



Government  
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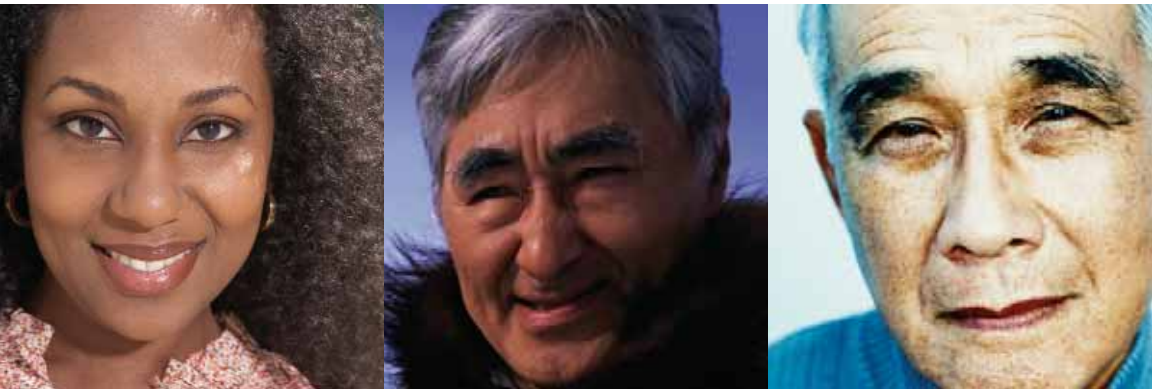


## Emergency Preparedness Guide

PEOPLE EVERYWHERE  
ARE PREPARING FOR  
EMERGENCIES. ARE YOU?

Canada 

# WINTERSTORMPOWER OUTAGEFLOODDEARTH QUAKECHEMICALSPILL TERRORISTACT



## We're in this together.

Every day, emergency workers practise and prepare. Your local, provincial, territorial and federal governments work constantly to be ready for any hazard. What about you?

If a major incident happens in your community, it may take emergency workers some time to get to you. It could take several days. All Canadians should be ready to face an emergency and support themselves with food, water and a radio for at least 72 hours.

Read this guide. Talk to your friends and neighbours about emergency preparedness. Create an emergency plan for your home. Assemble an emergency kit. These basic steps will help you to cope better during an emergency. They will give you peace of mind.



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This publication is also available in alternative formats (audio, Braille, large print) and the following languages: Arabic, Cantonese, German, Italian, Mandarin, Polish, Portuguese, Punjabi, Spanish, and Vietnamese. Please contact, 1 800 O Canada to order.

3 - The number  
of steps you need  
to take to be  
prepared for  
anything.



## STEP 1 Know the risks.

If you know what to expect, you'll know how to prepare. Use the list below to check off the natural risks that exist in your region.

- |  |   |
|--|---|
| <input type="checkbox"/> Wind storm      | <input type="checkbox"/> Ice storm              |
| <input type="checkbox"/> Snow storm      | <input type="checkbox"/> Drift ice or pack ice  |
| <input type="checkbox"/> Lightning storm | <input type="checkbox"/> Landslide              |
| <input type="checkbox"/> Flood           | <input type="checkbox"/> Tornado                |
| <input type="checkbox"/> Forest fire     | <input type="checkbox"/> Tsunami or storm surge |
| <input type="checkbox"/> Hail storm      | <input type="checkbox"/> Earthquake             |

If you're not sure what natural risks exist, visit [www.emergency.gc.ca](http://www.emergency.gc.ca) or contact your local, provincial or territorial emergency measures organization. They are listed in the blue pages of your phone book, under *Safety*.

### Other risks

In addition to natural disasters there are other types of risks. There are fires, power outages, industrial accidents and major transportation accidents. As well, there are acts of terrorism. No country is immune from terrorism – and that includes Canada. We need to prepare for all emergencies. Know what to do. Report any immediate dangers to local police. Listen to authorities. Be prepared to follow their directions.

## SEE SOMETHING THREATENING OR ILLEGAL?

If you see something that is an immediate threat, call your local police or 9-1-1. If you see or hear about something that may be illegal or pose a threat to public or national security, call the National Security Information Line. Royal Canadian Mounted Police officers are there 24 hours a day, seven days a week.

**National Security Information Line 1 800 420-5805**

## Health risk: Influenza

Human influenza, avian influenza and pandemic influenza are all very different viruses.

Human influenza, or the flu, is a respiratory infection caused by the influenza virus. Strains circulate every year, making people sick. Birds and other animals, including pigs, also contract and transmit influenza. Three to four times each century though, for unknown reasons, a radical change takes place in the influenza A virus causing a new strain to emerge – against which people have little or no immunity. Sometimes this happens because human and avian influenza viruses mix to create the new strain. If this new strain is easily passed between people, this would create the conditions for an influenza pandemic.

Scientists recognize that another pandemic influenza is inevitable. Governments are preparing to respond to the possibility.

To protect yourself and others from any infectious disease, you should:

- Wash your hands frequently with warm soap and water.
- Stay home if you are sick.
- Cover your nose and mouth with a tissue when coughing or sneezing or cough into your sleeve.
- If you are travelling, visit the Public Health Agency of Canada's Travel Health website at [www.travelhealth.gc.ca](http://www.travelhealth.gc.ca) for health information about the area you are visiting.

For more information on influenza, phone the Public Health Agency of Canada: 1 800 454-8302

## WHILE IN TRANSIT - VIGILANCE IS KEY.

When it comes to staying safe in transit, you are the first line of defence. Report suspicious activities to authorities. All levels of government and transportation authorities have emergency response plans in place to respond to crisis.

Help us to help you travel safely and securely:

- Know the safety and emergency procedures as well as exits and communications systems on your local transit.
- Be alert and aware of people around you while travelling.
- Report suspicious activities and packages to authorities.
- In the event of emergency: remain calm, listen to authorities and follow their instructions, and help anyone who is lost, confused or injured.



## **STEP 2** Make a plan.

Every Canadian household needs an emergency plan. Use the pages in the back of this guide to create your plan. Here is what you need to consider:

### **Fire instructions**

- Everyone in the household should know that when there is a fire, you must leave the building. Stay low when exiting. Do not go back into a burning building.
- Everyone should know when and how to phone 9-1-1.

### **Escape route**

- Plan escape routes from each room of your home.
- Once you have planned the routes, practise getting out quickly.

### **Safe meeting place**

- Choose a safe place for everyone to meet in case something happens to your home. Make sure everyone knows. It should be on the same side of the street as your home. You don't want anyone crossing the street in front of emergency vehicles. You may even want to make advance arrangements to stay with a particular family member or friend in case of an emergency.
- Make a plan for your pets. Remember that pets are not allowed in some public shelters or hotels. Plan to take your pets with you to a relative or friend's home, when possible, or identify a "pet-friendly" hotel in advance.

### **Contact information**

- Collect family contact information (home, work, school, cell phone, pager).
- Collect emergency contact numbers for services such as fire, police, ambulance, gas and electrical utilities, and municipal works.
- Post these numbers close to your telephone, put them in your wallet or purse and include a list in your emergency kit.
- Exchange emergency contact information with neighbours.

## Out-of-town contact person

- Choose a friend or family member to call or e-mail if an emergency occurs. Choose someone who lives far enough away that he or she is unlikely to be affected by the same event.
- If you are new to Canada or don't have an out-of-town contact person, make arrangements through friends or local community organizations. Your church, synagogue, mosque or cultural association may be able to help you.
- Give your designated contact's telephone numbers (home, work, cellular or pager) and e-mail address to everyone in your family or household.
- Give a copy of this list to your workplace, your child's school or care-giver, and to your designated contact person.

## If you live in a high-rise building, condominium complex or hotel

- Learn what to do if an alarm sounds and how to get out of the building.
- Know the location of every exit on your floor. Identify them as primary (closest) and secondary exits. Keep the pathway leading to these exits clear.
- Show everyone in your family where to find the emergency exit. Show them where the fire alarm is and explain when and how to use it.
- Do not use the elevators during an alarm.

## Child care plans

- Ask your children's school or daycare about their emergency policies. Are children kept until a designated adult picks them up? If not, what arrangements are in place?
- Decide which parent will pick up each child, especially if they are at different locations.
- Find out what type of authorization the school requires to release a child to a designated person, if you can't pick up your child yourself.
- Make sure the school has updated contact information for parents and other caregivers.



## Plan for seniors and people with special needs

- Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours.
- Put together a list of relevant health information. The information should include details about emergency contacts, insurance information, allergies, surgeries, medical conditions, family medical history, medications, health screenings and recent vaccinations. Put one copy of the list on the fridge, one in the wallet or purse, and one in the emergency kit.
- Prepare a grab-and-go bag with a two-week reserve of medications and medical supplies.
- Speak with your physician to ensure you have the essentials for your health, as well as proper prescriptions and documents. Remember that pharmacies may be closed for some time, even after the emergency is over.

## Safe home instructions

- Show older children and adults how to turn off the water, electricity and gas to your home. Make large, easy-to-see signs for water and gas shut-offs as well as for the breaker panel or fuse box.
- Make sure you have a smoke detector and fire extinguisher.
- All capable adults in your house should know how to use and when to use a fire extinguisher.
- In an apartment building, become familiar with the fire alarm, emergency exits, extinguishers and the building's own emergency instructions.
- Know where your emergency kit is located.

## WHEN TO CALL 9-1-1.

- Fire
- Crime in progress
- Life-threatening medical emergencies

For non-emergency calls, use the seven-digit number listed in the phone directory for police, fire and paramedic services.

## STEP 3 Prepare a kit.

In an emergency you will need some basic supplies. You may need to get by without power or water. You should be prepared to be self-sufficient for at least three days.

You may have many items already: flashlight, battery-operated radio, food, water and blankets. The key is to make sure they are organized and easy to find.

Make sure your kit is portable. Keep it in a backpack, duffel bag, or suitcase with wheels.

### Basic emergency kit

- Water – at least 4 litres per person per day (2 litres for drinking, plus water for cooking and cleaning). Make sure you include small bottles that can be carried easily in case of an evacuation order.
- Non-perishable food and manual can or bottle openers (remember to replace the food once a year)
- Battery-powered radio or television (and extra batteries)
- Flashlight and batteries
- Candles and matches or lighter
- Special items such as prescription medications, infant formula and equipment for people with disabilities
- First aid kit

### Extra supplies

- A change of clothing and footwear for each household member
- Sleeping bag or bedroll for each household member
- Whistle (in case you need to attract attention)
- Toilet paper and other personal care supplies
- Extra keys for car and house
- Some cash in smaller bills, such as \$10 bills (travellers cheques are also useful) as well as change for payphones



- Copies of important documents including birth and marriage certificates, passports, licences, wills, land deeds, and insurance. Copies of powers of attorney, insurance policies, life insurance beneficiary designations and wills should also be kept in a safe location outside your home, such as a safety deposit box or at the home of a friend or family member who lives out of town.
- Basic tools (hammer, pliers/wrench, screwdrivers, fasteners, work gloves)

### Basic kit in your car

If you have a car, prepare a small kit that stays in the trunk. The basic kit in your car should include:

- Non-perishable food (such as energy bars)
- Water
- Blanket
- Extra clothing and shoes
- Candle in a deep can
- Matches
- List of contact numbers

### Extra items for your car

- Shovel, scraper and snow brush
- Sand, salt or cat litter and antifreeze
- Tow rope, jumper cables, windshield washer fluid
- Warning light or road flares and fire extinguisher
- First aid kit with seatbelt cutter
- Roadmaps, whistle and flashlight

## LEARN ABOUT FIRST AID. YOU COULD SAVE A LIFE.

Along with making emergency plans and preparing an emergency kit, it is a good idea to learn first aid. Contact the Red Cross or your local St. John Ambulance to find out about first aid courses offered in your area.

# Important contact information

## Local emergency numbers

9-1-1

Other: \_\_\_\_\_

## Non-emergency numbers

Police: \_\_\_\_\_

Fire: \_\_\_\_\_

Ambulance: \_\_\_\_\_

Municipal services: \_\_\_\_\_

Community  
health clinic: \_\_\_\_\_

Community centre: \_\_\_\_\_

## Out-of-town contact

Name: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

Work phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Home address: \_\_\_\_\_

## Family contacts

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

## Neighbours

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_



# Federal government contact information

## Government of Canada

To learn more about emergency preparedness

1 800 O-Canada

Monday-Friday, 8 AM - 8 PM EST – an operator will respond.

## RCMP National Security Information Line

To report any activities that may be a threat to national security

1 800 420-5805

24 hours a day, seven days a week – an RCMP officer will respond.

This line is not intended for emergencies. For emergencies, call 9-1-1.

## Environment Canada

Weather Office

[www.weatheroffice.ec.gc.ca](http://www.weatheroffice.ec.gc.ca)

# PRACTICE MAKES PERFECT.

Practise the emergency procedures in your plan at least once a year. Practise with your family and people in your housing or apartment complex.

The goal is to make sure everyone understands what to do before, during and after an emergency. Make sure your practice includes using escape routes and carrying out the portable emergency kit.

Regular practice will make you more organized in the case of a real emergency. It will also help everyone feel more secure. Also, update your lists, plan and kit supplies. You might consider doing everything on the same date, including changing the batteries of your smoke detector.

# In case of emergencies

1. Follow your emergency plan.
2. Get your emergency kit out of storage.
3. Listen to authorities.

- Make sure you are safe before assisting others.
- Monitor radio or television broadcasts for information from authorities. If local officials advise you to stay where you are or “shelter-in-place”, you must remain inside your home or office. Follow their instructions.
- Stay put until all is safe or until authorities issue an evacuation order.
- Local officials may evacuate areas that are at risk. Authorities will not ask you to leave your home unless they have a good reason to believe you are in danger.

## In case of evacuation orders

If you are ordered by authorities to evacuate, take the following:

- Your portable emergency kit.
- Essential medications and copies of prescriptions.
- Cellular telephone, if you have one.
- If you have time, call or e-mail your out-of-town contacts. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them how to contact you and whether any family members have become separated.
- If you have time, leave a note telling others when you left and where you went. If you have a mailbox, you could leave the note there.
- If instructed to do so, shut off water and electricity. Leave natural gas service 'on' unless officials advise otherwise (If you turn off the gas, the gas company has to reconnect it. In a period of emergency, it could take weeks for a professional to respond. You would be without gas for heating and cooking).
- Take pets with you.
- Lock your home.



# Emergency plan

Fill out the information below and keep this in or near your emergency kit.

## Safe home instructions

### Water valve

Location: \_\_\_\_\_

Shutoff instructions: \_\_\_\_\_

### Electrical breaker box

Location: \_\_\_\_\_

Shutoff instructions: \_\_\_\_\_

### Gas valve

Location: \_\_\_\_\_

Shutoff instructions: \_\_\_\_\_

### Floor drain

Location (make sure it is not covered by boxes or furniture, in case there is a flood): \_\_\_\_\_

## Fire instructions

### Fire extinguisher

Location: \_\_\_\_\_

People who can use it: \_\_\_\_\_

Emergency exits: \_\_\_\_\_

Escape route: \_\_\_\_\_

Safe meeting place: \_\_\_\_\_

Child care plan: \_\_\_\_\_

### Plan for seniors and people with special needs

Health information: \_\_\_\_\_

Doctor: \_\_\_\_\_

Medications and medical equipment: \_\_\_\_\_

Grab-and-go bag location: \_\_\_\_\_

Date of annual emergency practice: \_\_\_\_\_

# Emergency contact wallet cards



## Emergency contact information

### Out-of-area contact person

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

### Temporary accommodation

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Address: \_\_\_\_\_



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Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

### Temporary accommodation

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E-mail: \_\_\_\_\_

Address: \_\_\_\_\_



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E-mail: \_\_\_\_\_

Address: \_\_\_\_\_



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### Out-of-area contact person

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

### Temporary accommodation

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

# WE'RE IN THIS TOGETHER.

Have you been through a flood? Lived through a major disaster? Share your experience with others. Tell us how you prepared for and responded to the event. How did you recover? Learn more about emergency preparedness at:

**[www.emergency.gc.ca](http://www.emergency.gc.ca)**