

Welcome home.

Thank you for complying with our request to evacuate the area due to overland flooding in your area.

Please follow the steps below to determine if it is safe to enter your home.

1. If your street and sidewalks are dry, proceed to your residence. If not, return to the re-entry information centre for further instructions.
2. When you enter your residence, if it appears dry, proceed inside.
3. If there is water in your basement above any of the electrical outlets and your power is on, leave immediately. Call the ENMAX trouble line at 403-514-6100 to have your outside power meter turned off before addressing the damage.
4. If you have not encountered a problem this far, proceed to the self-assessment below.

Self-assessment

Self-assessment includes identifying deficiencies in critical services. Once a need has been identified, residents should post a notice in their window on 8.5x11" paper, with bold writing identifying the need. There must be one piece of paper per item. Writing must be readable and clearly seen from the street. Critical needs include:

- Gas Needed
- Electricity Needed
- Water Pumping Needed

1. In case of an emergency, call 911

2. Check your gas

Call 911 to report any natural gas emergency including gas odours and leaking or exposed gas lines. If any of these situations are present, leave

the house immediately and wait outside for the emergency crews to arrive.

For non-emergency calls about natural gas service or appliances call ATCO Gas at 310-5678 (toll-free) or visit www.atcogas.com. Inspections and pilot relights by a Licensed Gas Fitter or plumber are mandatory for all appliances that were submerged in water (i.e. furnace, hot water heater, stove).

3. If your residence does not have electrical service, do not use camp stoves, gas heaters, gas powered generators, etc. inside your home. Be vigilant if using candles and ensure you have a working, battery-operated smoke alarm in your home.

4. Check your basement for seepage and/or sewer backup. If you have water in your basement which has seeped in through the foundation, please contact your insurance company for directions on what is covered and who to contact for repairs.

If the sewer has backed up into your basement, use the 311 handheld app available on all smartphone devices to submit a service request. Alternatively, you may call 311 but please be advised call volumes are high and wait times could be lengthy. (If you get a busy signal, please redial).

5. If you need help from social services...

Information on social services is available by calling 211. (Please be patient as call volumes are high).

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Citizens can also contact the Calgary Distress Centre 24-hour crisis line at 403-266-HELP (4357) or visit www.distresscentre.com.

The Canadian Red Cross has established a phone number to assist Calgarians with connecting to family members who have been displaced. Contact the Red Cross at: 1-866-696-6484.

6. Check the status of food in your home
Destroy refrigerated and frozen foods which have completely thawed or have spent an unknown amount of time in refrigerators without power. If in doubt, throw it out.

Because floodwaters carry disease germs, only foods sealed in metal cans are safe.

Damaged or blown (bulged) cans should be discarded.

If the seal is undamaged, clean the outside of the container with a warm detergent solution.

- A firm brush will be required to clean the area around the rims and caps.

Disinfect clean cans in a solution containing chlorine (Javex, Perfex, etc.) or other good disinfectant.

- Rinse and dry the cans before storing to prevent metal corrosion.

You must dispose of the following if they have come into contact with flood waters:

- the contents of your freezer or refrigerator
- all meats, fresh fruits and vegetables
- all boxed foods
- all products in jars, including home preserves, and all bottled drinks (the area under the seal of jars and bottles cannot be adequately disinfected)
- all medicines, cosmetics and other toilet items

Garbage disposal for food items will be located at community re-entry information centres.

Visit www.albertahealthservices.ca for more information.

7. Check your medications

If your medications require refrigeration, they may no longer be safe to consume. Contact your pharmacist if you are unsure.

8. Getting help for lost or deceased pets

If your pet has been lost or found deceased in your home, call 311.

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