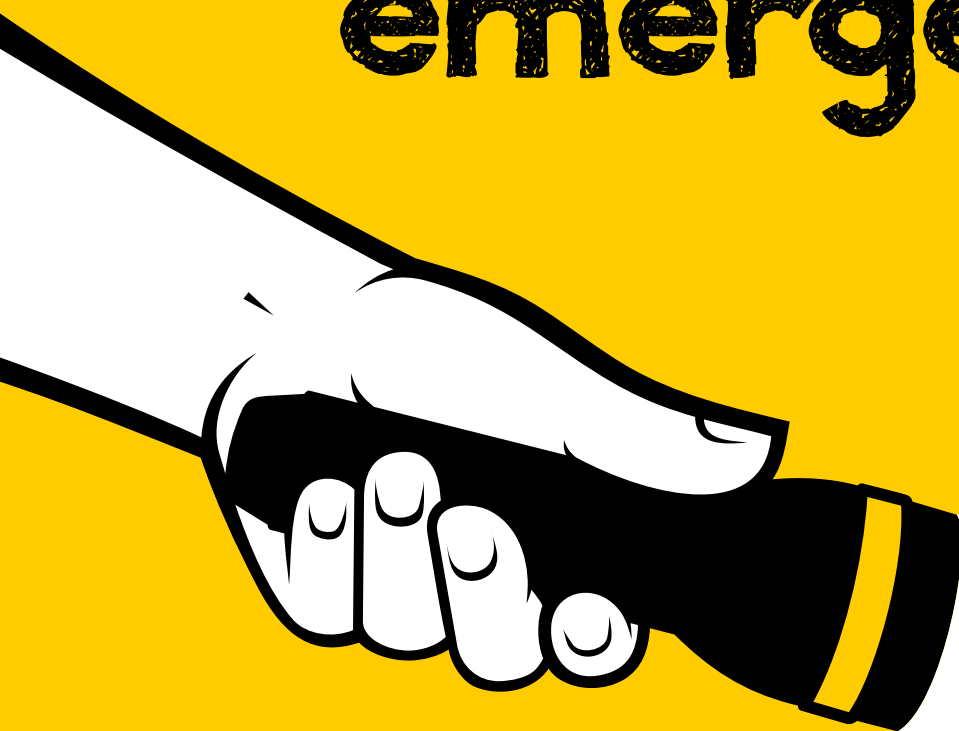


What to do in an emergency...



Don't
get left
in the
dark!





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- What to do in an emergency
- Go In Stay In Tune In
- Home Emergency Plan
- Home Emergency Kit
- 'In Case of Emergency' (ICE)
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Introduction:

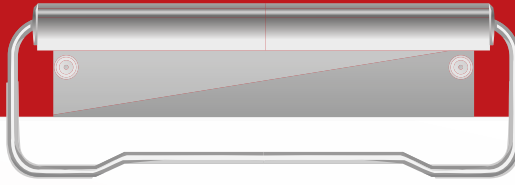
It is very unlikely that most of us will ever be caught up in a major emergency or disaster, but when they do happen they have the potential to threaten and disrupt our lives and the communities in which we live, sometimes with serious consequences.

Recent events like snow, flooding and ice have shown us how disruptive these events can be to our daily routines and lives.

Although we can't prevent these emergencies from happening, we can, by planning ahead, minimise the impacts they can have.

This booklet provides some simple advice on the steps you can take to keep you and your family safe, as well as explaining what the Council and other agencies are doing to prepare for major emergencies.





What to do in an emergency:

If you find yourself in the middle of an emergency, your common sense and instincts will usually tell you what to do.

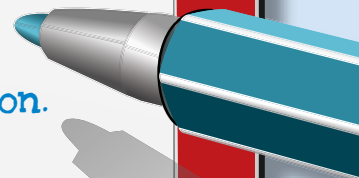
However, it is important to:-

- ① Make sure 999 has been called if people are injured or if there is a threat to life.
- ② Not put yourself or others in danger.
- ③ Follow the advice of the emergency services.
- ④ Try to remain calm and think before acting, and try to reassure others.
- ⑤ Check for injuries - remember to check yourself before attempting to help others.

If you are not involved in the incident, but are close by or believe you may be in danger, in most cases the advice is:

- ① Go inside a safe building.
- ② Stay in until you are advised to do otherwise.
- ③ Tune in to local radio or TV for more information.

Of course there will be occasions when you should not "go in" to a building, for example if there is a fire, and then the advice is to 'Get Out and Stay Out'

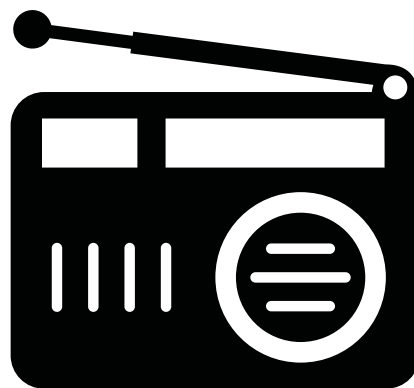


Go In Stay In Tune In:

In the case of most major emergencies, the simple advice to follow is go inside, stay inside, and tune into local radio, or in the case of a burning building, get out and stay out.

With most incidents the safest place to be is indoors, and with correct preparation you should be able to stay there safely for some time.

To help you know what to do, listen to local radio for advice and information. Radio is easily accessible and as long as you have a battery powered or wind-up radio, you can still listen even if there is a power cut.



Radio stations covering the
Caerphilly county borough area:

Radio Wales 103.9 FM / 882 AM/MW

Radio Cymru 105.2 FM

Capital FM 103.2 FM

Heart FM 105.4 / 107.3 FM

Nation Radio 106.8 FM



Emergency Planning Starts at Home:

Being prepared for a major emergency also means that you can be better placed to deal with smaller ones.



Taking some simple steps can reduce the impact of an emergency on your family and home. It doesn't need specialist knowledge just a few moments of yours and your family's time.

A good first step is to put in place a 'Home Emergency Plan'. Although you may never need to use it, it is an excellent way to prepare yourself should an emergency happen.

In putting your plan together, involve your entire family, have a discussion about what should be included. This will also make them aware that there is a plan and what needs to be done.



There is not a right or wrong way to prepare a Home Emergency Plan, but here are a few points to consider:

- Think about the types of emergencies that could happen - Snow, flooding, major power loss.
- Think about how an emergency could change your family routines - Severe weather affecting the daily school run.
- If you had to leave your home, what arrangements would you need to look after your pets?
- Agree a number of safe alternative meeting points for your family in case you can't go home.
- Arrange how your family will stay in contact in the event of an emergency.
- Familiarise yourself and your family on how to switch off the gas, electricity and water supplies to your home.
- If you had to stay in your home for a period of time or if you lost power, water etc, what provisions would you need?
- Make sure you have up to date and adequate home insurance.
- Are there vulnerable members of your family - will they need extra help in an emergency?
- Think about your neighbours - are they vulnerable or disabled? Could you help them?

As time goes by, you may make changes to your home or your family circumstances may change. It makes sense to regularly review your Home Emergency Plan and update where necessary.

Home Emergency Kit:

Some major emergencies may require you to remain in your home for a period of time. Also you may lose your power supply or water.

By preparing a Home Emergency Kit, which would include some basic provision, can make you and your family more prepared to deal with most emergencies.

When preparing your 'Home Emergency Kit' the following items should be on your list:

- ✓ A battery powered or preferably a wind up torch.
- ✓ A battery powered or preferably a wind up radio.
- ✓ Candles and matches.
- ✓ A supply of spare batteries.
- ✓ Fresh bottled water.
- ✓ Tinned/Long-life food (don't forget the tin opener).
- ✓ Some warm clothing.
- ✓ Blankets (sleeping bags are a good alternative).
- ✓ Personal and family medication.
- ✓ First aid kit.
- ✓ Analogue telephone (as these work without power).

It is also advisable to put together an Emergency Contact List of all important telephone numbers, such as;

■ Family

name: _____



■ Friends

name: _____



■ Your children's
School

name: _____



■ Your GP

name: _____



■ Vets (If needed)

name: _____



■ Electricity Supplier

name: _____



■ Gas Supplier

name: _____



■ Water Supplier

name: _____



■ Your Council

name: _____



■ Your insurers

name: _____



and so on.... An up to date copy of this list should also be kept in your Home Emergency Kit.

'In Case of Emergency' (ICE):

If you were involved in an accident, would the emergency services know who to contact if you are injured or unable to tell them?

By simply storing your family or friends details in your mobile phone, will help the emergency services contact the people who matter to you and are able to provide useful information such as medication use, allergies or pre-existing conditions.

ICE stands for 'In Case of Emergency' and it's what the emergency services will be looking for if you are involved in an accident.

What do I need to do?

- ... ► In your mobile phones' address book, just simply add ICE in front of the name of the person you wish to be contacted.
- ... ► If you want to have more than one ICE contact, then save them as ICE1, ICE2 etc...
- ... ► There are free ICE apps available for your mobile phone.

What if I haven't got a mobile phone?

Write ICE on a piece of card with your emergency contacts' details on it, and carry it in your purse or wallet.

And don't forget:

Make sure that the person(s) whose name and number you are using knows that they are your ICE contact.

Make sure that your ICE contact has a list of people who can be contacted on your behalf.

Make sure that your ICE contact is aware of any medical requirements you may have.

Evacuation:

Unfortunately some emergencies will require the public, for health and safety reasons, to be evacuated while the emergency services deal with the incident.

Hopefully this will never happen to you, but if it should there are a number of things you can do that could make all the difference to you and your family.



Put together a 'Go Bag':

It is a good idea to put together some key essential items in an easy to carry bag that you may need if you are asked to evacuate.

These items may include:

- ✓ Important documents e.g. passports, phone numbers, insurance details etc.
- ✓ Your ICE card or Emergency Contacts List.
- ✓ Essential personal and family medication.
- ✓ Keys (both home and car).
- ✓ Money & credit cards.
- ✓ Mobile phone and charger.
- ✓ Personal items such as glasses, spare contact lenses etc.
- ✓ Baby food, nappies.
- ✓ Toiletries and feminine hygiene supplies.
- ✓ Change of clothes.
- ✓ First aid kit.
- ✓ Torch and radio (preferably wind up), spare set of batteries.
- ✓ Pet carrier/collar and lead
(take pets with you if possible, as the emergency could be prolonged).



It is not necessary to have this bag packed, but you should know where to find the items in a hurry. Consider making a checklist for your 'Go Bag' and keep it up to date.

Things to do when asked to leave:

- ▶ Listen to the emergency services.
- ▶ If you have time turn off electricity, gas and water supplies and unplug appliances.
- ▶ Lock your doors and windows.
- ▶ Tell your family and friends that you are being evacuated and give them your contact details.
- ▶ Grab your 'Go Bag'.

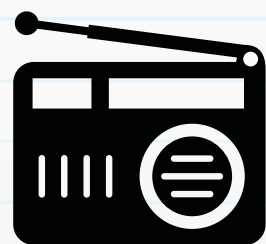
Children in Schools:

If your children are at school you will naturally want to collect them as soon as possible in the event of a major emergency.



However it may not be safe to do so and it may be safer for your children to stay in school.

TUNE IN to your local radio station or check the Council's website for advice and for details on the arrangements made by the Council for when to collect your children from school.



In your Car:

AS we spend more and more time in our cars, it makes sense to be prepared for whatever is around the next corner, whether it is bad weather, an accident, lengthy delays or a mechanical breakdown.



It makes sense to keep some emergency provisions in your car just in case.

These could include:

- ...▶ Torch and radio
(preferably wind-up), spare set of batteries.
- ...▶ First aid kit.
- ...▶ Battery jump leads.
- ...▶ Bottled water.
- ...▶ In car mobile phone charger.
- ...▶ Sweets, long life snacks.
- ...▶ A blanket.
- ...▶ Reflective warning sign.
- ...▶ Road atlas
(in case you need an alternative route).

In your Car:

During the winter months you should also keep the following in your car:

- ...▶ Warm clothes.
- ...▶ Waterproof coat.
- ...▶ A pair of boots.
- ...▶ Shovel in case you get stuck in snow.
- ...▶ Ice scraper and de-icer.
- ...▶ Warm food and drink.

Before setting off on your journey, it's worth spending some time planning your route and checking to see if there are any problems, both in terms of traffic and weather.

Always check the current travel advice; this is especially important during poor weather conditions and only travel if absolutely necessary.

Visit the Met Office website for further information.

www.metoffice.gov.uk

It's also advisable to let relatives and friends know your intended route and expected arrival time. While you're travelling it's a good idea to listen to the radio for up to date travel and weather updates.

Useful Contacts & Websites:

Caerphilly County Borough Council

Main Switchboard:

01443 815588 / 01495 226622

Emergency/Out of Hours:

01443 875500

www.caerphilly.gov.uk

Emergency Services

Emergencies only:

999

Gwent Police

Non emergencies:

101

General enquiries:

01633 838111

www.gwent.police.uk

South Wales Fire and Rescue Service

Non emergencies:

01443 232000

www.southwales-fire.gov.uk

Welsh Ambulance Services NHS Trust

Non emergencies:

01633 626262

www.ambulance.wales.nhs.uk

British Transport Police

Non emergencies:

0800 40 50 40

www.btp.police.uk

NHS Direct Wales

Non medical emergencies:

0845 46 47

www.nhsdirect.wales.nhs.uk

Auerin Bevan University Health Board

General enquiries:

01633 436700

www.wales.nhs.uk/sitesplus/866/home

Natural Resources Wales

General enquiries:

0300 065 3000

Incident hotline:

0800 807060

Floodline:

0345 9881188

www.naturalresourceswales.gov.uk

Useful Contacts & Websites:

Wales and West Utilities (Gas)

24hr Gas Escape Number:

0800 111 999

General enquiries

0800 912 29 99

www.wwutilities.co.uk

Western Power Distribution (Electricity)

Emergency information:

0800 6783 105

General enquiries:

0845 601 3341

www.westernpower.co.uk

Dŵr Cymru Welsh Water

Water services and emergencies:

0800 052 0130

Sewerage services & emergencies:

0800 085 3968

Reporting a leak:

0800 281 432

www.dwrcymru.com

Welsh Government

www.wales.gov.uk/

Coal Authority

Customer services:

0345 762 6848

Surface hazards emergencies:

01623 646 333

www.coal.decc.gov.uk

Met Office

Weather desk:

0370 9000 100

www.metoffice.gov.uk

Traveline Cymru

General enquiries:

0871 200 22 33

www.traveline-cymru.info



REMEMBER: 999 SHOULD ONLY BE USED IN AN EMERGENCY

Planning for emergencies

The wide range of services the Council provides on a day to day basis, together with our expertise and local knowledge, means the Council is well placed to respond to unpredictable or unexpected events that could touch our lives at any time and in a number of different ways.

By assessing the risks that may affect our communities, we develop plans and procedures to control and lessen the impact of emergencies when they occur. We undertake a programme of training and exercising for our staff and other agencies to make sure that we work effectively together when needed. The Council also provides a 24 hour Emergency Duty Officer system giving urgent response to major emergencies.

The response to most large scale emergencies involves more than one organisation. It is important that the Council works closely with the emergency services and other agencies so together we can provide a coordinated and effective response to major emergencies.

This arrangement is known as the Gwent Local Resilience Forum which is based on the Gwent Police Force area. The forum looks at what are the biggest threats to residents in Gwent and what we can do together to prepare and respond if a major emergency happens.

**You can find more
information on the
www.gwentprepared.org.uk**

The Gwent Local Resilience Forum publishes the Gwent Community Risk Register which is designed to inform our communities of the range of emergencies that could occur and what is being done to address them.

**The Community Risk Register can be downloaded and viewed in more detail at:
<http://corporate.gwent.police.uk/informationpoint/riskregister/>**

The UK Government also publishes the National Risk Register which assesses the hazards and risks that could affect the United Kingdom.

**The National Risk Register can be viewed and downloaded at:
www.gov.uk/risk-assessment-how-the-risk-of-emergencies-in-the-uk-is-assessed**

Pandemic Influenza:

A flu pandemic happens when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The disease spreads easily from person to person causing serious illness.

A pandemic influenza virus is passed when breathing in the air of an infected person. It can also spread through touching a person or surface infected with the virus. Pandemic flu is likely to cause similar symptoms to seasonal flu but because nobody will have any immunity or protection against that particular virus, it could result in pneumonia, severe respiratory diseases or other life threatening complications. The general advice if you develop flu-like symptoms is to:

...► Stay at home and rest

...► Do not return to work or school etc. until you have fully recovered

...► Drink plenty of fluids

...► Take pain killers

(paracetamol for all ages, aspirin may be taken by adults) - always remember to follow the instructions given on all medicines.

...► See your doctor...

only if symptoms become severe or last more than a week. Those with chronic or long-standing illness may need medical attention earlier.

You can do a number of things to prevent the spread of the virus and protect yourself and your family from flu, they include:-

...▶ Cover your nose and mouth when you sneeze, preferably with a tissue and wash your hands afterwards.

...▶ Tissues need to be bagged and disposed of appropriately.

...▶ The virus can easily be destroyed by using normal household products - pay particular attention to hard surfaces.

...▶ Routine vaccinations offer the best protection and people who are at high risk of infection should be vaccinated.

...▶ Keep away from crowded, enclosed spaces during a pandemic.



For further information:

www.walesresilience.gov.uk/risksinwales/pandemicflu/?lang=en

Fire safety:



It is important to know how to reduce the chances of fire starting in your home and keep yourself, your family and your property safe from fire.

Here are some top tips giving helpful advice:

Did you know...?

- ...▶ You're four times more likely to die in a fire if you don't have a smoke alarm that works.
- ...▶ 21 people die each year in the UK because the battery in their smoke alarm was flat or missing at the time of the fire.
- ...▶ Around half of home fires are caused by cooking accidents.
- ...▶ 3 fires a day are started by candles.
- ...▶ Every five days someone dies from a fire caused by a cigarette.
- ...▶ Faulty electrics cause around 6,000 fires in the home across the UK every year.

The Number ONE top tip in the event of a fire is:

GET OUT ● **STAY OUT** ● **CALL 999**

Other fire safety tips:

- Make sure you have smoke alarms on at least every level of your home.
- Smoke alarms save lives, but only if they are working. Test them regularly - First of the Month - Time To Test.
- Stub out cigarettes properly and dispose of them carefully. Put them out - Right out.
- Do not leave burning candles unattended
- Plan your escape route and make sure everyone knows how to get out in a fire.
- Take extra care in the kitchen and never leave cooking unattended.
- Do not overload electrical sockets and watch out for faulty and over-heating electrical equipment and wiring/cables.

FREE Home fire safety checks:

Did you know that South Wales Fire and Rescue Service is offering the opportunity to have a FREE Fire Safety Check on your home, carried out by firefighters from your local Fire Station. The Check takes about 30 minutes and they will provide and install free 10-year smoke alarms where necessary. Specialist visits and smoke alarms for people who are Deaf or hard of hearing are also available.

Phone Free on: **0800 169 1234**

Email: **cfs@southwales-fire.gov.uk**

Text: **88365**

Hazardous Materials:

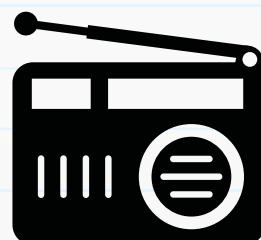
Hazardous materials are part of our everyday lives, from industrial chemicals to household detergents; these are substances that pose a potential risk due to their chemical nature.



Practical advice:

If you witness a hazardous material accident, call 999 immediately. If you are affected in an incident involving harmful chemicals you should:

- Stay away from the incident site. This will minimise the risk of contamination.
- Go indoors and stay indoors.
Close all windows, doors and air vents.
DON'T go outside until told it is safe to do so.
DON'T try to collect children from school unless instructed to - they will be looked after.
- If you have any pets, take them indoors.
- Turn off fans, hot air heating systems, ventilation, etc.
- Cover all unsealed fresh food.
- Listen to your local radio station and/or television for further advice.




Flooding

The major flooding events we have seen in the UK over the last few years only go to demonstrate the devastating affects flooding can have on our homes, travel and work life.



Caerphilly County Borough Council area is no different from the rest of the UK and almost every location can be prone to flash flooding, even if you don't live near a river.

Flooding can happen very quickly and suddenly so it makes sense to start preparing today before a flood happens near you. — — — — — 



The first step is to Find out if you are at risk from flooding: In Wales, around one in six properties are at risk of flooding, and many people who live in flood risk areas, may not realise that they do.

You can find out if your property is at risk by:

Phoning the Natural Resources Wales Floodline Warnings Direct

on 0345 988 1188 or visiting the Natural Resources Wales website

www.naturalresources.wales/our-evidence-and-reports/maps/flood-risk-map/?lang=en

Find out if you can receive a flood warning:

If you live or work in a flood risk area you may be able to sign up to receive free advance notice of flooding by phone, text, email, fax or pager with Natural Resources Wales Floodline Warnings Direct Service. Call Floodline Warnings Direct today to find out if warnings are available in your area.



Keep up to date

As with all types of severe weather, keep up to date with your local weather forecast www.metoffice.gov.uk/public/weather/forecast and keep up to date with the latest weather warnings www.metoffice.gov.uk/public/weather/warnings/#?tab=map&map=Warnings&zoom=5&lon=-3.50&lat=55.50&fcTime=144477200



Check with Floodline Warnings Direct on

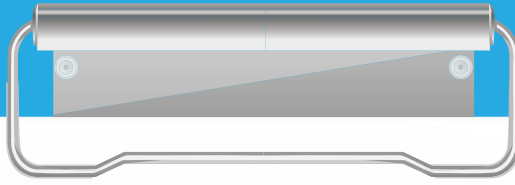
0345 988 1188

See if any flood warnings have been issued for your area. Flood warnings will also be broadcast on TV, local radio and the Natural Resources Wales website www.naturalresources.wales/flooding/check-flood-warnings/?lang=en

Take practical actions to prepare for flooding:

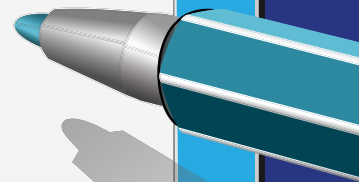
Things you can do to prepare yourself and your property for flooding:

- ① Update your **'Home Emergency Plan'** so that items that may be needed during a flood are included. These could be, the locations of your gas, electricity and water mains; contact details for people you may need to get in touch with in an emergency; and insurance policy numbers. Alternatively you could prepare a separate 'Personal Flood Plan'. The Natural Resources Wales website has a template that can be downloaded.
- ② Include additional items in your **'Home Emergency Kit'** such as rubber gloves, wellington boots and waterproof clothing.
- ③ There may be a need for you to leave your home during a flood event, so make sure your **'Go Bag'** is up to date and easily accessible.
- ④ Survey your home to identify the ways in which flood water may enter the property and consider ways to prevent this occurring. For example, consider keeping sandbags and plastic sheets to hand to put in front of the entrances to your property. You could also consider purchasing flood boards as another method of prevention. Please note there is no statutory requirement for local authorities to provide sandbags for flood protection to assist private householders or businesses.



Practical steps to take during a flood:

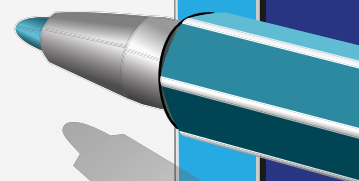
- Activate your 'Home Emergency' or 'Personal Flood' plan.
- Phone Floodline Warnings Direct for the latest information for your area.
- Tune in to the local radio/TV stations for latest flooding updates.
- Move valuables, photographs and sentimental items upstairs or to a high place.
- If possible move rugs and lightweight items of furniture upstairs.
- Throw curtains over the rail out of reach of flood water.
- Raise heavy electrical items such as fridges, freezers, washing machines on bricks.
- Turn off gas, electricity and water supplies.
- To stop flood water entering your home; put plugs in sinks and weigh down with heavy objects; plug water inlet pipes with towels or cloths and disconnect washing machines and dishwashers to prevent backflow. Also lower toilet lids and place weights on them.
- Locate your **'Home Emergency Kit'** and **'Go Bag'** and where possible prepare to move your family and pets upstairs or to a safe place with a means of escape.
- Try to avoid contact with flood water where possible as it may be contaminated.
- Do not leave your home or enter flood water unless directly instructed to do so by the emergency services. Flood water can be extremely dangerous and can hide hazards.





What to do after a flood:

- If you have left your property, find out from the emergency services if it is safe to re-enter.
- Take care when re-entering your property as there may be hidden dangers caused by flooding such as structural damage and contamination.
- If possible take photos of the damage to your property.
- Contact your buildings and contents insurance companies as soon as possible and find out how long it will take for them to see you.
- Check whether they have a company that will clean your house or whether you will have to do this yourself.
- Check with them before throwing any damaged items away.
- Remember when clearing up that flood water can contain sewage and chemicals and even though it has been diluted you should always wear waterproof gloves and clothing, wellington boots and a face mask.
- Clean & disinfect your property using ordinary household products.
- Use a normal garden hose to wash down surfaces.
- If you are drying your property naturally, keep windows and doors open as much as possible.
- If using dehumidifiers close all windows and doors.
- Throw away any food that may have been in contact with flood water as it may have become contaminated.
- Beware of bogus traders. Always check references and if possible get recommendations.
- Make sure that all electrics and your central heating are checked by qualified electricians and engineers before switching them back on.



Local Flood Risk Management

Under the Flood and Water Management Act 2010 and the Flood Risk Regulations 2009, Caerphilly County Borough Council is identified as a Lead Local Flood Authority.

The Council is working with communities and partners in its role as a Lead Authority to perform new functions to alleviate local flood risk.

The Council will play a major role in the management of flood risk, taking the lead in tackling flooding locally.

Following consultation with the general public the Council has produced a Local Flood Risk Management Strategy and Flood Risk Management Plan for our flood risk communities so to better understand local flood risk.

For further information on the Councils' Local Flood Risk Management Strategy and Plan, please contact our Customer Services Team on: 01495 235323

Other sources of information and advice **Natural Resources Wales website**

www.naturalresources.wales/flooding/?lang=en

National Flood Forum which is a national charity dedicated to supporting and representing communities and individuals at risk of flooding

www.nationalfloodforum.org.uk

Severe Weather

The weather has always been a topic of interest and part of our daily conversations.



In the last few years, we've seen it all - snow, floods and strong winds.

Severe weather can happen at any time, causing a range of problems and it doesn't take much for it to have significant impact by being aware and better prepared we can minimise the interruption to our lives both at home and when we are out and about.

Keep up to date

The first thing to do is to check your local weather forecast

www.metoffice.gov.uk/public/weather/forecast

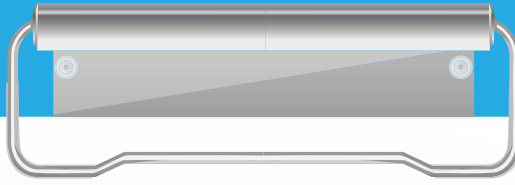
and keep up to date with the latest weather warnings

www.metoffice.gov.uk/public/weather/warnings/#?tab=map



Remember that you can also get this information on the Met Office mobile apps if you are out and about, so you can always stay up to date.

www.metoffice.gov.uk/services/mobile-digital-services



Other general precautions to cope with severe weather

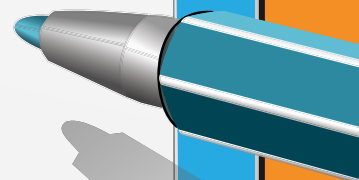
Below are a few handy hints for travelling in extreme weather and making your home safe:

Be prepared:

- If you rely entirely on electricity and there is a disruption to power supplies, in addition to the provisions in your Home Emergency Kit, consider a camping gas cooker or other means of cooking.

When severe weather is forecast:

- Do not travel unless your journey is absolutely necessary. Allow extra time for your journey and ensure your vehicle is in good working order.
- Stow away garden furniture and remove loose articles from outside the house; these may cause damage if blown around.
- Close and securely fasten doors and windows.
- Where possible park vehicles clear of buildings, trees, high walls and fences.
- Store some containers with fresh water for drinking purposes, especially for young children and for infant feeds in case water supplies fail.
- Check your neighbours to see if they need help.
- Have items such as rock salt to melt ice and sand to improve traction or other snow removal equipment.



When severe weather strikes:

- ...▶ Remain indoors, close windows and curtains to protect against breaking glass.
- ...▶ Have your Home Emergency Kit ready.
- ...▶ Listen to local radio for help and advice.
- ...▶ Keep warm and eat regularly, even cold food will give you energy.
- ...▶ If your electricity fails, turn off all major appliances, particularly electric fires and cookers, until power is restored.
- ...▶ Never open freezers until electricity is fully restored, cover with newspapers and blankets for extra insulation.
- ...▶ If food thaws out do not refreeze, consult the Council's Environmental Health Department for general advice.

Further useful advice on preparing for Severe weather can be found on the Met Office website at:

**[www.metoffice.gov.uk/publicsector/resilience/
community-resilience](http://www.metoffice.gov.uk/publicsector/resilience/community-resilience)**

Heat Wave:

Most of us enjoy Sunny weather, but extreme heat can seriously damage your health. During a heat wave, when temperatures stay really high day after day, it can sometimes be fatal.



What should you do?

Mostly it's a matter of common sense. Listen to your local weather forecast so you know if a heat wave is on the way. Plan ahead to reduce the risk of getting heat exhaustion or heatstroke.

Keep out of the heat

- If a heat wave is forecast, plan your day so you stay out of the heat.
- If you can, avoid going out in the hottest part of the day (11am-3pm).
- If you can't avoid strenuous outdoor activity, like sport, DIY, or gardening, keep it for cooler parts of the day, like early morning.
- If you must go out, stay in the shade.
- Wear a hat and light, loose-fitting clothes, preferably cotton.
- If outside, take plenty of water with you and apply at least SPF 15 sunscreen generously and regularly (Sunscreen can easily be washed, rubbed or sweated off – so reapply often throughout the day. Choose a “broad-spectrum” brand with four or five stars that protects against UVA and UVB rays). Choose a sunscreen that is specially formulated for babies and children's skin as these products are less likely to contain alcohol or fragrances that might irritate the skin and cause allergic reactions.

Stay cool

- ...▶ Stay inside, in the coolest rooms in your home, as much as possible.
- ...▶ Close the curtains in rooms that get a lot of sun.
- ...▶ Keep windows closed while the room is cooler than it is outside. Open them when the temperature inside rises, and at night for ventilation. If you are worried about security, at least open windows on the first floor & above.
- ...▶ Take cool showers or baths, and splash yourself several times a day with cold water, particularly your face and the back of your neck.

Drink regularly and eat more cold food

- ...▶ Drink regularly even if you do not feel thirsty - water or fruit juice are best.
- ...▶ Try to avoid very sweet drinks. In particular avoid alcohol and caffeine (tea, coffee, colas) as they make dehydration worse.
- ...▶ Eat as you normally would. Try to eat more cold food, particularly salads and fruit, which contain water.