

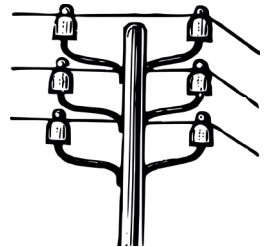
**BALLATER RESILIENCE**  
**PREPARING FOR EMERGENCIES**  
**A Guide For Residents**



**THIS MAY SAVE YOUR LIFE**

# HOUSEHOLD EMERGENCY PLAN

- Be Prepared.
- If a major emergency happens, it may be some time before help arrives. It's very important that you and your family get together to prepare before any emergency arises.
- Complete this guide in advance and keep it safe in case you need to use it.
- If others use your home, ensure that they know What To Do / Where To Go.
- In this area, the most likely emergency is flooding.
- Sign up for free flood warnings. Floodline provides regular information 24/7 on 0845 9898 1188 and at [www.sepa.org.uk/floodline](http://www.sepa.org.uk/floodline).
- Always put your safety first, e.g. Avoid any direct form of contact with flood water and don't try to walk, drive or swim through a flood; there may be underwater hazards. Always prioritise the safety of the people in your household over possessions.
- Stay away from fires, power lines and electrical wires.



# SEPA FLOOD WARNING CODES

---

## ONLINE FLOOD RISK FORECAST

### Meaning

Be aware.  
Keep an eye on the weather situation.

### General advice

- Check weather conditions.
- Check for updated flood forecasts on the Environment Agency website.



## FLOOD ALERT

### Meaning

Flooding is possible  
Be prepared.

### General advice

- Be prepared to act on your flood plan.
- Prepare a flood kit of essential items.
- Monitor local water levels and the flood forecast on our website.



## FLOOD WARNING

### Meaning

Flooding is expected.  
Immediate action required.

### General advice

- Move family, pets and valuables to a safe place.
- Turn off gas, electricity and water supplies if safe to do so.
- Put flood protection equipment in place.



## SEVERE FLOOD WARNING

### Meaning

Severe flooding.  
Danger to life.

### General advice

- Stay in a safe place with a means of escape.
- Be ready should you need to evacuate.
- Co-operate with the emergency services.
- Call 999 if you are in immediate danger.

## WARNING NO LONGER IN FORCE

### Meaning

No further flooding is currently expected in your area.

### General advice

- Be careful. Flood water may still be around for several days.
- If you've been flooded, ring your insurance company as soon as possible.

# WHAT CAN I DO NOW?

## Pack an Emergency Kit

Would you have enough food and water and other essentials at home for at least two days?

Whether you have to stay in or get out, packing a small emergency kit will help you get through. Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag and consider including:

- battery radio with spare batteries, or a wind up radio
- battery torch with spare batteries, or a wind-up torch
- first aid kit, wet wipes/disinfectant hand gel, plastic gloves, toilet roll
- important documents like insurance policies, birth certificates and passports.
- bottled water and ready-to-eat food that won't go off
- sleeping bag or blanket, spare towel
- spare glasses/contact lenses, hearing aid batteries
- toiletries and details of important medicines
- pen and paper, penknife, whistle
- pet supplies and important pet documents

**Make an inventory of valuable household items** – photograph them.

**At the request of the Emergency Services:** Make a note of your contact details including (mobile) phone number to display in your window if you have to evacuate your home. (A second copy to hand in at the Victoria Hall would speed up your registration).



# WHAT TO DO IN AN EMERGENCY

If the emergency means it is not safe to go out, the advice is usually to:

- GO IN** (go indoors and close all windows and doors),
- STAY IN** (stay indoors),
- TUNE IN** (to local radio, TV or the internet, where public information and advice from the emergency responders will be broadcast.)

My local radio station:



**Northsound** is on frequency 96.9FM

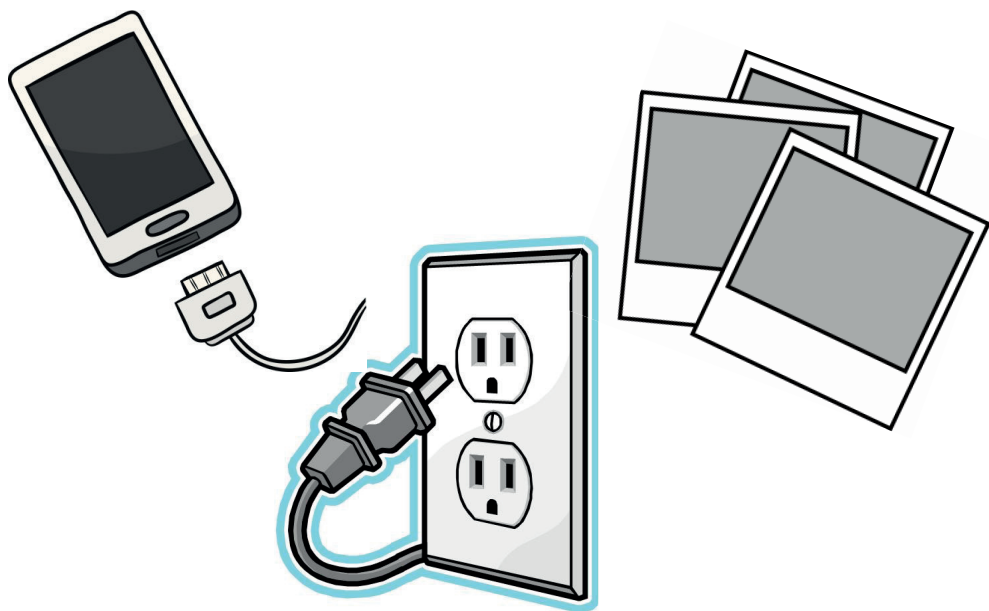


**Original 106** is on frequency 106.3 – 106.8FM



## IF YOU ARE GIVEN SUFFICIENT WARNING

- Put flood defences in place if appropriate. A number of sandbags will be available from a container in Ballater Primary School car park.
- Charge mobile phones.
- Ensure your emergency kit is complete and accessible.
- Know how to turn off electricity; water; gas and unplug electrical items. Move them upstairs if possible. Do not risk injury.
- Move upstairs precious mementos, such as baby and wedding pictures.
- Keep a collection of blocks such as plastic crates, bricks or planks of wood close to hand. This will help you lift furniture off the ground.
- Place bin bags over table legs – ensure the bags have no ventilation holes
- Co-operate with emergency services/local authorities and prepare for evacuation.
- Do as much as you can during daylight.



## IF YOU HAVE TO LEAVE HOME

To assist the Emergency Services put a note in your window giving contact details including phone number.

If you have to leave your home, get out, stay out, and take others with you.

Lock up and leave.

If there's time to gather them safely, in addition to your emergency kit bag you should also take:

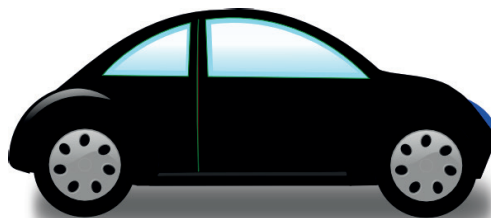
- essential medicines and repeat prescriptions
- mobile phone and charger
- cash and credit cards
- waterproof clothing & footwear
- games, books, a child's special toy



In order to assist the Emergency Services please go to the Victoria Hall to register first.

Would any of your neighbours need assistance?

What about your car?



# IMPORTANT TELEPHONE NUMBERS

All emergency services	999
Police non-emergency	101
Aberdeenshire Council	0345 608 1208
NHS 24	111
SEPA Floodline	0845 988 1188
Scottish Water	0845 601 8855

## You should record other important numbers:

- Schools/colleges: .....
- Carers/childminder: .....
- Work Contact: .....
- Plumber: .....
- Doctor: .....
- Vet: .....
- Insurance: .....
- Local authority: .....
- Gas supplier: .....
- Electricity supplier: .....
- Oil supplier: .....
- Other:.....
- .....
- .....
- .....

