

Your Home Emergency Plan

Get Prepared

Emergencies such as disruption to essential services that we rely upon, for example emergency services, electricity, and water, can affect our everyday lives.

A Home Emergency Plan can be used as a vital tool in your household (or to help another family member who does not live with you) to be prepared in an emergency, like a power cut.

Important Telephone Numbers

Having a Home Emergency Plan mean all the important contact information, help, advice, and action to take all in one place, making life easier in an emergency, allowing you to respond safely and quickly.

Contact Services	Contact Telephone Numbers
Emergency Services	999
Police Non-Emergency	101
Floodline	0345 988 1188
NHS 24	111
Doctor	
Network Provider - SSEN	105
Energy Supplier	
Water Supplier	0800 0778 778
LPG Supplier	
Local Authority Shetland Island Council	01595 693535
Landlord Hjalmland Housing Association	01595 694986
School / College	
Carers / Childminder	
Vet	Bixter Surgery - 01595 810456 Scalloway Surgery - 01595 880000 Lerwick Surgery - 01595 690999
Work Contact	
Insurance Company	
Nearest Community Hall	
Next Community Hall	

Your Home Emergency Plan

Planning Ahead

If a major emergency happens it may be some time before help arrives. It's very important that you and your family get together to prepare.

- Agree a plan in advance with those in your home.
- Complete this plan together and keep it safe in case you need it to use it.

If the emergency means it's not safe to go out, the advice is to:

- Go inside and close all windows and doors
- Stay indoors and take time to check your emergency kit
- Tune in to local radio, TV or the internet where public information and advice from emergency responders will be broadcast

My Local Radio Stations - BBC Radio Shetland 92.7FM and Shetland Island BC 96.2FM

If you have to leave your home, get out, stay out, and take others with you. If you have any neighbours or family, you feel are vulnerable, check in with them to make sure they are ok.

Think of two meeting places: one near home and one further away in case you can't get home.

Nearest Community Hall

Next Community Hall

Be Prepared - Pack an Emergency Kit

Whether you have to stay in or get out, packing a small emergency kit will help you get through.

Keep it in a safe place at home where you can reach it easily. Your kit should be kept in a waterproof bag if possible, and the top recommended items to include are:

Essential

- Bottled water and non-perishable foods (inc. Baby food/pet food)
- First aid kit (include prescription medicines, check dates regularly, including contact lenses)
- Radio and Torch (spare batteries or wind-up equivalent)
- Identity documents (passports/driving licence)
- Change of clothes (inc. warm jumpers and blankets)
- Mobile phone charger (ideally a portable charger)
- If you are in a more rural area, consider storing a small stove with propane cylinder

In Addition

- Money (change, cash and card)
- Spare keys for house and car
- Copies of insurance policies
- Notebook, pen/pencil