if you or your co-workers are having issues coping.

Emergency Action Plans for Children

In addition, here are some considerations for children in Emergency Action Planning.

➤ Teach them about the various natural, technological and human-induced hazards that can occur in your community and what to do when they occur.

➤ Teach your kids what to do in case of a fire. For more information, search *safety tips for children* on **calgary.ca.**

➤ Make sure your child knows what to do if an emergency occurs while at school.

➤ Ask your children's school or daycare about their emergency plans. Find out how they will contact families during an emergency.

➤ Find out what type of authorization the school or daycare requires to release your children to a designated person if you cannot collect them.

➤ Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

➤ Children in particular can feel stress deeply and may react in different ways. Being present and making children feel safe is essential to preventing additional stress.

➤ Maintain familiar routines, like mealtimes and regular bedtime hours.

Emergency Action Plans for Pets

Before an emergency or disaster

➤ Pre-determine a list of locations where your pet will be safe if you have to evacuate. Contact your veterinarian for a list of boarding kennels and facilities. Ask your local animal shelter if they provide emergency shelter services. Ask friends and relatives if they can care for your pet in an emergency or disaster, or identify pet-friendly hotels.

➤ If your pet is on medication or a special diet, keep extra supplies in your 72-hour kit.

➤ Make sure your pet has a properly fitted collar that includes the current license and rabies tags, as well as your name, address, and phone number.

➤ Complete an Emergency Plan for your pet; visit **aema.alberta.ca/documents/ema/EP_for_your_pets.pdf**

TIP Visit **calgary.ca/cema** for more details on how to prepare a 72-hour kit for your pets.

When gathering emergency supplies for pets, consider:

➤ Medications and medical records (stored in a waterproof container) and a First Aid kit.

➤ Current photos of your pets in case they get lost.

➤ Information on feeding schedules, medical conditions, behaviour problems, and the name and number of your veterinarian in case you have to foster or board your pets.

➤ Sturdy leashes, harnesses, muzzles and/or carriers to transport pets safely and ensure that your animals cannot escape.

➤ Three days of food, treats and water (each pet) with dishes and a manual can opener.

➤ Cat litter and pan.

➤ Pet beds and toys, if easily transportable.

➤ A list of pet-friendly locations and services, including phone numbers.

During an emergency or disaster

➤ Emergencies and disasters stress animals and they will often isolate themselves if they are afraid. Even a gentle pet can exhibit distressed behaviour.

➤ Bring your pets inside immediately. Bringing them inside early can stop them from running away. Never leave a pet outside or tied up.

➤ If you are ordered to evacuate, **do not leave your pet behind.** Take your pet, crate, food and toys with you to your pre-determined pet-friendly safe location. If this is not possible, bring your pet with you to a Reception Centre where its needs can be addressed by other City services.

After an emergency or disaster

➤ In the first few days after the emergency or disaster, leash your pets when they go outside. Maintain close contact. Familiar scents and landmarks may be altered and your pet may become confused and lost.

➤ The behaviour of your pets may have changed. Normally quiet and friendly pets may become aggressive or defensive. Leash dogs and place them in a fenced yard with access to shelter and water.

Testing your Plans

Practice your plan at least twice a year and update it according to any issues that arise. Choose a day that is easy to remember, such as the change to daylight savings time.

Here are five reasons why you should integrate testing into your Emergency Action Plans:

1. **Apply your training**
    ➤ Practice and exercises are some of the best ways to simulate emergency situations to better prepare for the real thing.

2. **Identify important training and skills gaps**
    ➤ You may think you have covered all your bases with your Emergency Action Plans but a real emergency is not the right time to put your plan to the test. Reviewing, practice and exercises will help to identify gaps and highlight areas that require more development and training in your plans.

3. **Develop the right skills to manage complex and stressful incidents**
    ➤ It is one thing to read about how to respond to an emergency but it is another to practice one. Through exercises, you and your family can learn how to better deal with stressful situations.

4. **Pinpoint resource needs**
    ➤ Practice will help identify missing resources so you can make sure you have everything you need should a real emergency or disaster occur.

5. **Better engage your family and friends to improve learning**
    ➤ Are your family and friends just going through the motions with your plan or are they engaged and active participants? Integrate a functional exercise to get them motivated and engaged in learning. The result will be a more effective response when an emergency occurs.

Family Communications

Plan how your family will stay in contact if separated by emergency or disaster

Pick two meeting places:

➤ A location that is a safe distance from your home in case of an at-home emergency.

➤ A place outside your neighbourhood in case you cannot return home.

➤ Choose an out-of-province family member or friend as a "check-in contact" for everyone to call.
    ➤ Make sure that the person selected understands that they are your out-of-province contact in case of emergency and what you would expect of them should such an emergency arise.

➤ Give your "check-in contact" a list of pertinent people to contact. Be sure to include phone numbers.

➤ Periodically practice using your local and out-of-province contacts as if it were an emergency situation.

Insurance

According to the Insurance Bureau of Canada (IBC), for the six years 2009 – 2014, over 50 per cent of all Canadian insurable losses due to natural disasters have occurred in Alberta. Hail storms in Alberta in August 2014 cost insurers $569 million in insured losses. These losses followed the record-breaking catastrophic losses of 2013, when insurers paid out more than $3.4 billion, including $1.8 billion in the costliest insured disaster in Canadian history: the June 2013 floods. Milestone losses of the past decade also include the Slave Lake wildfire that ravaged a remote area of Alberta causing more than $700 million in insured losses in the spring of 2011 (source: http://www.ibc.ca/on/resources/industry-resources/insurance-fact-book).

As shown in **Figure 5** below, insurable losses from severe weather have been rising across Canada. Extreme events, including storms (wind, ice and snow), flooding and heat waves have had significant economic and health and safety impacts on Canadians. Importantly, as this info-graphic clearly highlights, the significance for **READY**CALGARY is that the vast majority of these disasters are occurring in Alberta!

Figure 5: Examples of insured losses from extreme weather events in Canada.

Wildfire
Slave Lake, Alberta
$700 m.

Hailstorm
Edmonton
$166 m.

Windstorm
Alberta
$350 m.

Flooding
Alberta
$300 m.

Windstorm
Winter storms
Hailstorm
Thunderstorm
Storm

Hurricane

Tornado

Wildfire

Flooding

Hurricane
New Brunswick
Ontario
Quebec
$130 m.

Hurricane
Newfoundland
$70 m.

Storm
British Columbia
$133 m.

Wildfire
British Columbia
$200 m.

Windstorm
Calgary, Alberta
$200 m.

Hailstorm
Calgary, Alberta
$500 m.

Hailstorm
Saskatchewan
$30 m.

Flooding
Manitoba
$60 m.

Thunderstorm
Southern Ontario
$120 m.

Storm
Toronto
$500 m.

Hurricane
Nova Scotia
$132 m.

Winter storms
Atlantic Canada
$51 m.

Tornado
Goderich, Ontario
$110 m.

Source: *Warren, F.J. and Lemmen, D.S., editors (2014): Canada in a Changing Climate: Sector Perspectives on Impacts and Adaptation; Government of Canada, Ottawa, ON, 286p.*

Citizens in general should ensure that their homeowner's policy provides adequate coverage of the appropriate hazards in their area. It is important that you are familiar with your insurance policy that you fully understand what is and is not covered. Do not wait until you need to make a claim to discover that your existing policy does not cover you against a specific loss. Speak to your insurance advisor to ensure you have the necessary coverage for your personal circumstances and update your policy regularly.

Home

Home insurance is more than just a policy for fire, theft, hail or windstorm protection; it represents peace of mind. Home insurance normally covers the building and its contents for direct loss or damage caused by insured perils and personal liability for you (the policyholder), your spouse or partner and your children (age limited). It may cover your out-of-pocket expenses if you are evacuated. It is important that homeowners review their home insurance policies annually with their provider to confirm adequate coverage.

Landlord

If you are a landlord, you should inform your insurance company in writing prior to altering living arrangements to ensure you have the correct coverage. Failure to provide full disclosure relating to insured risks may void your home insurance policy. Also, your home insurance policy only covers your property, contents and personal liability for you, your spouse and dependants. It does not include your tenant's contents and personal liability. Familiarize yourself with the rights and responsibilities of landlords and tenants within your province or territory.

Tenant

Landlord's insurance almost never covers the tenant's possessions (furniture, clothing, and other personal items). A tenant should purchase insurance to protect personal belongings, cope with other needs after a loss, and for protection in the event of a lawsuit. Tenant insurance is less costly than paying to replace all your belongings. An insurance provider can confirm the variety of insurance policies and coverage available.

IBC BAC   **For more details on insurance, visit the Insurance Bureau of Canada online at: www.ibc.ca**

Additional Coverage

Your insurance policy may cover "additional living expenses." This coverage applies when your dwelling is damaged by an insured peril and when the damage is sufficient to make the dwelling unfit for occupancy, or requires you to move out while repairs are being made. Ask your representative if this applies to you.

Prepare an inventory of your home

➤ An inventory list can be found on **ibc.ca**. Go to the resources tab and click on home insurance brochures.

➤ Break down the replacement cost of possessions by room to help determine if you have adequate coverage.

➤ Keep videos and photos of each room of your home and include furniture and other contents.

➤ Store your inventory list, along with accompanying videos and photos, in a location outside your home.

Secure your home

➤ Move or anchor heavy objects within your home that may fall and cause injury.

➤ Repair cracks in your home's ceiling, walls, foundation and driveway.

➤ Perform regular home maintenance (chimney, roofing, heating system, plumbing, landscaping).

➤ Store toxic or flammable products away from heat sources. Avoid storing them in the basement.

➤ Speak with your insurance representative about available coverage for losses specific to disasters common to your region.

Additional IBC Resources (available online):

IBC BAC

Home Insurance

Q&A

HOME INSURANCE Q & A

Questions to ask your insurance representative

What is TENANT'S INSURANCE?

HOME INSURANCE → VISIT IBC.CA

IBC BAC

Some information you should know about **grow operations**

INSURANCE TIPS FOR RESIDENTIAL LANDLORDS

HOME INSURANCE → VISIT IBC.CA

IBC BAC

UNDERSTANDING INSURANCE

INSURANCE → VISIT IBC.CA

The Basics

IBC BAC
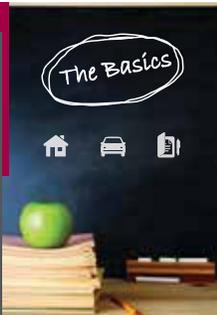
72-hour Kits

In an emergency or disaster, you will need basic supplies. Be prepared to be self-sufficient for at least three days. You may need to manage without power or tap water. You may have some of the items already, such as canned food, bottled water, and a battery-operated or crank flashlight. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark?

TIP **Since you spend much of your week there, consider making a 72-hour kit for your workplace.**

Make sure your kit is easy to carry and locate for everyone at home. Keep it in a backpack, duffle bag or a suitcase with wheels in an easy to reach, accessible place, such as your front-hall closet. If you have several people at home, your emergency kit could become heavy. It is a good idea to separate some of these supplies into multiple backpacks. That way, your kit will be more portable and each person can personalize their grab-and-go emergency kit.

A sample 72-hour emergency kit checklist can be obtained via 311 and is available online at: **calgary.ca/cema** (search term: *72-hour kits*).

For more information on building a 72-hour kit for people with special needs, see Unit 3.

72-hour Emergency Kit

Watch this CEMA video explaining how to build your own 72-hour emergency kit at: **http://youtu.be/gGBU9uAY_qA**

Examples of Different 72-hour Kits

Family of four (including infant)	Personal & Pet	Vehicle	Work
Important documents bag	Important documents bag	Important documents bag	Include important items that can be easily stored at work such as: Important documents bag, First Aid kit, warm clothes, etc.
Water	Water	Water	
Food	Food	Food	
Can opener	Can opener	Flashlight	
Flashlight	Flashlight	Candles	
Candles	Candles	Lighter	
Lighter	Lighter	Matches	
Matches	Matches	Pen	
Pen	Pen	Paper	
Paper	Paper	Duct tape	
Duct tape	Duct tape	Pocket Knife	
Pocket knife	Pocket knife	Local maps	
Dust mask	Dust mask	Warm clothes	
Work gloves	Work gloves	Blankets	
Local maps	Local maps	Whistle	
Cooking utensils	Cooking utensils	Hand sanitizers or moist towelettes	
Warm clothes	Warm clothes	First Aid kit	
Blankets	Blankets	Toilet paper	
Garbage bags	Garbage bags	Shovel	
Whistle	Whistle	Cat litter	
Hand sanitizers or moist towelettes	Hand sanitizers or moist towelettes	Jumper cables	
Wrench	Wrench	AM/FM radio	
Water tablets	Water tablets		
Soap	Soap		
First Aid kit	First Aid kit		
Toilet paper	Toilet paper		
Dish soap	Dish soap		
Feminine supplies	Feminine supplies		
	Prescription medication		
Infant:	Prescription glasses		
Diapers	Emergency contact names		
Formula	House and car keys		
Bottles	Smaller bills		
	Important documents		
Prescription medication	Books/puzzles/cards		
Prescription glasses			
Emergency contact names	**Pet:**		
House and car keys	Water bowl		
Smaller bills	Toy		
Important documents	Blanket		
Books/puzzles/cards	Leash		
	Pet food		

Mitigating Home Hazards (Water, Electric, Fire, Gas)

In addition to managing the impact of an emergency or disaster on individuals and families by the assembling of disaster supplies, developing mitigation strategies will also help. Mitigation is the reduction of loss of life and property by lessening the impact of emergencies and disasters. It includes any activity that prevents an emergency, reduces the likelihood of occurrence, or reduces the damaging effects of unavoidable hazards. These strategies can include non-structural measures, structural changes, and purchasing appropriate insurance.

To reduce hazards within a home, the following points should be considered:

➤ Adequate home insurance coverage.

➤ Acquire tenant insurance.

➤ Repair defective electrical wiring and pipe leaks.

➤ Store flammable products away from heat sources.

➤ Install a backflow valve in the sewer drain.

➤ Clean and repair chimneys and flue pipes.

➤ Check smoke alarms, CO detectors and fire extinguishers regularly.

➤ Know where and how to use utility shut-off valves on each piece of equipment.

➤ Direct downspouts away from house.

➤ Raise utilities off the floor and out of the basement.

Non-structural hazard mitigation includes relatively simple actions. You can prevent home furnishings and appliances from shifting which will reduce the potential of damage or injuries cause by furniture and appliances.

Consider the following:

➤ Anchoring furniture such as bookshelves and hutches to the wall.

➤ Securing appliances and office equipment in place.

➤ Installing storm doors and shutters to protect your property.

➤ Securing cabinet doors with childproof fasteners.

➤ Locating and labelling gas electricity, and water shutoffs for each appliance. Following an emergency or disaster, shut off the utilities as needed to prevent fires, etc.

➤ Teaching all home occupants, including children who are old enough to handle the responsibility, when and how to shut off the important appliances in the home.

➤ Securing water heaters to the wall to safeguard against a ruptured gas line or loose electrical wires.

Unit activity

Unit 2 Activity: Household Emergency Action Plan

Develop an Emergency Action Plan for your home:

1. How would you analyze the hazards and risks in your home?
2. Who should you consider when developing an Emergency Action Plan for your home?
3. What are some strategies to limit impacts?
4. Where is the best place in your home to display your Emergency Action Plan?
5. If you have children and/or pets, what should your Emergency Action Plan include?
6. Why should you test your Emergency Action Plan?

Notes

READYCALGARY

Unit 3:
Neighbourhood Preparedness

Unit Overview

This unit covers neighbourhood preparedness. In every neighbourhood, special considerations must be given to the distinct characteristics of the individuals and families who reside in that region (**Note:** community level preparedness is discussed in Section 2: Unit 7).

You will learn about:

➤ Vulnerable populations;

➤ How to consider vulnerable populations when preparing Emergency Action Plans;

➤ How to assess hazards and risks;

➤ How to create a map of your neighbourhood to highlights potential dangers, emergency and community services, access and exit routes; and

➤ What's In My Backyard (WIMBY)?

Vulnerable Populations

In the **READY**CALGARY program, vulnerable populations are defined as one or more individuals in a community who, by nature of their circumstances, are at a higher risk of experiencing the effects of a hazard. This includes housing type, information inaccessibility, economic status and individual special needs. There are different escape routes, emergency equipment and 72-hour kits specific to each vulnerable population that should be considered during an emergency or disaster.

If there are vulnerable members in your community, they will need to tailor their Emergency Action Plan (see Unit 2) to suit their special needs. For examples, please visit **calgary.ca** and search the following terms:

➤ Preparing for an emergency with a **vision loss**.

➤ Preparing for an emergency with **hearing disability**.

➤ Preparing for an emergency with a **mobility disability**.

➤ Preparing for an emergency with **medical needs**.

Housing Type

High Rises

Residents and workers in high rises are more vulnerable to the effects of hazards and risks than other housing types or work places. For example, they have more complicated fire and flood escape routes and may be in close contact with debris from windstorms and tornadoes. The increased density of residents or workers (more people living and working in a smaller area) also heightens the spread rate of disease during a pandemic. Special precautions must be taken when living or working in a high rise building.

Fire		
	Prepare	➤ Know your building's fire safety plan and escape routes.
		➤ Have two ways out of your home or building.
		➤ Install fire alarm systems.
	Respond	➤ Alert everyone in your building by pulling the alarm.
		➤ Leave immediately closing doors behind you. If possible, bring your 72-hour kit.
		➤ Do not use the elevator.
		➤ When you are safely outside, call 911. Never assume that someone else has done so.
	Recover	➤ Wait for the building to be determined safe by the fire inspector and property manager.
		➤ Dress properly when re-entering the building (boots, gloves, masks), as required.
		➤ Use extreme caution when re-entering. Hazards may be hidden (such as airborne particles).
Tornado		
	Prepare	➤ Know your escape route.
		➤ Listen to advisories.
		➤ Secure balcony items and close and latch your windows.
	Respond	➤ Move to the safest area of your home (small interior room on the lowest floor) and bring your 72-hour kit with you.
		➤ If you cannot go to the lowest level, go to a hallway in the centre of the building.
		➤ Stay away from windows, doors and nearby objects that could injure you.
		➤ Listen to advisories.
	Recover	➤ Wait for the building to be determined safe.
		➤ Dress properly when re-entering the building (boots, gloves, masks).
		➤ Use extreme caution when re-entering. Hazards may be hidden (such as unstable debris, broken glass).

Flood	**Prepare**	➤ Know your escape route.
		➤ Listen to advisories.
		➤ Secure your home (bring in outside furniture).
		➤ Turn off your utilities.
		➤ If electronics and important personal items are on a lower floor, move them to a higher floor.
	Respond	➤ If you leave your home, bring your 72-hour kit with you.
		➤ Do not walk or drive through moving water.
		➤ If you cannot escape, get to higher ground until you can be rescued.
		➤ Do not drive into flooded areas.
		➤ Listen to advisories.
	Recover	➤ Wait for the building to be determined safe.
		➤ Dress properly when re-entering the building (boots, gloves, masks).
		➤ Use extreme caution when re-entering. Hazards may be hidden (such as airborne particles).
Power Outage	**Prepare**	➤ Know your escape route.
		➤ Keep flashlights in easily accessible areas.
	Respond	➤ Turn off or unplug any appliances that you were using.
		➤ If you leave your home, bring your 72-hour kit with you.
		➤ Listen to advisories.
	Recover	➤ Throw out any spoiled food.
		➤ Make sure your appliances are safe to use.
Pandemic	**Prepare**	➤ Listen to advisories.
		➤ Stock gloves and masks.
		➤ Use antibacterial hand sanitizer and wash your hands frequently.
		➤ Do not share drinks or food with people who are infected.
		➤ Stay hydrated and eat healthily.
	Respond	➤ If you leave your home, bring your 72-hour kit with you.
		➤ Wear a mask near anyone who is infected.
		➤ Make sure anyone who is infected stays in their home.
	Recover	➤ Follow the Prepare steps, above.

Mobile Homes

Mobile homes are safe to live in but they have thinner walls, less insulation, and often no foundation. The smaller accommodation can make it more difficult to use identified escape routes. The potential lack of foundation may make it easier for the building to be moved during a windstorm, tornado or during a flood. Special precautions must be taken when living in a mobile home.

Fire	Prepare	➤ Know your fire safety plan and escape routes. ➤ Have two ways out. ➤ Install fire alarm systems.
	Respond	➤ Alert all occupants ➤ Leave immediately. If possible, bring your 72-hour kit. ➤ When you are safely outside, call 911. Never assume that someone else has done so.
	Recover	➤ Wait for the area to be determined safe by the Fire Department. ➤ Dress properly when re-entering your home (boots, gloves, masks). ➤ Use extreme caution. Some hazards may be hidden (such as airborne particles).
Tornado	Prepare	➤ Check tie downs for rust or breakage. ➤ Secure your home and outdoor furniture (awning, chairs). ➤ Close and latch your windows.
	Respond	➤ Evacuate your home as soon as possible. Bring your 72-hour kit. ➤ Drive or walk safely as soon as possible to the closest sturdy shelter.
	Recover	➤ Wait for the area to be determined safe. ➤ Dress properly when re-entering your home (boots, gloves, masks). ➤ Use extreme caution. Some hazards may be hidden (such as unstable debris, broken glass).
Flood	Prepare	➤ Secure your home. ➤ Do not park your home or vehicle near rivers or streams. ➤ Turn off your utilities.
	Respond	➤ If you leave your home, bring your 72-hour kit with you. ➤ Do not walk or drive through moving water or flooded areas. ➤ If you cannot escape, get to higher ground until you can be rescued. ➤ Listen to advisories.
	Recover	➤ Use extreme caution when re-entering. Hazards may be hidden (such as airborne particles).

Power Outage	Prepare	➤ Know your escape route.
		➤ Keep flashlights in easily accessible areas.
		➤ Purchase a generator.
	Respond	➤ If you leave your home, bring your 72-hour kit with you.
		➤ Turn off or unplug any appliances that you were using.
		➤ Listen to advisories.
	Recover	➤ Throw out any spoiled food.
		➤ Make sure your appliances are safe to use.
Pandemic	Prepare	➤ Listen to advisories.
		➤ Stock gloves and masks.
		➤ Use antibacterial hand sanitizer and wash hands frequently.
		➤ Do not share drinks or food with people who are infected.
		➤ Stay hydrated and eat healthily.
	Respond	➤ If you leave your home, bring your 72-hour kit with you.
		➤ Wear a mask near anyone who is infected.
		➤ Make sure anyone who is infected stays in their home.
	Recover	➤ Follow the Prepare steps, above.

Non-conforming Units

With a competitive housing rental market, some citizens are forced to move into non-conforming accommodations. Some units may have been developed without the appropriate permits and approvals. There may not be smoke or CO alarms or second fire exit options (bars on windows). This is a discussion that a tenant should have with their landlord and/or report it to 311 so a safety inspection may be done. Though unsafe suites should not be resided in, it is important to take the necessary precautions to protect the individuals who do reside in these units, prepare them for emergencies and disasters and report the living conditions to the authorities. For more information on secondary suites in Calgary, visit **calgary.ca/suites.**

Group Homes

Group homes accommodate seniors, children, women and people with disadvantaged economic status, mental illness or other special needs. These homes are urged to have trained staff and their own emergency preparedness plan; however, during an emergency they may require assistance from their community and neighbours.

Consider reviewing the *Good Neighbour Agreement* and suggesting it to your community association or group home in your neighbourhood. For more information, search the term *'Good Neighbour Agreement'* on **calgary.ca.**

If you are assisting a group home resident, remind them to bring:

➤ Only essential items and pets.

➤ Any identification and legal documents they have.

➤ Keep in mind, like anyone else, these individuals may have special needs such as a mobility or emotional wellness issue.

➤ Always keep them informed of what you are doing.

➤ If physically handling anyone with an injury, use appropriate Personal Protective Equipment (PPE) for your own protection (see Unit 4).

Homeless Populations

Though homeless populations do not have permanent housing structures, they too have to take the same considerations during an evacuation as anyone else. If you are assisting a homeless person during an evacuation, keep the following in mind:

If you are assisting a homeless person, remember:

➤ Remind them to bring only essential items and pets.

➤ Remind them to bring any identification and legal documents they have.

➤ Keep in mind, like anyone else, these individuals may have special needs such as a mobility or emotional wellness issue.

➤ Always keep them informed of what you are doing.

➤ If physically handling anyone with an injury, use appropriate Personal Protective Equipment (PPE) for your own protection (see Unit 4).

Information Inaccessibility

Language Barriers

With growing multiculturalism in Calgary, every neighbourhood is bound to encounter language or cultural barriers that may impede emergency preparedness efforts. To be able to overcome these barriers and assist effectively with emergency action planning for those populations, CEMA has developed an award winning* Household Emergency Action Plan (HEAP) in Plain Language which can be obtained via 311 or from **calgary.ca/cema.**

* Award of Distinction from the Center of Plain Language, Washington, DC, 2012.

Technological Barriers

Advances in technology have made sharing communication easier and more effective over the past decade; however, there are still members of the population that do not use cell phones, social media, online forums or the internet entirely. These populations are sometimes elderly, may not speak English as a first language or just prefer other communication outlets. The best way to reach people with technological barriers is through personal interaction. Discuss how to share information with anyone who does not access technology for updates and agree to alternate methods for giving and receiving information during emergencies and disasters (door knocking, phone call). This will ensure information is accessible when most needed.

Important links:

➤ This census card is useful if you encounter someone who does not speak English as a first language and you need assistance determining which language they speak: **lep.gov/ISpeakCards2004.pdf.**

➤ For more information on overcoming communication barriers in emergency situations, visit: **patientprovidercommunication.org/pdf/23.pdf**

The following table, provided by The City of Edmonton, offers links to Emergency Action Planning guides in additional languages spoken throughout Canada. **edmonton.ca/programs_services/emergency-preparedness.aspx**

Emergency Preparedness Guides in Other Languages		
Download	**Description**	**Language**
Français	La ville d'Edmonton offre un guide de préparation aux urgences en français. http://www.edmonton.ca/programs_services/documents/french_emergency_guide_Nov2011.pdf	**French**
中国的	**加拿大政府提供中文的**应急准备指**南** http://www.edmonton.ca/programs_services/documents/Chinese_Emergency_Guide_Nov2011.pdf	**Chinese**
ਪੰਜਾਬੀ	ਕੈਨੇਡਾ ਦੀ ਸਰਕਾਰ ਨੇ ਪੰਜਾਬੀ ਵਿਚ ਇਕ ਸੰਕਟ ਵਤਆਾਰੀ ਗਾਈਡ ਦੀ ਪੇਸ਼ਕਸ਼ ਕਰਦਾ ਹੈ. http://www.edmonton.ca/programs_services/documents/emergency_guide_punjabi_nov2011.pdf	**Punjabi**
العربية	مدينة ادمونتون يقدم دليل للتأهب لحالات الطوارئ في العربية. http://www.edmonton.ca/programs_services/documents/EmergencyBrochure_ARABIC_nov2011.pdf	**Arabic**
हिंदी	एडमॉन्टन के सिटी हिंदी में एक आपातकालीन तैयारियों मार्गदर्शन प्रदान करता है. http://www.edmonton.ca/programs_services/documents/EmergencyBrochure_HINDI_Nov2011.pdf	**Hindi**
Việt	Thành phố Edmonton cung cấp một hướng dẫn chuẩn bị khẩn cấp bằng tiếng Việt. http://www.edmonton.ca/programs_services/documents/emergency_guide_viet_Nov2011.pdf	**Vietnamese**
Español	La ciudad de Edmonton ofrece una guía de preparación para emergencias en español. http://www.edmonton.ca/programs_services/documents/EmergencyBrochure_SPANISH-Nov2011.pdf	**Spanish**

If the language you require is not listed above, you may also contact The City's **Language Line via 311**. Language Line is a tool to provide the public with instant access to translation/interpretation over the phone in over 140 languages.

For translations for diverse populations in your community, consider contacting a related community association. The City's Cross Cultural Connection Directory lists community associations in Calgary. For details, search the term *'cross-cultural connections'* at **calgary.ca**

Special Needs

People with special needs are important resources in a community and should be consulted like any other neighbour when completing an Emergency Action Plan. Do not stereotype people with special needs and assume that they have diminished cognitive capacity. Though some people may have cognitive disabilities, it is important that all people, with or without special needs, are treated with the same decency and respect.

Seniors

Senior citizens may have one or multiple vulnerabilities that could place them at a higher risk during an emergency. They may require special considerations when preparing for and responding to emergencies and disasters. Some of these considerations are:

➤ Vision disabilities

➤ Hearing disabilities

➤ Mobility disabilities

➤ Chronic health conditions

➤ Diminished sensory perceptions (sense of smell, touch, etc.)

➤ Social and economic limitations-

Remember that not all seniors are vulnerable. Some seniors may resist change and not want to leave their comfort zone. These are considerations to take into account when working with seniors in developing and implementing emergency plans.

The City of Calgary's Community and Neighbourhood Services offers many programs, services and initiatives for Calgary's seniors. For more information, visit **calgary.ca** and search *'seniors programs and services'*

Visual Impairment

Visual impairments can range from impaired vision to total blindness. Nine out of ten people with impaired vision are still able to partially see but require alternative assistance to complete daily tasks (such as Braille, audio books, and text-to-speech computer programs). Total blindness means that the person cannot see shapes and they have no light perception. They often require the use of a guide dog or a white cane. For more information, please visit the Canadian National Institute for the Blind's (CNIB) website at: **cnib.ca/en/your-eyes/ask-expert/ offer-help-0108/pages/default.aspx**

Considerations for people with reduced vision:

➤ Remember that the person may be able to see you.

➤ Do not grab a person with vision impairment unless it is a matter of life or death.

➤ Introduce yourself and ask if you can help them.

➤ Speak clearly and provide specific directions such as "to your left", "behind you" and "straight ahead" or by using the clock face positions (i.e., the exit is at 12 o'clock). Avoid phrases such as "over there!"

➤ Provide advance warning of upcoming stairs, major obstacles or changes in direction.

➤ Do not shout at a person who is blind or has reduced vision.

➤ To guide a person, keep half a step ahead, offer them your arm and walk at their pace.

➤ If you are in a person's home, ensure the emergency supplies and shutoff valves are turned off (they should be labelled with florescent tape, large print or Braille).

➤ If the person has a service animal on duty, ask them where you should walk to avoid distracting the animal. Do not separate the service animal from its owner.

➤ Note that some people may be deaf-blind.

➤ When physical handling anyone with an injury, use appropriate Personal Protective Equipment (PPE) for your own protection (see Unit 4).

The Canadian National Institute for the Blind (CNIB) will provide emergency preparedness information in an audio format from their telephone service at **cnib.ca/en/about/Pages/Find-An-Office.aspx** or contact the CNIB help desk at 1-800-563-2642.

Hearing Impairment

Hearing loss can affect how someone interprets messages or becomes aware of an emergency situation. Not all people with hearing impairments are totally deaf and may be able to hear some sound with the use of a hearing aid. If someone you know has a hearing impairment, work with them when creating emergency plans so procedures for evacuations, meeting points, and emergency contacts are prepared.

Considerations for people with hearing loss:

➤ A person will convey hearing loss by moving their lips without making a sound and pointing to their ears or hearing aids.

➤ Use visual cues or a gentle touch on the arm to get a person's attention. Do not approach the person from behind.

➤ Do not grab a person with vision or hearing loss unless it is a matter of life or death.

➤ Face the person, make eye contact when speaking to them as they may rely on lip reading and communicate in close proximity.

➤ Speak clearly. Do not shout or speak unnaturally slow.

➤ If a person has difficulty reading your lips, try rephrasing messages rather than repeating them.

➤ Have paper and pens accessible for written communication.

➤ Use gestures to help illustrate your meaning.

➤ Consider having pre-printed phrases on cue cards for communication.

➤ With your finger, draw an "X" on the back of the person who is deaf or blind to let them know you can help them.

➤ Tracing letters in their hand is a good way of communication if others do not work or exist.

➤ Do not separate service animals from their owners.

➤ Hearing aids amplify sounds and can create a physical shock to the user, so do not make loud noises.

➤ Note that some people may be deaf-blind.

➤ When physically handling anyone with an injury, use appropriate Personal Protective Equipment (PPE) for your own protection (see Unit 4).

TIP

Suggest to your neighbours with hearing impairments to install smoke alarms with high intensity strobe lights and/or bed shakers.

For more information, please visit: nfpa.org

Important links:

When assisting a person with a hearing disability with their Emergency Action Plan, inform them of The Calgary Police Service's *Text with 911* program. View the following sites for more information:

➤ Deaf and Hear Alberta: **deafandhearalberta.ca**

➤ The City of Calgary ASL video: **https://youtu.be/RVa7o7BkdfY**

➤ The deaf, hard of hearing or speech impaired can now sign up to text with 911 at: **textwith911.ca** and **calgary.ca/CSPS/PSC/Pages/Text-with-911.aspx**.

Suggest to people with hearing disabilities in your community to print off the following table and place it by their phone:

SITUATION	CONTACT
If you need police, fire department or an ambulance, phone or **text 911** **(textwith911.ca/how-to-make-a-t911-call/)**	403-233-2210 (TTY)
If you smell gas (often described as a "rotten egg" smell), phone or text 911	403-233-2210 (TTY)
To reach the non-emergency police line **(calgary.ca/CSPS/PSC/Pages/Non-emergency-calls.aspx)**	403-296-0443 (TTY)
If the power goes out, use the TELUS Relay Service (TRS) to call ENMAX **(telus.com/content/standalone/special-needs-centre/telus-relay-service.jsp)**	7-1-1 to 403-514-6100
If you need to contact ATCO's emergency line, you can use Telus Relay Service **(atcogas.com/Safety/In-an-Emergency/)**	7-1-1 to 403-245-7222
For info about City services or to request CEMA's printed materials	403-268-4889 (TTY)
For more information or to make a suggestion about TTY services in Calgary **(calgary.ca/CS/IT/Pages/TTY-services-(text-telephone).aspx)**	403-268-2205 (TTY)

Mobility Limitations

People with mobility limitations may be reliant on mobility equipment (cane, wheelchair, crutches or walker), have an injury and/or be pregnant. These limitations can create difficulty in using stairs, moving quickly or travelling long distances. Individuals with these limitations will therefore be at a better advantage with help from others in the community.

Considerations for people with mobility limitations:

➤ An evacuation chair should be stored near stairways, away from fire exits, and included in the building manager's evacuation plan.

➤ Your building manager is responsible for making sure the building is accessible for mobility equipment.

➤ Get permission to assist someone with mobility equipment if possible. Heavy gloves may be needed to wheel over debris or sharp objects.

➤ Plan a manual backup for motorized mobility equipment.

➤ Try to ensure that a person's wheelchair is transported with them.

➤ If this is not possible, employ other evacuation techniques as appropriate, such as use of the evacuation chair, shelter-in-place (if instructed to do so), or physically by trained personnel only.

➤ Do not push or pull a person's wheelchair without their permission, unless they are in immediate danger.

➤ Avoid attempts to lift, support or assist the movement of someone down stairways unless you are familiar with the appropriately safe techniques in doing so.

➤ Check on neighbours and/or co-workers with special needs to find out if they need assistance.

➤ Offer to carry the person's emergency kit along with any special equipment.

➤ Do not use elevators if there is fire or smoke, or potential for a power outage.

➤ When physically handling anyone with an injury, use appropriate Personal Protective Equipment (PPE) for your own protection (see Unit 4).

Medical Needs

Special medical needs can vary from person to person. It is important to ask anyone you are assisting if they have any medical needs that need to be considered.

Conditions:

➤ Heart medication

➤ Diabetic insulin

➤ Other pertinent medications (asthma, anxiety)

➤ Oxygen therapy machines

➤ Dialysis equipment

➤ Life support equipment

➤ Continuous positive airway pressure (CPAP) machines

Considerations for people with medical needs:

➤ Always ask anyone you are assisting if they need to bring any medicine or equipment along.

➤ For medical devices requiring power (breathing machines, oxygen, suction, home dialysis equipment), ask if there is a back-up power source, such as batteries or a generator that needs to be brought along. If a backup generator is required, consider the logistics for its use (handling, safety).

➤ When physically handling anyone with an injury, use latex gloves for your own protection.

Oxygen Therapy Machine Safety:

Keep away from heat and open flame (smoking, radiators).

Use battery powered flashlights.

Keep in a well ventilated area.

Keep in good condition (no cracks, leaks, dents).

Non-visible disabilities

Non-visible disabilities can impair an individual's response to an emergency, even though their condition may not be apparent. This can include communication, cognitive, emotional wellness, learning or intellectual and sensory disabilities.

Considerations for people with non-visible disabilities:

➤ Check for a MedicAlert® bracelet or identification to relay special considerations.

➤ Ask about medications and emergency supplies.

➤ Use effective communication and eye contact.

➤ Avoid shouting or speaking quickly. Remain patient.

➤ Allow the person to describe the help they need.

➤ Find effective ways to communicate, such as drawn or written instructions, using landmarks instead of general terms like "go left" or "turn right".

➤ Repeat instructions (as needed).

➤ If a person needs to take medication, ask if they need help taking it. Never offer medicine not prescribed by a physician.

➤ When physical handling anyone with an injury, use appropriate Personal Protective Equipment (PPE) for your own protection (see Unit 4).

➤ Capsule of Life: this is a free container that holds all of your medical information such as the name of your physician, the location of your family, a list of your medications, and your wishes regarding treatment. Make sure to bring this with the individual, if applicable. For more details, visit: **emsfoundation.ca/ programs_col.asp**

Neighbourhood Hazards and Risks

It is important to be aware of the hazards and risks in your neighbourhood. Some areas may be more vulnerable than others. Therefore, it is important to consider the scope and scale of a potential threat. These hazards and risks could include proximity to transportation corridors (road and rail), industrial centres, oil or gas wells and pipelines.

Many of the hazards and risks in Calgary are weather-related, including blizzards or severe winter storms, thunderstorms, hail, tornadoes, windstorms, or flooding. Other hazards include utility outages (electricity, gas, phone) or sour gas and chemical release incidents. Knowing the risks and what to do will help you to be prepared to handle an emergency situation.

The table below highlights some of the potential hazards and risks that may threaten your neighbourhood. The likelihood of these events and the severity of their impacts should be evaluated when developing a risk management plans, such as a Hazard Identification and Risk Assessment (HIRA) which is discussed in Section 2.

Natural Hazards	Technological Hazards	Human-Induced Hazards
Agricultural/Food Emergency	Building/Structural Collapse	Civil Disorder
Drinking Water Emergency	Critical Infrastructure Failure	Terrorism
Earthquake	Dam Failure	Transportation Accidents
Extreme Temperatures (hot/cold)	Energy Emergency	
Flood	Explosion/Fire	
Freezing Rain/Hail	Hazardous Materials Incident	
Land Subsidence/Landslide	Information Technology (IT) Emergency	
Lightning	Oil/Natural Gas Emergency	
Pandemic	Transportation Emergency	
Snowstorm/Blizzard		
Tornado/Windstorm		
Water emergency (drought/contamination)		

CEMA annually compiles the Hazard Identification and Risk Assessment (HIRA) for The City of Calgary. The list of hazards include the potential occurrence of those presented in the table above. The HIRA is completed with input from Agency members and partners, and historical information.

Additional sources of information when developing a HIRA or Emergency Action Plans include:

➤ Municipal, Provincial and Federal emergency management agencies, departments and services.

➤ Historical records (internet research, newspaper archives, etc.)

➤ Non-governmental and non-profit organizations.

➤ Local organizations, businesses and longer-term residents.

What's In My Backyard (WIMBY)?

The diversity of skills in a community can be an incredible strength. The concept behind WIMBY is for members of a community to know *What (and Who's) In My Backyard?* to serve as a resource to the community in times of need. The time to learn who people are in your community is not during or after the emergency occurs but before, when you can build relationships and make plans. Think of "Snow Angels" who go out in the community shovelling snow for those who, for whatever reason, cannot do it for themselves.

The WIMBY concept encourages neighbours to share information about how they can help each other during times of crisis. If feasible, create a list of who has certain knowledge, skills and abilities in your neighbourhood. You may have nurses, electricians, plumbers, carpenters, etc. who, when the community rallies together, can bring valuable skills to the problem. You may choose to mark residents' skills by creating a neighbourhood map and add them to a contact list, such as on your *My Neighbour Card* (see right).

Note: Your neighbours have privacy rights and if they wish to share their information to you, it is your responsibility to keep it confidential. For more information on Alberta's Freedom of Information and Protection of Privacy Act (FOIP Act) and Personal Information Protection Act (PIPA) and guidelines for practice, see Unit 7 and visit: **servicealberta.ca**

Imagine a large storm with many blown down trees. As long as they are not lying on power lines or in precarious positions, you may have someone in the community very competent in running a chainsaw. Often people who camp on weekends will have a chainsaw, axe and other equipment.

Making a map of your neighbourhood will help you to:

➤ Identify certain skills and equipment each neighbour has that would be useful in an effective emergency response. Knowing which neighbours have supplies and skills helps your response to be timely and allows everyone to contribute in a meaningful way.

➤ Identify the locations of community centres and evacuation routes for quick response, as needed.

➤ Identify those in the neighbourhood with service animals or pets.

➤ Create a contact list to help identify people with specific needs such as children, elderly, or individuals with disabilities who may require special attention or be home alone during certain hours of the day.

➤ Work together as a team to evaluate your neighbourhood and note the necessary precautions.

➤ Know where emergency services are located (nearest police station, fire station, hospital).

➤ Identify and prioritize areas of greatest risk.

➤ Identify and organize available resources in your neighbourhood (people, equipment, services, etc.)

TIP

When making a map of your neighbourhood, involve others! Make it a fun family activity or a community project.

➤ Help discover the hazards and risks specific to your neighbourhood or community, such as:
  ➤ Railway tracks or other hazardous goods transportation routes
  ➤ Gas well locations: **calgaryrealestatereview.com/2012/01/12/sweet-oil-sour-gas-wells-locations-in-calgary/**
  ➤ Flood plain, rivers, lakes, ponds, etc.
  ➤ Chemical or manufacturing plants
  ➤ Knowing the risks in a 5km radius, 10km, etc.
➤ Know the risks! Visit: **calgary.ca/cema.**

A good starting point for creating a map of your neighbourhood is by using Google Maps and Google Earth. These tools will help you identify your surroundings and local infrastructure (see examples below).

Google Map:
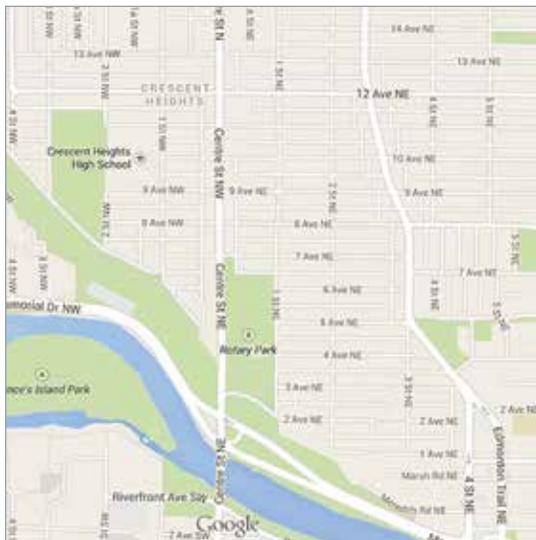
Google Earth:
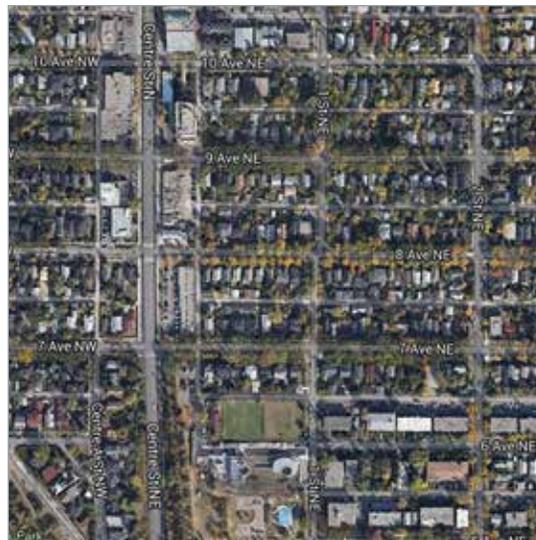
Your neighbourhood map does not need to be elaborate or complicated; you can create a basic map using just a pen and paper. Simply walk the neighbourhood and draw what you see, as shown in the example below (see Appendix C for blank template):
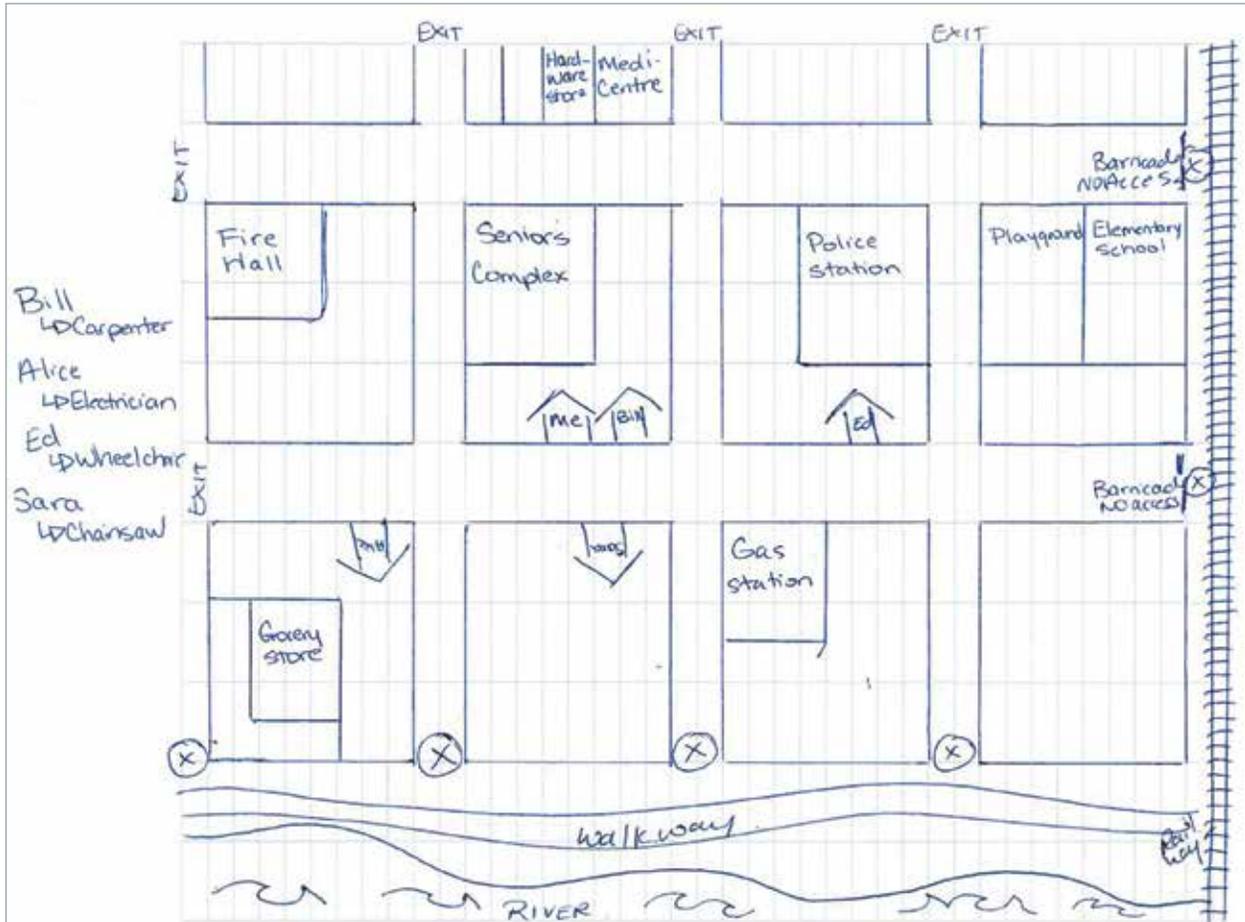
Unit Activity

Unit 3 Activity: Map the Hazards and Risks in Your Neighbourhood

Part 1:

In times of stress, you rely heavily on memory. Off the top of your head, map your own neighbourhood. Consider the following:

- ➤ Gas stations
- ➤ Police stations
- ➤ EMS stations
- ➤ Fire stations
- ➤ Medical centres
- ➤ Power lines

- ➤ Railway crossings
- ➤ Airport
- ➤ Seniors' homes
- ➤ Neighbours with disabilities
- ➤ Schools
- ➤ Group homes

Part 2:

Now that you have completed your map, consider the potential hazards and risks that could affect you. Consider how these hazards and risks could impact certain parts of the community more than others.

Part 3: Homework Assignment

Compare the map of your neighbourhood from memory to the real thing!

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READYCALGARY

Unit 4:
Response

Unit Overview

This unit covers individual and family response. You will learn about:

➤ Potential risks and hazards in Calgary and how to respond to them;

➤ The importance of evacuation and shelter-in-place procedures;

➤ Community Support Centres and Reception Centre services; and

➤ Protective actions and equipment to help safeguard you and your family in the event you have to react to an emergency.

Engaging with Emergency Services Personnel

The purpose of **READY**CALGARY is to support emergency services personnel during an emergency or disaster by being a reliable additional resource. However, do not become an extra concern by taking matters in your own hands. You may detract from the critical work that they are doing by getting in the way.

During an emergency or disaster, be sure to follow the instructions of the emergency services personnel. You may receive these directions in person or by communication via traditional media (TV, radio) and social media.

For additional information, refer to the section 'Code of Conduct' in Unit 1.

How to Respond to Hazards and Risks

When responding to hazards and risks affecting your home, the first thing you should do is to activate your Emergency Action Plan and retrieve your 72-hour emergency kit (see Unit 2). The table below lists common hazards in Calgary and how to respond to them:

Sudden (flash) flooding
➤ Get to higher ground.
➤ Do not go near flooded areas.
➤ Do not go near manhole covers or drains.

Summer storms
➤ Summer storms can have strong winds, hail, lightning, heavy rain and tornadoes.
➤ Stay inside.
➤ Go to a basement or a room with no windows.
➤ Turn on a local radio or television station for instructions.

Winter storms
- ➤ Winter storms can have extreme cold, snow, wind and ice.
- ➤ If you must go outside, wear a warm coat, hat, gloves and boots.
- ➤ Take a bus or CTrain instead of driving your car.
- ➤ Listen to a local radio or television station for the weather forecast.

Influenza (the flu)/pandemic
- ➤ Influenza is a virus that makes you sick.
- ➤ A pandemic is when many people are sick.
- ➤ Stay home if you are ill.
- ➤ To prevent influenza, wash your hands often.
- ➤ Cover your coughs and sneezes with your elbow.

Sour gas or chemical release
- ➤ Dangerous gases may be in the air outside.
- ➤ Sometimes you can see the gas, and sometimes you cannot.
- ➤ Stay inside.
- ➤ Close the windows and doors.
- ➤ Turn off fans and the furnace.
- ➤ Listen to a local radio or television station for more information.

Gas:
- ➤ If you smell gas (smells like rotten eggs) inside a building, leave the building immeiately.
- ➤ Call 911 or ATCO Gas from a cell phone or neighbour's phone.

ATCO Gas 24-hour emergency services:
403-245-7222 or 1-800-511-3447

Electricity:
- ➤ If you see a broken power line on the ground (downed power line), keep away at least 10 metres (30 feet).
- ➤ Call ENMAX at 403-514-6100 or dial 911 immediately.

Do not drive over a downed power line.

- ➤ If you are in a car touching a downed power line, do not get out of the car unless it is on fire. If you must get out because of fire, jump out of the car as far as you can.

Evacuation Procedures

Evacuations are ordered when there is a very clear risk to life safety. They can be disruptive, time consuming and may require many resources. They are never undertaken lightly.

If you refuse to leave the area, it is often not possible for emergency services personnel to assist you because of the hazards in the area. Phone lines and other communications may be affected by the emergency or disaster and you may not be able request assistance.

The decision to order an evacuation by emergency services personnel is based on safety and the risk to citizens remaining in their homes. There are situations where it may be safe to remain in your home, but it may not be comfortable to do so (such as a power outage). In these cases, The City may set up Registration Centres for those who may need additional help. The public can access information about these Centres on **calgary.ca**.

You should be aware of how your insurance coverage covers out-of-pocket expenses if you choose to leave your home voluntarily (i.e. without a mandatory evacuation order).

If you are instructed to evacuate by emergency services personnel, you must leave the area.

How will I know if I have to evacuate?

The City will communicate evacuation orders through multiple channels. In addition to these channels (see Section 2: Unit 8), tactics such as door-to- door knocking and the use of loud speakers may be utilized. It is very important to heed the instructions of emergency services personnel. The sharing of these messages is a critical element in their success. By repurposing The City's message on individual or community websites and social media channels can help extend the reach of these evacuation orders.

Evacuation Procedures:

➤ Cease all other activities (phone calls, meetings, etc.).

➤ Remain calm and follow directions from the emergency services personnel.

➤ Take your 72-hour kit with you.

➤ Evacuate from where you are. Do not return to your home for personal possessions.

➤ Walk, do not run, to nearest safe exit. Use stairwells, NOT elevators.

➤ Direct all visitors to the nearest safe stairwell.

➤ Know the alternate evacuation routes.

➤ Check doors with the back of your hand for heat before opening. If a door is hot, use an alternate route.

➤ Close all doors behind you and proceed to the meeting or muster point.

➤ Remain at the muster point and do not re-enter the building until instructed by emergency services personnel.

2013 Southern Alberta Floods

During the 2013 Southern Alberta floods, a mandatory evacuation order was ordered. Over 400 rescues were performed after for people who initially refused to leave. This took valuable time away from emergency services personnel response to immediate danger.

Shelter-in-Place Procedures

Shelter-in-place means that you are required to stay exactly where you are until told otherwise. This could occur in situations like a hazardous material release or severe weather. If you are ordered to shelter-in-place it is because it is more dangerous to leave your home than to stay in it.

How will I know if I have to shelter-in-place?

Generally, shelter-in-place is an immediate request made by emergency services personnel. Listen for their instructions and follow them as directed. The quickest way that shelter-in-place can be announced is via loud speaker or radio. Other ways it can be communicated are through traditional and social media outlets, Alberta Emergency Alert, or warning sirens. Stay informed when an event occurs for updates.

Shelter-In-Place Procedures:

➤ Follow the guidance of emergency services personnel.

➤ If you are outside, go indoors and stay there.

➤ If you are in a vehicle and unable to go indoors, turn off the vehicle, close the windows, and turn off all ventilation systems.

➤ If you are indoors, close all windows, doors and air intakes. Reduce air flow in the room by using towels, tape or clothing to seal door jambs.

➤ Inform other occupants of the situation, if safe to do so.

➤ Contact the building manager or landlord to shutdown the HVAC system.

Community Support Centres

The City of Calgary may set up Community Support Centres after the imminent danger from an emergency or disaster has passed. The Centres are designed to provide support and resources for affected residents. A Community Support Centre typically has representatives from, or information about, City services, provincial services, social services, emotional wellness, utility providers, and aid agencies. It may also serve as a dispatch centre where volunteers can register and be assigned to a particular task or location. The City will communicate the location and details of this service to the public via its usual channels once the facility is open (see Section 2: Unit 7).

As part of a Community Support Team (CST), Coordinators may wish to offer support for any neighbourhood initiatives through the Community Support Centre manager to ensure that residents' needs are being met. Before offering your services, contact the manager *prior to arrival to ensure this service is appropriate and required.*

Note: The safety of both residents and volunteers is paramount. If you are an affected resident, ensure the Community Support Centre is aware of your needs.

Reception Centres

Large emergencies or disasters have the potential to displace a large number of individuals. Reception Centres are City designated sites where evacuees may be received during an event to ensure their immediate needs are met. These are normally multipurpose facilities such as recreation centres or schools ensuring accessibility and access for all displaced individuals. At a Reception Centre, individuals can access services and information about the event and can register if they require accommodation.

2013 Southern Alberta Floods

During the 2013 Southern Alberta floods, thousands of people evacuated their homes. In this event, Reception Centres were opened to assist evacuees with their needs.

Group Lodging Centre

A Group Lodging Centre(s) may also be established during an emergency or disaster to provide 24 hour emergency shelter accommodations and services for people displaced from their homes. At a Group Lodging Centre individuals will be provided with shelter, meals and information about the event. Evacuees are encouraged to bring their 72-hour kits with them to these centres so they have their personal supplies.

Protective Actions

The following points provide an overview of the protective actions you should take during a major emergency or disaster. These should also be your objectives when assessing your current situation and the changing environment after the event.

Assess the Situation

When an emergency occurs, it is important to take a few seconds to assess the situation to determine your most effective next steps. This includes identifying the type of event, immediate life safety issues, your location and that of others, and concerns such as whether the air quality or a building structure has been compromised.

Decide to Shelter-in-Place or Evacuate

In some instances you should shelter-in-place (if an emergency or disaster has occurred outside (tornado, hazardous materials spill) and in other circumstances you should change location (if the emergency or disaster is in your residence or you are ordered to evacuate). All emergencies and disasters have unique attributes, so it is important for you to understand that you may need to evaluate the circumstances to determine the best course of action. Do this by staying informed: share information, listen to the media and monitor social media updates.

Shelter-in-place or evacuation is a critical early decision in emergency or disaster

If you are not in immediate danger, you should stay where you are and get more information before taking the next steps.

Thinking through the likely hazards and risks in a neighbourhood or community and where you might be when an emergency or disaster occurs may help visualize a response

While you may need to make the first, immediate decision to stay inside or go outside, or to shelter-in-place by sealing a room without authoritative instruction, it is important to listen to emergency services personnel when that information is provided. If they tell you to evacuate from a location, you must leave!

Seek clean air and protect breathing passages

Regardless of the type of emergency or disaster, clean air is a critical need. Actions to protect breathing passages and seek clean air may include covering your mouth with a cloth or mask, vacating the building, or sheltering-in-place by sealing an internal room while the airborne contaminant dissipates.

Protection from debris and signalling rescuers if trapped

Protection from falling or precarious debris is a critical protective action. If you become trapped, protect your airways, bang on an object, or blow a whistle. Yelling should be a last resort to conserve air supply.

Remove contaminants

If contaminants have been released into the area or you have made contact with liquid or solid contaminants, it is critical to remove the contaminants as quickly as possible. Remove contaminated clothing and wash with soap and water starting at the head and working toward the feet.

Practice good hygiene

Good hygiene is a preventive measure for spreading disease and it is important to be mindful of hygiene in a post-disaster/emergency environment. Sanitation and access to clean drinking water are important protective actions.

How can you check for hazards in your home? Here are three easy rhymes to remember:

1. **Fire, wire, gas and glass!**
2. **Look up, look down, look all around!**
3. **If in doubt, stay out!**

Protective Equipment

The purpose of protective equipment is to reduce harmful exposure to hazards when responding to and recovering from emergencies. This equipment helps safeguard people from harm, makes them identifiable to emergency services personnel and the public, and helps to prevent additional health and safety concerns for emergency responders who are already busy during these emergencies.

The following items represent the common safety equipment requirements for all **READY**CALGARY members:

- ➤ Leather work gloves
- ➤ Long pants
- ➤ Long-sleeved shirt
- ➤ N95+ mask

- ➤ Protective eyewear (safety goggles)
- ➤ Reflective vest
- ➤ Sturdy shoes or boots

Please ensure you are properly trained to perform any supportive tasks following a disaster.

Note: Some tasks require additional personal protective equipment (PPE).

Unit Activity

Unit 4 Discussion: Responding to Hazards and Risks

Think about your household and immediate family.

1. Name four different types of hazards or risks you may face in your neighbourhood or community. How would you respond to each of these, specifically?

2. Describe the differences between an evacuation and shelter-in-place and the procedures for completing each task.

3. How would you know if and when you should either evacuate or shelter-in-place?

4. What are Community Support Centres? How do they differ from Group Lodging Centres?

5. What are some of the protective actions you can take during and after an emergency or disaster?

6. Identify some protective equipment items you should possess when responding to and recovering from an emergency or disaster.

Notes

READYCALGARY

Section 1: Individual and Family

Unit 5:
Recovery

Unit Overview

This unit covers individual and family recovery. Here, you will learn about the services available to you and your family in the period after an emergency or disaster. Individuals react to and cope with traumatic experiences in many ways, some of which cannot be predicted.

During these times, services related to psychosocial care, financial aid, insurance claims and community support are available to people who require assistance. This unit will also discuss how to volunteer, donate and re-evaluate potential new risks and hazards that you should be aware of in the period after an emergency.

Provincial, City and Community Services

In the recovery phase, the Government of Alberta, The City of Calgary and your respective neighbourhoods and communities offer a wide range of services and resources to assist you. Be aware that these services are available to help you recover effectively. The following are some of the services and resources available to you during your recovery:

- ➤ 211 (a community and social services information line)
- ➤ 24 hour crisis support line
- ➤ 311 (a City services information line)
- ➤ Alberta Health Services (AHS)
- ➤ Alberta Health Services Mobile Response Team
- ➤ Alberta Supports Contact Centre
- ➤ Calgary Family Services
- ➤ City Links

- ➤ Distress Centre
- ➤ Free walk-in counselling
- ➤ Health Link Alberta (811)
- ➤ Inform Alberta
- ➤ Mental Health Helpline
- ➤ Older Adult Services
- ➤ Poison & Drug Information Service
- ➤ Wood's Homes (children's mental health centre)

For more details on these services, see: Appendix B – Resources.

Non-Profit Organizations (NPOs) and Non-Governmental Organizations (NGOs)

Non-profit and non-governmental organizations (NPOs/NGOs) offer a variety of programs and services to help you and your community during emergency and disaster response and recovery efforts. It is important to be aware of these organizations and the services they provide to understand how they might be of assistance in times of need.

➤ There are social service organizations that provide immediate necessities such as basic needs (food, clothing, and shelter), emotional support and crisis management.

➤ There are organizations to support vulnerable populations (i.e. seniors, those with disabilities, or those who are homeless) who are particularly at risk during a time of crisis. Note that the availability of these services and programs varies depending on the severity and scale of the emergency or disaster.

➤ There are local community groups and associations that may be available for support.

To find out more about existing NPOs and NGOs in Calgary:

➤ Call 311

➤ Community and Neighbourhood Services (online: **calgary.ca**)

➤ Calgary Chamber of Voluntary Organizations (CCVO) (online: **calgarycvo.org**).

Insurance and Financial Recovery

The following offers basic steps and information related to the process of insurance and financial recovery post-disaster/emergency. For more details on this process, pick up a copy of the brochure 'What To Do *After* Disaster Strikes' from the Insurance Bureau of Canada (or visit: **ibc.ca**).

➤ After you have determined that everyone in your family is safe, contact your insurance representative as soon as possible. Provide as much detail as you can about the damage to your property and request a claim file number.

➤ Keep all receipts for repairs and document all funds spent. Keep a record of items you dispose of and the time you spend cleaning up. Make a list of any lost items.

➤ Take pictures of the damage before, during and after you clean up.

➤ Contact the Insurance Bureau of Canada if you experience difficulties with your insurance provider. For more information, visit: **ibc.ca**

➤ Disaster Recovery Programs (DRPs) are intended to return property to a basic, functional condition. For more information, visit: **aema.alberta.ca/assistance_recovery_main.cfm**

➤ You can also call 211 for information on financial assistance.

Replacing Important Documents

Important documents such as birth certificates, immigration status cards, driver's licenses, health cards, and passports may be lost or destroyed during an emergency. The following are resources to help you replace them:

For a copy of the this form, visit: calgary.ca/cema

Immigration Documents

The Government of Canada provides resources to replace immigration documents such as citizen certificates and permanent resident cards. Visit: **cic.gc.ca/english/helpcentre/answer. asp?q=045&t=12**

Birth Documents, Death Certificates, Marriage Licenses, etc.

To replace some of these important documents and for services, products and information offered by the Government of Alberta, visit Service Alberta. Visit: **servicealberta.ca/1641.cfm**

Damaged Money

The Bank of Canada offers a redemption service for contaminated and mutilated notes. Visit: **bankofcanada.ca/banknotes/contaminated-and-mutilated-bank-notes/**

Drivers' Licenses and Vehicle Registrations

If your license has been lost or destroyed, you may apply for a replacement by visiting a registry agent in person. For more information on Alberta Registries. Visit: **servicealberta.ca/1641.cfm**

Canadian Passports

If your Canadian passport is damaged, you must apply for a new passport. If you are travelling with a damaged passport you may face delays or be denied entry at border crossings, or on flights. Visit: **ppt.gc.ca/info/form.aspx?lang=eng**

Psychosocial Support

In the period following an emergency or disaster, the 'recovery phase', individuals start to deal with the impacts of the event and process the outcomes. For some, they may face a "new normal", and have to adapt to the changes imposed upon them. It is important to remember that people react in various ways to traumatic events. The psychological and behavioural consequences of emergencies and disasters result from interactions of the:

➤ Direct impact of the emergency or disaster (forms of grief and loss);

➤ Consequences of the response (economic loss, disruption, etc);

➤ Impact of subsequent preparedness strategies (behavioural and social consequences of new policies and procedures);

➤ People's personal and community circumstances, past experiences and level of resiliency; and

➤ Health effects of people who are involved directly or indirectly or who carry the burden of worry and care for others.

Self-care is essential. It is important to be familiar with the signs of stress for you personally and in others. Some of the common signs of stress include:

➤ Physical signs (headaches, sickness, low energy).

➤ Emotional signs (irritable, overwhelmed, helpless, guilty, afraid or outbursts of anger).

➤ Increased conflicts with others.

➤ Difficulty concentrating, worrying, repetitive thoughts.

➤ Decreased ability to process thoughts or communicate as desired.

➤ Impaired short-term memory.

➤ Withdrawal, isolation, sleeping too much or too little, use of alcohol or drugs.

➤ Increased mistakes at work.

Psychological First Aid (PFA)

The following information from Alberta Health Services (AHS) provides a general overview of Psychological First Aid (PFA). PFA courses are available for those who would like to become skilled in informal psychosocial care. For more information, visit: **albertahealthservices.ca** and **nctsn.org**

Psychological First Aid (PFA) is a method of helping people immediately after an emergency or disaster. It is designed to reduce the initial distress caused by traumatic events, assist with current needs, and foster both short and longer-term coping strategies. PFA acknowledges that people react in various ways to traumatic experiences. PFA providers support in a way that respects the person's dignity, culture and abilities. Importantly, PFA providers must account for their own wellbeing before they can support others.

PFA involves:

➤ Offering practical care and support without forcing it on people.

➤ Helping people meet their basic needs (food, water, information).

➤ Listening to people, but not pressuring them to talk.

➤ Comforting people and helping them to feel calm.

➤ Connecting people to information, community services, and social supports.

➤ Protecting people from further immediate harm.

Who is PFA for?

You can offer PFA to children, adolescents, parents, families, and adults who have been through an emergency or disaster.

Note: not everyone will want or need help after an emergency or disaster.

Who can provide PFA?

Both community members and professionals can offer PFA. You may even need to help your friends, family, colleagues or neighbours after an emergency or disaster. By learning PFA, you will build the skills you need to provide that support. You do not need to have formal healthcare training (e.g. psychology, social work, counselling, nursing).

The four main actions in PFA

Prepare	➤ Learn about the traumatic event. ➤ Learn about the available services and supports. ➤ Learn about safety and security concerns.
Look	➤ Observe for safety. ➤ Observe for people with obvious urgent basic needs. ➤ Observe for people with serious distress reactions.
Listen	➤ Make contact with people who may need support. ➤ Ask about people's needs and concerns. ➤ Listen to people and help them feel calm.
Link	➤ Help people address basic needs and access services. ➤ Help people cope with problems. ➤ Give information. ➤ Connect people with loved ones and social support.

Adapted from: *Psychological First Aid: Facilitator's Manual for Orienting Field Workers* (World Health Organization, 2013)

What PFA is not:

➤ It is not something that only professionals can do.

➤ It is not professional counselling or therapy.

➤ It is not asking someone to analyze what happened to them or discuss the event in detail.

➤ It is not pressuring anyone to talk to you.

➤ It is not something that everybody will need or want.

Psychological First Aid (PFA) Field Operations Guide and Online Course

The National Child Traumatic Stress Network and the National Center for Post-Traumatic Stress Disorder (PTSD) have developed a Psychological First Aid Field Operations Guide. In addition to the English-language edition and accompanying handouts, there are versions available to download in Spanish, Japanese, Norwegian, Chinese, and simplified Chinese. To obtain this free online manual and for more information, visit: **nctsn.org/content/ psychological-first-aid**

Source: This Information has been reproduced from the brochure '*Psychological First Aid (PFA) – After an emergency or disaster*' by Alberta Health Services, 2014 which was adapted from *Psychological First Aid: Facilitator's Manual for Orienting Field Workers* (World Health Organization, 2013), *Psychological First Aid Field Operations Manual 2nd Edition (National Center for PTSD and National Child Traumatic Stress Network, 2010).*
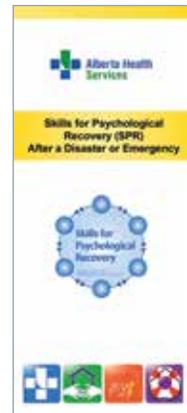
Skills for Psychological Recovery (SPR)

Whereas Psychological First Aid (PFA) is a method of helping people *immediately* after an emergency or disaster, Skills for Psychological Recovery (SPR) is designed to meet the needs of individuals once the initial emergency or disaster has subsided. Depending on the nature and severity of the event, SPR may be used in the weeks, months or years into the recovery phase. This approach will be discussed further in Section 2: Unit 9.

During the recovery phase of an emergency or disaster, consult psychosocial care specialists via the services and resources provided, as necessary (see Appendix B for more information on services related to psychosocial care).

Volunteering

Volunteering is a vital resource and allows people to contribute to the recovery process. The desire to support emergency services, non-governmental organizations, communities and citizens directly can strengthen networks, bring people together and be a positive experience during difficult times. Civic responsibility and active engagement increase community resilience. Though volunteering is encouraged, many people do not realize that spontaneous volunteering without specific training and no affiliation can actually cause more problems than it alleviates in a recovery period.

What does it mean to be a Volunteer?

➤ Volunteering is a valuable part of a healthy, resilient community.

➤ Volunteering is a vital resource to meet unmet needs, using the skills and abilities of collaborative individuals to support response and recovery efforts during an emergency or disaster.

➤ Volunteers must be affiliated with an established organization. Although unaffiliated volunteers come with good intentions, diverse forms of expertise and appropriate tools, spontaneous volunteering can actually hinder recovery efforts.

➤ There are liabilities for volunteer organizations. The organization you volunteer for should ensure the availability of various services such as counselling and health screening.

What to Consider Before Volunteering

➤ Consider your health, skills and interests, availability, and family obligations.

➤ Consider your safety.

➤ Consider affiliating with an existing non-profit or non-governmental organization before emergency or disaster strikes. That will ensure that you are appropriately trained and will make it easier for you to volunteer when the time comes.

➤ When filling out your volunteer application form, be prepared to provide your personal identification information and your availability. This may be a requirement for volunteering.

When is it Appropriate to Volunteer?

➤ Local authorities have requested volunteers to assist.

➤ You have no immediate obligations to yourself, your family or work.

➤ You are in good health.

➤ You are age appropriate (young children should not accompany volunteers in areas where tight supervision is recommended.)

➤ You can safely get to and from the location.

When is it Not Appropriate to Volunteer?

➤ The emergency or disaster is still underway.

➤ The area has not been declared safe by officials.

➤ The local authorities have directed you to stay in your home, off the roads or away from affected areas.

➤ If you or your loved ones are in crisis (live in the affected area, personally affected by the emergency or disaster, transport is compromised).

➤ If volunteers have not been requested by local authorities. Check first before self-deploying to an area to make sure it is safe, required, appropriate and the best allocation of resources. Collaborate with officials to ensure needs are actively met.

➤ You are in poor health.

➤ If your capacity is compromised (by needs like childcare, for example).

Volunteer Policy and Procedures

As mentioned, while the desire to volunteer is encouraged and admirable, it should always be in collaboration with an established organization or agency. This will ensure specific community and service needs are being met and individuals remain safe and accounted for. Remember to not become a liability to emergency services personnel.

To volunteer, register with an organization who will direct you on how to coordinate your efforts appropriately (see Section 2: Unit 9 for community volunteer management).

Code of Conduct

➤ The organization you volunteer for will have its own code of conduct. Ask to have a copy, fully understand how you are expected to participate, and clarify any concerns you have prior to starting any volunteer activities.

Volunteering Tips

➤ Safety first! Look after yourself and those around you.

➤ Be flexible. The priorities and environment may change drastically.

➤ Do not self-deploy. Once needs are identified, register at a designated location.

Donations

Like volunteering, the desire to donate after an emergency or disaster increases community resilience since it promotes community belonging and a sense of indirectly contributing to those affected by the emergency or disaster. Follow these basic guidelines in order to donate efficiently.

Donating Effectively

➤ Financial donations are the most effective and efficient method. They can be used to purchase the most needed resources.

➤ Donate through a trusted organization.

➤ Drop off donations at requested locations in accordance with the instructions provided by the collecting agency.

➤ Do not donate food (except in circumstances where non-perishable food is requested by a food bank, for instance).

➤ Only donate goods that have been specifically requested. Donating unsolicited items creates additional considerations for organizations at a time when they need to prioritize resources, staffing, storage and costs. Also, consider donating over a period of time so the receiving organization is not inundated and overwhelmed.

Calgary Foundation	**thecalgaryfoundation.org**
Canadian Red Cross	**redcross.ca/donate/donate-online**
Salvation Army	**salvationarmy.ca/alberta/tag/calgary**
United Way	**calgaryunitedway.org**

Post-Disaster/Emergency Hazards

Following an emergency or disaster, circumstances may have changed. Potential new hazards and risks may now be of concern so it is important for people to be aware of the current situation and react according to official instruction from emergency services personnel.

Follow these guidelines before attempting to resume normal routines:

➤ If you have been evacuated, do not return to your home until the area is declared safe by officials.

➤ Follow the instructions of the emergency services personnel. In the case of an emergency or disaster, check in at a Reception Centre so you are accounted for and reunited with any missing family members.

➤ Watch out for downed power lines or ruptured gas lines. If you smell natural gas, get away from the source and call 911 immediately.

➤ Do not go into damaged areas. There may be structural damage that may or may not be visible. Be aware that debris can present hazards – tripping, puncture wounds, collapsing structures, etc.

➤ Be aware of health risks after disasters or emergencies such as a flood. Airborne particles such as mold can cause serious long-term health risks for homeowners, such as respiratory disease and allergic reactions. People with allergies or compromised immune systems are most at risk of potential illness. For more information, visit: **calgary.ca** (search term *health risks of flooding*).

➤ For important safety information on cleaning up after a flood, visit: **calgary.ca** (search term *flood cleanup*).

➤ Stay informed and monitor local media.

Unit Activity

Unit 5: True or False

Q. **211** is an information referral service for non-emergency community and social services in Calgary.
○ True ○ False

Q. I**nform Alberta** is a provincial online directory for publicly funded and/or not-for-profit community, health, social and government organizations and services.
○ True ○ False

Q. **City Links** helps Calgary's homeless population with shelter and job searching needs.
○ True ○ False

Q. **The Way In** is a collaboration of Calgary-based agencies dedicated to enhancing quality of life and access to services and support for vulnerable older adults and their families.
○ True ○ False

Q. To replace lost or damaged important documents, visit your local bank.
○ True ○ False

Q. It is OK to volunteer in an area that has not been declared safe by officials if it is in your own community.
○ True ○ False

Q. As a volunteer, your first obligation is to yourself and your family.
○ True ○ False

Q. It is better to be an independent volunteer rather than be affiliated with an established organization.
○ True ○ False

Q. As a volunteer, if you hear of an emergency on the news or social media, you should self deploy as soon as you can.
○ True ○ False

Q. Volunteering is a valuable part of a healthy, resilient community.
○ True ○ False

Q. The most important component to volunteering is safety.
○ True ○ False

For the answers to this activity, check: Appendix D

Notes

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Notes

READYCALGARY

Appendices

Appendix A: Acronyms & Glossary

A	
All-Hazards Approach	An emergency management approach to identify, analyze and prioritize a full range of potential non-malicious and malicious threats.
B	
Business Continuity Plan (BCP)	A tool to analyze and understand which products and services are critical to your business operations and how to develop contingency plans if your operations are affected by an emergency or disaster.
C	
Calgary Emergency Management Agency (CEMA)	Plans and coordinates emergency services and resources during emergencies and disasters.
Chain of Command	A clear line of authority within the structure of an organization.
Community	All encompassing term referring to Calgary's geographical communities but may also represents a community of common interest, purpose or practice, such as a faith-based, age-based and volunteer communities.
Community Support Centre	Centres intended to provide support and resources for affected residents.
Community Support Team (CST)	An emergency support structure for your community association or organization.
Comprehensive Emergency Management Model	A framework for structuring all emergency management activities.
Critical Infrastructure	Assets, systems, and networks so vital to a city that their incapacitation or destruction would have a debilitating effect on the economy, environment, public health or safety, or any combination thereof. Some examples are power lines, medical centres, wastewater services.
D	
Disaster	A sudden, rapidly changing event which typically overwhelms available resources (emergency services personnel), and causes great damage and/or loss of life.
Drill	A drill is a type of operations-based exercise used to evaluate and validate a single, specific operation or function (for example, a fire drill that evaluates the ability to evacuate a building within a predetermined amount of time.)
E	
Emergency	A present or imminent event concerning one or multiple people or properties requiring prompt coordination of actions to protect the health, safety or welfare of people, or to limit damage to property or the environment.
Emergency Communications Plan (ECP)	A plan for how CST Coordinators and team members will communicate during a crisis.
Emergency Management Act	Legislation directing that a municipality will establish an emergency management agency to act as the agent of the local authority in exercising the local authority's powers and duties under the Act.

E CONT'D	
Emergency Services Personnel	Personnel such as police officers, fire fighters, emergency management officers and paramedics, responsible for mitigation and response activities during an emergency or disaster such as a medical, fire, hazardous material, or security emergency.
Emergency Action Plan (EAP)	A comprehensive guide to support community emergency preparedness, response and recovery activities.
F	
Full-Scale Exercise	Are as close as it gets to a real emergency or disaster. This exercise takes place in location where the hypothetical disruption has occurred. Actual equipment and personnel are included in a full-scale exercise. Due to the scale of planning required, full-scale exercises generally occur once in a one or two year period.
Functional Exercise	A fully simulated interactive exercise that tests the capability of an organization to respond to an event. The exercise tests multiple functions of the organization's operational plan, focusing on the coordination and interaction of policies, procedures, roles and responsibilities before, during or after a simulated event.
G	
Group Lodging	Provides 24-hour emergency shelter type accommodations and services for evacuees displaced by a disaster.
H	
Hazard	Any incident that may cause loss of life, injury, property damage, economic disruption, or environmental damage.
Hazard Identification and Risk Assessment (HIRA)	A resource designed to assess hazards that pose a threat to public safety, infrastructure, the economy and the environment. This assessment aids in the prioritization of resources to develop prevention, mitigation, preparedness, response and recovery plans, as well as promote community resiliency.
Hazardous Materials (HAZMAT)	Hazardous and dangerous goods.
Household Emergency Action Plan (HEAP)	A guide to household emergency preparedness designed by CEMA and available online and via 311.
I	
Impact	The direct, indirect and intangible losses caused on environment and society by an emergency or disaster.
Incident	A small-scale natural or human-induced event requiring an emergency response to protect life or property. Events may include one or more incident(s) of various sizes and forms, such as a snowstorm resulting in several traffic accidents across the city.
Incident Command System (ICS)	A standardized management system used to organize and manage a scalable response to emergency incidents of any magnitude.

L	
Liaising	A form of communication for establishing and maintaining mutual understanding and cooperation.
M	
Mandatory Evacuation	Preliminary actions taken to reduce the impacts of an emergency or disaster. A warning to persons within the designated area that an imminent threat to life and property exists and individuals MUST evacuate in accordance with the instructions of local officials.
Mitigation	The action of reducing the severity, seriousness, or painfulness of something.
Municipal Emergency Plan (MEP)	The master document which outlines the policy, operations, and roles and responsibilities for the corporation and its agency members when the MEP is activated.
N	
Neighbourhood	A small geographical area within a community.
Non-Governmental Organization (NGO) / Non-Profit Organization (NPO)	A social service organization providing social welfare, civic improvement, and pleasure or recreation purposes. NPOs and NGOs provide emergency social services, such as the provision of basic needs (food, clothing, and shelter), emotional support and crisis management to specific groups and vulnerable populations.
P	
Preparedness	A state of readiness to mitigate the impact of an emergency or disaster, especially during the first 72 hours.
Prevention	Actions taken to avoid an emergency or disaster and the associated impacts of a hazard.
Psychosocial	A person's psychological and behavioural interaction in a social environment.
R	
READYCALGARY	A comprehensive emergency management program from CEMA, aimed at community representatives who will share course content with others. The program focuses on preparedness, empowerment and community resilience building.
READYCALGARY **Member**	Anyone who participates in **READY**CALGARY. This is strictly an honorary title, attributed to support a network of engaged and prepared citizens for a resilient Calgary.
Reception Centre	A site dedicated to providing evacuees with essential services, shelter, and a location for information.
Recovery	Begins after the emergency or disaster has subsided. The immediate goal is to bring the affected area back to normalcy as quickly as possible.
Resiliency	The ability to recover quickly and return to a state of normalcy (ideally an improved state) post emergency or disaster. Resilience is developed by reducing vulnerability while increasing adaptive capacity.

R CONT'D	
Response	**Emergency Services Personnel:** Actions taken during or immediately after an incident to protect people, property, environment and the economy.
	The Public: Actions taken during or immediately after an emergency or disaster to care for one's family, neighbourhood and community, and to support the response effort of emergency services personnel.
Risk	A measurement of the probability of harm and potential for loss of life, property, and/or the environment if exposed to a hazard.
Risk Analysis	The process of identifying and analyzing hazards for emergency management programs based on frequency and potential impact.
Risk Assessment	Helps to provide an understanding of the hazards that threaten a community, identify its most vulnerable elements and the likelihood of specific consequences if the hazards are realized.
S	
Shelter-in-Place	Means to take immediate shelter indoors until instructed that it is safe to leave by officials. This may result from a hazardous chemical release or an active shooter, for example.
Span of Control	The number of individuals for which a supervisor is responsible, with an appropriate span of control being 1:5.
State of Local Emergency (SOLE)	A local government declaration, made during the time of a natural or human-induced disaster that suspends normal Corporation functions (e.g. executive, legislative and judicial powers).
T	
Tabletop Exercise	Tabletop exercises are designed to test a hypothetical disruption.
	The focus is on training, familiarization with roles, responsibilities and procedures. Tabletop exercises are guided by a facilitator that walks the participants through the process. It is conducted in a low-stress and informal environment where participants are encouraged to ask questions.
V	
Vulnerable Population	One or more individuals in a community who, by nature of their circumstances, is at a higher risk of experiencing the effects of a hazard.
W	
What's In My Backyard (WIMBY)?	The sharing of information between neighbours to share information about how they can help each other during times of crisis.
Workshop	Designed to familiarize the participants with their roles and responsibilities as defined in the BCP or EAP. Normally conducted in a classroom type setting.

Focus

Appendix B: Resources

Disclaimer: The following information was correct at time of printing but may be subject to change. Please ensure to contact the relevant agency directly for up-to-date information and contact details.

Emergency Contacts

Emergency Contact	
Ambulance, Fire, Police, Hazardous Materials Spills	911
Gas Emergency – ATCO Gas	403-245-7222
Electrical Emergency – ENMAX Power	403-514-6100
All other City Services	311
Poison Control Centre	1-800-332-1414
Regional Contacts	
Health Link Alberta	811
Alberta Emergency Management Agency	1-866-618-AEMA (2362) aema.alberta.ca
Community and Social Services Information	211 informalberta.ca
Calgary Emergency Management Agency (CEMA)	311 www.calgary.ca/cema
National Contacts	
Canadian Red Cross	1-888-800-6493 redcross.ca
Public Safety and Emergency Preparedness Canada	1-800-830-3118 psepc.sppcc.gc.ca
Salvation Army Canada	1-800-SAL-ARMY

Services

211	
An information referral service for non-emergency human services in Calgary. It is free, confidential and multilingual. This service accepts calls 24 hours a day, seven days a week.	**ab.211.ca**
Access Mental Health (Calgary Zone only)	
Access Mental Health phone line helps residents in the Calgary Zone of Alberta Health Services to navigate the health system. Services offered include: ➤ Information on services for people of all ages within the community of Calgary and Alberta Health Services. ➤ Referral and connection to Alberta Health Services programs. ➤ Professional consultation to community and Alberta Health Services service providers. ➤ Information about crisis resources.	**Call 403-943-1500**
Alberta Health Services (AHS)	
Call Health Link Alberta for medical information when life is not in danger.	**811**
Poison & Drug Information Service	**1-800-332-1414**
Alberta Supports Contact Centre	**1-866-644-5135**
Alberta Health Services (AHS) Mental Health Helpline	
Staffed 24/7 by health professionals and provides: ➤ Crisis intervention. ➤ Information on programs and services to help you manage stress and anxiety. ➤ Referral to other agencies where appropriate.	**Call 1-877-303-2642**
City Links	
City Links helps low income seniors to live safely and securely in their own homes. The 'Home Maintenance Services' program provides these clients with basic yard care, snow removal, house cleaning, interior & exterior painting and minor repairs.	**calgary.ca/CSPS/CNS/Pages/Seniors/City-Links/About-City-Links.aspx**
Crisis Line (Counselling Services)	
Operated by the Distress Centre in Calgary, counsellors are available to talk anytime – 24 hours a day, 7 days a week, 365 days a year. When you make a call to Distress Centre, you will always get an answer, an open mind and a caring ear.	**Call 403-266-1605**

Cross Cultural Connections Directory	
A 170-page document that encourages communication and partnerships between culturally diverse organizations and communities in Calgary.	**http://calgaryartsdevelopment.com/**
Family & Community Support Services (FCSS)	
A joint municipal-provincial funding program established to support and fund preventive social services. The program, governed by the Family & Community Support Services Act since 1966, emphasizes prevention, volunteerism and enhanced local autonomy. The provincial and municipal governments share the cost of the program.	**humanservices.alberta.ca/family-community/14876.html**
Health Link Alberta	
Staffed 24/7 by health professionals, Health Link Alberta can refer callers to programs that can help you manage stress and anxiety, including community programs not affiliated with Alberta Health Services.	**myhealth.alberta.ca/Pages/default.aspx** **811**
Independent Living Resource Centre of Calgary	
Provides referrals, training and programs to persons with disabilities in Alberta to assist them in achieving their own level of independence.	**ilrcc.ab.ca**
Inform Alberta	
Inform Alberta is a provincial on-line directory of publicly funded and/or not-for-profit community, health, social, and government organizations and services.	**For more information, visit: informalberta.ca/public/common/search.do**
SeniorConnect Program	
An initiative of the Calgary Seniors' Resource Society (calgaryseniors.org). SeniorConnect is a preventive, community-based solution that reached out to seniors and connects them with the support they need to remain independent, healthy and safe in their own homes.	**calgary.ca/CSPS/Fire/Pages/Safety-tips/Safety-tips-seniors/SeniorConnect-program.aspx**

Psychosocial Care

24-Hour Crisis Support Line	
The Distress Centre offers a 24-hour crisis support line. No issue is too small! Calls are confidential and highly trained volunteers with the support of professional staff answer calls. Visit: **distresscentre.com/**	**403-266-4357**
Alberta Health Services Mobile Response Team	
The Mobile Response Team is a team of trained professionals who work with people in crisis. If you need to talk to someone directly, they may be able to visit you in person. They are available daily from 9:30 am to 9:30 pm. The Mobile Response Team can be reached through the Distress Centre. Visit: **albertahealthservices.ca/services.asp?pid=service&rid=432**	**403-266-4357**
211	
Phone 211 for information about the community, social and government services that can meet your needs.	**211**
Calgary Family Services	
Calgary Family Services offers supportive counselling for all families Visit: **calgaryfamily.org/**	**403-269-9888**
Wood's Homes	
The Community Resource Team works with families and children in crisis and will provide services in person and over the phone. **woodshomes.ca/site/PageNavigator/programs/crisis/programs_ community_resource_team.html**	**403-299-9699**
Free Walk-In Counselling	
Eastside Counselling provides free walk-in counselling at 255-495 36 St. N.E. (in Northgate Mall).	**403-299-969**
Older Adult Services	
The Way In provides referral, support and workshops for older adults and connections to older adult services. Visit: **http://caryacalgary.ca/our-programs/older-adults/twi/**	**403-SENIORS (736-4777)**

Literature

American Red Cross: Recovering Emotionally:
redcross.org/find-help/disaster-recovery/recovering-emotionally

BC Disaster Psychosocial Program:
health.gov.bc.ca/emergency/projects/psychosocial.html

Calgary Flood Response: Coping with Floods in Your Community:
http://calgary.cmha.ca/mental_health/coping-with-floods-in-your-community/#.VSbvo_nF8s8

Helping Children and Teens Recover from an emergency or disaster:
albertahealthservices.ca/hi-tragedy-recovery-children-teens.pdf

Helping your Child or Teen Prepare Emotionally for Disasters or Emergency:
albertahealthservices.ca/MentalHealthWellness/hi-mh-helping-your-child-or-teen-prepare-emotionally.pdf

Helping your Child or Teen Respond to an emergency or disaster:
albertahealthservices.ca/MentalHealthWellness/hi-mh-helping-your-child-or-teen-respond-to-a-disaster-or-emergency.pdf

Preparing and Responding Emotionally for Disasters or Emergencies:
albertahealthservices.ca/MentalHealthWellness/hi-mh-preparing-emotionally-for-disasters-or-emergencies.pdf

Recovery after an emergency or disaster:
albertahealthservices.ca/MentalHealthWellness/hi-mh-recovery-after-a-disaster-or-emergency.pdf

Returning Home Safely After Flooding:
albertahealthservices.ca/Advisories/ne-pha-ahs-flooding-kit.pdf

Support for Albertans Affected by Flood:
albertahealthservices.ca/Advisories/ne-pha-ahs-support.pdf

Training Opportunities

After completing an initial **READY**CALGARY introduction, many **READY**CALGARY members seek to expand and improve their knowledge and skills. Additional training opportunities may be available, including:

Animal Issues in Emergencies/Disasters	calgary.ca/CSPS/cema/Pages/Prepare-for-an-emergency/Have-an-emergency-plan-for-your-pet.aspx
Business Continuity	calgary.ca/CSPS/cema/Documents/BCP-Template.pdf
Community Relations	drsaraheaton.wordpress.com/2012/08/21/10-characteristics-of-community-leaders/
First Aid Training	redcross.ca/what-we-do/first-aid-and-cpr
Hazard Identification and Risk Assessment	serc.carleton.edu/research_education/healthrisk/howhealthy.html
Psychological First Aid	Alberta Health Services E-PREP Program
Special Needs and Vulnerable Populations Concerns	getprepared.gc.ca/cnt/rsrcs/pblctns/pplwthdsblts/pplwthdsblts-eng.pdf

Basic Emergency Management (BEM)

A Basic Emergency Management course provides an overview of emergency management in Alberta including the systems and processes for preventing, mitigating, preparing for, responding to and recovering from emergencies and disasters. You will learn about the key provisions of the Emergency Management Act and have the opportunity to identify the roles and responsibilities of various levels of government and other key organizations involved in emergency management.

Target Audience:

➤ Personnel responsible for emergency programs within their organizations (i.e. emergency services, private sector, non-government organizations, etc.)

Available from: **apsts.alberta.ca/online-courses/bem/**

E-Prep – Emergency Preparedness (AHS)

E-Prep is an interactive and educational workshop, developed by Alberta Health Services and Carya, that uses a step-by-step plan for participants to develop their own personalized preparedness kit. This workshop recognizes the importance of practical preparedness and psychosocial health and wellness in the event of an emergency or disaster. The workshop material is aimed at supporting individuals from the general public and vulnerable populations.

The E-Prep workshop can be offered to participants in the community. E-Prep trainers can also provide community members, professionals and/or paraprofessionals with information to facilitate E-Prep on their own. Facilitators will be provided with training in key facilitation skills and access to necessary workshop materials.

Objective:

To build capacity by promoting personal preparedness, fostering connections, and cultivating resilience.

Audience:

General public, non-profit organizations, professionals/paraprofessionals.

Details:

2 hours, on or off site (maximum number of participants to be determined per workshop).

For further details email Kent Saga (kents@caryacalgary.ca) with Carya or the AHS Community Disaster Outreach Team (CDOT) at CDOT@albertahealthservices.ca. Additional information will be made available at caryacalgary.ca

Incident Command System (ICS 100)

The Incident Command System is a standardized management system used to organize and manage a scalable response to emergency incidents of any magnitude. ICS 100 (Module 1) is intended as an introduction and overview of the ICS for people who may be assigned to incidents in non-supervisory roles and as a prerequisite for students continuing on through other levels.

A free introductory course in Incident Command System (ICS) training is available online from: **apsts.alberta.ca/online-courses/ics-100/**

Appendix C: Sample Forms

Neighbourhood/Community Map

Sketch your neighbourhood and identify hazards, risks, resources, services, etc.

Appendix D: Answer Key

Unit 5: True or False

Q. 211 is an information referral service for non-emergency community and social services in Calgary.

    A. True. Visit ab.211.ca for more information on this service.

Q. Inform Alberta is a provincial online directory for publicly funded and/or not-for-profit community, health, social and government organizations and services.

    A. True. Visit informalberta.ca for more information on this service.

Q. City Links helps Calgary's homeless population with shelter and job searching needs.

    A. False. It helps low income seniors with to live safely and securely in their own homes.

Q. The Way In is a collaboration of Calgary-based agencies dedicated to enhancing quality of life and access to services and support for vulnerable older adults and their families.

    A. True. Visit thewayincalgary.ca for more information on this service.

Q. To replace lost or damaged important documents, visit your local bank.

    A. False. Visit servicealberta.ca for a list of local registries that can assist you in replacing documents such as birth certificates, driver's license, marriage certificates, etc.

Q. It is OK to volunteer in an area that has not been declared safe by officials if it is in your own community.

    A. False. Always listen to instructions from emergency services personnel.

Q. As a volunteer, your first obligation is to yourself and your family.

    A. True.

Q. It is better to be an independent volunteer rather than be affiliated with an established organization.

    A. False. Affiliation with an established organization provides protection for volunteers (insurance, equipment), encourages people to work together for a common goal and ensures the response effort is coordinated with official instruction.

Q. As a volunteer, if you hear of an emergency on the news or social media, you should self deploy as soon as you can.

    A. False. Needs must be identified first then individuals should register at a designated location only.

Q. Volunteering is a valuable part of a healthy, resilient community.

    A. True.

Congratulations!

This concludes Section 1 of **READY**CALGARY on Individual and Family preparedness, response and recovery. Congratulations!

If you wish to continue with the program, **Section 2: Community** is also available. This manual builds on Section 1 to cover preparedness, response and recovery at the broader community level.

We hope you have enjoyed this course and recommend that you refer to it regularly, developing and practising your understanding to safeguard against future challenges.

Remember to share your knowledge and experience of **READY**CALGARY with others to encourage a growing network of likeminded Calgarians.

Together, we can continue to build a stronger, more resilient Calgary for the future.

CEMA

Calgary Emergency Management Agency

READYCALGARY

For more information on **READY**CALGARY and to obtain copies of emergency preparedness materials, contact:

Tel: 311

or visit:

calgary.ca/311

or

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2015-1056