



Predator Ridge Community Resident Emergency Handbook

In an emergency - call 911

Second Edition – 2017

Be prepared, and plan for emergencies!

This Homeowner Emergency Handbook has been developed for all residents of Predator Ridge (whether renting or owning). It contains easy-to-understand information on home and personal emergency prevention/mitigation, preparedness, response and recovery, to help our residents be better able to help themselves, family members and neighbours.

This Handbook is not intended to replace calling 911 in the event of an emergency.

Disclaimer:

This Handbook supports the BC *Emergency Program Act* and Local Authority Emergency Management Regulation. It is intended solely for use as an awareness and information guide. It is not intended as a statement of the standards required in any particular situation, nor is it intended that this material should in any way advise anyone concerning legal authority to perform any activities or procedures.

This Handbook has been made possible by the work and support of:

- The Predator Ridge Community Emergency Management Committee (PRCEMC)
- Predator Ridge Resort
- Sparkling Hill Resort
- First Landmark Strata & Property Management Ltd.
- City of Vernon Protective Services & Community Safety (Block Watch)
- FireSmart Canada

**We also thank our generous sponsors (see back cover).
Please support them!**

Your Family Emergency Plan

Responsibilities:

Discuss the roles and responsibilities of each family member in response to an emergency (e.g., gathering pets, getting 72-hour kit).

Floor plan/show and tell:

Draw a floor plan of your home and identify escape routes from each room.

Teach members of your family where and how to shut off the water, electricity and gas supply. Make signs identifying the breaker panel, gas and water valves.

Make a communication plan:

Plan how you will stay in contact if separated by establishing a Family Communication Plan.

Your family may not be together at home when an emergency occurs – pre-arrange where you will meet. Be specific (“Food Court at Village Green Mall”, instead of the “Mall”). Also consider where you would stay in the event of an emergency.

Have a plan for your pets:

Do not leave your pet to fend for itself.

Test and practice:

- Test your smoke detectors regularly (e.g., spring and fall).
- Practice emergency evacuation drills at least once a year.

Emergency Kits

Emergency Kit for Home (72 Hours)

- Ready-to-eat and high-energy foods
- Non-electric can opener
- Bottled water (at least 4 litres per person per day – 2 for drinking)
- Hygiene supplies (soap, tissues, moist wipes, feminine hygiene products)
- Extra prescription medications
- Baby supplies, special needs items
- Lanterns, flashlights
- Battery-operated/wind-up radio, batteries
- Alternative heat source (e.g., kerosene heater)
- Cash and credit cards
- First aid kit

Travel Kit for Vehicle

- Flashlight, flares or reflective triangle
- First aid kit
- Basic tools including a shovel, ice scraper and brush (in winter)
- Fully-charged cell phone
- Extra clothing, including hats and gloves in cold seasons
- Booster cables
- Sand or kitty litter for traction (in winter)
- Blanket(s)
- Non-perishable high-energy food, drinking water
- Small candle in a tin can, waterproof matches

Evacuation

Should an evacuation of all or part of Predator Ridge be required, residents will be notified of the need to evacuate through a variety of means (e.g., RCMP, Fire, Homeowner Intranet, Twitter, Facebook, EmergencyInfoBC, Telus Optic television notice), depending on the emergency/disaster. **Evacuations will be directed by first responders, who will advise residents about evacuation routes.**

There are three emergency stages:

- 1. Evacuation Alert:** Residents are to be ready to leave on short notice. Should residents choose to leave when an Evacuation Alert is issued, it is a **voluntary** evacuation.
- 2. Evacuation Order:** Residents must leave the area immediately (**mandatory** evacuation). Local police or RCMP enforce Evacuation Orders.
- 3. Evacuation Rescind:** An Evacuation Alert or Order is rescinded when it is determined to be safe for residents to return home.

REMAINING CALM IS IMPORTANT

When you are instructed to evacuate, do so at once. If a large number of homes are affected, the City of Vernon will likely establish a Reception Centre. You may choose to stay at the Reception Centre or go elsewhere, but ensure you register everyone in person at the Reception Centre, so that families can be informed and reunited, and first responders can determine who may be missing.

- Listen to the radio or TV and follow instructions.
- Shut off utilities.
- Take your evacuation kit.
- Ensure your pets are cared for.
- Lock up your home.
- Register at the Reception Centre.

Shelter-in-place

In the event of certain emergencies in your neighbourhood (e.g., hazardous chemical release, act of violence, severe weather), you may be instructed to “shelter-in-place” (= stay indoors!).

REMAINING CALM IS IMPORTANT

When you are instructed to shelter-in-place, do so at once.

- Go inside.
- Close all windows and doors.
- If odour is strong, seal an inside room with wet towels at the base of the door. Breathe through a damp towel to filter air.
- Turn off furnace and exhaust fans.
- Listen to the radio or TV for further instructions.
- Keep phone lines free.



Flooding - House

If your home will be vacant:

- Turn off hot water circulation pump.
- Turn off domestic water.
- Turn hot water tank to vacation.
- Maintain inside temperature at +16°C.
- Keep sprinkler system on (if your home is so equipped).
- Disconnect all hoses/turn valves off.
- Ensure that your home is checked on a regular basis (check with your insurance broker regarding their required frequency).
- Ensure that home checks include maintaining an appropriate temperature inside, and checking all water lines.

Note: *Most insurance companies exclude damage caused by freezing when you are away from home.*

To check for frozen lines if the temperature outside drops below -15°C:

- Ensure furnace is working.
- Turn on domestic water.
- Run all hot & cold taps throughout home. If line is frozen, there will be no water.

If you have a frozen water line:

- Turn off domestic water.
- Turn temperature up in home.
- If it is a sink line, keep faucet turned on and heat line with heater.
- Have a second person turn on the domestic water, while checking the ceiling for any leaks.
- Have person at frozen faucet check for drip/trickle/flow.
- Turn off domestic water again if line has not unthawed and call for repair.



If you have a flood:

- Turn off the main water line if a sprinkler line or burst pipe is the cause.
- Turn off power and unplug all appliances. If the area around the fuse box or circuit breaker panel is wet, stand on a dry board and shut off the power with a dry wooden stick.
- Move pesticides, weed killers, fertilizers and other articles that may cause pollution to higher levels.
- Move or remove all furniture and personal effects that could be damaged by flooding.
- Keep important papers in watertight containers and have pictures or videos of your property and valuables.

Medical Emergency

Always know where your first aid supplies are kept.

**In the event of a medical emergency:
CALL 911**

Identify:

1. Nature of the emergency; and
2. Emergency address.

If someone else is available, have them go to an appropriate main intersection to direct first responders when they arrive.

Predator Ridge has a number of Automatic External Defibrillators (AEDs):

- One fixed AED station located in the Fitness Centre
- Two mobile AED units:
 - One always located in Accommodations at the Lodge Front Desk; and
 - One either in their First Aid Level 3 room or (in the busy season) at the Outlook cabin on the Ridge course.

The Fire Hall also has an AED.

You can potentially minimize injuries by knowing what to do when faced with an emergency and taking initial first steps yourself. Take a First Aid or CPR/AED course and ...

learn how to save a life.

Compression-Only CPR

Compression-only CPR is an acceptable alternative for those who are unwilling, unable, untrained, or are no longer able to perform full CPR. In some cases, compression-only CPR is the preferred method for members of the public who witness an adult suddenly collapse. Chest compressions pump the heart, circulating oxygen already in the person's body. This makes compression-only CPR suitable for an adult who suddenly collapses.

During CPR, you should push on the chest at a rate of at least 100 compressions per minute.

CPR is easy to learn and saves lives. Full CPR (cycles of chest compressions and rescue breaths) is still important to learn. It is critical to know what to do during an emergency.



Compression-only CPR should not be used when the oxygen in the person's body has likely been used up, such as with a drowning incident or when a respiratory emergency may have caused the cardiac arrest.

When an infant or child's heart stops, it's usually because of a respiratory emergency, such as choking or asthma, which use up their body's oxygen, therefore they would require full CPR, including rescue breaths.

Missing Person

CALL 911 if someone from your household goes missing.

You do not have to wait to report someone missing.

Information that will be needed by first responders (Police, Search & Rescue):

- Name of the missing person (including nicknames)
- Description of the person (height, weight, hair/eye colour – a recent photo will help)
- What they were wearing (if known)
- Where and when they were last seen
- Any medical conditions
- Any other information that might be helpful (e.g., attitude/mental state)

If the missing person is a child, Police may issue an **Amber Alert**.

If the missing person is a senior (potentially with dementia or other memory issues), Police may issue a **Silver Alert**.

If you see someone who appears to be lost, approach them calmly and see if they need any assistance. Gather any information you can, and stay with them until they are reunited with family/friends, or until professional help arrives. If you are unable to approach the person (e.g., because of distance), take a photo if you can.

Block Watch

Predator Ridge neighbourhoods participate in the Block Watch program to help make our community safer. All residents can help support this initiative by:

- Trimming trees and shrubs so doors and windows are visible to neighbours and from the street.
- Locking doors and windows even when you are home or working outside.
- Installing good quality dead bolts with a minimum 2.5 cm (1 inch) throw.
- Installing anti-lift devices and a good auxiliary lock, dowel or bar on sliding glass doors and windows.
- Maintaining a household inventory list.
- Reporting suspicious persons or vehicles immediately to the police.
- Encouraging your neighbours to participate in a Block Watch for your street.



Power Outage

To report a downed line, CALL 911 immediately with information on the exact location of the line. Always assume that downed lines are energized.

- Keep back a minimum of 10 metres (33 feet) from the wires or anything in contact with the wires.
- Warn others in the area of the danger.

If a power failure affects you, locate your 72-hour kit. Stay tuned to your local radio station for more information.

If a cell phone signal is still available, you may be able to obtain current updates regarding the power outage from the BC Hydro website (www.bchydro.com).

Tips for an extended power outage:

- Turn off all electrical appliances and equipment, as power can be restored more easily when the system is not overloaded.
- Keep fridge and freezer closed as much as possible.
- If the outage occurs during cold weather, stay warm by gathering household members in the warmest room in the house, dress in layers, draw the drapes/cover windows to prevent heat loss.
- Do not use camp stoves, kerosene heaters or barbecues indoors, as they emit carbon monoxide. Gas stoves used as a heat source for long periods without ventilation will do the same.
- Ensure you have access to a cell phone or a phone that doesn't need power to operate. Cordless phones won't work without power.
- Ensure your vehicle has at least a half-tank of gas at all times. During a widespread power outage, gas stations may be closed.

During a winter storm power outage:

- Turn the thermostat(s) down to a minimum and turn off all appliances, electronic equipment and tools to prevent injury, damage to equipment and fire. Power can also be restored more easily when the system is not overloaded.
- Use proper candle holders. Never leave lit candles unattended. Don't use charcoal or gas barbecues, camping heating equipment or home generators indoors!

**Power Outage Emergency Contact:
1-800-769-3766 or *49376 (Cell)**

Gas Leak/Gas Line Rupture

To report a gas leak/gas line rupture, get away from the area and CALL 911.

Natural gas is lighter than air and will rise and diffuse rapidly when it escapes in an open area, but can become trapped in poorly ventilated areas. In its pure state, natural gas has no odour. The “gas” smell is an additive to the natural gas as a safety precaution. It’s there to let you know when natural gas is in the air.

If you smell gas inside a building:

- Leave the building immediately.
- While inside, don’t do anything that may cause a spark or flame:
 - Do not smoke.
 - Do not use your phone.
 - Do not turn light switches on or off.
 - Do not operate any electrical switches or appliances.

If you smell natural gas outside a building:

- Keep everyone away from the area.

In either case, call the fire department immediately, or the:

Fortis BC Gas Leak/Odour Emergency Line

1-800-663-9911

Summer Storm

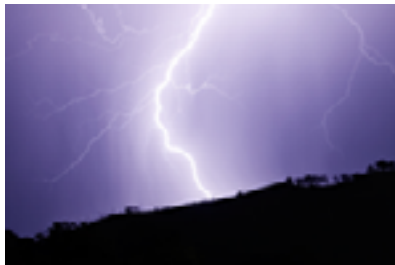
Summer storms can bring heavy rain, high winds, hail, and intense lightning, all of which can damage property and threaten lives.

If you are indoors during a severe storm:

- Remain indoors (shelter-in-place).
- Listen to the local radio or TV station.
- Avoid using a land-line telephone (lightning can travel along these lines).

If you are outdoors during a severe lightning storm:

- If you are on a golf course, listen for a siren or other signal directing players off the course due to an approaching storm. The siren or signal may not be audible, depending where you are on the course, so remain aware of approaching bad weather.
- If you can't get off the course in time, avoid high open ground and isolated tall trees.
- Seek shelter in a building, NOT a golf cart, and avoid contact with metal (clubs, umbrella, golf cart).
- If you are in a vehicle, stay in it. Don't stop near trees or power lines that could fall.
- If you are not in a vehicle, seek shelter in a building or low level area.
- If you are caught in the open, crouch down with your feet close together and your head down ("leap-frog" position). Don't lie flat – by minimizing your contact with the ground, you reduce the risk of being electrocuted by a ground charge.
- Keep away from power and telephone lines, trees and hilltops.
- Get off bicycles and motorcycles.



Winter Storm

Winter storms bring the dangers of high winds, extremely low temperatures and heavy snowfall or freezing rain.

Take the following precautions during the winter:

- Dress for the weather.
- Cover your mouth and nose in extreme cold.
- Use public transportation if possible.
- Ensure you have at least half a tank of gas and a travel kit in your vehicle.
- Maintain a well-charged cell phone when travelling in winter weather.

If you are caught outdoors during a winter storm:

- Seek shelter and wait out the storm.
- Do not use a camp stove or other gas heater inside a car (i.e., carbon monoxide poisoning).
- Be aware of the potential for car gas fumes to back up inside if the exhaust pipe is surrounded by snow (i.e., carbon monoxide poisoning).



Wild Animals

Predator Ridge residents must be aware of the possibility of encountering wild animals in our area. Information about wild animals (e.g., bears, cougars, coyotes, deer, snakes, porcupines, raccoons) can be found at:

www.spca.bc.ca/welfare/wildlife/urban-wildlife/

or

<https://wildsafebc.ca>

To report an encounter with wildlife that threatens public safety,

call 1-877-952-7277

Any such incidents should also be reported to Predator Ridge: 250-503-3410

RECOMMENDATIONS:

- Keep pets leashed. *It is an offense under the BC Wildlife Act to allow a pet (dog or cat) to hunt or pursue wildlife.*
- Keep children nearby and in sight.
- It is best to hike in a group. If hiking alone, tell someone your expected route and when you plan to return. Carry a cell phone and noise maker.
- Heed warnings. Predator Ridge sends out community notices when a bear or cougar is sighted. Avoid the area of the sighting.

Bears

Be Bear Aware:

- Never feed bears.
- Report bear sightings.
- Never approach what appears to be a tame/docile bear.
- Never keep hummingbird or seed feeders in locations a bear can reach.
- Always put your garbage out in a container with a lid, and **do not** put it out the night before.
- If you see a bear in the neighbourhood, make noise to scare them away/discourage them from returning.
- Notify your neighbours if you see a bear in the area.
- Never explore bad-smelling areas while hiking (bear/cougar feeding area?).



Cougars

Encounters between cougars and humans are extremely rare, and small children are most vulnerable to an attack. Cougars typically attack from behind and deliver a crushing bite to the spine at the base of the skull. Although cougars are most active at dawn and dusk, they will hunt at any time of the day or night in all seasons.

Be Cougar Aware:

- Never approach a cougar.
- Always give the cougar an avenue to escape.
- Do not run. Try to back away slowly.
- Do not turn your back on the cougar. Face the cougar and remain upright.
- Do everything you can to make yourself seem big. Don't crouch down or try to hide. Instead, pick up sticks or branches and wave them around.
- If the cougar attacks, fight back. Keep the animal in front of you at all times. Convince the cougar you are a threat, not prey. Use anything you can as a weapon. Focus your attack on the cougar's face and eyes.



Wildfire

A lightning strike, a carelessly discarded cigarette or an abandoned campfire are a few of the ways a forest can be turned into flames. When the fire spreads into developed areas, it's called an "interface fire" and becomes a serious threat to your family and property. *Predator Ridge is a community that is located in a designated interface wildfire zone, and is at significant risk from wildfire.* Remember, you cannot outrun a fire!

1-800-663-5555
(*5555 on a cell phone)
or 911 to report a wildfire

You will be asked for the following information:

- Your phone number.
- The location of the fire.
- A description of what is burning.
- The size of the fire.
- How quickly it is spreading.
- The colour of the smoke.
- Whether any structures or lives are at risk.

If an Interface Fire is Approaching

Exercise the following precautions to protect your home until you're told to evacuate:

- Turn off all pilot lights as well as the gas valves.
- Close all doors, including interior doors and windows to prevent a draft.
- Turn on one light in each room for visibility in heavy smoke.
- Place valuables that will not be damaged by water in a pool or pond.
- If hoses and adequate water are available, leave sprinklers on roofs and anything that might be damaged by fire.

Be FireSmart - Protect your Property

- Keep your yard clear. Remove fallen needles, branches and long grass; anything that could cause a fire to spread to neighbouring trees.
- Prune low-level branches up to at least two and a half metres (8 ft.) above the ground. Replace bark mulch with gravel or decorative rocks.
- If you live on a slope, pay particular attention to the downhill side of your property, as fire can quickly race uphill and ignite trees, grass, buildings or anything flammable. Thin out down-slope trees to a greater distance from your house: the steeper the slope, the greater the distance. **Note:** *Any tree removal activities must align with the Vernon Tree Bylaw, and with the Predator Ridge development covenants. Talk to Predator Ridge or your FireSmart Committee for advice and assistance.*
- Keep a 100 ft. hose and nozzle permanently connected and clearly visible. Make sure you have enough hose to reach your roof and all exterior walls. If water pressure is a concern, have a full barrel of water and a 10 litre (2 gal.) pail nearby.
- Keep a shovel handy to prevent a ground fire from spreading.
- Work together with your neighbours. Talk about FireSmart, and participate in FireSmart neighbourhood cleanup events.



After an Emergency/Disaster

After an emergency or disaster, it's normal to feel helpless, worried, angry or even apathetic. You may want to be strong for others, but emotional fallout is common. In the long run, you are better off sharing your distress with another supportive adult. Use the following suggestions as a guide to aid your recovery:

- Rest often, eat well and get as much physical activity as possible.
- Keep a manageable schedule; make a list and do one job at a time.
- Encourage your children to share their feelings and reassure them that they are safe.
- Watch for health problems and signs of stress in yourself and all family members.
- Take time off to do something you enjoy.
- Accept help when others are kind enough to offer.
- Seek professional medical assistance if a sense of normal does not return within what you feel is a reasonable period of time.

If You Had to Leave Your Home

Contact your insurance agent or broker as soon as possible if any expenses have been incurred, or there is any insurance damage. The sooner you do this, the sooner your claim will get underway. Most policies cover the cost of shelter, food and clothing for the reasonable time needed to repair or rebuild your home back to policy limits.

Your insurance Agent is:

The Provincial (and Federal) government may initiate disaster relief funding. If so, it will be announced via the media. Accurate records of expenses and losses will be needed.

Addressing Your Children's Needs

Children are especially vulnerable to emotional distress after an emergency. Some effective ways of helping them to recover are:

- After ensuring their physical safety, focus on your children's emotional needs by encouraging them to express their feelings. Drawing pictures and telling stories is a good way to do this. Listen carefully as they share and explain what really happened. Be honest and tell them of any further dangers that may still exist and that you will work it out together.
- As with adults, hugs are reassuring; give them liberally! Tell them things will be better again, but don't lie about any danger(s) that may still exist.
- It is common for children to revert to immature behaviour for a few days. Some normal reactions are irritability, anger, sadness, diarrhea, headache, nightmares, and loss of appetite. Praise them for sharing their feelings and for helping around the house, rather than focusing on this behaviour. However, if it persists for more than two weeks, seek professional advice.
- Be aware that, for a time, aspects of the emergency can trigger their fears (such as seeing flames or smelling smoke if there was a fire). Talk through their fear and reassure them they are safe.
- Return to a normal schedule as soon as possible, but relax the rules for a while.
- Try to spend a little extra time with them, especially at bedtime.
- Work with their teachers, childcare givers, babysitters and others who need to understand how the emergency has affected your children.

There are numerous mental health resources available to help. Call 1-888-353-2273 (Crisis Line).

Web Sites, Resources, References, Maps

BC Government Wildfire Information

www.bcwildfire.ca

BC Hydro

www.bchydro.com

BC SPCA Wildlife Rehabilitation Centre

www.wildarc.com

Block Watch

blockwatch.com

EmergencyInfoBC

www.emergencyinfobc.gov.bc.ca

FireSmart - Predator Ridge

Email: PredFireSmart@outlook.com

FortisBC

www.fortisbc.com

Get Prepared Canada

www.getprepared.gc.ca

Greater Vernon Water

www.rdno.ca/index.php/services/engineering/water/greater-vernon-water

Interior Health

www.interiorhealth.ca

North Okanagan Emergency Management

www.northokanaganem.ca

PRCEMC / Predator Ridge Homeowner Intranet

<http://homeowners.predatorridge.com>

(email predatorridge@predatorridge.com if you need account login information)

Regional District of North Okanagan

www.rdno.ca

Vernon Emergency Management Organization

www.vernon.ca/public_safety/emergency

Vernon Protective Services & Community Safety

<https://www.vernon.ca/homes-building/community-safety>

Vernon Search and Rescue

www.vernonsar.ca



Emergency Contacts

Name	Number	Alt. Number
RCMP/Fire/Ambulance	911	
RCMP (Non-emergency)	250-545-7171	
Fire (Non-emergency)	250-542-5361	
Ambulance (Non-emergency)	250-542-4303	
Gas Leak/Odour (Fortis BC)	1-800-663-9911	
Mental Health Crisis Line	1-888-353-2273	
Poison Control Centre	1-800-567-8911	
Power Outage	1-800-769-3766	*49376 (Cell)
Regional District of North Okanagan	250-550-3700	
Vernon Jubilee Hospital (24 hr. Emergencies)	250-545-2211	
Water Emergency (Vernon Water Utility)	250-542-5361	
Wildfire	1-800-663-5555	*5555 (Cell)
Wildlife Conflict	1-877-952-7277	
Predator Ridge:		
Front Desk	Dial "0" (lodge guests)	250-503-3410
Security		
(Apr. to Oct. 9:00 pm – 6:00 am)	250-503-3571	
(Nov. to Mar. 9:00 pm – 7:00 am)	250-307-8263	

Household Members:

Member #1

Name: _____

Work or school name: _____

Address: _____

Work or cell number: _____

Email: _____

Member #2

Name: _____

Work or school name: _____

Address: _____

Work or cell number: _____

Email: _____

Member #3

Name: _____

Work or school name: _____

Address: _____

Work or cell number: _____

Email: _____

Out of Area Contacts:

Contact #1

Name: _____

Work or school name: _____

Address: _____

Home or cell number: _____

Email: _____

Contact #2

Name: _____

Work or school name: _____

Address: _____

Home or cell number: _____

Email: _____

**We thank the following sponsors
for their support of this Handbook
for our community:**



Responsive Marketing

PRINTING

Signs + Large Format

www.waysideco.ca

1.800.663.6432



1-800-670-1877

24-hour claim service

**2 locations to serve you
in Vernon**

Polson Place 250-545-9135

415-2306 Highway 6

48th Avenue 250-542-0291

2702-48th Avenue

www.capri.ca



For Quality Installation ~ Service ~ Repairs
or Replacements of your Furnace ~ A.C.
Fireplace and Water Heater call us today.

Serving the Vernon area for 20 Years.

Visit us online at www.applewoodheating.net



#8-1800 Kalamalka Lake Rd
Vernon BC. V1T 6V3

PH. 250-549-4777
24hr Service



**PARADISE INN &
VACATION HOMES**

- Vacation Property Management
- Long-term Property Management
- Strata Management
- House Monitoring
- Snow Removal
- Cleaning Services

1.888.503.1506

paradiseinn@shaw.ca

110 Mashie Crescent, Vernon, BC V1H 1V8

www.paradisevacationhomes.ca