

Cockermouth VOLUNTEER HANDOUT

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| **Version Number** | **Author** | **Date** |
| **1.0** | **Jo Crozier** | **6 March 2019** |
| **1.1** | **Jo Crozier/Hayley Bishop** | **19 March 2019** |
| **1.2** | **Jo Croier** | **19 September 2019** |
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In an emergency the Christ Church rooms will be activated as an Operational Control Centre (OCC).

 CERG mobile number is 07800 613122

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|  |  | Mobile No |
| Paul Mogford | Chair | 07834 993572 |
| Brian Mitchelhill | Executive Secretary | 07800 613122 |
| Jo Crozier | CERG administrator | 0775 421 4201 |

**Call out Process:**

If there is an emergency you will be contacted by phone, text or email (possibly after previous email contact).  You will be asked to go to the Christ Church Rooms OR directly to some other control point OR asked to wait for further instructions.

If you are asked, and are available, please come equipped with:

* Waterproof jacket
* Waterproof trousers,
* Wellies or walking boots,
* Trekking pole (if available),
* If working in a pandemic e.g. like Covid 19, please consider adding a mask, hand sanitiser and disposable gloves to your equipment.
* Please bring a mobile phone. (Charged and with money on it). **This is essential if you are to be a lead volunteer.**

If you need to ring us back, use the CERG mobile number above. Please be patient as the operator may be dealing with numerous phone calls. If there is an undue delay, then you can use the mobile number for Paul Mogford, Brian Mitchelhill or Jo Crozier.

**Once you arrive at the control point**

Sign in as a volunteer for the event on the sign in sheet at the entrance point. Go to the volunteer co-ordinator who will give you further instructions/equipment. The volunteer co-ordinator will be wearing a hi-vis jacket.

**VERY IMPORTANT:** **Make sure that the OCC has the number of the phone you have with you.**

**Volunteer protocol**

If the emergency is a flood, volunteers are likely to be used around the town to warn and inform residents before things get bad, and then withdrawn.

**Do not try to carry on when withdrawn, and NEVER put yourself at risk.**

You may not be needed straight away. We will give advice on when to come back to the OCC if we have enough volunteers to have a ‘shift’ system. You may be needed to relieve someone later. We will always try keep you posted.

**Practical Notes**

**WHEN COMING IN FOR A FLOOD EVENT, PLEASE DO NOT PARK A CAR WHERE IT IS LIKELY TO BE AT RISK.**

**WE ARE NOT SWIFT WATER TRAINED AND SHOULD NOT BE OUT IN FLOOD WATER. YOUR TREKKING POLE IS TO CHECK FOR OPEN MANHOLES AND SCOURING BUT IDEALLY YOU SHOULDN’T NEED IT.**

**IF YOU GO HOME MAKE SURE THAT YOU REGISTER ‘OUT’ WITH THE CONTROL POINT WHO REGISTERED YOU IN.**

**If the Emergency Services have to look for us then our contribution is negative.**

Listen to any instructions given by trained professionals (Fire and Rescue, Police, Mountain Rescue)

Listen to the instructions of your volunteer team leader

Don’t put yourself at risk to get to personal belongings or other persons

Don’t walk in flood water

If you are uncomfortable doing something, don’t do it

Be careful when lifting items – always consider your back

When talking to residents about flood preparedness these are a selection of points to mention:

**Before a flood**

* Register to receive flood warnings – 0845 988 1188
* Have a personal flood plan
* Make a list of items for your flood kit – pack them together if appropriate (medication, important paperwork)

**During a flood**

* Move furniture and valuable items upstairs if possible
* Move their cars away from flood risk areas to high ground
* Move their pets, to friends or family residences that will keep them safe
* Turn off gas and electricity if possible
* Tell someone (neighbour, Emergency services, volunteer, CERG) if they leave their home. This is to ensure we don’t spend lots of time looking for someone who has sensibly moved themselves, away from danger, to a relative or friends home.
* Tune into Radio Cumbria 95.6-96.1FM
* Contact Cockermouth Emergency Group – 07800 6131222 or 07834 993572 or 07852 599794

**Below is useful information to keep you updated as well as us**

**Flood Alert**

**What it means**

Flooding is possible. Be prepared.

**When it's used**

Two hours to two days in advance of flooding.

**What to do**

* Be prepared to act on your flood plan.
* Prepare a flood kit of essential items.
* Monitor local water levels and the flood forecast

**Flood Warning**

**What it means**

****Flooding is expected. Immediate action required.

**When it's used**

Half an hour to one day in advance of flooding.

**What to do**

* Move family, pets and valuables to a safe place.
* Turn off gas, electricity and water supplies if safe to do so.
* Put flood protection equipment in place.

**Severe Flood Warning**

**What it means**

Severe flooding. Danger to life.

**When it's used**

When flooding poses a significant threat to life.

**What to do**

* Stay in a safe place with a means of escape.
* Be ready should you need to evacuate from your home.
* Co-operate with the emergency services.
* Call 999 if you are in immediate danger.

When warnings are no longer in force, it means that no further flooding is currently expected in your area and river or sea conditions are beginning to return to normal.

(Source: https://www.metoffice.gov.uk/guide/weather/flood-warnings/what-does-this-mean)

## useful Websites for weather information

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| Met office weather forecast – northwest England<http://www.metoffice.gov.uk/weather/uk/nw_forecast_warnings.html> |
| Environment Agency –Floodline<http://www.environment-agency.gov.uk/homeandleisure/floods/31618.aspx>enter “town” in the first box and “Cockermouth” in the second |
| Met Office Cockermouth weather forecast[www.metoffice.gov.uk/weather/uk/nw/cockermouth\_forecast\_weather.html](http://www.metoffice.gov.uk/weather/uk/nw/cockermouth_forecast_weather.html) |
| Met office radar on rain[www.metoffice.gov.uk/loutoor/mountainsafety/lakedistrict/lakedistrict\_forecast\_radar.html](http://www.metoffice.gov.uk/loutoor/mountainsafety/lakedistrict/lakedistrict_forecast_radar.html)Blue doesn’t mean downpour it means light rain. The contours scale up from blue to green. Yellow and final white |
| River levels<http://www.gaugemap.co.uk/> |