



What to Expect: Evacuations

■ Why do we evacuate people?

- It is not safe to be in your home or the surrounding area (e.g. overland flooding is occurring).
- It may not be safe to be in your home or the surrounding area (e.g. approaching fires).

This is not a decision that is taken lightly. Every possible option is explored before issuing an evacuation alert or order. The City's Emergency Management department carefully considers the necessity to protect the safety of the residents against the disruption of displacing residents from their homes.

Residents should take an evacuation alert or order very seriously and follow all instructions.

■ How do we evacuate people?

Evacuation Alert: *It may not be safe to be in your home, or an evacuation order may be coming*

- If we are considering an evacuation and the threat is not immediately impacting you, we will issue an "evacuation alert." An evacuation alert allows residents to prepare for an evacuation (gathering important documents, packing small quantities of food and water, preparing children and pets to evacuate).

Evacuation Order: *It is not safe to be in your home or the surrounding area*

- If the threat is or will immediately impact you, we will issue an "evacuation order." The order will instruct the residents to immediately leave the area.

■ How do we communicate this information with residents?

In both types of notifications, we will use a combination of social media, Alberta Emergency Alert, and/or door knocking. The notifications will include the following information for the residents:

- The reason for the Alert including a description of the hazard
- Duration of the evacuation (when possible)
- The areas under Alert, with as much detail as possible
- Recommended evacuation routes and identification of closed routes
- Location of reception centres
- What personal belongings to prepare and take (identification, medication etc) and limitations on luggage if not self-evacuating
- Where to get additional information (website)



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■ What should you expect when an evacuation order is issued?

- Instructions will be provided to you.
- Immediately leave, ensuring all instructions are followed and your home is secured.
- If you have pets, we recommend you have an emergency kit and plan for them too, so they are not left vulnerable and unsafe
- Report to the designated registration centre to register yourself and family members or contact the provided phone number to inform the City where you will be going
 - » Why must you do this? – When you are evacuated, we need to ensure you are in a safe location. If we are not informed and a friend or family member is concerned for your safety, we may send first responders to find you.
- Do not return home until the evacuation order is formally rescinded by the City.
 - » At this time, you will receive additional instructions for the safe return to your home.

■ Where will I stay when I am evacuated from my home?

- The preferred location is the home of a friend or family member.
- In the event of an emergency one or more reception centres may be set up to accommodate evacuees as necessary.

■ How can I prepare for an evacuation?

- Monitor the City's twitter account.
- Ensure your cellular phone is set to LTE mode within your smartphone's settings to allow you to receive wireless public alerts.
- Download the Alberta Emergency Alert smartphone application or check their website for alerts
- Identify locations where you can stay if you are forced to evacuate (e.g. friends and family)
- Establish support networks in advance which includes a list of people you can contact if you need help, especially if you have a physical or mental disability
- Build a "grab and go kit." This is different than a 72 hour kit, which is designed for you to stay at home without access to utilities.

Your grab and go kit should contain:

- Backpack or tote bag (to carry the kit items)
- Blanket or sleeping bag
- Bottled water
- Candles and matches or a lighter
- Clothing and shoes (one change, comfortable and all-season)
- First aid kit
- Flashlight and batteries
- Food that requires no cooking or refrigeration
- Glasses or contacts (case and solution)
- Identification, insurance papers and other important documents, such as insurance and personal identification documents
- Medication
- Money (including coins)
- Playing cards or small games
- Radio and batteries, or crank radio (to listen to news and public advisories)
- Toilet paper and personal hygiene supplies
- Additional items for children and pets

■ What is the difference between an evacuation and shelter-in-place and when are each used?

- Evacuation Orders are only issued when your home is at risk, and staying inside your home is no longer safe (e.g. overland flooding, fires)
- Evacuation alerts allow you to prepare for an evacuation should one be ordered
- Shelter-in-place alerts are issued when the surrounding area outside of your home is no longer safe; however, it is safer to stay inside your home than leave.