

BATUS WINTER NEWSLETTER

This small guide will not cover all eventualities; it is a guide to assist you in preparing your home for the winter, to provide some other useful advice for winter in Canada and information for over the Christmas holiday period.

Housing



Outside House Maintenance

Water Hoses. All water hoses should now be disconnected drained and placed in the basement (furnace room). Do not leave hosepipes outside or in the shed; they will freeze and break.

Stopcock. Occupants should locate the stopcock for outside taps which are directly behind the outside tap in the basement. The stopcock should be closed off and the outside tap left open. Note, not all outside taps have a stopcock. Some outside taps are vacuum controlled and only require the hoses to be disconnected.

Lawnmowers. All lawnmowers are to be cleaned and stored in the shed or basement.

Gutter Down Pipe Extensions. These should be lowered which will prevent basement flooding once the thaw starts. If extensions are broken or missing contact the Housing Office.

Snow Clearance.

CFB Suffield has its own Snow and Ice Clearance Team (SNIC). They are controlled by CFB Suffield and are responsible for clearing all public paths and sidewalks within CFB Suffield and Ralston Village.



Priority snow clearance is determined by the SNIC Team Commander. The team are given a clearance programme and will not deviate from this programme.

- All occupants are responsible for clearing snow from their driveways and paths. Failure to do so may leave yourself open to litigation if someone falls and injures themselves on your property.
- After clearing the snow, an application of sand or Kitty Litter provides for a reasonable walking surface. Salt must not be used.
- If you are away, ask a neighbour to clear the snow for you.
- Snow must be cleared at least 1 metre away from the SFA, including basement window wells. Failure to do so may cause flooding in the basement.
- Cleared snow is not to be deposited on the road. It must remain on the property.
- The City of Medicine Hat and Redcliff requires occupants of any premises adjoining a sidewalk to, within 24 hours, clear the sidewalks of any snow and/or ice that have formed/been deposited.

- The use of de-icing products containing salt is prohibited and vehicle block heater leads should not be laid across the sidewalk.



Inside House Maintenance

Thermostats. Thermostats should be kept at a constant temperature. Under no circumstances should furnaces be switched off over the winter period. Consider changing your battery to ensure it lasts the winter.

Empty property. A reminder that any families that are away from their property for more than 24hrs must set up their winter watchman and also have a trusted neighbour visit the **inside** of the property to ensure it is warm and there is no running water.

Furnace Filters. As the furnace is now in operation your filters will darken more quickly therefore you will need ensure you monitor your filters on a monthly basis and change if darkening is occurring or at the three month point.

Ralston Village (extreme temperatures). When the temperature reaches a constant -10 and below you need to run your basement tap at a trickle to ensure your pipes do not freeze. Ensure you continue to check the sink is free to drain!!

Vents. For the winter period you should close your upper level vents and open your lower level vents as hot air rises. If you have all vents open you will reduce the level of efficiency that the furnace can operate in.

Surviving Winter in Canada

Winter weather can be unforgiving, with high wind chills, heavy snowfalls, blizzards, freezing rain, ice and extremely cold temperatures. This can make it extremely difficult to travel or even venture outside. The winter can last for almost 6 months and snow can arrive in October and stick around until March or much later!



Weather Forecast. A typical British conversation; but it is important you frequently check the forecast and especially before you leave your house. Check the forecast and dress according to the specific conditions for the day.

Wind Chill Factor. This is a calculation that takes into account wind effect to provide a reading of the apparent temperature as opposed to the actual air temperature. On cold windy days it is recommended to wear wind proof clothing.

Frostbite. Exposed skin in extremely low temperatures can quickly get frostbite. Frostbite is the freezing of skin and underlying tissues and is most common on the fingers, toes, nose, ears, cheeks and chin. Keep all exposed skin covered and protected when outside. 10 minutes outside at -30°C will frostbite ears, cheeks and fingers.

Preventing Frostbite. Avoid unnecessary exposure to cold temperatures. The combination of wind and cold temperatures can cause a rapid drop in temperature, so avoid going out when it is cold and windy.



Wear appropriate clothing that protects your extremities, such as:

- Well insulated boots and a thick pair of well-fitting socks.

- Mittens provide better protection than gloves.
- A warm weather-proof hat that covers your ears. It is important to protect your head from the cold.
- Multiple thin layers of warm, loose-fitting clothing act as insulation.
- A scarf, buff or turtle neck fleece/sweater protects the neck. A buff can also be pulled up to protect the chin face and ears.
- Ski goggles are useful for protecting eyes and they also stop your eyelashes freezing together.
- Avoid cotton next to the skin. Cotton tends to absorb water, such as sweat which will end up making you cold. The aim is to stay dry. Choose fabrics such as wool, silk or synthetics for undergarments and socks.
- A handy accessory is disposable heat packs which are available at sports stores. These can go into boots, pockets and mitts and will give you a little heat blast for about 4-6 hours.
- Also, don't forget the sunglasses and sunscreen. They won't keep you warm but they will protect you from the sun on that blue sky, white snow, sunny day.

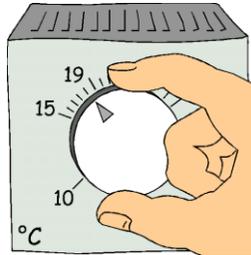
Going Away?

If you are going away from your house for more than 24 hours or departing on leave:



- Leave a spare key with a neighbour. Someone you trust to enter the property should your blue light activate and also to enter your house daily to check warmth and pipes haven't burst!
- Use the 'Winter Watchman Blue Bulb'. This should be set at $20^{\circ}\text{C}/50^{\circ}\text{F}$. Test your Blue Bulb works now! If faulty, report it to housing immediately.

- Furnaces must remain on and never set below a temperature of 20°C/50°F.
- Water Boilers should be set to 'vacation'.
- All windows are to be closed.
- Occupants of SSFA (leases) MUST inform their landlord if they are departing for a period exceeding 24hrs. In addition, inform the landlord who will be checking the house every 24hrs. You must make private arrangements to have your snow cleared if your house is unoccupied. Failure to do so may result in Bye-Law fines.



Housing Fault Reporting - Christmas Holiday Period

Ralston Village:

From	To	Contact	Phone Number
Now	13 Dec 19	Housing	403-544-5565
After 1600hrs 13 Dec 19 except public holidays (25/26 Dec 19; 1 Jan 20)	0800hrs 6 Jan 20	During working hours - CFHA	403-544-5568
0800hrs 6 Jan 20	Further notice	Housing	403-544-5565
Out of hours/emergency number			1-800-903-2342

Medicine Hat/Redcliff/Calgary/Cochrane

All faults are to be reported directly to the landlord using the telephone number issued on move in. Ensure the Housing Office is informed of all faults reported to the landlord as this allows records to be maintained on the property housing file.

It is advised you engage with your landlord to tie down the fault reporting procedure for when your landlord is away for the holiday period.

Parking In Ralston Village

Do not park on any grass verges or snow covered grass verges, particularly the area behind the back fence and the road. These areas need to be kept clear for bin men and snow clearance teams.



Only park in your allocated parking space or designated parking areas. Parking on the road prevents the SNIC Team clearing the roads and may see your vehicle blocked in by snow ploughed by the SNIC Team.

Reporting of Suspicious Activity

If you feel a person or vehicle is acting in a suspicious manner within the village, contact the Military Police Station immediately as this will allow either CFMP or RMP to attend and take action if necessary.

- Non-emergency number: 403 544 4301
- Emergency number: 403 544 4911



CFB SUFFIELD and BATUS Facilities

Medical Centre



BATUS Medical Centre will continue to operate a normal service (including out of hours) until 13 Dec 19. The medical centre will be closed from **AD 13 DEC 19** to **FP 6 JAN 20**. Anyone requiring medical care during this period that cannot wait until the medical centre reopens should contact Alberta Health Link on 811 or 1-866-408-5465. This is a 24hr advice line.

If you require urgent GP services during the stand down period, a list of GP walk-in-clinics and opening times within Medicine Hat can be found at the end of this guide. Personnel are reminded to bring their Alberta Health Card when accessing host nation healthcare. Personnel with emergency or life threatening conditions are to contact 911 or attend Medicine Hat Regional Hospital Emergency Department.

Any patients requiring routine medication over the stand down period are to ensure they have either put their repeat prescription into the pharmacy or seen a doctor before the **11 Dec 19** to ensure medication can be arranged. During the stand down period BATUS personnel are authorised to obtain urgent medication from a local pharmacist. After the 2 Jan 20 all prescriptions should be brought to the BATUS pharmacy for dispensing. Personnel will not be reimbursed for routine medication that should be obtained prior to the stand down.

The medical centre will be open for reduced clinic hours 2-4 Jan 20 with normal clinic hours from the 6 Jan 20. Personnel who require an

appointment should call 403-544-5240. Out of hours care will restart on the 2 Jan 20. Personnel should call the Duty Nurse on 403-580-6595 from this date if they require out of hours care.

Personnel are reminded that if travelling outside of Alberta or undertaking winter sports activities, adequate travel insurance should be obtained. BATUS will not cover costs associated with medical evacuation from winter sports or any medical costs within the USA. If personnel are taken seriously ill during the stand down period they are to inform the DFO (403-581-6941) who can liaise with the SMO if AEROMED to the UK is required. Advice on any medical issues or support can be directed to the Practice Manager 403-594-1055 during the stand down period.

Dental Centre

The Dental Centre will be closed 19 Dec 19 to 07 Jan 20. Over this period, Sun City Dental in Medicine Hat will provide emergency care for service personnel, entitled dependants and MOD British Civilians. The number to call is 403-548-0028.

Please only contact Sun City with genuine dental emergencies such as pain, trauma and facial swelling. Any non-urgent care accessed will have to be funded privately. If the problem can wait, then please contact Dental Centre BATUS from 0800 on 07 Jan 20 on 403-544-4508.



Individuals travelling away from BATUS must obtain travel insurance which includes dental emergency treatment. A&E departments only provide analgesics for the relief of pain and antibiotics where indicated under the Alberta Health Card scheme.

Ralston School

Dates	Timing	Event
20 Dec 19	1400	School early dismissal
6 Jan 20	0840	Back to school

General Fund

The General Fund will close after hours on Thu 12 Dec 19 and will open in the New Year on Mon 6 Jan 20.

Forces Post Office BATUS

The Post Office will be open until Friday 20 Dec 19. Normal counter service will resume Monday 06 Jan 20.



To guarantee delivery for Christmas, the latest posting dates for airmail from BFPO 14 are as follows:

UK (Letters)	09 Dec 19	UK (Parcels)	29 Nov 19
Operational Mail	02 Dec 19	Static BFPOs	02 Dec 19
Worldwide (Letters)	02 Dec 19	Worldwide (Parcels)	Speak to FPO staff for specific detail

The latest posting dates for airmail from UK to BFPO 14 are as follows:

- BFPO 14 (Letters) 06 Dec 19
- BFPO 14 (Parcels) 22 Nov 19

The latest posting date for airmail from BFPO 14 to Santa Claus to guarantee a reply is: Fri 22 Nov 19.

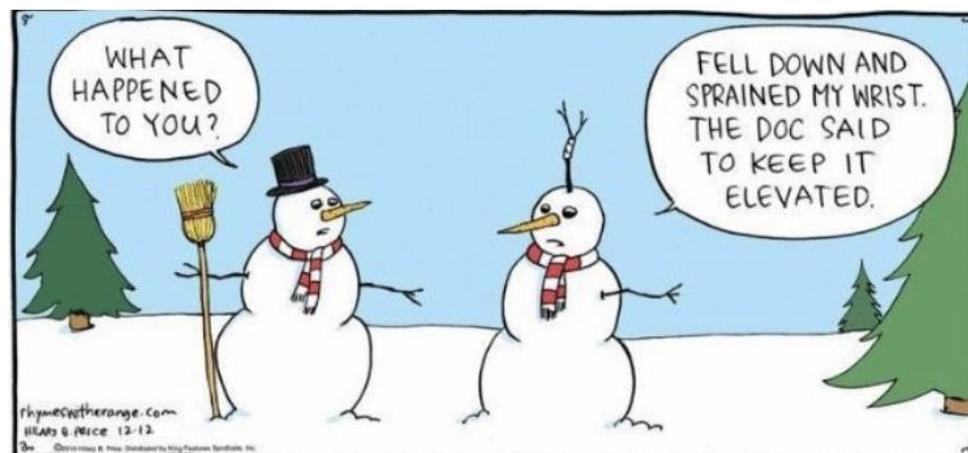
Letters for Santa Claus should be addressed as follows: (1st class stamp required):

Father Christmas
Santa's Grotto
Reindeer Land
XM4 5HQ



For further advice on dates of posting mail to any destination, please speak to SSgt Togadau (Togs) or Cpl Rogers (Mark) at the BFPO on 1 403 544 4111.

WINTER SAFETY



Pedestrian Safety

The speed limit within Ralston Village is 30kph, all year round. Snow and that Christmas present of a sled, bike or scooter brings children out to play. Drive carefully and within the speed limit at all times.



- Sidewalks disappear in winter and pedestrians are forced to walk on the street/roads. Always walk facing oncoming traffic.
- At night, wear reflectors or carry a torch so you are visible to drivers at all times.
- Never assume a driver can see you - be a defensive walker.
- Roads covered in snow = drivers requiring more stopping distance.

Alcohol



Extreme cold and alcohol make for an extremely dangerous combination.

Alcohol causes you to lose heat at a faster rate and it increases your risk of slipping/stumbling on icy surfaces. Alcohol

also increases risk of falling asleep in the cold; a common cause of frostbite and hypothermia. If you are drunk and fall asleep in the cold you could die of hypothermia within half an hour.

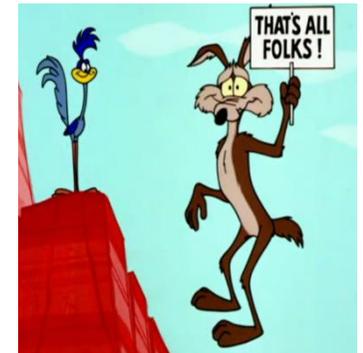
If going to a pub or a club:

- Don't worry what you look like. Wrap up warm, protecting your head, ears, hands and body. Wear footwear in which you will not get cold or slip over. Use 3 to 5 layers of clothes for warmth.
- Don't stand about outside in short sleeves as you may do in the UK. If you pop outside for a smoke, put a hat and coat on. Ten minutes at -30°C will frostbite you.
- Don't leave anyone alone in the cold after they have been drinking. Ensure everyone gets home safely.

Wildlife

During winter, Ralston Village attracts some wonderful wildlife. BUT it also attracts some unwanted wildlife such as coyotes. To ensure coyotes are not tempted to enter the village please ensure:

- All bins, when not in use are within the fenced area of your garden with the lid closed at all times.
- If using the re-cycling skips, ensure you put the rubbish inside the skip. If it does not fit, come back another day. Don't be tempted to dump rubbish outside of skips.
- BBQs not being used should be secured in your shed. The smell attracts wildlife.
- If you feed your pet outside, clean up after every meal.
- **DO NOT FEED THE WILDLIFE.**



Pets

Pets enjoy winter in Canada. But like you they get cold and need protecting from extreme temperatures. Prolonged exposure to cold temperatures can put pets in danger of frostbite and hypothermia. Pets are part of your family and should be afforded the same protection you would give to any other family member. For further information visit this link - [PetCare - Cold-weather- Pet-Safety](#)



Pet owners are responsible for the actions of their pets. Dogs are to be kept on a lead at all times within Ralston Village and all dog owners are reminded of their responsibilities to clean up after their pet.

WINTER DRIVING

Two four letter words are the key to safe winter driving - **SLOW DOWN**.

Make sure that your vehicle is prepared for winter driving:

- **Schedule an inspection.** Unless you have an extensive background in car maintenance, it may be a good idea to have your vehicle inspected by a professional. Various parts that should be included in this 'winter inspection' should involve your vehicle's battery, brakes, tyres, lights and the radiator. Ensuring that your

heat, including window defroster, is working properly. A professional will be able to oversee everything requiring immediate servicing that is crucial for cold weather driving.

- **Winter Tyres.** If you don't already have them, get winter tyres. They provide better traction, handling and braking and can shorten your braking distance by as much as 25%. All season tyres are not the same as winter tyres - they lose their grip when the temperature drops below -7°C . Note that in some provinces and some mountain roads, winter tyres are required by law.
- **Keep a full gas tank.** It can help reduce moisture in the fuel system and also adds weight to the vehicle to slow it down. Always take on fuel when you get the opportunity; you may need it to keep warm whilst you await breakdown assistance. When running the engine, **ensure the exhaust outlet is free of snow & mud to avoid carbon monoxide poisoning.**
- **Create a 'survival kit'.** In a worst case scenario, you could be forced to spend the night in your car at the side of the road. The Canadian Automobile Association recommends you keep the following items in your vehicle:

Shovel	Sand/Kitty Litter	Traction Mats	Tow Rope
Extra warm cloth	Cloth/Paper Towels	Warning Light	Extra warm clothing
Emergency Food	Booster Cables	Matches	Reflective Vest
Fire Extinguisher	Washer Fluid	Fuel line antifreeze	Blanket
Road Maps/Sat Nav	Flashlight	First Aid Kit	Gloves
Snow Brush	Ice Scraper	Water bottles	Scarves
Blankets	Boots	Hat	Sunglasses
Emergency contact numbers	Mobile phone & charger	Survival Candle in a deep can (to warm hands, heat a drink or use as an emergency light)	

Before you drive:

- **Is your trip absolutely necessary?** Can you wait until the road conditions and weather improves? If you must travel, let someone know your travel plans.
- **Plan ahead.** The first thing most Canadians do before driving in winter is check the weather forecast and winter road report. Don't take unnecessary chances. Allow yourself extra travel time or wait for conditions to improve.
- **Dress comfortably.** Too much clothing can restrict your movement and make it difficult for you to check blind spots. Sunglasses will protect you from glare.
- **Clear all snow and ice from the vehicle.** Make sure you clean all windows, mirrors, lights, bonnet, roof and number plate
- **Check fluid levels.** The tank should be full of winter washer fluid (to -40°C freeze protection). You will quickly realise that winter driving in Canada makes for a dirty windshield and you will be using your windshield wipers often. Keep an extra gallon of windshield washer fluid in the trunk.
- **After starting the car** turn on the heat at 'defrost'. This will keep the windows from fogging up. Wait for the windows to be completely clear before setting out.



Setting off:

- **Drive smoothly and slowly.** Allow yourself 10-15 minutes to get a feel for the road conditions. Look in your rear view mirror and if it is clear, tap on your brakes very gently to get a feel for how slippery the road is. If you don't feel any loss of traction, tap on your brakes again, a little more firmly.
- **Accelerate slowly and gently, especially after stopping.**
- **Decrease your speed and leave yourself plenty of room to stop.** Never break suddenly. Slow down as you approach a curve or junction. Braking too late may cause you to lose control of the vehicle.
- **Brake gently to avoid skidding.** If your wheels lock up, ease off the brake.
- **Decelerate even more slowly and gently.** Plan to stop 10 feet closer than you usually would to give room to slide if the road is slippery.
- **Don't use cruise control on slippery roads.** Your car will try to accelerate and you may lose control of the vehicle.
- **See and be seen.** One of the best ways to avoid an accident is to ensure you're seen on the road by all motorists. Make sure your headlights are cleared of snow.
- **Don't tailgate.** Be sure to leave enough room between your vehicle and the one in front.
- **Take frequent breaks.** Winter driving requires a lot more concentration than normal and can be tiring. Frequent breaks give you an opportunity to clean windcreens and lights, take fuel on board and to check updates on road conditions and weather.



MEDICAL FACILITIES IN MEDICINE HAT

Anyone requiring urgent medical care during the Christmas stand down period should contact Alberta Health Link on 811 or 1-866-408-5465.

The following walk in clinics are available in Medicine Hat. Contact the clinics to confirm opening times:

Name & Address	Hours of Operation (The timings are dependent upon doctor availability-call ahead to confirm.)
Jacaranda Medical Clinic Medicine Hat Mall 141 3292 Dunmore Road SE (Located on corner of Mall at entrance to Shoppers Drug Mart) 403-502-1465	Mon - Sat: 1200 - 1800hrs Sun: 1200 - 1500hrs
Carry Drive Medical Centre 116 Carry Drive South East 403-502-8926	Mon - Fri: 0900 - 1200hrs 1300 - 1700hrs 1800 - 2000hrs Sat - Sun: 1100 - 1400hrs
Mohawk Medical Arts Centre 770 - 6 th Street South West 403-488-8541	Mon - Wed: 0900 - 1300hrs Thurs - Fri: 0900 - 1630hrs
Crescent Heights 49 - 8 th Street North West 403-526-7422	Mon - Fri: 1800 - 2000hrs Sat - Sun: 0900 - 1200hrs
Emergency Room at Medicine Hat Hospital	24hr service

