

Safety

Calling for HELP (9-1-1)

In case of an emergency requiring the police, fire department or ambulance dial 9-1-1 on your house, cell or a public phone. Make certain that everyone in your family knows how to dial 9-1-1. It does not cost any money to call 9-1-1. For medical emergencies that require ambulance services, there is a cost of \$80 per trip to the hospital. For information on ambulance services, call 604-872-5151. Toll Free 1-800-9911.

BC Emergency Health Services: <http://www.bcehs.ca/>

What is the regular procedure of a 9-1-1 call?

- 1) YOU: *Dial 9-1-1 on your phone*
OPERATOR: *"Police, Fire, or Ambulance"*
YOU: *"(Choose one: Police, Fire or Ambulance), please."*
- 2) The operator will then put you through to the appropriate department (police, fire or ambulance).
- 3) He or she will then ask you where you are and what is going on. Tell the operator your address.
- 4) Clearly and slowly explain what is going on and why you need the police, fire, or ambulance.
- 5) The operator will then assist you by giving you instructions on what to do.
- 6) Try to give the operator as much information as possible.
- 7) If you do not speak English, tell the operator what language you speak. He/she will then find an interpreter. This may take a few seconds, stay on the line while you are connected with an interpreter.

Fire and Rescue Services

The fire department is responsible for keeping communities safe and aware of the dangers of fires. Surrey has 17 fire departments. When you call the fire department, they will respond, day or night, within 3-5 minutes.

Fire Safety Tips

- Install working smoke detectors and make certain to test them monthly.
- Make a home escape plan with your family.
- Draw a floor plan of your house and show two ways out of every room.
- Determine a meeting place where all family members should gather after escaping from an emergency.
- One person should call 9-1-1 from a neighbour's house or from a safe place.
- If there is a fire, check doors before opening them. Open the door only if it is cool to the touch.
- Crawl low under smoke. The cleanest and coolest air is near the floor.
- Get out quickly and safely and STAY OUT!

Safety Tips

Surrey is a safe place to live and study in. However, you should still be careful. Here are some helpful tips:

- Never travel alone at night.
- If you are travelling alone always tell a friend your destination.
- Never leave bags or purses or other valuables unattended or where someone can steal them.
- If you must carry cash, never carry more than \$100.
- Anytime a stranger approaches you and you don't feel comfortable, it is ok to walk away.
- Try memorizing your Personal Information Number (PIN), rather than writing it down.
- Copy your passport and Visa
- When crossing the street, cross at intersections and look left to right to check for cars.
- Do not give personal information such as your email, address or phone number to strangers.



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Earthquake Safety

- During an earthquake, find cover under a strong piece of furniture, hold on to the item that you are under, face away from any windows or glass and cover your head.
- If there is no furniture, crouch against a wall, cover your head and face away from glass or windows.
- If you are outside, stay away from power lines or any other items that could fall over.
- If you are traveling in a car, pull over to the side of the road, stop and make sure that you are not close to any power lines or trees that could fall over. Always remain in your car.
- The best thing that you and your family can do is to identify safe spots in your home, school, office and outside where you may seek shelter in the event of an earthquake.

In case of an emergency,
DO NOT PANIC!

Did you know that by dialing 9-1-1 you are automatically connected to all emergency services.

Always be prepared!
Have an emergency kit and update it every 6 months!

Emergency Kits

In an emergency, there may be power failures, a lack of food, water, telephones and essential items. You should be prepared to be self-sufficient for at least 3-days. Thus it is important to prepare an emergency kit.

How do I put together an emergency kit for my family?

The following items and any others that are essential to your family should be placed in your kit:

A large quantity of water for the family	Food ready to eat or requiring minimal water
A manual can opener & cooking supplies	Plates, utensils and other feeding supplies
First Aid Kit & instructions	Heavy work gloves
A list of emergency phone numbers	Copies of important documents
Warm clothes/hat, rain gear and sturdy shoes	Disposable camera
Bleach & eyedropper for water purification	Blanket or sleeping bag
Personal hygiene products	Hand sanitizer, soap, toilet paper
Plastic bags for waste & sanitation	Plastic sheets & tape to cover broken windows
Special items for children or seniors	Special items for those with disabilities
Special items for your pets	Crowbar, hammer, nails & staple gun
Adjustable wrench	Bungee cords
Metal container (used to heat water)	Baking soda (for rehydration and stings)

Go Bags are emergency kits you can keep in your car or in your workplace. The supplies necessary for emergencies can be placed in a smaller backpack or bag instead of a large container.

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How do I prepare a Go-Bag?

The following items are essential for a go-bag:

Flashlight & candles	Battery operated radio	Batteries
Whistle	Dust mask	Pocket knife
Water & Food	Local map	Quarters for phone calls
Small bills (\$)	First aid supplies	Prescription medications
Matches & lighter	Extra house/car keys	Hygiene products
Paper & tape	Family/pet photos for identification	Permanent marker
Safety pins	Extra glasses, hearing aides	List of drug/food allergies
Scissors & tweezers	List of emergency phone numbers	Tinfoil (used as a signal)
Salt (to rehydrate)	Copy of health insurance & ID cards	Other vital items