

IMPORTANT NUMBERS

Name	Phone Number
SEPA Floodline (Teith Callander)	0345 988 1188 (Quick dial 23104)
SEPA's pollution hotline	0800 80 70 60
Scottish Fire and Rescue Service, Police, and Ambulance Services	999
Police Scotland For non-emergencies	101
NHS 24	111
Power cut (Callander electricity network provider is SSEN, Scottish & Southern Electricity Networks)	105
Gas leak (Callander gas supplier is SGN)	0800 111 999
Scottish Water (mains water and sewers)	0800 0778 778
Stirling Council	01786 404 040
Trossachs Search & Rescue	07796 240 023

NOTE: A landline telephone that plugs into the wall will keep working even after a power cut. Please be aware they are due to be phased out after 2025.



Location of defibrillators

- * Dreadnought Garage, Stirling Road
- * Callander Golf Club, Aveland Road
- * McLaren Leisure Centre, Mollands Road (internal)
- * The Post Office, Station Road
- * Ancaster Square, Main Street
- * West Dullater House and Grace's Cottage Invertrossachs, Invertrossachs Road
- * Mobile Unit based in Callander with Scottish Ambulance Service (Depot Geisher Road)

MY EMERGENCY NUMBERS



Why not use the space below to make a note of **your first point of contact**. Consider including family members, friends, insurance, doctor, vets, work, school, neighbours.

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This leaflet provides guidance on how you can prepare your household, for **weather related and other emergencies** in Callander.

It is intended to help raise awareness of the actions you can take and the services available.

The information is sourced from the Scottish Government, Stirling Council and Red Cross UK websites where more information can be found.



CALLANDER COMMUNITY DEVELOPMENT TRUST



Callander Community Council



STAY SAFE

Preparation: in advance

- **Emergency websites** - check full emergency information (see emergency website section).
- **Emergency bag/box** - prepare in advance.
- **Important documents** - keep in one safe place.
- **Landline and mobile phone numbers** - keep in one safe place.
- **Food, water and emergency lighting** - plan for their availability in an emergency.
- **Trip hazards** - remove from the floor.
- **Outdoor furniture** - secure from possible storm damage.
- **Grit bin** - check the nearest one.
- **Open fire or fuel burner** - if you have one, ensure fuel supplies are topped up and handy.
- **Priority Services Register** - service run by gas, electricity, water and heating oil companies for vulnerable people. See each website to register a vulnerable person for priority treatment.

In an emergency ...

- Stay indoors, close all external doors and windows but leave them unlocked. Leave promptly in case of fire.
- Avoid using unlit stairs in a power cut.
- Leave immediately if you think you are in danger.
- If outdoors, seek shelter and avoid trees during storms.



STAY WARM

- **Hot drinks, regular warm meals, warm clothes, duvets and blankets** will keep the body temperature up.
- **Hypothermia** (body temperature under 35°C) - check for signs, especially in the elderly, infirm or very young.

In an emergency ...

- Check in with your first point of contact if you or your family need more warmth.
- Check if your neighbours are warm, especially if elderly or infirm.
- Move to a warm community space if available.



STAY CONNECTED

Preparation: in advance

- **Phone numbers** - keep the ones in this leaflet in a safe place
- **Emergency contacts and first point of contact** - as above
- **Record your own Emergency Numbers**
- **Make an Emergency Family Plan** (including pet care)
- **Sign up to Emergency Websites to receive warnings especially**
 - **SEPA** (Floodline)
 - **Met Office** (Weather warnings)
- **Plan for an urgent departure** - keep **fuel, emergency car kit and shovel in the car**, allowing for snow.

Warning: Do NOT charge your mobile phone whilst asleep. Fire hazard.

In an emergency ...

- Check in with your first point of contact to let them know you are safe
- Check your neighbours are safe
- Tune in to local radio for updates
- If power is lost, **call 105** (free) to speak with your local supplier, SSEN

Emergency Websites	
Met Office weather updates and fire severity index	www.metoffice.gov.uk
Ready Scotland weather related emergency advice	https://ready.scot
Red Cross UK wildfires	www.redcross.org.uk
SEPA flood warnings	www.sepa.org.uk
Traffic Scotland incidents, traffic and warnings	www.traffic.gov.scot
Scottish Fire and Rescue Service	www.firescotland.gov.uk

EMERGENCY BAG/BOX

Preparation: in advance

- Think of the things you might need in an emergency.
- Use the ideas below to help you.
- Adapt these to your and your family's own needs.
- Don't forget your pets' needs too!
- **Keep a torch ready to help you find the bag!**

Get started: choose the best ideas for you.



- * **Plug-in phone (not cordless)** (if you still have a landline and if lines are working)
- * **Mobile phone with back-up charger cable and power bank**
- * **Cash and cards** (the cards may not work in a power cut)



- * **Emergency contact numbers** (paper copy)
- * **Important documents**, e.g. insurance, birth certificates, passports, driving licence in a waterproof bag
- * **First aid kit**
- * **Essential medication**
- * **Spare glasses or contact lenses**
- * **Torch** - battery, wind-up or a head torch
- * **Candles, candle holder and matches** (keep dry) (**Fire hazard**)
- * **Pencil, paper, penknife, whistle**
- * **Spare keys** (house and car)
- * **Car jump leads**
- * **Radio** (battery-operated or wind-up)
- * **Spare batteries** for torches and radio
- * **Playing cards** - or something to pass the time



- * **Fleece or fleecy blankets**
- * **Sleeping bag(s)**
- * **Thermal underwear**
- * **Gloves, hat and scarf**
- * **Hot water bottle**
- * **Thermos flask**
- * **Bottled water and ready-to-eat tinned food**
- * **Tin opener and eating utensils**
- * **Baby and pet supplies**