



In the event of a major emergency, it may be some time before the emergency services can help you. So it's important that you and your family or housemates have made preparations to take care of yourselves in emergency situations. You should make a plan in advance.

General things to remember in an emergency

- Stay calm, reassure others and think before acting.
- Call 999 or 112 if people are injured or if there is a threat to life.
- Do not put yourself or others in danger.
- Follow the advice of the emergency services.

In the event of fire or danger

If there is a fire or danger in your building, quickly and calmly leave the building by the nearest safe route and move to a safe place away from the building.

Do not try to return to the building until the emergency services tell you it is safe to do so.

If it is safe to stay in the building

- 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 services will be broadcast.



Turning off supply

Find out how to turn off the following utilities. Agree which household members can do this if necessary.

Electricity:

Water:

Gas:

Remember your neighbours

You should check on your neighbours – they may need YOUR help. Make sure you have their details so that you can contact them in an emergency.

Neighbours to the left

Name:

Home number:

Mobile number:

Neighbours to the right

Name:

Home number:

Mobile number:

Important emergency contact numbers

Save the emergency phone numbers on your mobile phone so that you can get them quickly.

Emergency Services:

999 or 112

Belfast City Council:

(office hours) 028 9027 0428

(out of hours) 07850 499 622

Northern Ireland Housing

Executive:

03448 920 901

Northern Ireland Electricity:

08457 643 643

NI Gas Emergency Service:

0800 002 001

Northern Ireland Water

Waterline:

08457 440 088

Flooding Incident Line:

0300 2000 100

Sometimes during an emergency, a dedicated helpline will be set up. When this is set up, the number will be published in the media and online when possible.

Local radio stations

BBC Radio Ulster	94.5FM
Downtown Radio	1026AM
Cool FM	97.4FM
Citybeat	96.7FM
UI05	105.8FM



Complete the following important information you might need in an emergency:

	Name or location	Contact number
Doctor		
Social worker or care manager		
Work		
School		
Vet		
If we have to leave our home or become separated, we will go to:		
Option 1 (walking distance)		
Option 2		
If we get separated from each other and cannot return home, we will meet at:		
Option 1		
If we are unable to get in contact with each other; we will leave a message with:		
Option 1		
Option 2		
Who will pick up the children from school in an emergency?		
Option 1		
Option 2		

	Company	Contact Number	Policy Number
Home Insurance			
Contents Insurance			
Car Insurance			

Household Emergency Life-saving Pack

In case of a major emergency it is very useful to have an emergency pack containing:


- battery radio with spare batteries or a wind up radio
- battery torch with spare batteries or a wind up torch
- candles and matches (remember to use candles and matches safely)
- first aid kit
- list of useful phone numbers such as your GP and family members
- list of the medications you are currently taking and the dosage (keep this up to date)
- copies of important documents like birth certificates, insurance policies and this plan
- bottled water and ready-to-eat food (tinned food), with a can opener if required.

Make sure you have a phone that doesn't need mains electricity to work. Cordless phones will not work if the electricity supply is affected.

In case you are advised to evacuate your home, you may want to add the following to your emergency pack:

- prescribed medication
- toiletries, sanitary supplies
- mobile phone and charger
- cash or credit cards
- playing cards, games or some form of entertainment
- any special equipment for infants or people with special needs
- home and car keys
- spare clothes and blankets.

Don't forget about your pets and their equipment, such as a carrier, collar, lead and pet food. **If possible, take your pets with you as the emergency may last a long time.**

 For more information on planning for major emergencies in Belfast, go to:
www.belfastresilience.co.uk

You can also get lots of information on what to do in emergencies on the NI Direct website: www.nidirect.gov.uk

This leaflet will be made available on request in accessible formats such as Braille, audio formats and large print. It will also be provided in minority languages to meet the needs of those who are not fluent in English. If you need any further assistance please contact Belfast City Council on 028 9027 0428.