

# Welcome home.

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

**Please consider the following information upon re-entering your home.**

## **EMERGENCIES:**

Please call 911 in case of emergency.

## **POWER:**

Once you have been cleared to return to your home, check your basement to see if any flooding has occurred. If there is water above any electrical outlet in your basement, leave your home immediately. Call the ENMAX trouble line at 403-514-6100 to have your outside power meter turned off before addressing the damage.

## **GAS:**

Call 911 to report any natural gas emergency such as gas odours, leaking or exposed gas lines. If any of these situations are present, leave immediately and wait 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](http://www.atcogas.com). Inspections by a Licensed Gas Fitter will be required for all appliances that were submerged in water (i.e. furnace, hot water heater, stove).

## **BASEMENT SEEPAGE AND/OR SEWER BACK-UP:**

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, please call 311.

## **SOCIAL SERVICES:**

Information on social services is available by calling 211. Citizens can also contact the Calgary Distress Centre 24-hour crisis line at 403-266-HELP (4357) or visit [www.distresscentre.com](http://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.

## **FOOD:**

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, Perfix, 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.

Visit [www.albertahealthservices.ca](http://www.albertahealthservices.ca) for more information.

## **MEDICATION:**

Medications that require refrigeration may no longer be safe to consume. Contact your pharmacist if you are unsure.

## **PETS:**

If your pet has been lost, call 311.

[calgary.ca](http://calgary.ca) | call 3-1-1



THE CITY OF  
**CALGARY**