

# IN AN EMERGENCY

- Listen to safety instructions
- Follow your emergency plan
- Take your safety kit
- Ensure your own safety before helping others



# AN EFFECTIVE EMERGENCY PLAN IN 20 MINUTES

To take appropriate action in an emergency

## A SAFETY KIT

### TO ENSURE SELF-SUFFICIENCY FOR 72 HOURS

- Easy to transport in a waterproof container
- Store in an easily accessible place known to every member of the family

Non-perishable food and drinking water

Survival blanket and warm clothing

Radio, flashlight with spare batteries

First-aid kit and medicines

Duplicate car and house keys

Baby care items

Cash

Spectacles

Copy of identity papers

Pet food

Copy of emergency plan (see back cover), important contact details

Whistle

Candles and matches or lighter



Change the batteries, food and water in the safety kit once a year.

## BEFORE :

- Define a safe zone in the house with a possible exit (floor, attic, roof, ...)
- Designate a safe gathering place outside the home
- Identify the location of the electricity meter and the gas valve
- Identify evacuation route
- Plan a solution for animals in case of evacuation
- List useful contact details (emergency services, contact person, family, neighbours, doctors, insurance).



- Make copies of the emergency plan and keep them at home and at work.
- Keep an electronic version on your computer.
- Update the emergency plan annually (schedule an automatic call).

## USEFUL CONTACTS

Relief  
18 Fire brigade  
15 SAMU  
17 Police  
112 Emergency number Europe

Météo France  
meteofrance.com/vigilance  
Vigicrues  
vigicrues.gouv.fr

State of watercourse  
shyvaa.smmar.fr

Prefecture of Aude  
aude.gouv.fr

Road conditions  
inforoute11.fr



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WHAT ARE YOU DOING TO PROTECT YOURSELF FROM FLOODING ?  
RISK MANAGEMENT IN 4 PHASES

PHASE 1

## BEFORE PREVENTION : INFORMATION & ORGANIZATION



- Check if your home is in a flood zone with SMMAR'phone (smmarphone.smmar.fr).
- Find out about the risk, its frequency and importance (town hall, prefecture, Météo France, France Bleu).
- Prepare an emergency plan for what to do in the home.
- Prepare a safety kit to ensure self-sufficiency for 72 hours.
- Bring a battery-powered radio, flashlight, spare batteries and candles, matches, a lighter without gas.
- Stock up on drinking water and non-perishable food.
- Keep important documents (IDs, birth certificate, insurance policies, financial documents, passwords to your various accounts, etc ...) upstairs in waterproof containers, and back them up by computer.
- Designate a person outside your area to contact in case of emergency.
- Install cofferdams (wooden or metal boards slid into rails in front of doors and openings).
- Place toxic products high up.
- Arrange for furniture to be raised or moved upstairs.
- Install a pump in basement.
- Equip drainage systems with non-return valves.
- Integrate flood risk into the construction of your home (water-repellent materials, refuge area, upstairs ...).
- Contact vulnerable neighbours (elderly, disabled, ...).

PHASE 2

## ON ALERT PROTECTION : STARTING TO ACT



- Apply your emergency plan.
- Take your safety kit.
- Keep abreast of developments (town hall, prefecture, Météo France, France Bleu).
- Pay attention to warning messages (sound, phone, ...).
- Close doors, windows, and air vents.
- Place cofferdams in front of openings.
- Keep valuables out of the water.
- Stay home until told otherwise.
- Find out about river levels at shyvaa.smmar.fr
- Stay away from waterways.

PHASE 3

## DURING PROTECTION OF GOODS AND PEOPLE SAFETY: 10 ESSENTIAL STEPS



- Don't use your car (a few centimeters of water would be enough to wash it away).
- Don't go down into basements, and take refuge in high places.
- Stay away from waterways, banks and bridges, and don't take refuge under a tree to avoid lightning strikes.
- Continue to check on river levels at shyvaa.smmar.fr
- Stay informed on radio France Bleu (90.4 / 103.8 / 106.1) and listen for instructions from the emergency services and/or the town hall.
- Take care of vulnerable and isolated people.
- Postpone all journeys, whether on foot or by car.
- Leave your children at school or nursery, where they'll be safe.
- Stay in or return to the interior of a building and climb to the top floor.
- Cut off gas, electricity and heating systems without endangering yourself.

**IN THE EVENT OF EVACUATION :**

EVACUATE ONLY IF ORDERED TO DO SO BY THE AUTHORITIES, OR IF FORCED TO DO SO BY FLOODING.

- Follow advice of lifeguards
- Take along your safety kit
- If possible, close the buildings
- Inform friends and family of your departure and destination
- Be very careful, respect any diversions in place

PHASE 4

## AFTER DAMAGE ASSESSMENT, RECORD, REPORT TO INSURANCE



- |   |  |  |
|---|--|--|
| <br>Wait for instructions from the authorities before leaving or returning home  | <br>Ensure that your home is structurally sound             | <br>Ventilate and disinfect parts                                   |
| <br>Restore electricity only to a professionally tested and secured installation | <br>Heat as soon as possible                                | <br>Wait for the permission from the authorities to drink tap water |
| <br>List and photograph the damage   | <br>Report damage to your insurance company and town hall | <br>Report anything suspicious to the authorities                 |
| <br>Participate in collective self-help initiatives                            |  |  |