



Surrey Emergency Preparedness Guide for Older Adults





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TERRITORIAL ACKNOWLEDGMENT

We recognize and are grateful that we are situated on the ancestral, traditional, and unceded territories of the Coast Salish Peoples, including the səmyámə (Semiahmoo), q̓íćəy̓ (Katzie), and q̓wɑ:ńłəń (Kwantlen) land-based Nations who have been stewards of this land since time immemorial.

INTRODUCTION TO THE GUIDE

This quick reference guide provides you with information to help you navigate the City of Surrey Emergency Preparedness Program. This guide offers the key information of what you need to know, including important telephone numbers and some tools to help you prepare for an emergency.

STRENGTHENING PERSONAL RESILIENCE THROUGH PREVENTION AND RESPONSE TO EMERGENCIES.

TOP FIVE THINGS YOU NEED TO KNOW



1. Surviving 72 Hours: Your Disaster Preparedness Essentials

Disasters take many forms: floods, winter storms, chemical spills, forest fires, earthquakes etc. When disaster strikes, the best protection is knowing what to do. Be prepared to be on your own without help for 72 hours or more whether you are at home, in your car or at work. Securing your home and putting together an emergency kit is vital - it will give you peace of mind to know that you and your family are prepared. Making a kit is easy and should include all the necessities for survival for up to 72 hours and maybe longer.



Make sure your 72-hour emergency preparedness kit is prepared for various locations to include:

- Household kit in case you can remain in your home.
- A grab and go kit in case you need to quickly evacuate.
- A kit for your pet or service animal if you have one.
- Kits for your vehicle if you have one.
- Workplace emergency kit (if applicable).

Basic Supplies Checklist

Water – at least four litres per person per day for drinking and hygiene. Include small bottles that can be carried easily in case of evacuation

Food that won't spoil, such as canned food, energy bars and dried foods (replace water and food once a year)

Manual can opener

Crank or battery-powered flashlight and radio

Batteries (replace batteries once a year and store in separate bag)

First aid kit

Extra keys to your car and house

Cash in small bills (e.g. \$10), credit card

Copy of your emergency plan and contact information

Copies of identification and pictures of each family member to help locate those who are missing/lost

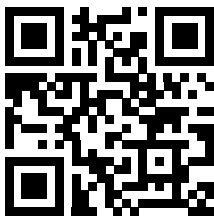
If applicable:

Prescription medication and glasses

Equipment for people with disabilities

Pet food, water and medication

Scan the QR code for a detailed list of what to include in an emergency kit and more personal emergency preparedness tips.



surrey.ca/evacuation

HOW TO USE A QR CODE

1. Open a QR code reader (or camera) on your smart phone or device.
2. Hold your device over the QR Code so that it's clearly visible on your smartphone's screen.
3. The phone automatically scans the code. On some readers, you have to press a button to snap a picture, not unlike the button on your smartphone camera. If necessary, press the button.
4. Tap the notification that appears on the screen to go to the relevant website or app.

2. Emergency Meetups: Where to Reconnect After a Crisis

Identify safe places that are near your home such as at the home of a friend or family member, local public facility or place of worship, where everyone can meet if they must leave during an emergency.



The meeting place near your home should be on the same side of the street as your home if possible, so you don't need to cross the street into traffic or in front of emergency vehicles.

- Ensure everyone knows the meeting place(s).
- It's good to select a meeting place that is easy to access, such as a public facility.



PERSONAL ASSESSMENT

Determine what you can look after yourself, and what you will need help with.



Carry some type of noise maker, a whistle or some type of alarm that you can use if needed.



Ensure you have all your personal information, documents, records and contact numbers of your family, friends and others.

3. Breathe Easy: Navigating Wildfire Smoke and Heat Season Preparedness

Regardless of where you live, a large fire can also impact the air quality. These microscopic particles can cause a range of health problems from burning eyes to aggravated chronic heart and lung diseases. Everyone responds differently to wildfire smoke. Some people are at higher risk of experiencing adverse health effects. It's important to take proactive steps to safeguard yourself and those around you.



- Stay informed through Alertable (see page 9) or listening to your local media/news channels.
- Follow direction of the health authorities.
- Reduce exposure by staying indoors when smoke is heavy; keep doors and windows closed.
- Relocate to a local library, community centre or other public spaces with central air conditioning and cleaner air.
- Drink plenty of water.
- Check with your doctor or health professional if you are not feeling well or have concerns.
- Pay attention to how you feel and call 911 if you have difficulty breathing.

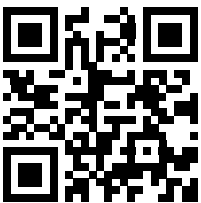


BEFORE HEAT SEASON:



Sign up for free notifications via phone, email, or the Alertable app to stay informed during large-scale emergencies. These notifications cover severe weather, natural disasters, industrial hazards, and other critical events that may affect public safety.

Who should sign up? Everyone who lives, works or recreates in the City of Surrey. The system notifies users on cellphones, home phones, or email about evacuation orders, support locations during emergencies and other relevant safety information.



Scan this QR code with your device for more info on how to download the Alertable app. See How To instructions on pg 6.

surrey.ca/emergencynotifications

HEAT SEASON:



Learn the signs and symptoms of heat related illnesses.

Heat-related illness is the result of your body gaining heat faster than it can cool itself down. In most cases, heat-related illnesses are preventable.

Who is at risk?

While everyone is at risk of heat-related illness, hot temperatures can be especially dangerous for:

- infants and children
- people 65 years of age or older
- those working or exercising in the heat
- persons with chronic heart and lung conditions
- people living alone
- people experiencing homelessness

If you are taking medication, ask your doctor or pharmacist if the hot temperatures increase your health risk and follow their recommendations.

Seniors' vulnerability

Seniors are most at-risk for heat-related illnesses. People 65 years of age or older may not compensate for heat stress efficiently and are less likely to sense and respond to high temperatures.

During heat season



Monitor Indoor Temperature:
Keep indoor spaces as cool as possible.



Stay Hydrated: Drink plenty of water to prevent dehydration.



Arrange to have a family member, friend or neighbour check in on you periodically.

Read more about how to prepare for summer heat at:
surrey.ca/heat-season-preparedness

Monitor Indoor Temperature:
Keep indoor spaces as cool as possible.

Extreme heat relief locations:
Call 604-501-5100 for updated locations or check our website at surrey.ca/heatrelief.

Healthcare assistance:
If you experience any heat-related symptoms, contact a nurse through Fraser Health Virtual Care services at: 1-800-314-0999 or dial 911 for emergencies.

4. Earthquake Response Protocol: Steps for Effective Recovery

In an earthquake, sound usually precedes any ground movement by a split second. This is followed by shaking that can last from several seconds to several minutes. If inside, take cover and hold on for over a minute until the shaking stops. Over the following hours or days, aftershocks may occur.

- If you can't get under something strong, then flatten yourself against an interior wall and protect your head and neck.
- Don't attempt to leave the building unless you feel the building is unsafe.
- Listen to CBC AM 690 or a local radio or TV station for more information and follow all instructions.

Your best chance of surviving an earthquake is preparation.

- Check that you have a battery powered radio in working order with spare batteries to listen to instructions from your local station.
- Put together a household emergency supply kit that includes food, water and medical supplies in case you are isolated in your home for several days.



5. Safety Starts at Home: Minimizing Hazards with the HomeSafe Program



A working smoke alarm is one of the easiest, most cost-effective ways to protect yourself in the event of a house fire. A working smoke alarm will increase your chances of surviving a house fire by 74%. Here are some tips to protect yourself from a house fire:

- Check your smoke alarms. Does the alarm sound when you push the test button?
- Many fires are caused by cooking, candles or electrical appliances. Make sure that you never leave your cooking or candles unattended and that all large appliances are plugged directly into the wall and not plugged into an extension cord. Any small appliances should be unplugged when not in use.
- In the event of a fire, you will need to escape quickly. Keep your floor and stairs clear of clutter, use night-lights in the hallways for better visibility, and have proper footwear.

When disaster strikes, you may need to access important contact numbers and household documents. Keep copies in two secure locations, such as a safety deposit box, fireproof safe or watertight bags in the freezer. You could also exchange documents with others you trust or upload to a secure location on the internet (e.g. secure cloud storage).

Gather copies of information such as:

- House insurance policies, photos/receipts to assist with claims, and contact information.
- Life insurance or other policies and contact information.
- Deeds, wills, tax records and birth certificates.
- Health records and personal medical information such as prescriptions (medication and eye), allergies and special needs.
- Social insurance and passport numbers.
- Bank/financial account numbers.
- Vehicle make, plate number and identification number.
- Utility companies: gas, hydro, internet, telephone.
- Lawyer, doctor, dentist and other medical service provider contact information.
- Landlord contact information.
- Security alarm company contact information.



IMPORTANT CONTACT NUMBERS



HOSPITALS & MEDICAL/HEALTH

- Surrey Memorial: 604-581-2211
- Jim Pattison Outpatient Care and Surgery Centre: 604-582-4550
- BC Ambulance Services Emergency: 911
 - » Non-emergency: 604-872-5151
- Crisis Line (Fraser Health): 604-951-8855
- BC Mental Health Society: 604-524-7000
- Medical Services Plan of BC (Care Card): 604-683-7151
- Peace Arch Hospital: 604-531-5512



SAFETY SERVICES

In case of police, fire or medical emergency, dial **9-1-1**

For non-emergency, contact:

- Surrey Fire Services at 604-543-6700
 - South Fraser Search and Rescue at info@sfsar.ca
 - Policing, call 604-591-4011 or visit surrey.ca/contact for current information.
 - Non-Emergency (Surrey): 604-599-0502
 - Victim Services (Surrey): 604-599-7600
-

SURREY RESOURCES:

- Surrey City Hall: 604-591-4011
 - » Report a Problem 24-hour Hotline: 604-591-4152 or
 - » Online at surrey.ca/report
 - » City of Surrey Call Centre: 604-501-5100
 - Surrey Emergency Program (Non-emergency): 604-543-6795
 - Surrey Food Bank: 604-581-5443
 - Surrey Animal Resource Centre: 604-574-6622
 - Waste Collection Services (Surrey): 604-590-7289
-

EMERGENCY PLANNING AND PREPAREDNESS INFORMATION

For emergency planning and preparedness resources, contact the Surrey Emergency Program at 604-543-6795 or surreyemergencyprogram@surrey.ca, or visit surrey.ca/sep.

- Canadian Red Cross redcross.ca
- [Emergency Management Climate Readiness \(EMCR\)](#)
- [Emergency Management British Columbia \(EMBC\)](#)
- Emergency preparedness resources and information on a wide variety of hazards, with a focus on British Columbia. preparedbc.ca

SENIOR SERVICES

- Seniors First BC: 604-688-1927
 - BC Senior Abuse and Information Line (SAIL): 1-866-437-1940
 - Old Age Security: 1-800-277-9914
-

PUBLIC SAFETY CANADA

Emergency preparedness resources, including information about specific hazards and targeted information for farmers, people with disabilities and special needs, and others.

getprepared.gc.ca

- Environment Canada Weather Office
 - » Weather information and alerts: weather.gc.ca
- First aid programs and products
 - » St. John Ambulance: sja.ca
- Salvation Army
 - » Emergency disaster services and training:
salvationist.ca/emergency-disaster-services/training

Hydro and Gas

- Fortis BC 24-hour Emergencies: 1-800-663-9911
 - » Natural Gas Emergencies: 1-800-663-9911
 - » Electrical emergencies or to report an outage: 1-866-436-7847
 - » Natural gas safety during emergencies:
fortisbc.com/safety-outages/preparing-for-emergencies.
 - » Customer service: 1-888-224-2710
- BC Hydro Power Outages: 1-800-224-9376
 - » Non-emergency: 604-224-9376
 - » Report a power outage: 1-800-224-9376 or;
 - » 1-800-BCHYDRO *HYDRO (*49376) on a cellphone, or report and get outage information at: bchydro.com/outages. Learn more about safety in emergencies including power lines, electrical accidents, natural disasters and evacuations at: bchydro.com/safety-outages.html

Water and Sewer

If a break or leak occurs on private property, property owners are responsible for hiring a plumber to locate the source and carry out repairs. If the leak is on public property or you notice a water/sewer main break, contact the Engineering Department at 604-591-4152 or after hours at 604-591-4431.

Roads

If you notice hazards on a local road, such as dangerous debris in the street or damaging potholes, contact the Engineering Department at 604-591-4152 or after hours at 604-591-4431.

Highways

Highway hazards in Surrey and the Lower Mainland should be reported to Mainroad Lower Mainland Contracting at 604-271-0337. Visit drivebc.ca/rahp for more information on reporting highway problems.

TRANSPORTATION

- TranksLink Inquiries: 604-953-3333
- Transit Police (Metro Vancouver)
 - » Emergency: 011
 - » Non-emergency: 604-515-8300
- ICBC Inquiries: 604-661-2800
 - » Dial-a-claim: 604-520-8222

COMMUNICATIONS

- BC Telephone (Telus): 604-310-2255
- TELUS Customer Service: 1-800-361-3311 (business) or
 - » Personal: 310-2255 or visit telus.com.
- Shaw Customer Service: 1-877-742-9249 (business) or
 - » Personal: 1-888-472-2222 or visit shaw.ca.
- Bell Customer Service: 1-800-667-0123 (mobility) or
 - » Internet & phone services: 1-888-333-2811 or visit bell.ca.





OTHER RESOURCES

- Legal Services Society (Legal Aid): 604-408-2172
- Poison Control 24-hour Hotline: 1-800-567-8911 (toll free province wide) or 604-682-5050
- BC Victim Link: 1-800-563-0808
- Red Cross 24-hour Hotline: 604-709-6600
- Salvation Army Family Services Centre: 604-507-4860
- Service BC Vital Statistics (birth, death, marriage): 604-660-2421
- Revenue Canada Inquires: 1-800-959-8281
- Metro Vancouver: 604-437-1940
- Ministry of Children & Family (Metro Vancouver): 604-660-4927 or 1-800-663-9122 (BC)
- Ministry of Human Resources Inquiries: 1-800-277-9914
- BC 211 Community Services 24-hour Hotline: 211
- Revenue Canada Inquires: 1-800-959-8281
- Passport Office (Service Canada – Surrey Location): 1-800-567-6868

IMPORTANT DOCUMENTS AND FORMS

Medical card

Name _____ Surname _____
Gender _____ Date of birth _____
Address _____ First call Second call
Date of call _____
Sign _____
Analysis _____
Diagnosis _____
Date of filling _____
Doctor _____

Household Emergency Plan



Family Contacts | Network Contact Information

Contact 1

Name: _____

Phone: _____

Email: _____

Address: _____

Relationship: _____

Contact 2

Name: _____

Phone: _____

Email: _____

Address: _____

Relationship: _____

Household Emergency Plan

Medical Information

Name of medication: _____

Name of medication: _____

Name of medication: _____

Name of medication: _____

Name of medication: _____

Name of medication: _____

Name of medication: _____

Name of medication: _____

Name of medication: _____

Name of medication: _____

Date: _____

QUICK REFERENCE EMERGENCY INFO CARDS: Share these wallet cards with your family, friends and social network to carry at all times for quick reference in case of an emergency.



EMERGENCY CONTACT NUMBERS

Emergency (Police, Fire, Ambulance): Call 911

Power outage: 1-800-224-9376

TransLink Inquiries: 604-953-3333

Transit Police (Metro Vancouver)
Non-emergency: 604-515-8300

EMERGENCY CONTACT NUMBERS

Emergency (Police, Fire, Ambulance): Call 911

Power outage: 1-800-224-9376

TransLink Inquiries: 604-953-3333

Transit Police (Metro Vancouver)
Non-emergency: 604-515-8300

EMERGENCY CONTACT NUMBERS

Emergency (Police, Fire, Ambulance): Call 911

Power outage: 1-800-224-9376

TransLink Inquiries: 604-953-3333

Transit Police (Metro Vancouver)
Non-emergency: 604-515-8300

EMERGENCY CONTACT NUMBERS

Emergency (Police, Fire, Ambulance): Call 911

Power outage: 1-800-224-9376

TransLink Inquiries: 604-953-3333

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Non-emergency: 604-515-8300

Family Contacts

Name: _____

Phone: _____

Email: _____

Address: _____

Relationship: _____

Family Contacts

Name: _____

Phone: _____

Email: _____

Address: _____

Relationship: _____

Family Contacts

Name: _____

Phone: _____

Email: _____

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Family Contacts

Name: _____

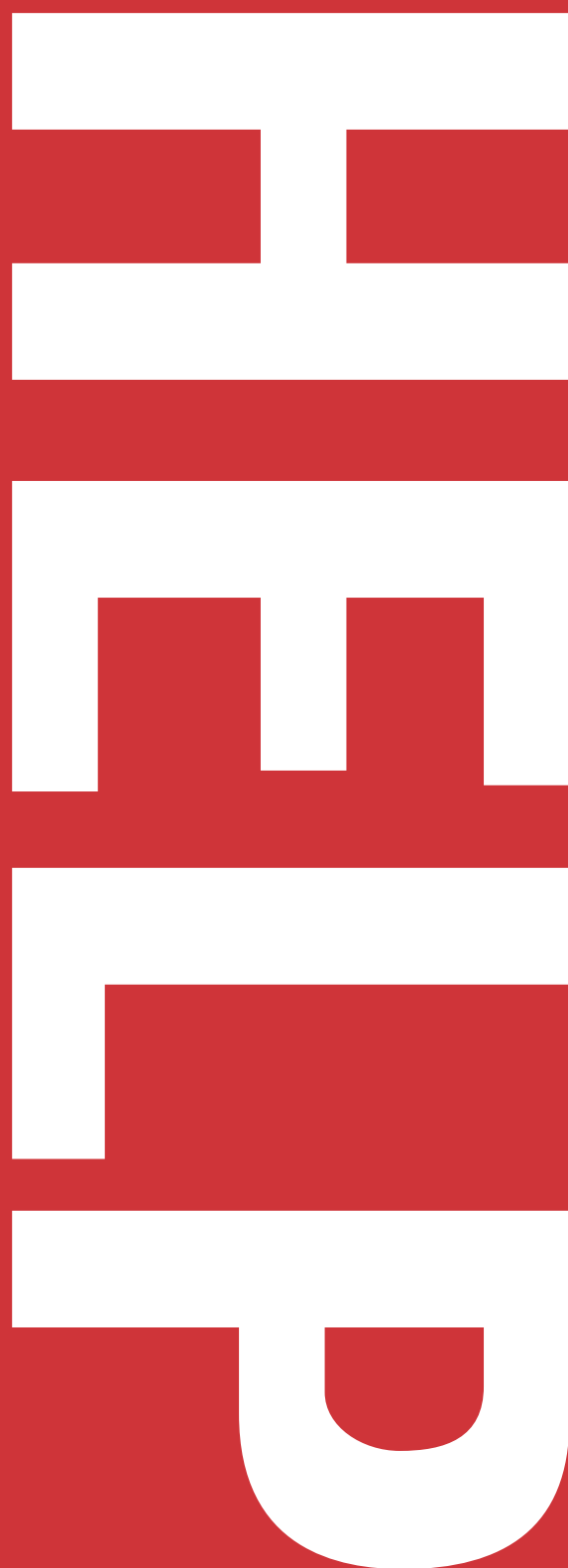
Phone: _____

Email: _____

Address: _____

Relationship: _____

In the event of a disaster such as an earthquake, fire or flood display this sign in your front window or door of a house or vehicle if you DO require assistance.

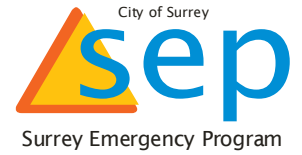


In the event of a disaster such as an earthquake, fire or flood display this sign in your front window or door of a house or vehicle if you DO NOT require assistance.



Surrey Emergency Program

Helping you prepare for emergencies



We work to make sure our city is as prepared as possible for emergencies such as earthquakes, floods, severe storms, and major fires. Visit surrey.ca/SEP to learn about the resources available to prepare for emergencies in your neighbourhood.



