



## Household Emergency Life-saving Plan (H.E.L.P)



In the event of a major emergency in Dumfries and Galloway; it may be some time before the emergency services can help you, making it very important that you and your family have made the necessary preparations to take care of yourselves.

As a family or household agree on a plan in advance.  
Complete the following and **keep it safe** should you need to use it.

Plan somewhere to go if evacuated,  
Friends? Family? Phone Numbers?

.....  
.....  
.....

Plan where to meet if you are unable to  
contact each other. Who will you  
leave a message with? .....

.....  
.....

In case of a major emergency it is very useful to have: a **Household Emergency Life-saving Pack (H.E.L.P)** containing:

- A battery radio with spare batteries or a wind up radio
- A battery torch with spare batteries or a wind up torch
- Candles and matches (remember to use candles and matches safely)
- A First Aid kit
- 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

Knowing what to do in an emergency is vitally important. Consider learning First Aid, it is a valuable skill that can serve many purposes.

You should complete and familiarise yourself with the following important numbers:

Emergency Services: 999 (or 112)

NHS 24: 0845 424 24 24

Local Police Station: .....

Local Authority: .....

Doctor: .....

Work: .....

School: .....

Home Insurance: .....

Local Radio Stations:

CFM ..... 96.4FM

Radio Scotland ..... 585AM

South West Sound Dumfries..... 97FM

Stranraer ..... 96.5FM

Kirkcudbright .. 103FM

Machars ..... 103FM

Other areas ..... 97FM

Ensure you have an analogue phone (one that doesn't need to be plugged into the electrics) - electric ones may not work in an emergency if the electricity supply is affected.

In the event of an emergency and if it is safe to do so the advice is usually to:

**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.)

If you find yourself in the middle of an emergency, your common sense and instinct will usually tell you what to do. However, it is generally important to:

- Try to remain calm, reassure others and think before acting
- Make sure 999 has been called 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

**You should check on your neighbours - they may need YOUR help.**

NEIGHBOURS TO THE LEFT

Name: .....

Home No: .....

Mobile No: .....

NEIGHBOURS TO THE RIGHT

Name: .....

Home No: .....

Mobile No: .....

During an emergency, in case you are advised to evacuate your home, you may want to add the following to your Household Emergency Life-saving Pack (H.E.L.P.):

Toiletries, sanitary supplies  
Prescribed medication  
Playing cards, games/some form of entertainment  
Any special equipment for infants or the elderly

Mobile phone and charger  
Cash/credit cards  
Spare clothes/blankets  
Home/car keys

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

Should you be evacuated do you know how to turn the following off?  
Choose a family member to do this?

Electricity: .....

Water: .....

Gas: .....

Who will be responsible for picking the children up from school?  
(if applicable and safe to do so)

First Choice: .....

Second Choice: .....

Should you leave via car, make sure you take your Household Emergency Life-saving Pack (H.E.L.P) with you and listen to local radio to find out which roads are open.

**When you are told that it is safe to return home, open windows to provide fresh air before arranging for gas, electricity and water supplies to be reconnected.**

For more information on major emergencies, go to Dumfries and Galloway's dedicated emergency website:

[www.majoremergenciesindg.co.uk](http://www.majoremergenciesindg.co.uk)