



ROCKY VIEW COUNTY

# Household Emergency & Resource Guide

Your municipal address:

Your phone numbers:



# SAFE & SOUND

COMMUNITIES & COMMUNICATION

## How SAFE & SOUND Helps You

Rocky View County's **SAFE & SOUND** notification service is two systems in one.

SAFE Communities is for County emergency alerts. You'll receive official, reliable information about what's happening and what you need to do about it.

SOUND Communication is for information on County activities in your area. You can receive updates on roads, development applications, fire bans, and more. You choose the topics that interest you.

## How SAFE & SOUND Works

When you sign up, you provide your municipal address (not your postal address) and any phone numbers, email addresses, or text message numbers where we can reach you.

In an emergency, we'll send you alerts by phone, email, and text telling you what's happening and steps you need to take to protect yourself or your family.

For non-emergencies, we'll only use email to send you information on the topics you choose when you sign up.

## *Sign up Today*

---

Visit [www.rockyview.ca/safe](http://www.rockyview.ca/safe) to create or update your account. There's a downloadable sign-up guide that walks you through the process. If you don't have internet access, call us at 403-230-1401 and we'll set you up for phone-only emergency notifications. **SAFE & SOUND** is a free service.

## **Emergency Phone Numbers (24-Hour)**

<b>Emergencies (police, fire, ambulance)</b> .....	<b>9-1-1</b>
HEALTHLink .....	<b>8-1-1</b>
Community & Social Services .....	<b>2-1-1</b>
Distress Centre .....	<b>403-266-4357</b>
Kids Help Phone .....	<b>1-800-668-6868</b>
Mental Health Help Line .....	<b>1-877-303-2642</b>
Suicide Prevention Line .....	<b>1-800-784-2433</b>
Poison Control .....	<b>1-800-332-1414</b>

## **Emergency Family Contacts**

### **Contact #1**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Other or work phone: \_\_\_\_\_

Email address: \_\_\_\_\_

### **Contact #2**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Other or work phone: \_\_\_\_\_

Email address: \_\_\_\_\_

### **Out-of-Area Contact**

Choose a friend or family member who lives outside of your area, and who would not likely be affected by the same emergency as you.

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone: \_\_\_\_\_ Other or work phone: \_\_\_\_\_

Email address: \_\_\_\_\_

### **Family Doctor(s)**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_



## ***Rocky View County Contact Information***

### **Mail or In-Person Visits**

#### **County Hall**

262075 Rocky View Point  
Rocky View County, AB, T4A 0X2

Open 8 a.m. to 4:30 p.m., Monday through Friday,  
except on statutory holidays



### **Phone**

All inquiries (including after-hours urgent issues) ..... **403-230-1401**

### **Email**

**questions@rockyview.ca**

### **Online Service Requests**

Visit **[www.rockyview.ca/contact](http://www.rockyview.ca/contact)** for links to these online service requests:

- Report a bylaw/enforcement issue
- Report a road issue
- Report a weed/pest problem
- Report a garbage collection issue (Langdon only)
- Request a building inspection
- Request a fire inspection
- Request a planning meeting



## ***Road Issues***

---

Maintaining public roads in Rocky View County is a co-operative effort between the County and the Province of Alberta.

All highways or secondary highways are the responsibility of the Province. This includes the Queen Elizabeth II Highway, Trans Canada Highway, Secondary Highway 567, etc.

All other public roads are the responsibility of the County. Road maintenance services include pothole repair, gravel road grading, snow and ice control, dust control, dead animal pickup, road sign maintenance, mowing, and weed control.

---

### **Issues on Highways or Secondary Highways**

Provincial Highway Maintenance ..... [www.alberta.ca/highway-maintenance.aspx](http://www.alberta.ca/highway-maintenance.aspx)  
Highway Maintenance Contractors are listed by area.

---

### **Issues on Rocky View County Roads**

Contact (24-hour) ..... **403-230-1401**

An online service request form is available at [www.rockyview.ca/contact](http://www.rockyview.ca/contact) for non-urgent issues.

**Emergencies on any roadway** ..... **9-1-1**



## **Water Issues**

---

Various water and wastewater services are available across Rocky View County. Services include user-pay County systems, over 70 private or co-operative systems, and individual wells and septic fields.

Fill in your service provider information below so you can get help quickly should issues arise.

### **Wastewater**

#### ***Langdon, East Balzac, Bragg Creek, Pinebrook, Elbow Valley***

Contact (24-hour) ..... **403-230-1401**

#### ***Other Areas of the County***

Your service provider: \_\_\_\_\_

Account number: \_\_\_\_\_

Non-emergency number: \_\_\_\_\_

Emergency number: \_\_\_\_\_

### **Drinking (Potable) Water**

#### ***Langdon***

Langdon Water Works ..... **403-936-5161**

Emergency ..... **403-999-9127**

#### ***East Balzac, Bragg Creek, Elkana***

Contact (24-hour) ..... **403-230-1401**

#### ***Other Areas of the County***

Your service provider: \_\_\_\_\_

Account number: \_\_\_\_\_

Non-emergency number: \_\_\_\_\_

Emergency number: \_\_\_\_\_

### **Storm Water / Flooding**

#### ***Anywhere in Rocky View County***

Contact (24-hour) ..... **403-230-1401**

Visit [www.rockyview.ca/flooding](http://www.rockyview.ca/flooding) for information on flooding response guidelines.



## ***Gas and Electricity Issues***

Rocky View County has several electricity and natural gas providers. Most County residents are with one of the following providers. To find your provider and their emergency number, check your utility bill, and fill in the information below.

ATCO Gas .....	310-5678	EPCOR .....	310-4300
Emergency .....	1-800-511-3447	Emergency (Power) .....	403-514-6100
ENMAX .....	310-2010	FortisAlberta (24-hour) .....	1-866-717-3113
Emergency (Power) .....	403-514-6100	Emergency .....	1-866-717-3113
Emergency (Gas).....	403-245-7222		

### **Gas/Propane**

Your service provider: \_\_\_\_\_

Account number: \_\_\_\_\_

Non-emergency number: \_\_\_\_\_

Emergency number: \_\_\_\_\_

### **Electricity**

Your service provider: \_\_\_\_\_

Account number: \_\_\_\_\_

Non-emergency number: \_\_\_\_\_

Emergency number: \_\_\_\_\_

Visit the Utilities Consumer Advocate at [www.ucahelps.alberta.ca](http://www.ucahelps.alberta.ca) for information on electricity and gas in Alberta.

# Pets and Animals

Rocky View County is home to a diverse range of animals – pets, livestock, and wildlife. It's important to know how to safely co-exist with these animals to minimize conflict and ensure the safety of residents and animals alike.

## Pets

Like people, pets are affected by emergencies. Ask your veterinarian for information about sheltering animals in an emergency, and then fill in the information below. You'll have one less thing to worry about should an emergency occur.

### Veterinarian

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

### Places Where Pets Are Welcome

Hotels, shelters, boarding kennels, friends and family

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Email address: \_\_\_\_\_

### Pet Medication

Medication name: \_\_\_\_\_ Dose: \_\_\_\_\_

Medication name: \_\_\_\_\_ Dose: \_\_\_\_\_

Medication name: \_\_\_\_\_ Dose: \_\_\_\_\_

## Animal Issues

### Dog and Pet Issues

To report an issue, call:

Rocky View County Enforcement Services ..... **403-230-1401**

### Lost Pets

If your pet is lost in the County, call:

Rocky View County ..... **403-230-1401**

Lost pets found in the County are taken to:

Cochrane Humane Society ..... **403-932-2072**

Calgary Humane Society ..... **403-205-4455**

### Wildlife and Livestock

If you encounter aggressive or threatening wildlife, call:

Report a Poacher line (24-hour) ..... **1-800-642-3800**

If coyotes are preying on livestock, call:

Rocky View County Agricultural Services ..... **403-230-1401**

If you see escaped livestock, call:

Livestock Identification Services (weekdays) ..... **403-509-2088**

Livestock Identification Services (Toll Free) ..... **1-866-509-2088**

If you see dead animals on a County road, call:

Rocky View County ..... **403-230-1401**

If animals (dead or alive) are posing a safety risk ..... **9-1-1**

### Rats and Pests

Alberta has aggressive programs to keep the province rat free.

To report a rat sighting, call:

Rocky View County Agricultural Services ..... **403-230-1401**



# What to do in an Emergency

---

Go to [www.rockyview.ca/emergency](http://www.rockyview.ca/emergency) for more information on what to do before, during, and after an emergency.

---

## All Emergencies

It is important to stay informed during an emergency. Monitor for **SAFE & SOUND** updates as well as updates posted on the County's website and social media accounts. Only follow instructions received from these official sources, and be wary of misinformation that may be spread through unofficial sources.

---

## Make a Plan

Making a household emergency plan helps you and your family know what to do, where to go, and who to contact in the event of an emergency. Keep a copy of your plan in your 72-hour emergency kit and another copy in an easy to find alternate location.

Go to [www.rockyview.ca/emergency](http://www.rockyview.ca/emergency) for a household emergency plan template.

---

## Shelter-in-Place Checklist

- Stay in the building you are in. Immediately gather everyone, including pets, indoors in a safe place on the lowest floor away from exterior doors.
- If you are outside, go to the nearest building.
- Close and lock all windows and exterior doors.
- Leave all interior doors open for air flow.
- Stay inside until you receive an "all clear" message from authorities.
- Stay in your vehicle if that's where you are.
- In an emergency such as a chemical spill or gas leak, you may be told to shut off your furnace, water heater, ventilation fan, or any other device that draws air from the outside. Learn in advance how to do so. In a car, put the climate system on recirculate.

If a Shelter-in-Place order is issued because of air quality, follow the instructions of emergency officials and contact Health Link for more information by dialing 8-1-1.

---

# Types of Emergency Notices

---

## Shelter in Place

Sometimes it's safer for you to stay in the home, building, or vehicle where you currently are during a sudden emergency.

---

## Evacuation Alert

This alert tells you to start preparing for an imminent or possible future evacuation. You should remain on standby, ready to evacuate on short notice.

---

## Evacuation Order

This mandatory order is issued when it is necessary to move you out of a dangerous area. You must leave within the timeframe given by the emergency personnel who issued the order.

The County will establish an Emergency Reception Centre(s) for residents. The location will be communicated through **SAFE & SOUND**, on our website and social media accounts.

---

## Some Tips For Common Emergencies

**Floods:** Move furniture, appliances, important belongings, and documents to higher floors. Remove chemicals from flooded area. **DO NOT** attempt to shut off electricity if water is present. **EVACUATE IF ORDERED OR IF UNSAFE.**

**Severe storms:** Blizzards, hail, heavy rain, ice, thunderstorms, wind – keep away from windows, doors, fireplaces. Check the drainage around your house to reduce the possibility of basement flooding.

**Tornadoes:** Stay away from windows, outside walls, and doors. Go to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway.

**Wildfires:** **EVACUATE IF ORDERED OR IF UNSAFE.** Close windows and doors. Cover vents and other openings with duct tape or plywood. Turn off natural gas or propane. Move barbeques and any combustibles away from all structures. If sufficient water is available, turn sprinklers on to wet the roof.



## Emergency Kits

It's important for rural residents to have 72-hour vehicle and home emergency kits. You can buy kits from some major retailers or online, or make your own. You should review your kit every six months and update your supplies as needed.

### 72-Hour Vehicle Emergency Kit Contents

- Water – four-litre supply of water
- Food – high-calorie food, such as energy bars, hard candy, or trail mix
- Reflective emergency blankets
- Warm, weather-proof clothing, hat, and gloves
- Flashlight – hand-cranked or battery operated (remember batteries)
- First aid kit with emergency first aid book
- Small snow shovel
- Whistle
- Paper maps of the area
- Kitty litter (non-clumping) – to place under tires for traction
- Jumper cables
- Long-life emergency candles – use extreme caution with open flames
- Waterproof matches or lighters
- Multi-function tool
- Flares or reflective emergency triangle
- Ice scraper
- Cell phone charging cable
- Toys, games, or books – to divert children's attention

### 72-Hour Emergency Kit Contents

Place the following items into an easy to carry grab-and-go backpack, duffle bag, or suitcase with wheels and store in an easy-to-reach, accessible place so you can quickly grab it in the event of an evacuation or if you are required to shelter in place.

- Water – 12 litres per person in your household (four litres per person per day)
- Food – non-perishable food, such as canned food and dry goods
- Manual can opener
- First aid kit with emergency first aid book
- Flashlight, radio, cell phone charger: solar, hand-cranked or battery operated (remember batteries)
- Medications – at least a 72-hour supply, but seven days is preferred (rotate medications through your kit to prevent them from expiring)
- Whistle
- Long-life emergency candles – use extreme caution with open flames
- Waterproof matches or lighters
- Duct tape – to help seal windows and doors if necessary
- Multi-function tool
- Non-medical or disposable mask or face covering for each family member
- Alcohol based hand sanitizer (minimum 60% alcohol)
- Plain household bleach (not colour safe, scented, or fabric guard) – to disinfect surfaces or treat water for drinking in an emergency (four large drops per litre)
- A waterproof pouch or container with copies of important documents – to grab if you have to evacuate
  - Birth certificates
  - Health care cards
  - Driver's licences/ID cards
  - Insurance information
  - Passports
- Copies of prescriptions
- Copy of your household emergency plan (template available at [www.rockyview.ca/emergency](http://www.rockyview.ca/emergency))
- Child/infant supplies (formula, diapers, wipes, toys, etc.)
- Pet supplies (food, leash, collars, ID's, pictures, medications, copy of vaccination records)
- Hygiene supplies including feminine products

Always remember that camp stoves, barbecues, and other fuel-burning sources of heat generate deadly carbon monoxide, and should never be used indoors. Use blankets, layered clothing, and light exercise if you need to keep warm.



## ***Evacuation Checklist***

---

- Follow all instructions given on **SAFE & SOUND** and from emergency officials.
- Leave within the time specified. It may be immediately.
- Ensure you and your family are wearing appropriate clothing and footwear for the weather.
- Turn off and unplug all appliances. Shut off water, gas and electricity **ONLY** if you are instructed to do so.
- Lock all doors and windows before you leave.
- Take your house pets with you, including collars, ID's, leashes, kennels/travel cases, medications, current photo, food, litter, litter boxes, toys, and disposable bags.
- Remember your glasses or contact lenses and supplies.
- Take your grab-and-go 72-hour emergency kit including all medications, identity documents, emergency contact information, cell phone and charger, wallet, and household emergency plan.
- Put the green flagging tape on your door when you leave. If you have yellow tape or no tape, secure a note on your door with the time you left so emergency personnel know your home is clear when they return. (*See note below*)
- Use your family communication plan (part of your household emergency plan) to contact family members and arrange to go to your designated meeting place.
- **ONLY** use the travel routes specified by emergency personnel. Other routes may be blocked off or dangerous.
- Be patient, drive safely, and yield to emergency vehicles.
- Register with the designated Emergency Reception Centre so emergency personnel know you are safe.
- Do not return home until emergency officials say it is safe to do so.
- Stay connected during your evacuation by monitoring for **SAFE & SOUND** notices and checking for updates on Rocky View County's website and social media accounts.

**Note:** *Whenever possible, first responders go door-to-door to issue an evacuation order. You will receive green flagging tape if you are home and instructions on what to do with it. Yellow flagging tape is left on your door if no one is home. Tape is colour-coded to help emergency personnel identify which homes have been evacuated and which homes require follow up.*

# ***Evacuation Frequently Asked Questions***

**1. Can I go home to pick up my pets and some belongings if I'm not home when an evacuation order is issued for my area?**

If the time frame to evacuate the area has not passed and emergency personnel say it is safe to do so, you may briefly return home and retrieve your pets. If it is not safe, emergency officials may have the area secured and blocked off entry. Notify staff at the Emergency Reception Center that your pet is trapped at home. Emergency personnel may be able to retrieve your pet for you. Ensure you follow the time frame instructions for evacuation of your area. When making your household emergency plan, designate someone to be responsible for picking up pets.

**2. If my kids are at school when an evacuation order is issued, can I go get them?**

School boards have comprehensive emergency plans. Parents will be notified and the school will release children based on their procedures to ensure all children are accounted for and safe. Make sure to have a designated person in your household emergency plan who is responsible for picking up children and/or other dependants.

**3. How do I find out if there is an emergency?**

Subscribe to **SAFE & SOUND**, the county's emergency alert service. Go to [www.rockyview.ca/safe](http://www.rockyview.ca/safe) for details.

**Alberta Emergency Alerts – Sign up for alerts**

Alberta Emergency Alerts are issued by the communities where a disaster or emergency is occurring. By signing up to receive this information directly, you will be better informed about potential risks to your health, safety or community. There are many ways to sign up to receive alerts directly on your phone or computer. You may choose to subscribe or unsubscribe at any time. Visit [www.emergencyalert.alberta.ca](http://www.emergencyalert.alberta.ca) for details.

**4. How do I find out if there is an evacuation order?**

Evacuation orders are issued door-to-door in affected areas whenever it is safe to do so. If it is not safe to travel door-to-door, a general evacuation order is issued through the County's **SAFE & SOUND** service, website and social media channels, as well as the Alberta Emergency Alert system.

**5. My area was evacuated and I do not have any friends or family close by that I can stay with. What do I do?**

The County will establish an Emergency Reception Centre(s) for residents. Go to the appropriate centre where you'll find accommodations, food, and other basic needs, as well as information and other support. The location of the Emergency Reception Centre is broadcast through **SAFE & SOUND**, and posted on the County's website and social media channels.

**6. Do I have to register at the Emergency Reception Centre if I am evacuated but I do not have any needs?**

It is important to register with the Emergency Reception Centre regardless of where you are staying, so emergency personnel know you are safe. Registration may also flag your eligibility for disaster assistance funding and support your insurance claim later. Remote registration options may be broadcast on **SAFE & SOUND** and through social media during the emergency event, so you would not need to travel to the centre to register in-person.

**7. Can I bring my pet to the Emergency Reception Centre?**

Emotions run high in emergencies. While you may find your pet comforting, others might find it terrifying. For this reason, only registered service animals are allowed at Emergency Reception Centres.

**8. How can I protect my livestock?**

Protecting farm animals may require special measures to shelter, care for or transport farm pets or livestock. Safeguard your animals by preparing your own livestock evacuation plan. Additional tips and resources about emergency preparedness for farm animals are available at [www.getprepared.gc.ca](http://www.getprepared.gc.ca) under Resources/Publications. Or, contact your veterinarian for information.

**9. I don't have a vehicle. How do I evacuate with my belongings?**

Transportation out of the area will be provided if you cannot evacuate yourself. The County will pick you up from a designated area that will be communicated on **SAFE & SOUND**, as well as on the County's website and social media channels.

**10. I am elderly and/or have limited mobility, or have a neighbour who is. How will I/they be taken care of?**

Notify emergency personnel and they will help you/them evacuate if there is no one else available to help. In an emergency, call 9-1-1.

**11. How do I protect my home if I've been evacuated?**

The County secures evacuated areas to prevent access. Remember to lock all doors and windows before you leave.

