



CULTUS LAKE SOUTH COMMUNITY EMERGENCY PREPAREDNESS GUIDE

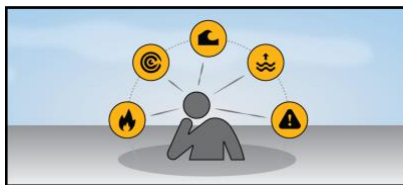
We made this guide so you can find the emergency information you need in one place; use it to prepare an emergency plan and an emergency kit for you and your family. In a large-scale emergency, be prepared to look after yourself and your family for at least 72 hours, and ideally longer. During a disaster, phone, gas, electrical and water services may be disrupted. Roads could be blocked, stores closed and gas stations out-of-service. You and your family could be on your own for several days while emergency responders work to save lives and manage the aftermath. Get to know your neighbours because you and your neighbours may need to support and care for each other. It may be weeks before infrastructure, utilities and essential services are restored. In these conditions, emergency workers may need extra time to reach you. By better preparing yourself and your family, you are helping to make our community a more resilient community. If you are a leaseholder with Renters, a copy of this preparedness guide should be shared with them.

Check the [Emergency Planning Document found on FVRD website](https://www.fvrd.ca/assets/Services/Documents/Emergency~Services/Emergency%20Preparedness%20Workbook-2022.pdf)

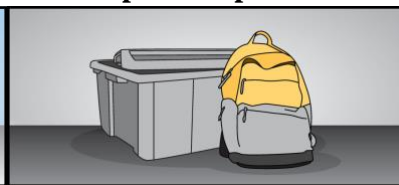
<https://www.fvrd.ca/assets/Services/Documents/Emergency~Services/Emergency%20Preparedness%20Workbook-2022.pdf>

This is a living breathing document that will need updating from time to time. Every incident is unique.

3 Steps to Preparedness



Know the hazards



Gather your supplies



Make your plan

EMERGENCY PREPAREDNESS



MAKE A PLAN



BUILD A KIT



BE INFORMED

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What is an emergency?

The precise definition of an emergency, the agencies involved, and the procedures used, vary by jurisdiction, and this is usually set by the government, whose agencies (emergency services) are responsible for emergency planning and management.

There are three core emergency services:

- Police – handle mainly crime-related emergencies.
- Fire – handle fire-related emergencies and usually possess secondary rescue duties.
- Ambulance – handle medical-related emergencies.

Other services are provided by:

- Fraser Valley Regional District Emergency Management
- Emergency Management BC.

And specialized services, such as

- bomb disposal
- search and rescue
- and hazardous material (HAZMAT) operations.

Before an emergency

Your individual safety is first. Inspect your property inside and out for hazards and correct them. Make sure your smoke detectors and CO (carbon monoxide) detectors are working correctly and checked at least annually. Fire extinguishers expire. Check the date and recharge or replace.



Subscribe to ALERTABLE ! <https://alertable.ca/#/> Alertable is an emergency notification system that enables the FVRD to send alerts to residents, businesses, and visitors during critical events such as fires or floods as well as for community notices such as water advisories.



- Save family contact information in your cell phone contacts and keep hard copies in your emergency kits in your car, house and at work.
- Keep cellular phones fully charged and add extra batteries and chargers to all emergency kits.
- Save your home insurance 24/7 phone number in your contacts



- Make sure you have a family communication plan including what methods will be used in what order, and an out-of-province or out of area contact. Long distance calls may get through when local calls can't.
- If you have a landline, keep a corded phone around for use in power outages.



- Have a hand-crank, battery-operated radio, your car radio or your smartphone to monitor news reports. <https://tunein.com/>

Here's how to use a fire extinguisher: https://www.youtube.com/watch?v=IUojO1HvC8c&ab_channel=Howcast

Communications

Before a disaster, and if you have a smartphone, you should put Emergency Info on your phone's lock screen, called ICE : In Case of Emergency. If you are in an accident or have suffered a major medical event that leaves you incapacitated, one of the first things that first responders will check is your phone for medical information or an emergency contact.

Here are some easy instructions. <https://techguylabs.com/blog/put-emergency-info-your-phones-lock-screen>

Visual Learners click here: https://www.youtube.com/watch?v=9gYAn7UCDrA&ab_channel=GardaPressOffice

Call 911 for an emergency that requires the immediate attention of first responders. First responders have the training and policies to manage every kind of issue. Remain calm. Know your location or nearest cross streets. Be patient and follow directions.

What if you're in a crisis, and the closest phone is someone else's? You don't need to know their password or use their fingerprint to make a 911 call. Here's how to do it:

- Tap the home button, which launches the lock screen that asks for a passcode or PIN

- In the bottom lower left of the screen, tap “Emergency”, dial 9-1-1. Even if your location service is turned off, the phone will automatically turn it on for the 911 operators to help them locate you.
- If you’re incapacitated or unable to speak, it’s now possible to Text 9-1-1, explained here and to register: <https://www.textwith911.ca/en/how-to-make-a-9-1-1-call/>

Be informed. The following smartphone apps and websites are designed to notify you if there are incidents to be concerned with.

- Alertable – a Canadian Public Emergency Alerting Service is well used by the Fraser Valley Regional District and highly recommended www.alertable.ca It will likely be the fastest way to learn of an emergency.
- BC Wildfire – latest updates from the BC Wildfire Service <https://www2.gov.bc.ca/gov/content/safety/wildfire-status/wildfire-situation>
- Earthquakes : <https://myshake.berkeley.edu/>

And if you’re on social media, Twitter has many handles to keep you up to date on issues:

- | | |
|--------------------|--------------------|
| • @CBCAlerts | • @TheProgress |
| • @BCGovFireInfo | • @FraserValleyRD |
| • @EmergencyInfoBC | • @City_Chilliwack |
| • @CANADAquakes | • @DriveBC |
| • @NEWS1130 | |

And Facebook has many groups you can join that are timelier than others, such as,

- Columbia Valley <https://www.facebook.com/groups/127413710673277>
- The View in Columbia Valley <https://www.facebook.com/groups/591236840982423>
- Cultus Lake Community Association <https://www.facebook.com/cultuscommunity.ca/>
- Cultus Lake Residents <https://www.facebook.com/groups/223439398451739>
- Cultus lake Beware You Want To Know <https://www.facebook.com/groups/1314693288558753/>

and we recommend you turn on Alert Notifications for some of your Facebook groups (here’s how <https://smallbusiness.chron.com/make-facebook-group-send-notification-time-there-post-27506.html>).

Most importantly get to know your neighbours. They may be your best communications!

There is also the National Public Alerting System, a federal, provincial, and territorial system that enables emergency management organizations across Canada to warn the public about imminent or possible dangers such as floods, tornados, hazardous materials, fires, and other disasters. The system is also used for Amber Alerts and other urgent bulletins about child abductions when the child is thought to be in grave danger. You may see and hear alerts on television and radio and on mobile devices. <https://www.publicsafety.gc.ca/cnt/mrgnc-mngmnt/mrgnc-prprdnss/ntnl-pblc-lrtng-sstm-en.aspx>

Make a Grab-and-go Bag

15-Minute Warning
Wallet, purse, keys, glasses
Cell phone(s), charger(s)
Emergency cash, credit card(s)
Hearing aids, medications
Clothes, shoes, hats for season
Pets, carriers, leashes, pet meds
Flashlights, extra batteries
Checkbooks, bills to pay

You may need to be away for up to 72 hours so you should have a preparedness kit ready of some kind. Put your supplies in one or two containers, such as a large backpack, plastic bins or duffel bags. Store them in an area of your home that is easy to get to, such as a hall closet, spare room or garage.

1. Non-perishable food for three-days with a manual can opener
2. Phone charger, battery bank or inverter
3. Battery-powered or hand-crank radio
4. Candles & water-proof matches
5. Pen and paper
6. Battery-powered or hand-crank flashlight
7. Extra batteries
8. First-aid kit that includes Bandages
9. Medications/Prescriptions
10. Personal toiletries and items, such as an extra pair of glasses or contact lenses, feminine hygiene items
11. Face / Dust Mask
12. Pain Killers like Ibuprofen
13. Toilet Paper
14. Copy of your emergency plan, copies of important documents, such as insurance papers *
15. Cash in small bills
16. Garbage bags and moist towelettes for personal sanitation
17. Seasonal clothing, sturdy footwear and emergency blanket
18. Whistle
19. Bottled water for 2 people : 500ml bottles x 12 (assuming little for cleaning) **
20. Mylar Emergency (Space) blanket
21. Pet food if applicable
22. Help/OK Sign: Display the appropriate side outward in your window during a disaster
23. Duct tape because you never know.

If you or someone you know lives with disabilities, this [link](#) from the Red Cross might give you more ideas to prepare.

Helpful Hint

** Water is critical for survival: You will probably need about 4 litres of water per person per day in a serious event, but more is required in hot weather or if you have young, sick or nursing to look after. Consider how and where to store water. Hidden sources of water in your home include the hot water or toilet tanks.



Help Us Find You

House numbers save critical time in an emergency—Make sure your house number is clearly displayed at the road (and the laneway if you have one). Large, reflective work best

Community Automated External Defibrillators (AEDs)

An AED is a small, lightweight and portable electronic device that delivers an electric shock through the chest wall of a person whose heart has stopped beating. It is proven to be one of the most important tools in saving the life of someone suffering sudden cardiac arrest. AEDs are designed to be easy for anyone to use.

Automated External Defibrillator Locations-

- Columbia Valley Fire Hall
- Cultus Lake Fire Hall
- Cultus Lake Park Board Office
- Sunnyside Campground Gatehouse
- Cultus Lake Community Hall
- Stratas in Cultus South

Here's how to use a defibrillator : <https://www.youtube.com/watch?v=UFvL7wTFzI0>

Know the Hazards

Fire



Structure Fires

Structure fires do not occur often but have the potential to spread quickly and easily. Residents may wish to consider a home sprinkler or roof sprinkler system. <https://shop.waspswildfire.ca/products/complete-wildfire-protection-kit>

Wildland Urban Interface (WUI) Fires

A wildland urban interface (WUI) fire is a forest fire that spreads to human settlements and critical infrastructure. Overall, Cultus is classified as having a “moderate to high fire risk profile.” If you would like more information, google search “[Wildland Urban Interface Risk](#)”.

Make sure you and your visitors are careful with cigarettes, and respect camp and beach fire bans and restrictions. Report violators to the Chilliwack RCMP Non-Emergency number (604) 792-4611.

Wildfire Protection Plan which you can [read here](#). FVRD has a newer version (2020) for all of their electoral areas including Area H, which can be downloaded [here](#).

FireSmart Program

FireSmart is an initiative to help property owners understand the ways in which wildfire might threaten structures, and property located in, and close to, forested and wildland areas, and the steps individuals and communities can take to reduce the susceptibility of buildings and property to fire.

Protecting your home from wildfire starts with simple actions. Whether you are doing regular yard maintenance or making large scale changes during renovations or landscaping, you can make choices that will help protect your home from wildfire. Cleaning your roof and gutters, keeping firewood and propane stored 10-30 metres away from your home are some of the simple things to do. Embers landing and starting fires on private property cause approximately 60 percent of damage to homes during a wildfire. Also turning off propane tank valves and ensuring tank hoses are not pressurized. Learn more at <https://firesmartbc.ca/>

Electoral area residents can request a free home ignition zone assessment from our FireSmart Representative. Please email firesmart@fvr.ca to request an assessment of your home.

Helpful Hint Protecting your property from fire does not mean removing all your trees – there are many things you can do to make your home more resistant to wildfire. Removing overhanging branches or pruning trees up from the ground can make a big difference.

Extended Power Outage

Be prepared for an extended power outage. Consider secondary sources of heat, power and water and make sure you have a plan! Think Fire Safe!

Helpful Hint

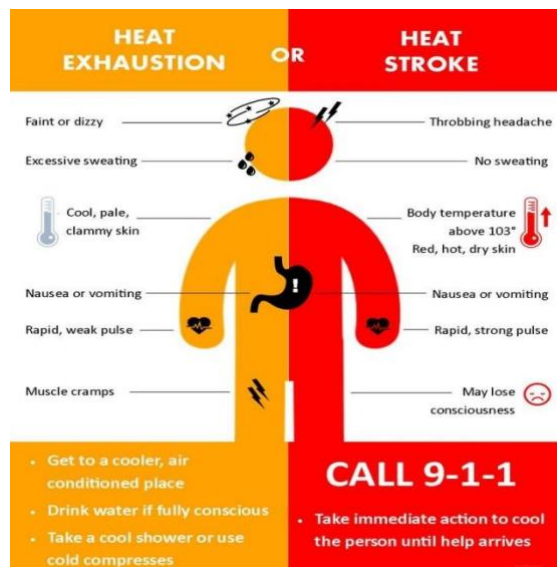
Remember that cars have batteries and radios! You can use your car to charge your phone or get information via radio if you need to. In an emergency, stay warm or stay cool in your car (outdoors only). An outdoor BBQ (used outdoors only) is also a good secondary source for cooking or boiling water.

Prepare yourself for more than 72 hours! During a disaster, phone, gas, electrical and water services may be disrupted. Roads could be blocked, stores closed and gas stations out-of-service. You and your family could be on your own for several days while emergency responders work to save lives and manage the aftermath. It may be weeks before infrastructure, utilities and essential services are restored.

Extreme Heat

Drink plenty of water even before you feel thirsty and stay in a cool place. Symptoms of heat stroke are a high body temperature are headache, confusion, struggling to stay awake, dizziness and slurred speech, nauseous and rapid breathing, or racing heart rate. It's important to keep your body temperature down. Besides drinking plenty of fluids (no, not alcohol), try a water spritzer into a fan, a damp T-shirt, a wet cloth with ice on the neck or a cool shower and bathtub full of cool water will help you avoid getting into a dangerous situation. Seek medical help immediately if someone is showing signs of heatstroke. Check on older family, friends and neighbours. Make sure they are cool and drinking water.

Think of your animals-fill your water dishes and water troughs. Make sure they have some shade and a cool place to rest. Ensure proper ventilation and some type of cooling system if they are indoors.



Earthquake

After an earthquake, homes could be isolated from the rest of the area because of damaged or blocked roads, flooding and landslides. There may be difficulties or delays in receiving assistance from fire and/or ambulance. You might be unable to reach out for assistance and you may have to depend on stored supplies. Transportation by water access to cross the lake could also be limited or impossible after a major earthquake because docks are damaged.

Downed infrastructure (such as power lines and cell towers) could also add to increased isolation during and after an earthquake. You could be without help for at least 72 hours and possibly longer.

Knowing what you can do and how to respond can make you, your family and your home safer.

Earthquake Safety

During an earthquake you need to:



Wait 60 seconds after the shaking stops before you move and be prepared for aftershocks. Stay in your house if you are able to, but if it has sustained considerable damage and poses a risk, leave immediately. Put out small fires and address minor injuries. Only phone 911 if you have a life-threatening emergency. Do not drive unless you have an emergency. There are many steps you can take to prepare yourself, your family, and your home for an earthquake.

Search “Prepared BC Earthquake Guide” online for more information. <https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/preparedbc/know-your-hazards/earthquakes-tsunamis>

Make Your Plan

Personal Emergency Plan-

Besides your Go Bag, make a master list of family and emergency numbers and ensure everyone in your household has a copy (a digital copy saved in your email Inbox is an idea). Pick a meeting place, plan for your kids to know where to get information, prepare your home and stock supplies and know how to turn off your utilities. For example natural gas, water and electricity.

Pet and Animal Preparedness

Pets are part of the family and they need an emergency plan, too! Write down information (such as current medications and microchip numbers) for all of your pets and have a recent photo of each. Pack everything you need for your pets in their own grab-and-go bag:



Make sure you prepare a kit with enough supplies for your pet to last at least three days. Your kit should include:

- Vet and vaccination records in zip-locked bags, and the number for your veterinarian
- Up to two weeks' worth of medication, if needed
- Pet first aid kit
- Extra collar and leash
- Blankets, toys, and treats
- Cage, carrier, or kennel
- Paper towels, disinfectant, and plastic bags for waste disposal
- Non-spill food and water bowls
- Cat litter, poop bags
- Food for at least 72 hours. If you use wet food, make sure you have pop-up cans or a manual can opener

Emergency Planning for Farm Animals

Make an Emergency Plan – go bag

Make an emergency plan to protect your property, your facilities, and your animals.

- Create a contact list of emergency telephone numbers including neighbours, veterinarian, poison control, local animal shelter, animal care and control, transportation resources, and local volunteer organizations.
- Include an out of town contact person who is unlikely to be affected by the same emergency.
- Make sure all this information is written down and that everyone on your farm as well as your contact person has a copy.
- Review, test and update your emergency plan, supplies and information regularly.
- Pre arrange an evacuation location for your livestock that will be out of the emergency area.
- **If there is an evacuation alert- move your animals as there won't be time in an evacuation order.**

Heat concerns

- Keep water troughs filled
- Ensure there is a cool place for farm animals
- Ensure proper ventilation

Find more information at BC Government's PreparedBC [website](#) and the Canadian Disaster Animal Response Team website at [cdart.org](#).

During an Emergency

Shelter-in-Place

You may be asked to “shelter-in-place” during certain types of emergencies, such as the release of a hazardous substance, active shooter or the situation where it’s not safe to evacuate. Shelter-in-place means stay inside and seal off doors, windows and vents with the goal to prevent outside air from coming in until any danger has passed. Instructions to shelter-in-place are usually provided for durations of a few hours, not days or weeks. Select a room with no windows where you will shelter-in-place like a bathroom which has water.

Helpful Hint

Don’t use kitchen or bathroom fans, air conditioners, fireplaces or dryers when sheltering in place or an air emergency. To learn more about how to shelter-in-place, visit [PreparedBC](#).

Evacuation

Some emergencies, such as a wildfire, may make staying in your home dangerous. In such cases, it may be safer for you to evacuate the area and go to family or friends, or to an emergency Reception Centre.

In BC, there are different types of evacuations used in different circumstances (e.g. tactical and strategic), and the type of evacuation will affect the notification residents receive. Understand the stages of evacuation to know when it’s time for you to go. First responders will escalate incidents to the local authorities including the Cultus Lake Park Board, Fraser Valley Regional District Emergency Management and Emergency Management BC.

Evacuation alerts and orders are communicated by:

- Officials going door-to-door
- A police or fire vehicle with a loudspeaker (and possibly the Cultus Lake Park security patrol)
- Radio, television, social media, and the Alertable app and others

Evacuation ALERT

You may be at risk, so get your grab-and-go bag ready and be prepared to leave at a moment’s notice. If you leave before or during this stage, it’s called voluntary evacuation. **Move your animal and livestock to a safe out of area location.**

Evacuation ORDER

You are at risk and need to leave the area immediately. This can be enforced by the RCMP and other officials. Residents are strongly encouraged to register at a designated Reception Centre to let officials know they are safe and connect them with services (such as food and lodging) if needed. In the event of an evacuation ORDER, impacted residents can be notified by RCMP and first responders knocking on their door, and may or may not receive notice prior to that. In the event of an evacuation your primary sources of information and instruction will be the local government and provincial government websites and information feeds. For example <http://www.fvrd.ca/eoc> and <https://www.emergencyinfbc.gov.bc.ca/>

While we hope to be given notice prior to an evacuation, this is not always possible depending on the nature of the event. In the event of a tactical evacuation, no notice of an evacuation ORDER will be given, and residents will have only moments to leave their homes; hopefully this reality highlights for you the need to be prepared in advance.

Listen carefully to instructions from first responders, then act quickly. If you’re accessing the information online or via media (TV, radio, Internet), make sure that the evacuation order applies to your address. If you need to evacuate, follow instructions provided by emergency personnel.

Evacuation routes cannot be pre-identified because each emergency situation is unique. You will be directed to the safest route by emergency responders during the emergency.

Evacuation RESCIND

All is currently safe and you can return home, but keep informed and be ready for other evacuation alerts and orders.

Things to remember ~if you have time~:



Turn off power (at the breaker panel) and water & gas at the main line, propane



Secure your home: lock doors, close windows



Get your grab-and-go bag (don't forget medications, glasses and cash)



Take your pets



Follow instructions provided by emergency officials



Register with Emergency Support Services at a Reception Centre if one has been established

If not in immediate danger, bang on your neighbours door to get their attention and make them aware. And one option may be to use the Panic button on your car's keyfob to make some noise and get them awake and outside (they will thank you later).

Your first reaction may be to get in your car to leave the area. Be aware that the roads will get clogged very quickly and it may be better to just walk or bicycle out to safety. Remember in the peak of summer with waterslides and campsites and beaches full with the volume of traffic and visitors, you may be sitting still for quite a while. Including BC Parks, there are over 2,000 visitor parking spaces at the height of summer!

Assembly Point (Muster Station)

If needed and depending on the event and timing people may be asked to meet at an assembly point.

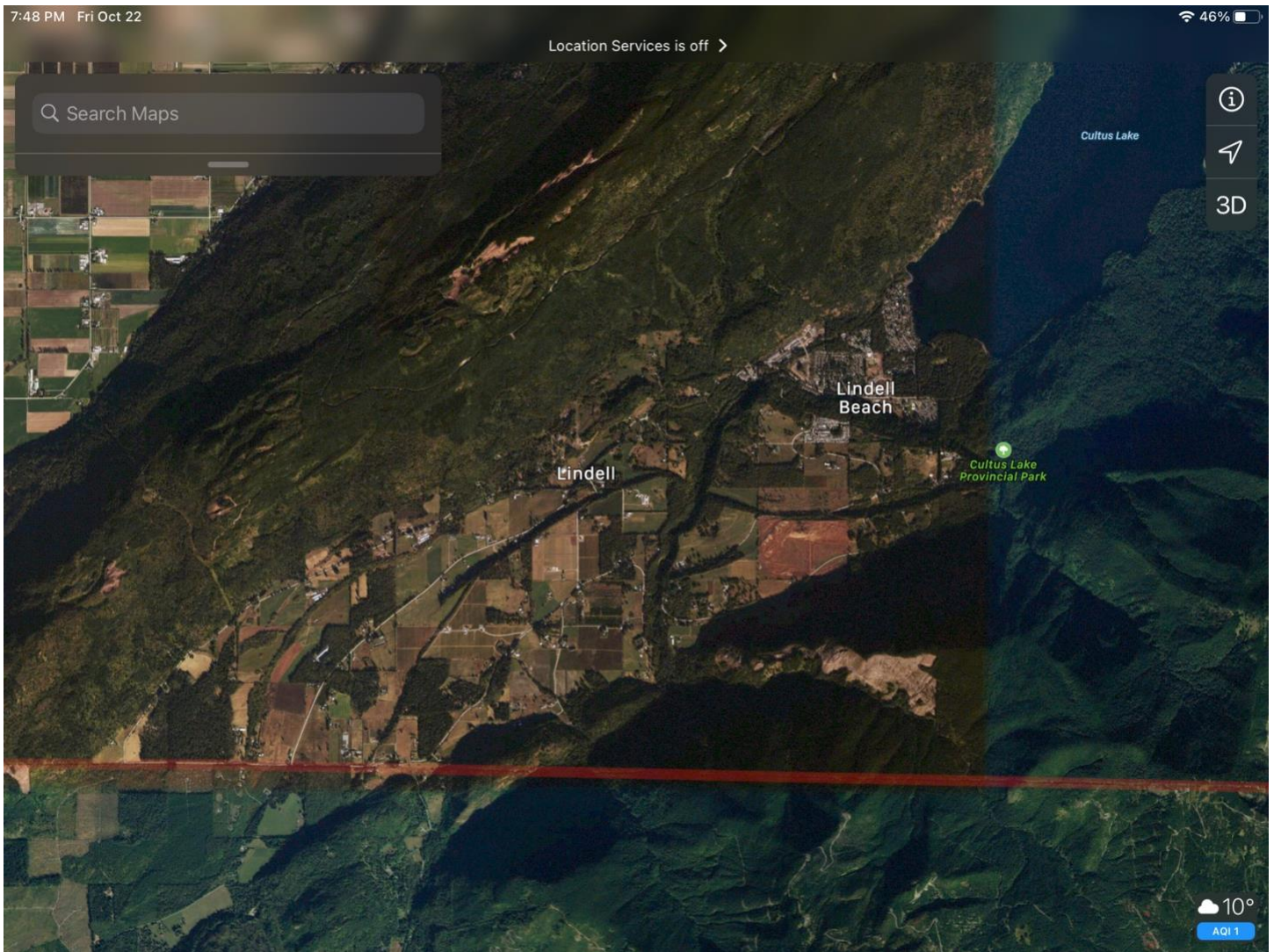
Possible Muster Stations

- Stillwood
- Columbia Valley Hall
- Strata Clubhouses
- Parking lots
- Cultus Lake Community School
- Other as determined by officials



Evacuation Exit Routes - Cultus Lake South- Use Google Maps, know your area, know your roads, know your exit points





Depending on where and what the situation is, you can drive north along Cultus Lake Road or east and south along Columbia Valley Highway. The Exits marked with asterisk “EXIT*” require someone to open a gate: First responders or Security.

We have a protocol in place with Soowahlie Band and they may be asked by FVRD to open the gate through their community along **Sleepy Hollow Road** in certain circumstances where the road closed due to an accident, tree falling or an emergency situation. Traffic backed up may be inconvenient but is not an emergency.

In the event of a critical life-safety emergency where roads are impassible FVRD can request assistance from the Provincial Government, Emergency Management BC, to activate the Pacific North American Emergency Management Arrangement for emergency cross-border procedures.

PNEMA: http://www.nemacweb.org/wp-content/uploads/2015/08/PNEMA_Agreement.pdf

Communicating in an Emergency

After a disaster, you may not hear from anyone for the first several hours, and it could take up to 24 hours or longer for anyone to access a phone line. Stay calm, and trust that your family is following your emergency plan.

During an emergency:



Text, email and social media are less likely to experience major interruptions and require less battery power than a phone call.



Keep calls short to reduce network congestion – report how you are, where you are, and where you plan to go.



DO NOT CALL 911 unless a life is at stake.



Check the FVRD website and social media feeds like Facebook for updates.



Don't waste battery life on anything other than what is necessary
– no gaming, no apps, no videos. Put your phone on power save mode.



If you have voicemail or an answering machine, update it with your status and location.



Expect communication gaps – even texts may be delayed.

Neighbourhood Emergency Response Persons

When disaster strikes, the most immediate help may come from those around you. Building friendly relationships with your neighbours today will mean a better response and faster recovery when in need. Encourage your neighbours to be personally prepared, work together to prepare the neighbourhood for emergencies, and share with your neighbours relevant information (for example, this guide).

Out-of-Area Contact

After an earthquake or other major disaster, local phone service may be limited, so you should arrange with someone to be your out-of-area contact. After a disaster, you will want to confirm that family and friends are safe.

Choose someone that:

- Is outside of your area (Arrange for this before something happens)
- Is away from BC/US coastal areas
- Has voicemail or an answering machine

Ensure that every family member knows that after a disaster, they should listen to the radio/TV/Internet for phone use instructions. Then, phone your out-of-area contact to say how and where they are and what their plans are. Keep calls short and arrange to call back at a specified time, if possible.

Contact Name _____

City/Province _____

Phone Number _____

Mobile Number _____

Email _____

Meeting Places

At the time of a disaster, your family may not be together. It is important to choose family meeting places.

Remember that bridges may be out, and roads may be blocked, so carefully choose your meeting places with access in mind. The community school is a logical place to meet and has the facilities to house people including a generator, cooking facilities and space for registering and connecting with others.

Pick places that are:

- Easy to identify
- Reachable by foot
- In an accessible, open area

Consider where each of you will likely be at different times and on different days.

Working Daytime _____

Working Evening _____

Non-Working Daytime _____

Non-Working Evening _____

EMERGENCY EVACUATION – ITEMS TO GATHER

No. of vehicles _____ Drivers _____ Trailers _____ Motorcycles _____

15-minute warning:

1. Wallet, purse, keys, glasses
2. Cell phone(s), charger(s)
3. Emergency cash, credit card
4. Pets, carriers, leashes, meds
5. Clothes, shoes, hats for season
6. Hearing aids, medications
7. Flashlights, extra batteries
8. Safety deposit box key(s)
9. Checkbooks, bills to pay
10. _____
11. _____

30-minute warning:

(The above, plus):

1. Pillows, sleeping bags, blankets
2. Address book, phone list
3. Jewelry & most-valuable personal possessions
4. Personal hygiene items
5. Other meds, supplements
6. First aid kit, medical items
7. Pet food, dishes, bedding, litter
8. Children's items, toys, books
9. Battery radio, extra batteries
10. Toilet paper, hand wipes, soap
11. Clothing for 3 days, shoes
12. Computer, monitor, laptop
13. Gal. jugs of drinking water
14. _____
15. _____

1-hour warning:

1. Take or safeguard guns, ammo
2. Ice cooler w/ice, food, drinks
3. Genealogy records, files
4. 3 days food, special diet items
5. Gloves, dust mask for smoke
6. Paper plates, cups, utensils
7. School items, homework, pen, pencil, books, calculator, paper
8. Licenses, vehicle titles, deeds
9. Insurance, financial, medical data; Wills, Powers of Atty.
10. Personal property list, photos & appraisals, documentation
11. _____
12. _____

2-hour+ warning:

1. Albums, photos, home videos
2. Albums, photos, home videos
3. Family photos on display
4. Military decorations, records, mementoes, plaques
5. Luggage (packed)
6. Valuable items, cameras
7. Heirlooms, art, collections
8. Primary cosmetics
9. Secondary vehicles, RV
10. Camping equipment, tent
11. Journals, diaries, letters
12. _____

The fine print * This document is Subject to Change without notice. Please check with your local government (Park Board), FVRD and the Emergency Management departments for the most up-to-date information.

Thank to Cultus Lake Community Association and to Cultus Lake South Community Preparedness Team for their help in preparing this document.

