



ARE YOU PREPARED?

A guide to preparing your household for emergencies

h&f
hammersmith & fulham



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1. About this booklet

The aim of the booklet is to provide clear, simple and practical advice to help you prepare for an emergency. A lot of the information may seem common sense, but it has saved lives in the past.

You can significantly reduce the risks for you, your family and your property by being informed and prepared.

Hammersmith & Fulham Council, along with the Government and emergency services, works hard to make sure that the borough is as prepared as it can be in the event of an emergency. It is important that you are prepared too.

Start off by going through the **'Are you prepared?'** checklist and check your score to see how well you could cope in an emergency. You should then read through the booklet to see what you can do to improve your own preparedness.

The first section gives you some examples of steps you can take to help you and those close to you deal with a range emergency situations.

The second section gives you some advice about specific emergency situations and how you can prepare for them and deal with them if they occur.

The third section contains some key reference information for you including the location of your nearest Accident & Emergency centre and Police Station, a household emergency plan template for you to complete and some important phone numbers to keep in case you need to use them.



2. Checklist for dealing with emergencies

Anyone may find themselves in an emergency situation. Whether it be big or small with a little thought and some planning you can make a difference to your own and other peoples lives. Here is a general checklist to follow if you find yourself affected by an emergency.

- 1** Check for danger. What has caused the incident? Is there any danger to you or those involved and is there anyway you can make the situation safer?
- 2** Assess the situation. What has happened and who has been affected? How many people have been injured and what are the injuries?
- 3** Get help. Contact the emergency services and see if anyone else near by can help.
- 4** Offer assistance. Administer first aid where you can, offer reassurance and keep people warm. Consider if there is anything else you can do.
- 5** Follow advice of emergency services. When the emergency service arrive always follow their advice.

3. Are you prepared? check list

Sit down with your household and ask yourselves these questions.

Give yourselves a point for every one you can tick fully then check your score.

CHECK LIST		
Q	Question	Tick or cross
1.	We all know how and when to call the emergency services	
2.	We know some basic first aid	
3.	Someone we trust nearby has a spare key to our home	
4.	We know our neighbours and who might need some help in an emergency	
5.	We have agreed a list of our friends who can help us in an emergency and we all have their contact details	
6.	We have working smoke alarms in our home and we have agreed a night time fire escape route	
7.	We have contents and building insurance and we have agreed how much cover we actually need	
8.	We keep our most important documents and pictures in a safe place and we keep copies at a family member or friend's house	
9.	We all know where our mains gas, water and electrical in-takes are, how to shut them off and reset the trip switch for the electrics	
10.	We all know the location of the nearest: <ul style="list-style-type: none"> • Accident & Emergency • Police Station • NHS Walk in Centre • Late opening pharmacy 	
11.	We know the fire and security procedures at our place of work and what the policies are for staff who cannot get to work or home from work	

CHECK LIST

Q	Question	Tick or cross
12.	We know the schools emergency procedures and how we will communicate with the school during an emergency	
13.	We have discussed what we would do in the event of severe weather and flooding and have made some basic preparations to look after ourselves	
14.	We have discussed what we would do if we have a supply problem with our gas, water or electrics and have made some basic preparations to look after ourselves	
15.	We have discussed where we would go if we had to evacuate our home	
16.	We have got an emergency grab bag in case we have to evacuate our home in a hurry	

You scored:

0-5 - You are not prepared!!

An emergency would affect you and your household far more than it would need to. You need to sit down with your household and use this booklet to help consider how you can increase your score. It's your responsibility to make sure you can cope.

6-11 - Just average

You've got the basics in order but now its time to step it up a gear. There are plenty of things you can still do to make life easier in the event of an emergency. Read this booklet and make sure you and your household do some more to prepare yourself for the unexpected.

12-16 - Keep calm and carry on

You and your household are prepared for most eventualities. The chances are you can offer help in an emergency rather than needing it. There will still be things you can do, use this booklet to find out what. Next time you see your friends why don't you tell them your great score!



4. 999 and the Emergency Services

If you need the Fire Brigade, the Police or an Ambulance you should call 999. All 999 calls are free. You can make them from any phone, including mobile phones.

Don't call 999 if it is not an emergency. All 999 calls are recorded and you are breaking the law if you make a hoax emergency call.

When you get through, the operator will ask you which emergency service you want: fire brigade, police or ambulance service. Please listen carefully and be patient.

You will then be put through to an emergency control room operator for the service you want. They will ask you a number of questions. Answer the questions clearly, and don't put the telephone down until you are told to do so.

When should I call 999 for the Police?

- Any incident where life is at risk
- Where a serious injury may occur
- Where a crime is in progress
- Serious road incident
- Fight or major disturbance
- Young children missing
- Suspicious activity or person loitering



When should I call 999 for the ambulance service?

When it is obvious that you or another person is seriously ill or injured and in need of immediate emergency care. Here are some examples:

- Someone is unconscious.
- Someone is bleeding a lot.
- You think someone may have broken bones.
- Someone has a deep cut.
- Someone has bad pains in their chest.
- Someone is finding it difficult to breathe.

When should I call 999 for the Fire Brigade?

- If there is an uncontrolled fire no matter what size, small fires can quickly become big fires.
- If someone is trapped and they need to be rescued.





When should I not call 999?

If it is not a life-threatening emergency and you, or the person you are with, do not need immediate medical attention, consider other options before you dial 999:

If there is a health concern:

- Look after yourself or the patient at home. If you cannot stay at home, see if family or friends are able to help.
- Talk to your local pharmacist.
- Visit or call your GP.
- Call NHS 111
- Visit the NHS Choices website: www.nhs.uk
- Make your own way to your local A&E department, walk-in centre, minor injuries unit or urgent care centre. (Arriving in an ambulance does not necessarily mean you will be treated more quickly.)

If you are the victim of crime:

Call 101 when you need to report crime that is not an emergency. For example:

- If your house has been burgled
- If your car has been stolen

This number has been introduced to make it simpler for you to contact the Police and to help reduce the amount of inappropriate 999 calls. You can call it any time, 24 hours a day. For additional contact information visit their website www.police.uk

You can also call 0300 123 1212 when you need to speak to your local police, seek advice on police matters or comment on the service you have received from the Metropolitan Police.

If you are deaf or have speech impairment you can use a textphone. Dial 18000 in an emergency, or 18001 0300 123 1212 if your call is not an emergency.



5. Prepare yourself - general hints and tips

Household emergency plan

One of the most important things you can do to prepare for an emergency is to spend a few minutes putting together a household emergency plan.

There are many types of emergencies that could disrupt your daily life, such as not being able to travel or get in touch with family members, friends, colleagues and other key people. Some emergencies may leave you isolated from help. Having a household emergency plan can help you deal quickly and effectively in a stressful situation. Involving your family in writing the plan can help them be prepared too.

There is a template plan at the back of this booklet, complete this once you have read through the advice. You may want to create your own and add your own information.

Evacuation from your home

If the emergency services tell you to evacuate your home you must do so. Refusing to leave on their advice will put you, your household and those trying to help you at risk. You may be asked to evacuate because of a gas leak, a fire or a security incident.

Local authority resources are limited and you should try to stay with an Emergency Friend. This will help the council to focus on those that need the most help. If you are stranded however, the council will provide basic accommodation which may take the form of a blow up mattress and a blanket or a community hall near where you live. This is called an Emergency Rest Centre.



Emergency grab bag

Try to keep a 'grab bag' of some important items that you can take with you should you ever need to leave your home in an emergency. Items may include:

- Torch (with spare batteries or use a wind up version)
- Spare mobile phone charger
- Some money
- Spare glasses (if you have any)
- Spare nappies and some baby formula
- Address and contact details of friends/family
- Pen & paper
- Copies of important documents

There may be some things you need to pack at the time such as warm clothing and medication. Use the Home Emergency Plan template at the back of this document to make a checklist of the things you may need to gather.

If you have pets you should have a plan for where they can stay. You are advised not to bring them with you to an evacuation centre.

The people who run the centres are trained to give you support and advice. They will help you through the stress of an evacuation and prepare you for what to do afterwards.

What if I am elderly or have special medical needs?

An Emergency Rest Centre may not be suitable for all, especially those who are very elderly, or those that have specific medical needs. A special team from social services and the NHS will be set up to make sure specialist temporary accommodation is found for those that need it



Emergency items for the home

You should try to make sure you keep in your home a few items that may help you in a range of emergency scenarios.

Consider the following:

FOOD AND WATER:

- Bottled drinking water
- Water for washing and cooking
- Non-perishable food (canned or dried)
- Can opener

OTHER ITEMS:

- Radio with spare batteries
- First aid kit and essential medicines
- Wind and rain proof clothing
- Bucket or water container
- Pet supplies

Your important documents

You will have some documents or belongings in your house that are really important to you. You should ideally keep these under lock and key in a fire and water proof safe. Some of these documents you could copy and keep in your grab bag or at a friend's house.



Helping vulnerable neighbours

In many emergencies some members of the community may be more vulnerable than others.

For example, the elderly and very young are more vulnerable to the dangers of extreme heat and cold.

You should always ensure you and your family are safe first. However, helping your friends and neighbours is also important and can also save lives.

Included in your emergency household plan should be a list of vulnerable neighbours who may need help. Just checking that someone is well, providing extra blankets or collecting supplies for them may make the world of difference.



Having an emergency friend

One of the easiest ways of preparing for emergencies is to identify 'Emergency Friends'.

Emergency Friends should be people who you can trust that can help you in an emergency, for example a neighbour, friend, or relative.

Emergency Friends should arrange to help each other if one of their homes or members of family has been affected by an emergency. Examples of how you can help each other out are below:

- Swap house keys. You never know when you might lock yourself out or need the dog feeding if you get stranded on public transport.
- Provide each other a place to stay if you have been evacuated from your home or if it's been affected by a flood, fire or utility failure.
- Arrange to look after each others' children or to pick them up from school if you have an emergency at work or in the family.

- If you are suffering from an infectious disease, like flu, the NHS might ask you to send someone to collect your medication for you.
- Take copies of your most important documents or pictures and keep them safe for each other.

Make sure all your family know who your emergency friends are and make a note of them in the Home Emergency Plan form in this booklet. Sit down and have a chat with each other so you identify all the ways you can help one another.



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All services ▾

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Emergencies and safety

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4 July 2018 - 4:33pm



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1. H&F urges residents to

Stay informed

During an emergency you will want to know what is going on, especially if you have been evacuated from your home. There are a number of ways you can do this:

- Check the councils website www.lbhf.gov.uk
- Contact the council on 020 8748 3020
- Visit your local library (see map at back for your nearest)
- Tune into BBC London Radio
- Leaflets attached to lamp columns in the area affected.
- Ask a police officer.

Helping the emergency services

In case of emergency

Make sure you store an 'In Case of Emergency' or 'ICE' number in your mobile. This way the emergency services can easily get in touch with a trusted friend or relative if the need arises. Just enter ICE as a contact followed by the name of the person. You can have as many of these as you like.

Many people have "lock screens" on their phones. There are a number of apps available you can download which will make your ICE details accessible even if your phone is locked. For more information, please visit incaseofemergency.org





Message In A Bottle

The Lions Message In a Bottle scheme is a simple idea designed to encourage people to keep their personal and medical details on a standard form and in a common location - the fridge. Whilst it is focused on the more vulnerable people in our community, anyone can have an accident at home, so this scheme can benefit anyone, including you.

How it works:

1. **Get hold of a free bottle.** You can ask for one at your local pharmacy or doctors surgery or you can contact the Lions Club on 0121 441 4544 or email them at enquiries@lionsclubs.co.uk. and ask them to send you one via Royal Mail. Postage will be charged.
2. **Fill out the form.** This includes your personal and medication details.
3. **Put the form in the bottle and put it in the fridge.**
4. **Use the sticker.** Put one green sticker on the outside of your fridge door and the other green sticker on the inside of your house door.

If you have an accident in the home and the emergency services are called they will see the sticker on your fridge and check the bottle. They will then have details of the medication you are on and any emergency contacts which may be extremely helpful.



School emergencies

Although serious incidents are rare, schools can become involved in emergency situations. There are things you can do to help make things run as smoothly as possible.

All schools should have plans to cope with emergencies or disruptions that affect the school or its pupils. You should find out what your schools arrangements are.

Make sure the school is kept up to date with your contact details should an emergency occur and that the school has full knowledge of any individual requirements your child or children may have.

Make sure you know how to contact the school to find out the latest information in an emergency. They may use a special emergency number, a website or their normal information number. Hammersmith & Fulham Council aims to provide information in relation to school closures or incidents on it's website www.lbhf.gov.uk. Always check if you think the school maybe closed.

If major disruption results in parents or guardians not being able to pick up their children, the school will do all they can to look after the pupils. This may involve moving children from several schools to one location to make it easier to look after them.

Make sure you have made arrangements for someone else to pick your child up if you cannot get there. This may be one of your emergency friends or another parent.

Check if your school requires you to register who is authorised to pick your child up in an emergency or if it closes early.





St John Ambulance



Basic first aid

Knowing some basic first aid in an emergency situation can make all the difference. Consider getting some first aid training and a first aid kit, and familiarise yourself with some of the more common situations below.

Your priorities are to:

- assess the situation - do not put yourself in danger;
- make the area safe;
- assess all casualties and attend first to any unconscious casualties;
- send for help - do not delay



For advice on the following topics please click on the links below

Get advice

www.sja.org.uk/get-advice/

How to do the primary survey of the situation

www.sja.org.uk/get-advice/first-aid-advice/how-to/how-to-do-the-primary-survey/

Bleeding

www.sja.org.uk/get-advice/first-aid-advice/bleeding/

Shock

www.sja.org.uk/get-advice/first-aid-advice/bleeding/shock/

Bones and muscle injuries

www.sja.org.uk/get-advice/first-aid-advice/bones-and-muscle-injuries/

Breathing-difficulties

www.sja.org.uk/get-advice/first-aid-advice/breathing-difficulties/

CPR Cardiopulmonary Resuscitation

www.sja.org.uk/get-advice/first-aid-advice/unresponsive-casualty/how-to-do-cpr-on-an-adult/

How to use a defibrillator

www.sja.org.uk/get-advice/first-aid-advice/how-to/how-to-use-a-defibrillator/

When to call an ambulance

www.sja.org.uk/get-advice/i-need-to-know/when-to-call-an-ambulance/

Free first aid apps

www.sja.org.uk/get-advice/free-first-aid-app/

Or visit

St John's Ambulance

www.sja.org.uk/get-advice



Severe bleeding

If there is severe bleeding:

- apply direct pressure to the wound;
- raise and support the injured part (unless broken)
- apply a dressing and bandage firmly in place.

Broken bones and spinal injuries

If a broken bone or spinal injury is suspected, obtain expert help. Do not move casualties unless they are in immediate danger.

Burns

Burns can be serious so if in doubt, seek medical help. Cool the affected part of the body by placing under cold running water until the pain is relieved. Thorough cooling may take 10 minutes or more, but this must not delay taking the person to hospital, if required.

Certain chemicals may seriously irritate or damage the skin. Avoid contaminating yourself with the chemical. Treat in the same way as for other burns but flood the affected area with water for

20 minutes. Continue treatment even on the way to hospital, if necessary. Remove any contaminated clothing which is not stuck to the skin.

Eye injuries

All eye injuries are potentially serious. If there is something in the eye, wash out the eye with clean water or sterile eye wash solution from a sealed container, to remove loose material. Take care to flush in the direction of the outside of the face to avoid the uninjured eye. Do not attempt to remove anything that is embedded in the eye.

If chemicals are involved, flush the eye with clean water or sterile eye wash solution for at least 10 minutes, while gently holding the eyelids open. Take care to flush in the direction of the outside of the face to avoid the uninjured eye.

Ask the casualty to hold a pad over the injured eye and send them to hospital.



6. Coping with specific emergencies

Flooding

There are a number of things you can do in advance to prepare for flooding and to minimise the effects.

Preparing:

- Ensure that you know your property's risk to flooding and type of flooding. To assess your risk and to find information on flood protection products visit the Environment Agency: www.gov.uk/government/organisations/environment-agency
- If you are in a flood risk area make sure you sign up to receive the environment agency early flood warnings.
- If you live in a basement flat you may be particularly susceptible to flooding from surface water during or after a major downpour. There is no early warning service that you can subscribe to for this type of flooding as it is very hard to predict. A major downpour can also put basement flats at risk from a back surge of water through the sewer system. Check out the www.thameswater.co.uk website for information regarding sewer flooding.
- If you think you are at risk try to keep a store of sand, plastic sheeting and sandbags that you can use to block doors, air vents, sinks and toilets to try to stop the water coming in to your home.



- Check your buildings and contents insurance policy to confirm you are covered for flooding and to check you haven't underestimated the value of your home contents.
- Know how to turn off your gas, electricity and water supplies. If you have any doubts you should ask your supplier for advice. Putting stickers on the taps and switches you need to turn off during a flood makes it easier to remember and quicker to do.
- Think about what you will do with pets, cars, furniture, electrical equipment and garden furniture should you be affected by flooding.

Responding

- If safe to do so, turn off gas, electricity and water supplies when flood water is about to enter your home.
- If your home has been flooded you are advised to move your family and pets upstairs, or to a high place with a means of escape.
- Do not touch sources of electricity when standing in flood water.
- Never drive through flood water. 80% of flood deaths occur in vehicles.

If there is raw sewage in your property you should not enter your property at all and you should seek alternative accommodation until it has been cleansed.

- If a flood is likely, put plugs in sinks and baths and weigh them down.



Electricity failure

If you have an electricity failure, first check whether your neighbours have also lost supply. If they have, call the UK Power Networks Emergency Centre on 0800 3163105 or simply 105.

If they have not:

- Text POWER and your postcode to 80876
- Check your trip switch (a circuit breaker fuse system – it will be near your electricity meter). If the trip switch is still on, call your suppliers' emergency line for your area.
- If the trip switch is off, switch it back on.
- If it switches back off, one of your appliances may be faulty so unplug all appliances and reset the trip.
- If you have a pre-pay meter, check that you still have credit.
- If only part of your supply has failed and the trip won't reset, there may be a fault with your wiring so contact a registered electrician.

If electricity is lost for a prolonged period over a wide area, being prepared can make a difficult situation easier.

- Have at least one standard land-line phone in the house as cordless phones will not work in a power cut.
- Take care if using candles or other naked flames. Never leave lit candles in unoccupied rooms or with unsupervised children or animals.
- Do not open fridges for any longer than is necessary – they will normally stay cold for 12-15 hours.
- Make sure your home is well-insulated. A well-insulated house can stay warm for 12 hours or longer.

If you or someone you know would need extra help in the event of a power cut you may be eligible to join the Priority Services Register.

Apply online at:

www.ukpowernetworks.co.uk/priority



Gas failure

If you smell gas in your home, call the free 24 hour national gas emergency number 0800 111 999, whether the smell is inside or outside the property.

You'll be asked a series of questions designed to build a picture of the reported gas escape or gas emergency. From these details, the operator can identify the right gas safety advice for you - such as:

- Do not turn electrical switches on or off.
- Open doors and windows.
- Turn the gas off at the meter unless the meter is located in the cellar/ basement.
- Avoid using naked flames.

An engineer will be sent to ensure the safety of people, help vulnerable residents and make the property safe. National Grid aims to attend all uncontrolled escapes within one hour and all controlled escapes within two hours. If the gas is lost for a long period, National Grid will send you details

about the incident (e.g. update on situation, when they can safely restore supplies, alternative heating and cooking provisions, etc).

If gas is lost for a prolonged period over a wide area, being prepared with emergency heating can make a difficult situation easier.

- Make sure your home is well-insulated. A well-insulated house can stay warm for 12 hours or longer.
- If you have a pre-pay meter, check that you still have credit.
- To conserve existing heat in your home, use just one or two adjacent rooms. Keep these areas isolated by closing doors and/or hanging blankets over doorways. The kitchen and an adjoining room are usually good choices.
- If the authorities inform you that you could be without power for several days, your best option may be to move in with an Emergency Friend.



Loss of water supply

When safe drinking water is unavailable, it is more than just an inconvenience - it can become a health emergency.

If you lose water find out if it is just your property or the wider area. If it is just your property you should contact your supplier. Thames Water 24 Hour Emergency number is 0800 316 9800.

If the whole area has lost water supply your water supplier has a duty to provide you with alternative water sources. This could be bottled water, stand-pipes or water tankers. If you are unable to go out to collect water make sure you have an emergency friend that can collect water for you.

Make sure you have an emergency water supply. Everyone's needs will differ, but The Food Standards Agency advise that the average adult should take in 1.5-2 litres of water (6-8 250ml glasses) or other fluids everyday to avoid getting dehydrated.

If you are particularly vulnerable and would have extreme difficulty in obtaining water from a stand pipe in the event of a loss of water supply you can register with Thames Water to receive a priority service. Your doctor may recommend this to you and may be required to provide some information to Thames Water to verify your claim. Call Thames Water on 0800 316 9800 to find out more. If you know of someone who is particularly vulnerable ask them if they have heard of this service.



Security incident

While the chances of being caught up in a terrorist incident remain rare, it is important to be prepared and know how to protect yourself if the need arises.

Our advice if you are caught up in an incident is to 'Run, Hide and Tell'

Run

Run to a place of safety. This is a far better option than to surrender or negotiate. If there's nowhere to go then...

Hide

It's better to hide than to confront. Remember to turn your phone to silent and turn off vibrate. Barricade yourself in if you can. Then finally and only when it's safe to do so...

Tell

Tell the police by calling 999.

Everyone can help in the fight against terrorism and violent extremism. The key message is "don't rely on others, if you suspect it report it". Whether it's

an unattended item left in public, large quantities of chemical waste products or the unusual or extreme behaviour of a neighbour you should always tell someone in authority such as a police officer or a member of staff. If you think it's an emergency you should always call 999.

You can also call the confidential Anti-Terrorist Hotline 0800 789321 which is staffed around the clock by specialist police officers and staff who are trained to determine what may need further investigation.

Firearms & Weapons Attacks

Attacks in the UK and abroad remind us all of the terrorist threat we face, which in the UK is considered as www.mi5.gov.uk/threat-levels 'SEVERE', meaning an attack is highly likely.

The police service have released a short public information film called 'Stay Safe: Firearms and Weapons Attack' which sets out the key options for keeping safe



should the worst happen. For further information and to view the film, please click on the link below

www.gov.uk/government/publications/stay-safe-film

Hazardous materials incident

At an incident involving hazardous substances, as well as dealing with the hazardous substance, the emergency services are trained to quickly undertake steps to safeguard those directly affected. If you are involved in this type of incident you will be asked to undertake the following three actions:

- Evacuate to a place of safety (away from the hazardous substance).
- Disrobe – by removing the outer layer of clothing. (Guidance on how to do this will be given by the attending Emergency Services).
- Follow the instructions from the emergency services on how to perform self-decontamination.

By moving away from the hazardous substance and disrobing up to 80% of the contaminant can be removed. Dry decontamination is a quick method to remove the remainder of the contamination. The emergency services have the capability to undertake wet decontamination of large numbers of people, this is where people disrobe and move through a shower facility.

Once decontaminated people will be transported to the required health care facility if required.



Fire

- Reduce fire hazards in your home – for instance never leave candles or cooking unattended.
- Fit and maintain smoke alarms – at least one on every floor (test the alarm every week, some alarms will need the battery changing annually – never remove batteries for any other reason).
- Make an escape plan so you and your family know how to leave your home if a fire starts – make sure people who live with you know how to find door or window keys.
- Do not overload sockets; use only one plug in each socket, avoid overloading sockets with multi-way adaptors.
- If there is a fire in your home, get out, stay out and call 999.
- In a fire, never use the lift.
- If you are moving or trapped in smoke, stay close to the floor where the air is cleaner.
- Check door handles with the back of your hand or test the door panels for heat. If a door feels hot, do not open it. It probably means there is a fire on the other side.
- After a fire in your home it is possible that parts of your property may be unsafe as a result. If the firefighter in charge advises you that any areas are unsafe, ensure that this information is passed on to anyone else entering the property.
- It is possible that gas, electricity or water supplies will have been turned off as a result of the incident. Never turn utilities back on until they have been checked by the utility provider, or another competent person.
- Charging e-bike and scooters: The majority of fires related to e-bikes and e-scooter have happened in homes. These fires are often caused when charging batteries.
www.london-fire.gov.uk/safety/the-home/e-scooters-and-e-bikes/



Severe weather

There is a lot you can do to reduce the effect and potential cost of damage caused by severe weather.

Check local and national weather forecasts on local television, radio or on the Met Office website - www.metoffice.gov.uk

Severe gales:

Secure or store loose objects outside that could blow into windows. Close and securely fasten doors.

Park vehicles in a garage or well away from trees, buildings, walls and fences.

If chimney stacks are tall or in poor condition, move beds away from areas directly below them.

Stay indoors as much as possible – do NOT go outside to repair damage whilst the storm is in progress.

If you are outside, do not shelter close to buildings or trees and keep well away from the sheltered side of boundary walls and fences – if they collapse it will be this side. Instead, find shelter in substantial, permanent, enclosed structures.

Slow down if driving on exposed routes – such as over bridges, and find alternative routes if possible. Take particular care of side winds if driving a high-sided vehicle or if you are towing another vehicle or container.

Do not touch electrical or phone cables that have been blown down or are still hanging.

DO NOT DRIVE UNLESS YOUR JOURNEY IS REALLY NECESSARY



Heavy snow and icy roads

- If you are travelling when snow is forecast, make sure you have warm clothes, a mobile phone, food, water, a torch and spade. Tell someone when you expect to arrive and the route you plan to take.
- Try to wait for the roads to be gritted before travelling.
- If you must drive, check the Highway Code for advice on driving on ice and snow. The main points are:
 - Do not overtake
 - Slow down
 - Allow extra room – it can take 10 times as long to stop in these conditions
 - If you start to skid, ease gently off the accelerator and avoid braking. If braking is necessary pump the brakes, don't slam them on.
 - If you get stuck, stay with your car and tie something brightly coloured to the aerial.
- To avoid slips keep a big bag of salt to spread on your driveway, footpath or pavement outside your house if the forecast is for it to be icy.
- If you are going outside, wear several layers and cover your head to avoid losing heat. Keep moving your arms and legs to help the blood circulate.



Thunderstorms and lightning

- Before a thunderstorm, unplug all non-essential appliances, as lightning can cause power surges.
- If outside, avoid water and find a low-lying open place that is a safe distance from trees, poles or metal objects.
- Avoid activities such as golf, rod fishing or boating on a lake.
- If you are in an exposed location, squat close to the ground, with hands on knees and head tucked between them. Touch as little of the ground as possible; do not lie down.
- If you feel your hair stand on end drop to the squat position immediately.

Heat and sun

- Ensure that you have plenty of cold fluids available.
- Try to keep your house cool; closing blinds and curtains can help.
- At night, keep your sleeping area well ventilated.

- Take cool (not cold) showers or baths or sprinkle yourself with water throughout the day.
- Avoid too much exercise - it can cause heat stroke or heat exhaustion.
- Wear lightweight, loose, light-coloured clothing, high-factor sunscreen and a wide brimmed hat. Apply sun-screen regularly during the day.
- Drink plenty of fluids, but not alcohol, which dehydrates the body.
- If driving, keep your vehicle ventilated to avoid drowsiness. Take regular breaks and have plenty of water in the vehicle.
- Try to avoid going out during the hottest part of the day (11.00am – 3.00pm).
- Avoid being in the sun for long periods of time.
- The elderly and very young are most at risk. If you have elderly neighbours check on them daily.

DO NOT LEAVE CHILDREN OR ANIMALS IN PARKED VEHICLES



Infectious diseases

Infectious diseases such as pandemic influenza, seasonal flu, and norovirus can cause you to feel unwell.

You can reduce the risk of catching or spreading these diseases by observing good basic hygiene;





- Covering your nose and mouth when coughing or sneezing - using a tissue.
- Washing your hands frequently with soap and water to reduce the spread of the illness from your hands to your face or to other people.
- Avoiding touching foodstuffs without washing your hands first.
- Disposing of dirty tissues promptly and carefully – bag and bin them.
- Cleaning hard surfaces (e.g. kitchen worktops, door handles) frequently, using normal cleaning products.

If you develop signs and symptoms that you are worried about then;

- Visit NHS Choices website at www.nhs.uk for advice
- Call NHS111
- Call your GP

If you are prescribed medication ask your Emergency Friend to collect it for you. Always read and follow the instructions with medicines and drink plenty of non-alcoholic fluids..

7. Map of important health and emergency service locations

-  **Hospitals**
-  **Walk-in centres Urgent care centres**
-  **Late opening pharmacy**
-  **Accident and Emergency**



Contacts on map

Hospitals

Charing Cross Hospital

Charing Cross Hospital
Fulham Palace Road
London W6 8RF

020 3311 1234

For people with serious injuries or serious illness requiring immediate treatment

Hammersmith Hospital

Hammersmith Hospital
Du Cane Road
London W12 0HS

020 3313 1000

Specialist Hospital with no Accident & Emergency department

Queen Charlotte & Chelsea Hospital

Du Cane Road, London W12 0HS

020 3313 1111

Maternity only

For additional information about the hospitals mentioned above, please go to <https://www.imperial.nhs.uk/our-services/emergency-care/clinics>

Urgent Care Centres

For fast access to health advice, emergency contraception and treatment or minor ailments, infections, or injuries such as cuts, strains, sprains and broken bones.

Charing Cross Hospital	
Charing Cross Hospital Fulham Palace Road London W6 8RF	020 3311 1234
Parsons Green	
5-7 Parsons Green London SW6 4UL	020 8846 6758
Hammersmith Hospital Urgent Care	
Hammersmith Hospital Du Cane Road London W12 0HS	020 8893 0384

For additional information about the centres mentioned above, please go to <https://www.imperial.nhs.uk/our-services/emergency-care/clinics>

Late opening pharmacies

Boots the Chemist	
Unit 7, Fulham Broadway Retail Centre, Fulham SW6 1BW	020 7385 4762 Monday to Saturday 7.30am to 11pm
Zafash 24 hour pharmacy	
233-253 Old Brompton Road, (near Earls Court tube), London SW5 0EA	020 7373 2798

8. Emergency contact and further information

You should fill in and store these contact details.

Emergency contact	Phone number and website
Emergency Services	999
Emergency Services For deaf and deafened people using a Textphone (minicom) in an emergency	18000
NHS	111
Anti-Terrorism Hotline	0800 789 321
Metropolitan Police (non emergencies e.g. crime and to contact your local police station)	0300 123 1212 www.met.police.uk
British Transport Police	0800 40 50 40 www.btp.police.uk
Hammersmith & Fulham Council	020 8748 3020 www.lbhf.gov.uk
Work(s) emergency number	
Doctor	
School(s)	
Thames Water (for water loss or for vulnerable residents to find out if they could qualify for a priority service in a water supply loss)	0800 316 9800 www.thameswater.co.uk
UK Power Networks (for electrical failure)	0800 028 0247 www.edfenergy.com
Your own electrical supplier emergency number	0800 111 999 www.nationalgrid.com
Gas Emergency Service (National Grid)	
Your own Gas supplier emergency number	

Emergency contact	Phone number and website
Transport for London	020 7222 1234 www.tfl.gov.uk
Met Office	0370 900 0100 or 01392 885 680 www.metoffice.gov.uk
Floodline: Environment Agency	0845 988 1188 www.gov.uk/government/organisations/environment-agency
BBC Radio London	94.9 FM

Organisation	Phone number and website
London Fire Brigade	www.london-fire.gov.uk 020 8555 1200
St John Ambulance (for first aid course and first aid volunteering)	www.sja.org.uk 08700 10 49 50
Red Cross (for first aid, emergency volunteering and advice for emergencies)	www.redcross.org.uk 0844 412 2804 (General enquiries)
RVS (for volunteering to help in emergencies)	www.royalvoluntaryservice.org.uk 0845 601 4670
Lions Club International (for volunteering in the community)	https://lionsclubs.co/Public/ https://lionsclubs.co/MemberArea/ 0845 833 9502

9. Household emergency plan

To include:

1. Checklist for grab bag:	
We keep our 'Grab Bag'	
Things that need to go in the grab bag if we need to evacuate our home	Where do we keep these things usually?

2. Where to turn off:	
gas	
water	
electricity	

3. Where will we meet if we can't get into our home or contact each other?

4. Neighbours we will check on in emergencies

Name	Address and phone number

5. Emergency Friends

(remember try to have 2 nearby and 2 further away)

Name	Address and phone number

6. Who can pick my children up from school if I cannot get there?

Name	Address and phone number

This document has been compiled in conjunction with the emergency response and supporting organisations in London. It contains important information which may help you in an emergency. Please keep it somewhere safe.

