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THE HOME EMERGENCY PLAN

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This is an extract from Crediton's Community Emergency Plan which is currently in draft format and will be available soon.

Emergencies can affect the County with little or no notice. Being prepared can help reduce the effects on your families' lives, reduce the need for help from others and enable you to support the vulnerable in your community.

Disruption to essential services such as water and electricity, to regional and national travel and telecoms are all ways an emergency can affect our busy everyday lives.

Keep your plan and other important information in a safe place that you will find again quickly.

You could keep your plan in a 'message in a bottle' in your fridge. Bottles are available free of charge from most doctor's surgeries and chemists and give emergency services vital information such as medical conditions and repeat prescriptions.

If you have children in your household, or others who need help with understanding what to do, you could get them to write and draw their own plans, to help them learn about emergency events.

Please note, large print copies of this Home Emergency Plan are available from the Council Offices.

Complete the following sections and keep the plan in a safe place that all members of your household can easily access:

If you are not involved in an incident but are close by or believe you may be in danger, in most cases the advice is:

If the emergency is outside GO IN, STAY IN, TUNE IN.

Station	Frequency	Website
BBC Radio Devon	95.8 FM	http://www.bbc.co.uk/radiodevon
Heart FM	97.0 & 103.0 FM	http://www.heart.co.uk/exeter/

INFORM THE REST OF YOUR FAMILY / HOUSEMATES

Household Contact Details		
Name	Mobile	Work

If you are evacuated is there somewhere you can go? Friends or Family?

If you can't contact each other, where should you meet / or who should you leave a message with?

Who will be responsible for picking the children up from school? (If applicable)

How do you turn off the following? Who is responsible?	
Electricity	
Gas	
Water	

KEY CONTACT NUMBERS

Emergency Telephone Numbers			
Emergency Services	999	Doctor	
NHS 111 Service	111	School	
Local Police Station	101 (non-emergency)	Home Insurance	
Local Authority: Devon County Council Mid Devon District Council Crediton Town Council	0345 155 1015 01884 255255 01363 773717		

Useful Websites	
Devon County Council	new.devon.gov.uk and search Emergency Planning
Environment Agency	www.gov.uk/flood
BBC Devon	www.bbc.co.uk/devon
National Flood Forum	www.floodforum.org.uk

Q1	<p>What are the risks to your home and the surrounding area? Are you at risk of flooding? To find out if you live in an area at risk from flooding, visit www.gov.uk/prepare-for-a-flood/find-out-if-youre-at-risk where you can find out if your home is at risk and sign-up to Flood Warnings Direct (a free service which sends you a message when there is a flood risk by telephone, mobile, email, SMS text message, fax, or via a relative/friend). You can also sign up by calling Floodline on 0345 988 1188 or Typetalk 0845 602 6340. If you are in an area that may flood, have sandbags and boards ready to help stop water entering through doors or air bricks. Where do you get these from? If you do not know, contact your Parish/Town Council.</p>
	Notes:
Q2	<p>Do all household members know how and when to call the emergency services? If they don't, give them instructions on how to do this.</p>
	Notes:
Q3	<p>How will you get out of the house/area if you need to escape? Think about what to do if a route is blocked. If it is helpful, draw a plan of escape routes.</p>
	Notes:
Q4	<p>What are the emergency procedures at your children's schools? During an incident, it may not be safe to collect children from school. Schools have emergency plans so pupils will be cared for. If you are still worried during an incident, contact the school first.</p>
	Notes:

Q5	<p>Are there any elderly, disabled or vulnerable family members, friends and neighbours who might need your help, or additional help from the emergency services? Information may not reach some people as quickly. For example, Deaf and blind people and people who do not speak English or have other communication difficulties. How will you help them? Does your Parish/Town Council have a support scheme in place and are vulnerable neighbours aware of it?</p>
	<p>Notes:</p>
Q6	<p>Where will you meet if you become separated – a nearby landmark or a friend's house? Also, agree an alternative meeting place further away from your home.</p>
	<p>Notes:</p>
Q7	<p>ICE Contact Number The emergency services are trained to check for a person's ICE contact number which stands for 'In Case of Emergency'. Think carefully about who you choose as an ICE contact because that person may need to give consent for medical treatment. If you want more than one ICE contact, mark them as ICE1, ICE2 etc. Put ICE contacts in all mobile phones, or on a card in wallets / purses. If your phone is password protected then use the card method or make it visible on the 'start up' screen.</p>
	<p>Notes:</p>
Q8	<p>Where is your safe, secure place for important documents (passport, birth and insurance certificates etc.) and items of high sentimental value such as old family photos? Are these raised above potential flood levels and easy to grab (in one box) if you need to take them with you? Is the box fire-proof? Have you stored important computer records on a USB / disk?</p>
	<p>Notes:</p>

Q9	<p>Do you have emergency supplies (ideally in an 'emergency bag') that you can grab quickly? Where are they kept?</p> <p>Notes:</p>
Q10	<p>How do you switch off water, gas and electric supplies in your home? Draw a plan if helpful.</p> <p>Notes:</p>
Q11	<p>Think about what you would do if you lost all power and communications (including satellite communications such as mobile phones). Do you have a battery or wind-up FM Radio and camping stove with fuel, for example? Make a note of the FM frequency of your local radio station.</p> <p>Notes:</p>
Q12	<p>Does everyone in the household know how to make the home secure – locking doors and windows? Do you keep keys in the same places so they can be found easily if it is dark; where are keys kept?</p>
	<p>Notes:</p>
Q13	<p>Have you installed smoke detectors and a carbon monoxide detector? When did you last check them? If not, don't delay installing or checking them! They could save your life. If you need help or advice, or to find out if you qualify for a free home safety visit, contact your local Fire and Rescue Service.</p> <p>Notes:</p>

Q14	<p>Have you got adequate home insurance? Who is your insurance provider and what is your insurance policy number?</p> <p>Notes:</p>
Q15	<p>Do you keep in your kitchen cupboard enough bottled water, snacks, tinned or dried/packet food to last three days? (how much do you need per person?). This will reduce the tendency for "panic buying" during bad weather or strikes, which can be very disruptive. Check sell by dates every six to twelve months.</p> <p>Notes:</p>
Q16	<p>Have you made a list of medication, insurance policy numbers and important phone numbers such as your doctor, insurance provider, Floodline, NHS 111 Service, non-emergency number, gas and electric supplier, vet, school, work and close friends/relatives? Make sure you carry this list at all times, for example on a card in your purse or wallet, or mobile phone.</p> <p>Notes:</p>
	<p>Your emergency supplies</p> <p>It helps if you can grab these things quickly. Ideally make up an 'emergency bag'. Do not stop to collect things if it puts you in danger!</p> <p>These are things you probably carry at all times:</p> <ul style="list-style-type: none"> • Essential keys (house/car) • Special daily items (for example, glasses/contact lenses/medication/aids) • List of medication. This is essential, please make a list! • Cash/debit/credit cards • Essential items for babies, children and people you care for • Mobile phone and charger • Antibacterial hand gel and mini first aid kit • Water and snacks • Warm layers and waterproof clothing, suitable hats and footwear <p>If you have to remain in your home or become isolated, make sure you have the following items:</p> <ul style="list-style-type: none"> • First Aid Kit including flu and cold medication • Wind up or battery radio including spare batteries • Wind up or battery torch with spare batteries/candles and matches • Enough toiletries such as soap, sanitary items and tissues or toilet roll • A three-day food and water supply. Tinned and dried food such as beans and rice is good. • Camping stove and fuel. Only use indoors in an emergency. Always place on a stable surface and use in a well-ventilated area with a carbon monoxide detector.

	<p>Keep important documents and computer information in ONE safe place and make sure you can grab these items quickly if you need to.</p> <p>Don't forget does a friend or family member have spare keys should you lose yours?</p>
	<p>Items for pets and assistance animals</p> <p>Contents will depend on the type of pet, but you may need to grab:</p> <ul style="list-style-type: none"> • Water, food and bowls • Leash/muzzle/harness • Blanket, bed, pet carrier or cage • Photo of your pet in case it gets lost and is not 'identity chipped' • Plastic bags for waste • Medication and health records • Identity chip number (keep a record in your phone or wallet/purse)
	<p>Items in the car</p> <p>In case of an emergency always carry in your car (in addition to the things you probably carry at all times):</p> <ul style="list-style-type: none"> • Blankets • Torch • Map • First Aid Kit • Shovel and de-icer in winter conditions • Warning triangle and fire extinguisher (recommended)
	Notes:

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