

CHECKLISTS

Before a Flood

Stay in touch with what's happening and listen for warnings and advisories through the media or through local community messaging.

- A **flood watch** means flooding is possible.
- A **flood warning** means flooding is imminent.

- Prepare/review emergency plans with emergency planning team (e.g. key employees).
- Review critical business processes and assess what must be maintained and what can be put on hold.
- Contact clients with respect to alternate arrangements if necessary.
- Postpone any receipt of goods (deliveries, couriers).
- Contact insurance agent.
- Check that emergency kits are ready (including battery operated radio).
- Locate all chargers for cell phones, laptops, etc. and make sure the users have them with them.
- Establish phone tree and make sure everyone has a contact list.
- Establish a meeting point with key staff if required.
- Make multiple backups of computer files and data and store out of floodplain.
- Move critical documents out of impacted area if possible – or to higher ground if not possible.
- Label and remove all hazardous material.
- Anchor propane cylinders and anything that can float.
- Review lists of what equipment and materials can be taken off site (in order of priority).
- Check readiness of alternative site/mutual aid partners.
- Secure outside equipment or move off site.
- Prepare equipment that cannot be moved.
- Install flood proofing barriers – at doors vents around equipment.
- Set voice mail message with emergency contact/pager for customers and staff.
- Contact your local community partners (local government, neighbours, other businesses and local organizations) if you need help or can assist others.
- Contact alternate site if you have made arrangements to move your operations in the event of a disaster.
- Stay tuned to local media and community messaging.
- *Add any other specific activities ...*

Flood Watch Period

When a **Flood Watch** has been issued in your area, flooding is likely or hours away

- ❑ Stay tuned to local media and community websites for emergency messages.
- ❑ Meet with employees, update staff on your plans. Don't panic.
- ❑ Make sure all employees have emergency kits at home and in their car and are ready to evacuate (have grab and go bags – cars fuelled and valuables loaded).
- ❑ Begin next phase of your emergency plan
 - Remove documents, files and computers, cash etc. to vehicles or safe locations.
 - Divert critical phone lines or arrange call centre where customers and employees can get information.
 - Move inventory to higher ground; up a floor or at least off ground with flood barrier around them.
 - Suspend any transport of goods (i.e. deliveries, couriers).
 - Unplug electrical items.
 - Be ready to evacuate.
- ❑ Notify key customers and suppliers of likelihood of evacuation.
- ❑ Send unneeded staff home.
- ❑ Elevators should be raised to 2nd floor and turned off.
- ❑ Secure any outside equipment or move off site (including vehicles)
- ❑ Offer to assist neighbours.
- ❑ Alert alternate site or mutual aid partners that you may be moving.
- ❑ Install flood proofing barriers – sandbags, plastic sheeting.
- ❑ Be ready to evacuate.
- ❑ *Add any other specific activities ...*

During Flood

Life Safety is paramount.

- ❑ Stay tuned to local media, community messaging and follow instructions.
- ❑ If evacuation is required, use safe evacuation routes, and follow instructions.
- ❑ Turn off electricity, water and gas main valves when leaving the building.
- ❑ Remember to take cell phones and chargers with you.
- ❑ Take 'grab and go' emergency kits.
- ❑ Secure facility as you leave (doors, windows, sky lights).
- ❑ Avoid walking and driving in moving water. Take extreme caution driving in flooded areas, especially at night.
- ❑ Be watchful of downed utility lines.
- ❑ Contact others when you reach safety/assembly point.
- ❑ If safe evacuation is not possible, seek highest position (top floor, roof, nearby buildings, etc.).
- ❑ Take emergency supplies with you and wait for help.

After a flood

- ❑ Monitor your local authorities for information.
- ❑ Implement your recovery plan.
- ❑ Contact employees and meet to discuss next steps.
- ❑ Return only when the situation has been stabilized and authorities have stated that the area can be re-entered.
- ❑ Ensure your building can be re-entered safely (preferably after a trained assessment engineer can review it).
- ❑ Use health and safety procedures before re-entering the building. Do not put yourself or workers at risk. Ensure the following:
 - There is no smell of gas,
 - Walls, ceilings and floors are stable and
 - There is no heavy debris floating that could injure your people.
- ❑ Conduct a damage assessment. Take pictures for insurance purposes.
- ❑ If flood waters covered your natural gas meter, you must call your local gas utility to book an inspection before turning on the natural gas. After the inspection call a licensed heating contractor to inspect and reconnect natural gas appliances.
- ❑ Contact your insurance agent.
- ❑ Consider contracting reputable restoration company as it may save you from injury, liability and other losses.
- ❑ Use extreme caution when cleaning - flood water may contain sewage, hazardous substances, sharp or dangerous debris.
- ❑ Supply protective clothing and proper gloves for anyone cleaning up.
- ❑ Remove debris, clean, repair and disinfect facility and equipment. Be aware of mould.
- ❑ Follow instructions from authority for information on where to dispose sandbags as they will be contaminated with sewage and toxic substances.
- ❑ Disinfect walls and equipment.
- ❑ Ventilate area and dry out everything as soon as possible.
- ❑ Small businesses, farms and non profits should check with the Provincial Emergency Program to see if you qualify for Disaster Financial Assistance.
- ❑ After thorough cleaning and inspection, if building is safe, return stock and equipment that was moved off site.
- ❑ Replace lost equipment and furniture.
- ❑ Restock inventories, and bring staff back as soon as possible to get business going.

- ❑ Restore critical records, cash and computer files.
- ❑ Reach out to neighbours and mutual aid partners.
- ❑ Maintain critical business function such as payroll.
- ❑ Advertise the reopening of business.
- ❑ Conduct a post-disaster debriefing to document lessons learned and corrective actions.
- ❑ Incorporate these findings into your recovery plan and implement recommendations.
- ❑ Provide any post-traumatic stress debriefing for staff.