

During an Emergency

During an emergency, you may not have time to make alternative plans. You may also not be aware of where to get proper instructions. It is important to know who to call and what to do under different circumstances.

When to Call 9-1-1 (Where Available)

- To report a fire
- To report a crime
- To save a life

For non-emergency calls, use the seven- or ten-digit numbers listed in your emergency plan, local phone book or online for police, fire and paramedic services.

In Case of a Major Emergency

- [Follow your emergency plan.](#)
- [Get your emergency kit.](#)
- Make sure you are safe before assisting others.
- Monitor for alerts from [Alberta Emergency Alert.](#)
- Listen to the radio or television for information from local officials and follow their instructions.
- Stay put until it is safe or until you are ordered to [evacuate.](#)

Shelter-in-Place

You may be instructed to [shelter-in-place](#). This means you must remain inside your home or office and protect yourself there. The following steps will help maximize your protection:

- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air-conditioning systems to avoid drawing in contaminated air from the outside.
- Close the fireplace damper.
- Get your emergency kit and make sure the radio is working and that your cell phone is fully charged.
- Go to an interior room that is above ground level (if possible, one without windows). In the case of a chemical threat, an above-ground location is preferable because some

chemicals are heavier than air and may seep into basements even if the windows are closed.

- Use duct or other wide tape to seal all cracks around the door and any vents into the room. You can also use damp clothes or cloth as a seal, if required.
- Continue to monitor your radio or television until you are told all is safe or are advised to evacuate.

Evacuation Orders

Authorities will not ask you to leave your home unless they have reason to believe that you are in danger. If you are ordered to evacuate, take:

- Your emergency kit
- Your emergency plan
- Essential medications and copies of prescriptions
- A cell phone and charger (if you have one)
- Your pets. Remember that pets are not allowed in some emergency reception centres, so plan in advance for a pet-friendly location, and make sure you bring your pet carrier.

Protect Your Home

- Shut off water and electricity if officials tell you to.
- Leave natural gas service on, unless officials tell you to turn it off. If you turn off the gas, the gas company has to reconnect it. In a major emergency, it could take weeks for a professional to respond. You would be without gas for heating and cooking.
- Lock your home.

If You Have Time

- Call or e-mail your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.
- Leave a note telling others when you left and where you are going. If you have a mailbox, leave the note in there.
- If appropriate and available, consider registering with the evacuee registry. This will make it easier for you to attain critical information and services when they are available.

For more information on hazards in Alberta, contact your municipality's Director of Emergency Management or the Alberta Emergency Management Agency at 780-422-9000 (Dial 310-0000 for toll-free access outside Edmonton). You can also visit www.aema.alberta.ca.