

AFTER THE DISASTER



January 12, 2021

City of Leduc

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Introduction

"*AFTER THE DISASTER*" is provided by the City of Leduc to assist you in dealing with the aftermath of a disaster.

It is important to be prepared for any emergency from a flood, fire or weather event. Such disasters are for the most part beyond our control. If there is one area we have control over is our own preparedness and how we react to such disruptions in our lives. This brochure is intended to provide information in assisting you with your own preparedness.

THIS IS A GUIDE ONLY AND MAY NOT NECESSARILY RELATE TO YOUR SPECIFIC NEEDS.

Recovering from a disaster is usually a gradual process. Safety is a primary issue, as are mental and physical well-being. If assistance is available, knowing how to access support makes the process more efficient and less stressful. This brochure offers some general advice on steps to take after disaster strikes in order to begin getting your home, your community and your life back to normal.

In the event you are evacuated from your home follow these [evacuation guidelines](#) it is important to ensure that the stove and all heating appliances have been turned off. Contact family members and inform them of the situation and how to contact you.

Make sure to take important documentation with you such as, drivers licence, medications, insurance policy, health care card and cash as ATM's and banks may not be available. Don't forget your cell phone and charger.



Coping with Disaster

Disasters are upsetting experiences for everyone involved. The emotional toll that disaster brings can sometimes be even more devastating than the financial strains of damage and loss of home, business or personal property.

Children, senior citizens, people with access or functional needs, and people for whom English is not their first language are especially at risk. Children may become afraid and some elderly people may seem disoriented at first. People with access or functional needs may require additional assistance.

Seek crisis counseling if you or someone in your family is experiencing issues with disaster-related stress. The Leduc RCMP Victim Services Unit (VSU) and the City of Leduc Family and Community Support Services (FCSS) are a very good local resource as a first point of contact.

Understand the individual effects of a disaster.

- Everyone who sees or experiences a disaster is affected by it in some way
- It is normal to feel anxious about your own safety and that of your family and close friends
- Profound sadness, grief and anger are normal reactions to an abnormal event
- Acknowledging your feelings helps you recover
- Focusing on your strengths and abilities helps you heal
- Accepting help from community programs and resources is healthy
- Everyone has different needs and different ways of coping
- It is common to want to strike back at people who have caused great pain

Children and older adults are of special concern in the aftermath of disasters. Even individuals who experience a disaster “second hand” through exposure to extensive media coverage can be affected.

Contact local faith-based organizations, voluntary agencies, or professional counselors for counseling. Additionally, provincial and local governments of the affected area may provide crisis counseling assistance.

As you recover, it is a good idea to make sure that you have updated your family disaster plan and [replenished 72 hour emergency kit supplies](#) just in case a disaster happens again. You will always feel better knowing that you are prepared and ready for anything.



Documents, Records & Valuables

Important documents and records can be damaged or destroyed as a result of a major emergency or disaster. Access to these is often essential to your wellbeing. For this reason, we have provided a list of documents that should be included in your 72 hour emergency kit if possible.

Birth Certificate	Marriage License
Driver's License	Divorce Decree
Credit Cards	Animal Registration
Bank Book	Medical Records
Passport	Income Tax Records
Automobile Registration	Death Certificates
Insurance Policies	Land Titles
Citizenship Papers	Warranties
Stocks and Bonds	Wills
Old Age Security I.D Card	Title to Deeds
Social Insurance Card	

Having these items stored in a single fire proof container is optimal but, encouraged. This will facilitate quick removal from your home. Remove as many valuables as possible if you must stay elsewhere.

Emergency services may not be able to assist you for 72hrs. Having a 72 hour emergency kit ready for use is highly recommended. You can make you own kit or purchase one through several vendors such as the Canadian Red Cross, and safety companies. The kit should have enough supplies to meet your family needs for a minimum 72 hour period.



Property Insurance

Having home insurance is very important particularly when disaster strikes. Having insurance on your property will assist you in recovery from a disaster and reduce the financial burden of getting your life back to normal. It is the responsibility of the occupant to secure the property upon evacuation to prevent unauthorised entry. If you are unable to contact your insurance company, professional agencies can help.

REMEMBER: Your insurance may include coverage for living expenses, clean up and repairs. If you must incur expenses for these purposes, be sure to keep receipts, your adjuster will need them.

For additional insurance information contact these numbers:

Insurance Bureau of Canada.....780-423-2212
 Alberta Housing & Consumer Affairs....780-427-4088

Telephone

IN AN EMERGENCY DIAL 9-1-1

<p>FIRE DEPARTMENT</p> <p>City of Leduc Fire Services Administration Mon to Fri 8:30am to 4:30pm.....780-980-8475</p> <p>LEDUC RCMP</p> <p>Complaint Line (24 hours).....780-980-7267 Information Desk.....780-980-7200 Victim Services VSU (Province Wide).....310-0000 VSU Leduc Mon to Fri 8:30am to 4:30pm.....780-980-7232</p> <p>UTILITY SERVICES- 24 HOUR EMERGENCY NUMBERS</p> <p>Apex Utilities.....1-866-222-2068 Fortis Alberta310-9473 City of Leduc Water (after hours).....780-980-7108</p>	<p>DISTRESS ASSISTANCE</p> <p>Canadian Red Cross.....1-888-800-6493 Salvation Army Mon to Fri 9am to 4pm.....780-352-2416 City of Leduc Family & Community Support Services (FCSS)780-980-7109 Edmonton Emergency Relief Services (24 hours) 780-428-4422 Alberta Health Services (Health Link8-1-1</p> <p>DISASTER ASSISTANCE CITY OF LEDUC</p> <p>Mon to Fri 8:30am to 4:30pm.....780-980-7177</p> <p>ANIMALS / PETS</p> <p>Check your local listings</p>
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Shelter in Place Guidelines

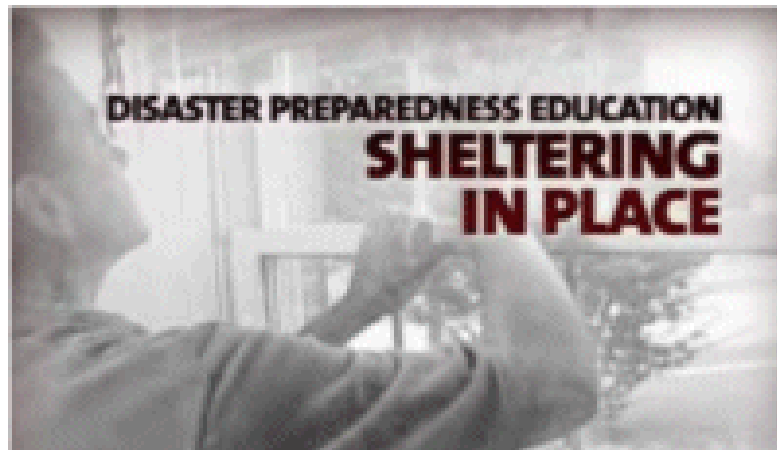
Whether you are at home, work or elsewhere, there may be situations when it's simply best to stay where you are and avoid any uncertainty outside.

There may be circumstances when staying put and creating a barrier between yourself and potentially contaminated air outside, a process known as "sealing the room," is a matter of survival.

Use common sense and available information to assess the situation and determine if there is immediate danger. If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated, you may want to take this kind of action.

The process used to seal the room is considered a temporary protective measure to create a barrier between you and potentially contaminated air outside. It is a type of sheltering in place that requires preplanning and having the necessary supplies available and actions to take as identified below:

- Bring your family and pets inside
- Lock doors, close windows, air vents and fireplace dampers
- Turn off fans, air conditioning and forced air heating systems
- Take your 72 hour emergency supply kit unless you have reason to believe it has been contaminated.
- Go into an interior room with few windows, if possible.
- Seal all windows, doors and air vents with 2-4 mil, thick plastic sheeting and duct tape. Consider measuring and cutting the sheeting in advance to save time.
- Cut the plastic sheeting several inches wider than the openings and label each sheet.
- Duct tape plastic at corners first and then tape down all edges.
- Be prepared to improvise and use what you have on hand to seal gaps so that you create a barrier between yourself and any contamination.



Evacuation Guidelines

There may be conditions under which you will decide to get away or there may be situations when you are ordered to leave. Follow these guidelines for evacuation:

- Plan places where your family will meet, both within and outside of your immediate neighborhood. Use your evacuation plan to decide these locations before a disaster
- If you have a car, keep a full tank of gas in it if an evacuation seems likely. Keep a half tank of gas in it at all times in case of an unexpected need to evacuate. Gas stations may be closed during emergencies and unable to pump gas during power outages. Plan to take one car per family to reduce congestion and delay
- Know and understand how to operate your overhead garage door when power is out
- Become familiar with alternate routes and other means of transportation out of your area. Choose several destinations in different directions so you have options in an emergency
- Leave early enough to avoid being trapped by severe weather. Check with neighbours who may need a ride
- Follow recommended evacuation routes. Do not take shortcuts; they may be blocked. Follow instruction from local officials
- Be alert for road hazards such as washed-out roads or bridges and downed power lines. Do not drive into flooded areas.
- If you do not have a car, plan how you will leave if you have to, make arrangements with family, friends, or local officials may be on hand to assist
- Take your 72 hour emergency kit unless you have reason to believe it has been contaminated
- Remember to turn off your stove or any other cooking appliance
- Keep you cell phone charged, keep an extra charging cord in your vehicle
- Listen to a battery-powered radio and follow local evacuation instructions
- Take your pets with you, but understand that only service animals may be permitted in public shelters. Make sure you have a backup plan for your pets
- Bring your medications with you
- Turn off all cooking appliances

If time allows:

- Call, text or email the out-of-town family/friends tell them where you are going
- Secure your home by closing and locking doors and windows
- Unplug electrical equipment such as radios, televisions and small appliances. Leave freezers and refrigerators plugged in unless there is a risk of flooding. If there is damage to your home and you are instructed to do so, shut off water, gas and electricity before leaving
- Leave a note telling others when you left and where you are going
- Wear sturdy shoes and clothing that provides some protection such as long pants, long-sleeved shirts and a cap

Reception/Evacuation Shelters

Choosing to take shelter is necessary in many emergencies. Taking appropriate shelter is critical in times of disaster. Sheltering is appropriate when conditions require that you seek protection in your home, place of employment or other location when disaster strikes. Sheltering outside the hazard area could include staying with friends and relatives, seeking commercial lodging or staying in a mass care facility operated by disaster relief groups.

Even though mass care shelters often provide water, food, medicine and basic sanitary facilities, you should plan to take your 72 hour emergency supply kit with you so you will have the supplies you require. Mass care sheltering can involve living with many people in a confined space, which can be difficult and unpleasant. To avoid conflicts in the stressful situation, it is important to cooperate with shelter managers and others assisting them. Keep in mind that alcoholic beverages and weapons are forbidden in reception/evacuation centers and smoking is restricted.

Local authorities may not immediately be able to provide information on what is happening and what you should do. However, you should watch TV, listen to the radio or check the Internet often for official news and instructions as they become available. Subscribe to local Twitter and Facebook feeds. Downloading the following apps can assist in situational awareness:

- <http://www.theweathernetwork.com/weather-apps/mobile>
- <http://www.emergencyalert.alberta.ca/content/about/signup.html>

Before you enter your home

Returning home can be both physically and mentally challenging. Above all, use caution. You may be anxious to see your property but do not return to your home before the area is declared to be safe by local officials.

Inspect your home carefully before entering

Do not enter if:

1. You smell gas
2. Floodwaters remain around the building
3. Your home was damaged and the authorities have not declared it safe

Contact the City of Leduc 780-980-7177 for assistance, do not put your safety at risk.

If safe to do so walk carefully around the outside and check for downed power lines, gas leaks and structural damage. If you have any doubts about safety, have your residence inspected by a qualified building inspector or structural engineer before entering.

DO NOT ATTEMPT TO RECONNECT UTILITIES YOURSELF. Utility companies do not make repairs inside the house. It is your responsibility, or that of your insurance company, to arrange this. Damage occurring to water, sewer, power, or natural gas installations inside the dwelling **MUST** be repaired under permit, and inspected by the appropriate agency before they can be turned on.

Seeking Disaster Assistance

The Disaster Recovery Program (DRP) is administered by the Alberta Emergency Management Agency (AEMA). AEMA is part of Alberta Municipal Affairs. Alberta Regulation 51/94 of the Alberta Emergency Management Act allows the province to provide disaster recovery assistance to residents, small business, agriculture operations, and provincial and municipal governments if the event meets the criteria as outlined in the regulation.

1. The event is considered extraordinary
2. Insurance is not reasonably or readily available
3. There is evidence that the event is wide spread

Before a review is undertaken the applicant must meet the following five criteria:

1. Have contacted the disaster recovery program office at 1-888-671-1111 and discussed the concern with a representative
 2. Have had a damage assessment evaluator visit the damaged property at least once
 3. Received written notice of their ineligibility, or eligible assistance amount, under the Disaster Recovery Program (DRP)
 4. Attach all relevant supporting documentation to the application, unless previously provided to the DRP
 5. Submit a complete application for review. A complete application is determined by the Managing Director Alberta Municipal Affairs contact information
- PHONE: Call Toll Free 1-888-671-1111
 - EMAIL: drp.info@gov.ab.ca

Helping Others

Making a financial donation/contribution to a recognized disaster relief organization is the most effective way to help those in need and the most efficient way of helping those impacted by disaster.

- Allow municipal and voluntary organizations to fund response and recovery efforts, obtain goods and services locally, and provide direct financial assistance to disaster survivors to meet their own needs
- Make a financial contribution to the voluntary organization of your choice
- If you need help in determining who to give to, contact the City of Leduc Family & Community Support Services (FCSS). When the public supports voluntary organizations with financial contributions, it helps ensure a steady flow of important services to the people in need after a disaster
- Only donate what is specifically requested such as, money, clothing, etc. Unsolicited donations can cause additional issues adding to the stress of a disaster

By definition, emergencies happen when we don't expect them, and often when families are not together. Suddenly, you need to think about your kids at school or elderly parents across town. If phones don't work, or some neighborhoods aren't accessible, what will you do? The importance of being prepared can't be overstated; your well-being as an individual, family and community depend on you being as much prepared as possible for any emergency large or small and helping you to recover.