

GUIDANCE NOTE – ISOLATION

In many emergencies some members of the community may be more vulnerable than others.

For example, the elderly, very young or disabled are more vulnerable to extreme heat and cold.

Identify any of your neighbours who may be disabled or elderly who would benefit from your assistance.

PERSONAL

- If you **live alone** or **live** in an **isolated location** any **emergency** that occurs could **be distressing** and make you **feel vulnerable**.
- One of the **easiest ways** of preparing for emergencies **is to identify 'emergency friends'**
- **'Emergency friends'** should be **family / people** you can **trust** who **visit** on a regular basis and who **will come to help** you in an emergency.

Choose **one friend** who lives **nearby** and another who **lives further away**.

- Have a **telephone connected** directly to the **Openreach (BT) socket**. (Remote, cordless, portable phones will not operate during an electricity outage).
- Do **maintain** your **Emergency Contact List** (see example below) summarising **important phone** numbers for **use in an emergency**.
- Use your **telephone** to call **for assistance** when **hurt, unwell or feeling frightened**.
- Have some **food** and **bottled drinking water** available.

EMERGENCY CONTACT LIST

REMEMBER **YOUR CORDLESS TELEPHONE WILL NOT WORK**
IN THE EVENT OF A POWER FAILURE
 ENSURE **YOU HAVE AT LEAST ONE CORDED LANDLINE PHONE CONNECTED**

NATIONAL / LOCAL

Emergency Services **999**
Electricity Emergency / Power Cuts **0800 072 7282**
Gas Emergency **0800 111 999**
Thames Water **0845 9200 800**
Floodline **0845 988 1188**

Non Emergency **101**
NHS24 Non Emergency **111**
 (also access to out of office GP service [WestCall])

Police **0845 8505 505**
West Berkshire Council **Office Hours** **01635 42400**
Out of Office Hours **01635 42161**

EMERGENCY FRIENDS / FAMILY

Name Tel No

Name Tel No

PERSONAL SAFETY

Doctor

HOME

Telephone Supplier

Home Insurance Company

Home Breakdown Services

USEFUL WEBSITES

Electricity **www.ssepd.co.uk**
Gas **www.sgn.co.uk**
Water **www.thameswater.co.uk**
Cold Ash PC **www.coldash.org.uk**