



Comhairle Contae Thiobraid Árann
Tipperary County Council

Community and Personal Resilience Handbook



This booklet gives members of the public useful and practical tips
on how to be prepared in the event of an emergency

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Medical Services:

Hospital

Tipperary University Hospital.

Tel: 052 617 7000, Mon-Fri 8.00am to 5.00pm



Out of Hours GP Service

These services provide you and your family with access to urgent family doctor services outside of normal surgery hours. Access to the services are by appointment only, by contacting the phone numbers above. The services operate Monday to Friday 6.00pm – 8.00am and Saturday, Sunday & Public Holidays 8.00 am – 8.00 am (24 hrs)

Caredoc.

Tel: 0818 300 365 or 059 913 8100



Shannondoc.

Tel: 0818 123 500



Transport around Tipperary:

The two main public bus operators which service the principle towns and beyond are:

- Bus Eireann
- Local Link

They cover some of the same routes, but at different times.

Tipperary bus station is the only staffed station in the county where staff can help you plan your journey and book a ticket.

Tel: 052 6166140

You can also book online at: www.buseireann.ie

Getting around within Co. Tipperary is becoming easier with the expansion of routes provided by Local Link – the government-funded rural transport provider - under Connecting Ireland's Rural Mobility Plan. Visit <https://locallinktipperary.ie/> to obtain information on getting around Co. Tipperary, including links to bus providers and contact numbers for various services.



If you are trying to work out how to get somewhere, a good place to start is: www.transportforireland.ie.



This is the National Transport Authority's official website. It provides information on all forms of transport, and covers the whole country. It also includes all service operators - public and private and has a Journey Planner to help you work out your journey.

Preparing for the Unexpected

What emergencies might You and Your Community have to plan for? Fire, power outage, water shortage, severe weather such as flooding, wind, and heatwaves. Please take a moment to consider these emergencies and how you can plan for them. This booklet is about supporting you, your family and your community by making sensible preparations now to be self-sufficient during an emergency or an evacuation.

Think about how you would keep warm if your heating failed or if the electricity or water was cut off. Consider how you would secure your home. This booklet offers advice and support for dealing with emergency situations.

Be Prepared, Stay Safe and know where to find help should you need it.

Who to call for help:

IN AN EMERGENCY:

- Phone 999 or 112 for:
- Fire Service
- Ambulance Service
- Gardai
- Coast Guard

Tipperary County Council also have a dedicated **phone line** to help people report emergency issues that they may encounter on the roads or during severe weather events:

0818 06 5003

The line is operational 24/7 and callers can report incidents such as flooding, fallen trees, oil spills and traffic incidents directly to the nearest local Municipal District.

Know your Eircode

Keep your Eircode somewhere you can access it quickly.

The Eircode makes it quicker and easier for emergency services to locate your address.

If you do not know your Eircode, a member of staff in the Citizens Advice Office or in your local library can identify it for you. You can also find it yourself online at www.eircode.ie.

Where to get information during Emergencies:

- Tipp FM & Tipp Mid-West Radio
- RTE (Radio & TV)
- Tipperary Alerts (See below)
- Official Social Media accounts: Facebook and X
- Tipperary County Council
- Tipp FM
- RTE News
- Met Eireann (Weather Related)

Be careful about misinformation and disinformation

Tipperary Alerts

Tipperary Alerts is a service run by Tipperary County Council that sends out alerts about things which might affect you, like major emergencies, road closures, severe weather, contaminated drinking water, and criminal activity in your area.

The service is completely free of charge, and you can opt in and out of various notifications to suit your interests. The service also carries Garda Alerts.

Sign up by downloading the Tipperary Alerts app, via Tipperary County Council website, or by completing the sign-up form at the back of this booklet and returning it to any Council public desk or Garda Station.

Personal Resilience:

Home Preparedness - what can I do?

Preparedness is everyone's responsibility. Are you ready?

Have a household emergency plan and keep enough food, water and other essentials to last for at least 72 hours.

- Food - it is important to have extra food at home that can be prepared quickly and can be stored at room temperature.
- Drinking water - have a stock of 3 litres per adult per day.
- Heating - plan to keep you and your home warm if the electricity goes out.
- Communication - make sure you can continue to receive important information by having a battery-operated radio & a power bank for your mobile phone.
- Medicines - keep a good stock of any medicines needed and have a small home first aid kit.
- Lighting- have battery operated candles and flashlights.
- Money - keep a small amount of cash in different denominations.
- Transportation - if possible, keep the car fully refueled.

For more information see advice in 'Severe Weather Preparations' section

Message in a bottle.

Message in a Bottle is a simple initiative sponsored by Lions Club and Tipperary Age Friendly which encourages people to keep their personal and medical details in a common place (the fridge) where the emergency services will expect to find them in the event of being called to your home. Free bottles are available from your local GP or Pharmacy.

What you must do:

- Complete all sections of the personal information form provided.
- Put the completed form into the bottle.
- Attach one self-adhesive green cross onto the outside of the fridge door.
- Attach the other two green crosses inside your front and back door.

Secure Yourself:

Domestic Violence:

Domestic abuse and coercive control are persistent and deliberate patterns of behaviour by an abuser over a prolonged period designed to achieve obedience and create fear. Many abusers will use a variety of tactics, including physical, sexual, emotional and financial abuse. If you or someone you know is experiencing domestic violence. Don't suffer in silence. There are a range of services available within your community that can provide emotional and practical support for your safety.

Services Available:

Cuan Saor Womens Refuge.

Tel: 052 6127557

Email: support@cuansaor.org



Women's Aid Tel: 01 678 8858

Tel: 1800 341 900

Email: helpline@womensaid.ie

Website: www.womensaid.ie



Men's Aid

Tel: 01 554 3811

Email: hello@mensaid.ie

Website: www.mensaid.ie



In an emergency, please call 999 / 112

Secure Your Home: Bogus Caller Cards.

Householders can ask any trades people calling to homes requesting to carry out work to supply their details on the Bogus Caller Card. If there is any doubt as to the true legitimacy of the person, householders can contact their local Gardai Station or 999 or 112. The genuine caller will supply their details. Bogus Caller Cards are available in Tipperary Garda Stations.

If a caller is unknown to you "if in doubt keep them out".



BOGUS CALLER CARDS

1. Tear off a card from this sheet.
2. Using a door chain/limiter, hand the card to the caller
3. Do not enter into conversation with the caller, simply instruct them to complete the card
4. Genuine callers will leave their identification or contact details



Genuine callers will leave their details - do enter into conversation

Contact Local Garda:

Please leave you business card, or
write down your contact details here:

I will contact you if I require your service
THANK YOU

Please leave you business card, or
write down your contact details here:

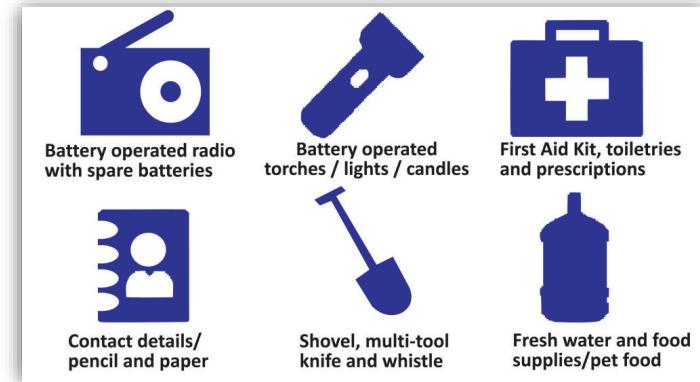
I will contact you if I require your service
THANK YOU

The Household Emergency Kit:

If it is not safe to go out in an emergency:

- **Go in** (go indoors and close all windows and doors)
- **Stay in** (stay indoors)
- **Tune in** (to radio, tv or social media for information/ advice)

Pack a small emergency kit and keep it safe where it is easy to reach. Include a High Visibility vest if you leave your home.



Stay Home Kit



Leave Home Kit

Know your Utility Service Numbers:



Register as a Vulnerable Customer:

Electricity: To register as a Vulnerable Customer contact your current Electricity Supplier who will notify ESB Networks.

Gas: To register as a Vulnerable Customer contact your current Gas Supplier who will notify Gas Networks Ireland.

Water: To register as a vulnerable Customer email vulnerablecustomer@water.ie or contact Uisce Eireann by phone.

Climate Action:

Climate Actions we can undertake:

- Improve the insulation of your home.
- Try to reduce the temperature in your home by 1°C.
- In rooms that are not used, turn down/ off radiators or other forms of heating to save energy.
- Switch to renewable power and heating sources where possible.
- Choose a shower over a bath and avoid leaving taps running.
- Switch off appliances and lights when you are not using them.
- Turn off sockets to chargers and appliances when they are not in use.
- Replace old bulbs with Compact Fluorescent Lamps (CFLs) or Light Emitting Diodes (LEDs).
- Reduce food waste and grow your own fruits and vegetables.
- Buy local and in season foods, this helps local small businesses and farms and reduces transport emissions.
- Transport smart - carpool, use public transport, walk or cycle.

- Commercial Water Storage: Consider large storage tanks or barrels for long-term use.
- Turn off pre-programmed appliances like dishwashers, washing machines or other devices that use water. Do this until the water returns.
- Turn off all the taps in your home. This will help avoid flooding when the water returns.
- Use the water sparingly. Storage tanks last up to 24 hours.
- Prepare for Extended Shortages
 - Know Your Local Water Sources: Identify nearby lakes, rivers, or wells.
 - Emergency Water Delivery: Research suppliers who can deliver potable water in an emergency.
 - Community Resources: Find local water distribution points in case of a crisis.

Know who your water supplier is: Uisce Eireann, Group Water Schemes or a private well.

FIRE SAFE

Be Aware & Prepared.

SMOKE ALARMS SAVE LIVES

- TEST smoke alarms weekly
- Change the **BATTERIES** every year
- Beware of **CHIRPING** smoke alarms - it's time to replace the batteries
- Know the **SOUND** of the smoke alarm and what to do if it goes off

REMEMBER, ONLY WORKING SMOKE ALARMS CAN SAVE YOUR LIFE!



2 minutes
The time it takes for a fire to become life-threatening



5 minutes
The time it takes for a residence to become engulfed in flames

PREPARE & PROTECT

- ✓ Routine Fire Safety Checks
- ✓ Close all doors at night
- ✓ Practice a Fire Escape Plan
- ✓ Keep chimneys cleaned
- ✓ Don't leave cooking unattended
- ✓ One Socket ONE PLUG

- Switch off gas and electricity supply if water levels are rising.
- Always stay clear of flood water.
- Never drive through flood water, even shallow water can pose a risk.

STAY BACK, STAY HIGH AND STAY DRY

Preparation for: Wind/ Storm:

- Check for loose items outside your home and plan how you could secure them. Items include bins, garden furniture and trampolines.
- Ensure your home & car is secure from falling debris or downed electricity lines.
- Do not undertake unnecessary journeys.
- If you need to leave home, do you know the best route to take? Have you got a bag packed with supplies and medicine?
- Beware of fallen trees or other debris.
- Stay up to date on weather warnings for your area & be prepared if there is a risk to life in weather warning situations.

Preparation for: Power Outage:

- If pre-warned ensure phones and devices are fully charged before outage. D Have a power bank as a back-up and ensure it is charged ahead of time.
- Select low battery mode and avoid video calls or streaming during power outages.
- Have contact numbers for any vulnerable neighbours so you can check on them during and after the outage.
- Avoid the use of candles, have a battery-operated torch/ light/ candle.
- Have an alternative fuel to electric for heating and cooking.

NOTE: Precautions for using alternatives to electricity:

- Portable generators can pose fire & carbon monoxide risks. Always operate outdoors, 7m from all buildings, store fuel outside and allow generator to cool before re-fueling.
- If stoves /fireplaces haven't been in use recently ensure chimneys have been checked and cleared of any blockages prior to use.
- If using a gas hob for cooking, leave windows slightly ajar.
- Use portable gas heating appliances in accordance with manufacturers instructions.
- Ensure you have carbon monoxide detector in rooms where appliances are located.

In the event of a carbon monoxide alarm activation, follow the advice on Page 6 of this booklet.

It is important to report a power outage on the ESB's 'PowerCheck' website or call 1800 372 999 - Have your MPRN ready.

Preparation for: Water Outage:

- Store an Emergency Water Supply
 - Drinking Water: Store at least 3 litres per person per day in food-grade containers. Rotate every 6 months.
 - Non-Potable Water: Fill bathtubs, buckets, or large containers for flushing toilets and cleaning.

Carbon Monoxide:

Carbon Monoxide poisoning kills, on average, 6 people in Ireland every year!

Carbon Monoxide is produced from unburnt fuels such as gas, oil, coal and wood. This could be due to poor installation or maintenance. If you suspect anyone in your house has been poisoned by carbon monoxide, get fresh air immediately, then go to your doctor and ask them to check for carbon monoxide poisoning.

If you find anyone in your house unconscious, call 999 or 112 immediately. If your carbon monoxide alarm goes off, take the following action:

- Open doors and windows to ventilate the area.
- Stop using/turn off any fuel-burning appliances immediately.
- Get everyone out into fresh air.
- Call a qualified service agent to check your appliances before you re-use them.

If you are still worried, call the Carbon Monoxide Awareness Line on:

1800 89 89 89

Community Resilience:

What can you do in your Community?

Check with neighbours and local community groups to see if there is anything you can do for the community in times of emergency. Check if the community has resources that may be available to you. For example, a 4x4 vehicle or a tractor in the community could help with the transport of, essential medicine, food supplies or with clearing snow and ice. If you are a business owner, think about ways you may be able to help your community in times of need.

Remember

- Strengthening community links helps to improve preparedness.
- Preparedness enables the community to come together.
- Coming together leads to a better response in an emergency.
- Central to this is neighbours knowing each other.

Knowing your neighbours and working together will ensure that vulnerable people in your community are prepared for the unexpected. If it is safe to do so you should check on neighbours and vulnerable people living nearby. Think about who they are and keep their details below:

Name:	Name:
Address:	Address:
Eircode:	Eircode:
Tel:	Tel:

Public Participation Network Tipperary:

Community & Voluntary Groups should register with Tipperary Public Participation Network (MPPN) to enhance resilience and to have your say in local government decisions that affect your community while also keeping informed about local developments.

Register at www.ppnTipperary.ie

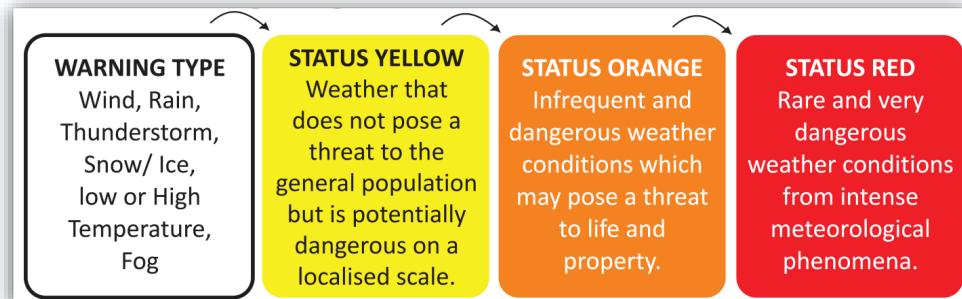


Severe Weather Preparations:

Met Eireann issues weather forecasts and warnings to ensure the protection and safety of life and property.

Status warning messages are for your safety, it is important during weather warning periods to follow the advice issued at all times!

Weather warning alert services are available on the Met Eireann app or through its website: www.met.ie.



Preparation for: Snow/ Ice:

- Visit Tipperary County Councils website to view their 'Winter Service Plan'.
- Clear snow or ice early in the day if possible, wearing visible clothing.
- Spread salt on the areas cleared.
- Never use boiling water to clear snow as it may re-freeze and cause black ice to form.
- Black ice on roads increases your stopping distance by ten times.
- Hail is probably the greatest hazard for drivers - even if the road is salted, hail will stay on the road. If you encounter hail, immediately begin to slow your speed but gradually- and try not to brake.

Preparation for Flooding:

- Find out if you live in an area at risk of flooding by speaking to your neighbours and/ or contact your local Municipal District Office.
- Make sure all drains around your property are free from debris i.e. leaves
- Make sure drainage outlets are clear.
- Agricultural land drains to be maintained annually to ensure efficient water storage capacity.
- Make up a flood kit - include a torch, some warm & waterproof clothes, wellies, first aid kit and blankets.
- If your area is prone to flooding, have sandbags available nearby.
- Move valuables and other items to safety above the flood level or upstairs, if possible.
- Store valuable documents in a watertight container - passports, birth certificates, insurance policy, etc.