

# Preparing for Major Emergencies

and information on  
Health Protection

**Emergency planning**

[www.dudley.gov.uk/emergencies](http://www.dudley.gov.uk/emergencies)

[disaster.mgt@dudley.gov.uk](mailto:disaster.mgt@dudley.gov.uk)



# Preparing for Major Emergencies

A major emergency is an event or situation which threatens serious damage to people, buildings or the environment and usually involves one or more of the emergency services.

Events that could happen include:

- **weather related (flooding, storms, heavy snow, heatwave)**
- **public safety (fire, unexploded bomb, terrorism, explosion, chemical or nuclear leak)**
- **disease (pandemic flu or animal disease)**
- **major transport incident (road, rail, air)**
- **loss of essential services (electric, gas or water)**

Emergencies can affect anybody with little or no notice. Dudley Council, together with the emergency services, health services and other partner organisations work together to ensure plans are in place to respond to major emergencies. However, there are things you can do to prepare and help reduce the effects of an emergency to you, your family, your property and your business.



## What are the most important steps you can take?

Think about what might happen to you and your family in an emergency and prepare an emergency plan.

Bear in mind you may be in a situation where:

- you may be separated from each other
- normal communication may be difficult or impossible
- power supplies might be cut off
- you may be injured and others may be injured or dead
- there may be fire or other dangerous elements present

The plan should also make arrangements for the care of your pets.

Decide how your family members will stay in touch in the event of, or after, an emergency.

By entering the acronym **ICE – In Case of Emergency** – into your mobile phone's memory, you can log the name and number of someone who should be contacted in an emergency.

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### Store important documents safely:

Store important documents including: wills, passports, photos, birth and marriage certificates, powers of attorney and insurance policies in a fire and waterproof container or safe deposit box. Review your insurance policies to ensure they are current. If you keep them in your home, try to take them with you if you evacuate.

### Learn some basic first aid:

Knowing the basics of first aid can be very useful in emergencies. St John Ambulance and the British Red Cross run accredited courses.



## Find out about emergency plans at:

- your child's school. Find out if your child will be kept at school or sent home on their own and how you can arrange for them to be picked up
- your workplace. Check if your workplace has plans in place for emergency evacuations and find out what you are meant to do

If you live in an apartment or flat check the building has plans for emergency evacuations and who is responsible for those plans.

Prepare an emergency kit (see list on p19) and keep it handy for use in all types of emergencies.

### In the car keep:

- a torch and spare batteries
- a container for fuel
- an up-to-date road map
- a couple of blankets
- a flask
- a small shovel
- a first aid kit
- normal vehicle tools and spares



## In the event of a major incident information will be broadcast from local radio, TV and social media.

**Free Radio** (Black Country) (97.2FM)

**Free Radio** (Birmingham) (96.4FM)

**Heart FM** (100.7FM) / Capital FM (102.2)

**Signal 107** (107.7FM)

**TV** - BBC, ITV and Sky



Dudley borough



@dudleymbc

Remember the normal advice is:

### If the danger is outside:

- **GO IN** – to a safe building and close all windows and doors (unless there is a fire, or emergency services advise you not to)
- **STAY IN** – remain calm and stay in until you are advised to do otherwise
- **TUNE IN** – to local radio, TV stations or social media for further information or instructions.

### If the danger is inside (or you are told to evacuate):

- **GO OUT** – take the items you need (including your emergency kit)
- **SWITCH OFF** power and lock doors and windows
- **GO TO** a safe place.

**Emergency information may also be provided in person by emergency services at the scene or from call centres set up to advise people about the specific event. Telephone numbers will be broadcast over radio, television and social media.**

# What to do in specific emergency situations

## If there is risk of flooding:

- locate your emergency kit
- protect doorways and low level air vents with sandbags or plastic bags filled with earth
- turn off electricity and gas supplies
- move as much as you can above floor level to minimise flood damage

If you are trapped by flooding and without communications, remain by a window to attract attention.



## If a severe storm is threatened:

- tie down all items outside to minimise wind damage
- stay indoors, preferably downstairs and keep pets in
- clear window sills and close curtains to protect against flying glass
- if gas, water or electricity is cut off contact the relevant service.

## Chemical accidents, toxic fumes or smoke:

- stay indoors, shut all doors and windows, close or block air vents and switch off gas appliances. Tune into your local television, radio station or follow social media.
- switch off air conditioning and extractor fans
- go to a place of safety away from the fumes and await advice from the emergency services
- listen out for loudspeaker or radio announcements and be ready to move if the area needs to be evacuated



## Evacuation:

### If you are asked to evacuate an area:

- the emergency services may direct you to an emergency evacuation centre or you may make your own arrangements, such as staying with family/friends
- take your emergency kit with you, including important documents
- leave as quickly as possible as you may become more endangered the longer you stay
- follow evacuation route advice specified by emergency services. Do not use shortcuts because certain areas may be impassable or dangerous
- listen for emergency warnings and safety advice on the radio, television or social media

## Keeping your business in business

Business continuity planning is about identifying those parts of your organisation that you can't afford to lose – such as information, stock, premises, staff, equipment, utilities and cash flow – and planning how to maintain these if a disruption occurs.

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.

Developing a business continuity plan will assist you to manage your risks to ensure that your organisation can continue operating to at least pre-determined minimum levels of service or staffing.

This will enable you to continue service delivery during and beyond a crisis.

**Terrorism is a major threat for businesses. Terrorist groups may seek to cause harm to the economy as a whole by attacking business premises or they may seek to attack specific businesses to advance their political agendas. The threat is not confined to the UK; companies that do business overseas may also be targeted.**

Guidance to help you develop a business continuity plan can be found at:

**[www.gov.uk/government/publications/expecting-the-unexpected](http://www.gov.uk/government/publications/expecting-the-unexpected)**



## **Terrorism:**

**The terrorist threat is serious and ongoing. Members of the public can help to prevent terrorism by being alert to possible suspicious activities.**

A terrorist attack could occur anywhere, using a variety of means. Terrorists have to live somewhere, and they need to plan and prepare for attacks. They buy and store materials, fund their activities, move around, prepare equipment and weapons and possibly undergo training. They may have people helping them - and these people might come and go at strange times of the day and night. They may make unusual financial transactions or use false documents to hide their real identities. They may be behaving differently to how you've known them to behave in the past. Members of the public may spot such activities, and if reported in time, a planned terrorist attack may be stopped before it happens.

If you are aware of something suspicious, trust your instincts and report it to the Police. What might seem insignificant on its own could actually provide a vital link in a wider investigation.

Terrorists often use the internet to promote extremism and terrorism. The Terrorism Acts 2000 and 2006 made it illegal to have or share information that could be useful to terrorists, share information that urges people to commit or help with acts of terrorism, or glorify or praise terrorism. If you come across extremist or terrorist content you find online, you may wish to report it.

**If your information relates to an imminent threat to life or property, contact the police on 999 or the police Anti-terrorist Hotline on 0800 789 321**

## How to cope emotionally

People react to emergencies in many ways. You will need to understand your emotions and may have to help others to cope with theirs.

Reactions can include:

- shock and disbelief
- fear and anxiety
- horror
- depression, anger and grief

Following the emergency you may experience a range of physical and emotional reactions. This is normal. However, should they continue for an extended period, consult your local health service.

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## Health Protection

Health Protection seeks to prevent or reduce the harm caused by communicable diseases and minimise the health impact from environmental hazards. There are a few simple steps you and your family can take.

**Immunisation** is the most important way of protecting people from vaccine preventable diseases.

Vaccinations are routinely offered to all children. There are some vaccines that are not routinely available to everyone on the NHS, but that are available for people who fall into certain risk groups, such as pregnant women, people with long-term health conditions and healthcare workers.



There are also some travel vaccines that are available on the NHS from your local GP Practice.

If you are unsure whether you or your child has had all your routine vaccinations, ask your GP or Practice Nurse. It may be possible to 'catch up' later in life.

For more information on immunisations visit NHS Choices <http://www.nhs.uk/vaccinations>

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## Seasonal flu

Flu is an infectious and common viral illness spread by coughs and sneezes. You can catch flu – short for influenza – all year round, but it is especially common in winter, which is why it is also known as **'seasonal flu'**.

It is more serious than a cold and the symptoms are high temperatures, headaches and muscle pains, tiredness and a sore throat. You can also lose your appetite, feel nauseous and have a cough.

People with chronic conditions (e.g. asthma), older people and pregnant women are most at risk of developing complications if they catch flu. This is why the seasonal flu vaccine is recommended to these groups within the community.

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## Pandemic flu

A pandemic occurs when a new influenza virus, which people have no immunity to, emerges and starts spreading as easily as normal influenza. Unlike seasonal flu, Pandemic Flu can affect anyone.



## When to see a doctor

If you are otherwise fit and healthy, there is usually no need to see a doctor if you have flu-like symptoms.

The best remedy is to rest at home, keep warm and drink plenty of water to avoid dehydration.

You can take paracetamol or ibuprofen to lower a high temperature and relieve aches.

You should see a doctor if you have flu-like symptoms and you:

- are aged 65 or over
- are pregnant
- have a long-term medical condition such as diabetes, heart disease, lung disease, kidney disease or a neurological disease
- have a weakened immune system

This is because flu can be more serious for you, and your doctor may want to prescribe antiviral medication.

Antiviral medicine can lessen the symptoms of flu and shorten its duration, but treatment needs to begin soon after flu symptoms start for it to be effective.

Antibiotics are of no use in the treatment of flu because it is caused by a virus and not by bacteria.

You can stop yourself catching flu or spreading it to others by practicing good respiratory and hand hygiene.

## Practice good respiratory and hand hygiene

**Catch it:** Germs spread easily. Always carry tissues and use them to catch your cough or sneeze.

**Bin it:** Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.

**Kill it:** Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

Cleaning your hands is the most effective way of preventing the spread of infection

Wash your hands (preferably with liquid soap and water)

- after visiting the toilet
- before eating/handling food
- if your hands are dirty
- before and immediately after visiting a patient or resident of a hospital or care home.



If you have been unwell with vomiting, diarrhoea or flu like symptoms in the last 48 hours, seek advice first before visiting a relative in hospital or a care home.

**If you feel you need advice on treatment contact your GP or NHS 111 service, before visiting a GP or hospital.**

If you are ever given antibiotic treatment always complete the course of treatment as directed by your doctor. Any medicines left over should be returned to a pharmacy, not shared or returned.

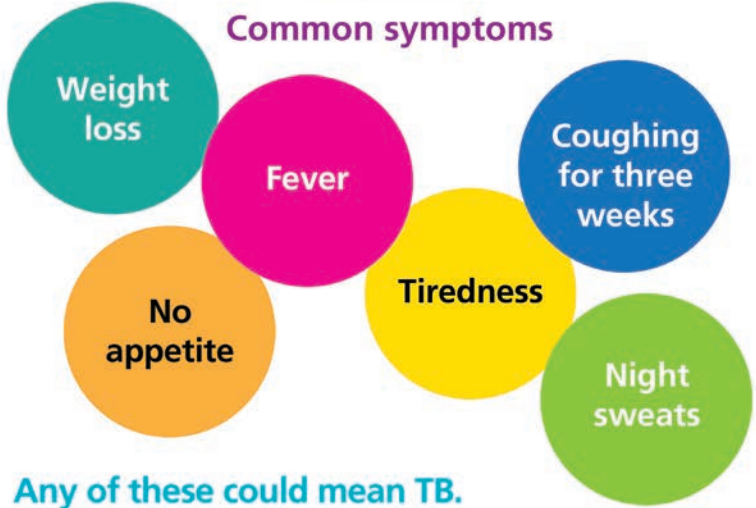
# The truth about TB - TB is curable



THE TRUTH ABOUT TB

# TB is curable

## Common symptoms



**Any of these could mean TB.**

The earlier you get treatment for TB the sooner you will feel better - and also stop TB being passed on.

**Go to a doctor – TB is curable**



For further information contact Dudley TB Service on 01384 816238

# Cold weather and heatwave advice

## Advice for cold weather:

- keep your home warm and cosy
- don't waste energy – use energy saving bulbs, don't leave appliances on standby, seal gaps around doors and windows
- wear the right clothes – several layers of thin clothes rather than one thick layer
- eat well – food is fuel; eat a balanced diet; try to have hot meals and drinks regularly throughout the day
- keep moving – being active keeps you warm
- take care when going outside – put grit or cat litter on your paths and driveways to keep them free from ice and lessen the risk of slipping
- look out for others – check on older neighbours or relatives, especially those living alone or who have serious illnesses to make sure they are safe, warm and well
- get a flu jab – contact your GP for further information
- be prepared – make sure you have spare medication in case you are unable to go out. Many pharmacies will offer a prescription collection and delivery service free of charge. Ask your local Pharmacist for further details

## Further information:

**Winter weather** - [www.metoffice.gov.uk/getreadyforwinter](http://www.metoffice.gov.uk/getreadyforwinter)

### **Dudley's winter warmth service**

email [WinterWarmth@dudley.gov.uk](mailto:WinterWarmth@dudley.gov.uk) or telephone 01384 817086

**Winter Warmth Service** - [www.dudley.gov.uk/winterwarmthscheme](http://www.dudley.gov.uk/winterwarmthscheme)

## Advice for severe heat and heatwaves:

- stay out of the heat – keep out of the sun between 11am and 3pm. If you have to go out in the heat, walk in the shade, apply sunscreen and wear a hat. Avoid extreme physical exertion and wear light, loose-fitting cotton clothes
- cool yourself down - have plenty of cold drinks, and avoid excess alcohol, caffeine and hot drinks. Eat cold foods, particularly salads and fruit with high water content. Take a cool shower, bath or body wash. Sprinkle water over your skin or clothing, or keep a damp cloth on the back of your neck
- keep your environment cool - keeping your living space cool is especially important for infants, the elderly or those with chronic health conditions or who can't look after themselves
- keep windows that are exposed to the sun closed during the day, and open windows at night when the temperature has dropped
- close curtains that receive morning or afternoon sun
- turn off non-essential lights and electrical equipment – they generate heat
- keep indoor plants and bowls of water in the house as evaporation helps cool the air
- if possible, move into a cooler room, especially for sleeping. Electric fans may provide some relief, if temperatures are below 35°C
- look out for others – keep an eye on isolated, elderly, ill or very young people and make sure they are able to keep cool
- if you have a health problem - keep medicines below 25 °C or in the refrigerator (read the storage instructions on the packaging). Seek medical advice if you are suffering from a chronic medical condition or taking multiple medications

## Further information:

[www.nhs.uk/summerhealth](http://www.nhs.uk/summerhealth) or

[www.dudley.gov.uk/heatwaveadvice](http://www.dudley.gov.uk/heatwaveadvice)



## Useful telephone numbers

Emergency Services ( <b>for emergencies ONLY</b> )	<b>999 or 112</b>
Police (non-emergency)	<b>101</b>
NHS (non-emergency)	<b>111</b>
Dudley Council	<b>0300 555 2345</b>
Gas emergency – National Grid	<b>0800 111 999</b>
Electricity emergency – Western Power Distribution	<b>0800 6783 105</b>
Water: Severn Trent	<b>0800 783 4444</b>
South Staffs Water	<b>0800 389 1011</b>
Environment Agency Floodline	<b>0845 988 1188</b>
Type Talk (for the hard of hearing)	<b>0845 602 6340</b>
Doctor	
Dentist	
School	
Builder	
Plumber	
Roofer	
Glazier	
Buildings Insurance Policy No.	
Contents Insurance Policy No.	
Other:	

# Emergency plan

This household emergency plan template is for you to use at home. It will help you and your family prepare for an emergency. The plan allows you to record potential dangers in and around your home and put into place ways of dealing with them. Get your household together and fill in the information below.

<b>WHAT ARE THE POTENTIAL DANGERS?</b>	
Discuss the dangers of fire, severe weather, floods and other possible emergencies. What action will you take in response to each situation? Put the details in the plan below.	
<b>DANGER</b>	<b>ACTION</b>
<b>GO IN, STAY IN, TUNE IN.</b>	
If you are not involved in the emergency but are close by, or think you are in danger, you should: close all doors and windows, stay in your home, school or workplace until you are told it is safe to leave, listen to local radio and TV stations or follow social media for updates.	
<b>If the danger is inside, get out, stay out and call the Emergency Services.</b>	

## EVACUATION

You may be asked to leave your home for your own safety. If so, you will be told where the Council Evacuation Centre is. If you can, you may wish to stay with friends or family who are not affected.

**Always follow instructions from the Emergency Services**

**Who can we stay with?** Try to think of two different locations in case someone is not available during the emergency.

**Name:**

**Address:**

**Phone no:**

**Name:**

**Address:**

**Phone no:**

**If we are not at home and cannot contact each other, where can we meet?** Try to pick two locations, one near home and another further away in case the emergency prevents you from getting to one.

**Never travel anywhere if you are told it is not safe to do so**

If we can't get to the meeting place, who can we all contact to say we are all safe?

**Name:**

**Phone no:**

**If we have to leave home, how do we turn off the following?**

**Water:**

**Gas:**

**Electricity:**

**Only do this if you have time and it is safe to do so.**

**Do we have any neighbours that might need our help?**

**Name:**

**Address:**

**Phone no:**

**Name:**

**Address:**

**Phone no:**

**If you have time, secure your premises before you leave and do not return home until you are told it is safe to do so.**

## HOME EMERGENCY KIT

You should try to put an emergency kit together. If you do, ensure it is kept somewhere safe. It may be useful if you have to stay in your house, or leave in a hurry. If not, at least make a note of where important items are in the space allocated below.

**What goes into your kit is a personal decision!**

Medication and prescriptions; Toiletry and sanitary supplies	
Tinned or dried food, water, children's essentials or any special needs for three days (remember to check and change water and food regularly)	
Pet carrier, lead and food (if applicable)	
Basic cutlery and tin opener candles and waterproof matches	
Wind up or battery powered torch and radio (with spare batteries); consider car radio; spare battery and charger for mobile phone	
Blankets and first aid kit	
Copies of important documents (birth certificates, insurance papers etc) in waterproof bag or folder	
Extra set of house and car keys	
Change of warm clothing, footwear and sleepwear	
A small amount of cash including change and credit card	
Important contact details i.e. family, relatives, friends, doctors, banks etc	
Playing cards or games	
Your emergency plan and copy of this booklet	

## PREPARE YOUR HOUSEHOLD

Check off each suggestion when you have completed the following:

Fit smoke alarms	
Prepare escape routes; at least two from each room in the house if you can	
Decide where you would shelter in the house in the event of an emergency (for example the upper floor in the event of a flood)	
Know the quickest route out of your home and neighbourhood	
Make sure all members of the household know how to switch off the gas, electricity and water at the mains	
Put your emergency phone numbers by your telephone. You may want to keep a copy in your purse or wallet too	
Teach children how and when to call the Emergency Services (999)	
Have sufficient food in your house for three days	
Have a first aid kit and make sure everyone in the household knows where it is	
Do you have valid insurance cover for your house and contents?	
Does your child's school have updated information about how to reach a parent or designated adult?	
If applicable, think about buying flood protection products	
Any other information you think might be important	

**DISCLAIMER** This template is for guidance only. Dudley Council will not be held responsible for any damage, loss or injury to persons as a result of using this.

## Useful websites

<b>Environment Agency</b>	<a href="http://www.gov.uk/environment-agency">www.gov.uk/environment-agency</a>
<b>Dudley MBC</b>	<a href="http://www.dudley.gov.uk">www.dudley.gov.uk</a>
<b>Gov.uk</b>	<a href="http://www.gov.uk">www.gov.uk</a>
<b>West Midlands Police</b>	<a href="http://www.west-midlands.police.uk">www.west-midlands.police.uk</a>
<b>West Midlands Fire Service</b>	<a href="http://www.wmfs.net">www.wmfs.net</a>
<b>West Midlands Ambulance Service</b>	<a href="http://www.wmas.nhs.uk">www.wmas.nhs.uk</a>
<b>NHS Choices</b>	<a href="http://www.nhs.uk">www.nhs.uk</a>
<b>Met Office</b>	<a href="http://www.metoffice.gov.uk">www.metoffice.gov.uk</a>
<b>National Grid</b>	<a href="http://www.nationalgrid.com">www.nationalgrid.com</a>
<b>Western Power Distribution</b>	<a href="http://www.westernpower.co.uk">www.westernpower.co.uk</a>
<b>South Staffordshire Water</b>	<a href="http://www.south-staffs-water.co.uk">www.south-staffs-water.co.uk</a>
<b>Severn Trent Water</b>	<a href="http://www.stwater.co.uk">www.stwater.co.uk</a>



This booklet was produced by the  
Office of Public Health, Dudley Council

**Emergency planning**  
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