QUICK ACTION CARDS: AT HOME

READY WHEN IT MATTERS · FREE PRINTABLE

Cut out the cards and keep them where you will see them: on the fridge, by the fuse box, in the grab bag.

Power cut

1. Check whether neighbours have power too. If it is only you, check your fuse box.
2. Report it on 105 (Northern Ireland: NIE Networks 03457 643 643).
3. Use torches, not candles, where you can.
4. Keep fridge and freezer doors shut: a fridge stays cold for about 4 hours, a full freezer for about 48.
5. Never use a barbecue, camping stove or generator indoors.
6. Check on neighbours who rely on medical equipment or live alone.

Water off or a water notice

1. Read the notice: boil water, do not drink or do not use.
2. Boil water notice: bring water to a rolling boil, let it cool, and use it for drinking, cooking and brushing teeth.
3. Use your stored water first, then bottle stations if they are set up.
4. Tell your water company if someone in your home needs priority help.
5. Flush the toilet with a bucket of water if the taps are dry.
6. When water returns, run the cold kitchen tap until it runs clear.

Fire

1. Shout "FIRE!" and get everyone out. Do not stop for belongings.
2. Close doors behind you.
3. Keep low under smoke.
4. Call 999 (or 112) from outside.
5. Never go back inside.

Smell of gas

1. No switches, flames or phones indoors.
2. Open doors and windows.
3. Turn off the gas at the meter (not if it is in a cellar or basement).
4. Get everyone out.
5. From outside, call the gas emergency line: 0800 111 999 (Northern Ireland 0800 002 001).

Phones and internet down

1. Try again from a window or higher ground, then try a landline if you have one.
2. For an emergency, call 999 (or 112): your phone can use any network that has signal.
3. Send texts rather than calls: they often get through when calls fail.
4. Save battery: lower the screen brightness and close apps you do not need.
5. Tune in to BBC local radio for news.
6. Stick to the meeting times and places you agreed in your household plan.

Told to leave home

1. Grab bag, medicines, documents, phone and charger.
2. Turn off utilities if told to.
3. Lock up. Take pets.
4. Leave a note inside the door saying where you are going.
5. Follow the official route.
6. Tell your family contact.

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