



# Emergency Guide

## Be Prepared!

**Preparing for  
Major Emergencies**  
**Mind your own  
Business!**



# DOVER DISTRICT

## PREPARING FOR MAJOR EMERGENCIES

**Disaster often strikes quickly and without warning. It can force you to evacuate your neighbourhood or confine you to your home.**

The likelihood of you and your family surviving a house fire depends as much on having a working smoke detector and an exit plan as on a well-trained Fire & Rescue Service.

The same is true for surviving any other disaster.

No matter how well the statutory agencies plan their responses to potential disasters, to ensure the safety of your home and well-being of you and your family, you should prepare now to meet your own basic needs for at least the first 72 hours following a major disaster.



### MAKE A PLAN • MAKE A KIT

#### We are planning for potential disasters – Are You?

We all hope that a major emergency never happens here. However if it does there is some simple advice that, if you follow, you could minimize the impact it has on you, your family and your home.

#### MAKE A PLAN

**A family emergency plan will help you and your family know what to do in case of an emergency.**

##### Flooding

Find out if you live in a flood risk area. If you do, make your own plans to protect your property and valuable possessions. **DON'T TAKE RISKS.** The Emergency Services and Local Authority may not be able to protect your property for you. They may be fully committed to lifesaving and protecting essential services.

##### Family communication plan

ICE (In Case of Emergency) Enter ICE in your mobile contact list with the name of the person you want the emergency services to call on your behalf in case of emergency.

Plan how to stay in contact during an emergency. Perhaps everyone could call/e-mail/text or, if safe to do so, go to a designated friend or relative elsewhere.

##### Go in, Stay in, Tune in

- The Go in, Stay in, Tune in advice is recognised and used around the world. It is the best general advice for people caught up in most emergencies.
- Monitor local broadcasts for the latest information or advice.
- Follow advice/instructions given by any Emergency Services personnel on the ground.
- Continue to monitor the situation outside and your own particular circumstances.

##### Safe exits from home and neighbourhood

- Identify alternative exits from your home. Ensure these are available at all times.
- Follow evacuation route advice provided by the emergency services.

##### Evacuation

- Remember mobile communication may be difficult or unavailable.
- Leave a note in your home informing people where you have gone and when you left.
- Pre-identify a meeting place to reunite with family/friends.
- Shut off gas and electricity before leaving the premises. Secure windows and lock doors.

##### Children and Vulnerable Adults

Find out what plans the school/daycare centre have to respond to an emergency.

- Where would they evacuate to?
- Are they prepared to shelter in the school?
- Your plan should designate a person to pick up children should you be unavailable.
- Confirm these arrangements with the school/daycare centre.

##### Health information

- The plan should list the names and contact details of your GP, Community Nurse and other healthcare professionals you have contact with on a regular basis.
- Have a list of any prescription medication that family members are taking.
- List any chronic illnesses/disabilities of family members.

##### Pets

The plan should make arrangements for the care of pets. This might include identifying kennels and “pet-friendly” hotels in your area.

### MAKE A KIT - PAGE 5

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### Useful 24/7 Telephone Numbers:

Dover District Council:	01 304 821 199
Kent County Council:	08458 247 247
Environment Agency Floodline:	
	0845 988 1188
Gas Emergency:	0800 111 999
Electricity Emergency:	0800 783 8866
Southern Water:	0845 278 0845
Folkestone & Dover Water:	
	0845 888 5888
NHS Direct:	0845 46 47

### Useful Websites:

<http://www.ukresilience.info/>  
<http://www.preparingforemergencies.gov.uk/index.shtml>  
<http://www.preparingforemergencies.gov.uk/you/booklet/pdfs.shtml>  
<http://www.preparingforemergencies.gov.uk/you/general.shtml>  
[http://www.environment-agency.gov.uk/subjects/flood/?lang=\\_e](http://www.environment-agency.gov.uk/subjects/flood/?lang=_e)

### MAKE A KIT

Just like having a first aid kit in your home/car, having an emergency kit will put the tools you need at your fingertips. Think of ways that you can pack your emergency kit so that you and those on your emergency plan can easily take the items with you, such as a rucksack.

#### List

Make a list of all the items to go in your emergency kit and where they are located. Keep this list where it can be easily found. Keep your list up to date.

#### Water

Two litres of water per person per day (Include small bottles that can be carried easily in case you are evacuated).

#### Food

High energy foods that won't spoil, such as cereal bars, chocolate and dried fruits, special dietary foods (remember, if you stockpile food items, rotate them or replace them once a year).

#### Mobile phone, batteries and charger

#### Utility pocket knife and/or manual can opener

#### Flashlight (and batteries) or wind-up

#### Battery-powered or wind-up radio (and extra batteries)

#### Basic first aid kit

#### Special needs items

Prescription medication, infant formula or special equipment for people with disabilities (Nebuliser, oxygen, mobility aids), allergy medication.

#### Extra keys – for your car and house

#### Money

Lower denomination notes, credit/debit cards and change for payphones.

#### Personal Information (can be kept electronically)

Contact details of insurers and policy numbers (House, Contents, Vehicle); Landlord; means of identification (passport, driver's licence, National Insurance number); bank account details; Doctors – Name, Surgery Telephone Number; Vets – Name, Surgery Telephone Number; Kennel/Cattery etc. – Name, Telephone Number.

#### Whistle

In case you need to attract attention.

#### Emergency Plan

Include a copy in your kit and ensure it contains all your contact information.

The basic emergency kit will help you get through the first 72 hours of an emergency.

# DOVER DISTRICT

## PREPARING FOR MAJOR EMERGENCIES

### MIND YOUR OWN BUSINESS!

Are you in Business?

Do you plan to stay in Business?

Have you planned to survive a business disruption?

### Why should I have a Business Continuity Plan?

Every year, nearly one in five businesses suffers a major disruption and planning to deal with potential disruptions is widely regarded as good business sense. Consider, for instance, what you would do if your business premises were not available for a few hours, a few days, or a few weeks. That is business continuity planning.

The Buncefield Oil Storage Depot explosion totally destroyed twenty business premises employing 500 staff. Sixty other premises employing a further 3,500 staff were unusable for many months. The total Business losses have been assessed at more than £100 million.

No matter how large or small, every business operating in Dover District contributes to the economic wellbeing of the community. Business continuity planning will help secure your business future, maintain your customer base and preserve employment for you and your staff.

### Could your Business Survive This?



### Can I afford not to have a contingency plan?

In most cases Business Continuity Planning can be done by you or your staff using **information freely available on the Internet**. With this information you can:

- Identify your essential resources
- Use a ten minute checklist to assess how prepared you are
- Download free templates, checklists and more
- Access business continuity advice
- Review case studies of companies who have been affected by major business interruption

You and your staff know your business better than anyone else so no-one is better placed to identify risks and prepare it to recover from a crisis with the minimum amount of downtime.

### Where on the internet can I find all this free information?

The Kent County Council website:  
([www.kent.gov.uk/business/support-services-and-advice/business-continuity](http://www.kent.gov.uk/business/support-services-and-advice/business-continuity))  
is a good place to start. Other useful websites are:

[www.ukresilience.info/preparedness/businesscontinuity.aspx](http://www.ukresilience.info/preparedness/businesscontinuity.aspx)  
[www.preparingforemergencies.gov.uk](http://www.preparingforemergencies.gov.uk) • [www.londonprepared.gov.uk](http://www.londonprepared.gov.uk)  
[www.london-first.co.uk](http://www.london-first.co.uk) • [www.thebci.org](http://www.thebci.org)  
[http://www.environment-agency.gov.uk/subjects/flood/?lang=\\_e](http://www.environment-agency.gov.uk/subjects/flood/?lang=_e)

**Business Continuity**  
Keeping your business running in an emergency