

# 72

hours...

Is your family prepared?



## Personal Emergency preparedness Guide



## A Message from Your Halton Chair & Municipal Mayors

Community safety is our top priority! Halton Region, the City of Burlington and the Towns of Halton Hills, Milton, and Oakville work together year round to plan for emergencies and ensure a coordinated response amongst our emergency responders. Police, Fire and Emergency Medical Services personnel know that being prepared for an emergency can make a critical difference to the outcome of a situation and that goes for individuals and families as well. To that end, we are pleased to provide the Personal Emergency Preparedness Guide.



In Ontario, we can be subject to many different types of emergencies including winter storms, flooding, hazardous spills and power outages. This guide outlines common sense steps that you can take right now to reduce the impact of an emergency on you and your family. This guide also serves as an excellent resource during an emergency situation.

Please take the time to look through this publication and review it with your family. By taking action now, you will reduce the stress and impacts of an emergency later.

## Table of Contents

Partners In Emergency Preparedness . . . . .	2
The 9-1-1 Emergency Number . . . . .	3
New 311 Non-Emergency Telephone Number . . . . .	3
Non-Emergency Numbers . . . . .	4
Emergency Responders & Your Address . . . . .	5
What You & Your Family Can Do . . . . .	6
Preparing A Family Emergency Survival Kit . . . . .	10
On The Road . . . . .	14
Know What To Do During An Emergency. . . . .	16
Coping With A Disaster . . . . .	16
Evacuation . . . . .	17-18
Specific Emergency Situations . . . . .	19
Shelter In Place . . . . .	24
After An Emergency . . . . .	25
For More Information . . . . .	26
Personal Record of Important Information . . . . .	27-28

To complement the information in this guide, an array of public education material for people with disabilities/special needs is available on the following topics:

- Emergency Preparedness – Hearing
- Emergency Preparedness – Highrise Safety
- Emergency Preparedness – Mobility
- Emergency Preparedness – Non-Visible Disabilities
- Emergency Preparedness – Seniors With Special Needs
- Emergency Preparedness – Travel Considerations
- Emergency Preparedness – Vision (available in Braille)

View the Personal  
Emergency  
Preparedness  
video at  
[www.halton.ca](http://www.halton.ca)

Information also available in audio format.

Contact Halton Region or visit your local municipal office or emergency service.

## Partners In Emergency Preparedness

Emergencies can arise from human-caused, technological or natural means. Regardless of the type of emergency, Halton Region, the City of Burlington and the Towns of Halton Hills, Milton and Oakville have comprehensive emergency management plans and programs in place to ensure that critical and essential services continue.

The nature and scope of an emergency determines which emergency plans are activated. In the event of a large scale emergency, a team of qualified professionals from Halton, the City of Burlington and the Towns of Halton Hills, Milton and Oakville, and the Halton Regional Police Service, work together to coordinate emergency response services. Municipal and Regional Emergency Planning Committees meet regularly to develop effective emergency management programs, ensuring continuous training of personnel and testing and updating of the plans.


The level of emergency preparedness we enjoy does not happen without the dedication and cooperation of many agencies and organizations. We wish to acknowledge the following for their on-going participation and support:

- our emergency services (Halton Regional Police Service, Halton Emergency Medical Services and the Burlington, Oakville, Milton, and Halton Hills Fire Departments)
- local hospitals and school boards
- volunteer organizations (Amateur Radio Groups, Red Cross, Salvation Army, St. John Ambulance)
- local utilities (Hydro, Natural Gas)
- industry CAER (Community Awareness Emergency Response) Groups, Chemical Producers Association
- citizen advisory groups
- neighbouring regions/municipalities
- Emergency Management Ontario



## Do call 9-1-1 when:


- you require the immediate response of police, fire and/or an ambulance
- you have a life threatening situation
- you need to report a fire or other dangerous situation
- a crime is in progress.

 *TIP: If you know someone who does not speak English, tell them they can still call 9-1-1. Multi-language translation services are available when needed.*

## Do not call 9-1-1 during an emergency to:

- locate relatives
- ask about the availability of gas at local pumps, or local services
- find out the location or availability of shelters and other services
- find the non-emergency numbers for fire, police, or ambulance (they are listed in your Personal Emergency Guide)

**Unnecessary calls are a serious issue because they delay 9-1-1 communicators from dealing with emergency calls.**

 *TIP: During an emergency, listen to your radio for information and instructions from your emergency response officials.*

## New 311 non-emergency telephone number:

- Dial 311 from anywhere within Halton to reach:
  - Halton Region
  - City of Burlington
  - Town of Halton Hills
  - Town of Milton
  - Town of Oakville
  - Halton Region Police Services
  - Halton District School Board
  - Halton Catholic District School Board
- 311 calls are answered 24 hours a day, 365 days a year
- 311 service is available in more than 170 languages

## Non-Emergency Numbers

### Halton Region - Dial 311 or

. . . . .905-825-6000  
TTY (Teletype) . . . . .905-827-9833  
Toll Free. . . . . 1-866-442-5866  
. . . . . (1-866-4HALTON)  
. . . . . www.halton.ca

### Local Municipalities - Dial 311 or

City of Burlington . . . . .905-335-7777  
. . . . . www.burlington.ca  
Town of Halton Hills. . . . .905-873-2600  
. . . . . www.haltonhills.ca  
Town of Milton . . . . .905-878-7252  
. . . . . www.milton.ca  
Town of Oakville . . . . .905-845-6601  
. . . . . www.oakville.ca

### Fire Departments - Dial 311 or

Burlington. . . . .905-333-0772  
Halton Hills . . . . .905-877-1133  
Milton. . . . .905-878-9251  
Oakville. . . . .905-845-7114

### Halton Regional Police Service - Dial 311 or

Halton. . . . .905-878-5511  
Automated Attendant . . . .905-825-4747  
TDD. . . . . 1-800-990-8199  
When dialing from the  
Acton area . .Dial 311 or 519-853-2111  
Hamilton area . . . . .905-634-1831  
Toronto area . . . . .905-825-4777  
. . . . . www.haltonpolice.ca

Crimestoppers  
. . . . . 1-800-222-TIPS (1-800-222-8477)

### Emergency Hazardous Spill Response

To report an emergency involving  
a spill of any material call . . . . . 9-1-1  
For non-emergency incidents, contact  
Halton's Emergency Spill Response Team  
(24/7) . . . . .Dial 311 or 905-825-6000  
Toll Free. . . . . 1-866-442-5866

### Rail Safety

To report an emergency involving  
rail traffic call . . . . . 9-1-1  
For non-emergency incidents, call:  
Canadian National Railway  
. . . . . 1-800-601-7630  
or Canadian Pacific Railway  
. . . . . 1-800-795-7851

### Pipeline Safety

To report emergency situations call . 9-1-1  
For non-emergency incidents  
. . . . . 1-888-982-7222

### Utilities

Bell Canada . . . . . 310-2355  
Burlington Hydro . . . . .905-332-1851  
Halton Hills Hydro. . . . .519-853-3700  
Milton Hydro . . . . .905-876-4611  
Oakville Hydro. . . . .905-825-9400  
Ontario Hydro . . . . . 1-800-664-3377  
Union Gas. . . . . 1-877-215-6959

### Transit - Dial 311 or

Burlington. . . . .905-639-0550  
Milton Transit . . . . .905-815-2020 #0  
Oakville Transit . . . . .905-815-2020 #0

### Other Important Numbers

Call Before You Dig! . . .1-800-400-2255  
Weather Information . . .416-661-0123  
Roads Report . . . . .1-800-268-1376  
Telehealth Ontario. . . .1-866-797-0000

(Note: Dial 311 from anywhere within Halton Region)

## Ensure that emergency responders can find your address.

### For urban residents:

- post your house number at the front of your home where it is clearly visible from the street
- install a light fixture above the house numbers
- use large, plain numbers - not script or other hard-to-read lettering
- use colours that contrast, such as black on white

### For rural residents:

- the local municipalities have established a Municipal Street Addressing System for all properties on municipal roads in rural areas
- installation guidelines have been established to ensure a standard within the community and one that provides for rapid identification by responding emergency personnel

Call your local Fire Department for more information.



## What You & Your Family Can Do To Plan For Emergencies

Make sure everyone in your family knows what to do before, during and after an emergency. Set up a family meeting this week to discuss how you can best prepare for an emergency. Have a plan. If you live alone, develop a plan for yourself with links to neighbours and friends.

### Keep Emergency Numbers Handy

Keep a list of key telephone numbers and addresses near the phone. Remember to use the phone for emergency calls only.

Select a person in another area to be your family's contact person if you get separated during an emergency. Ensure that everyone memorizes this person's name and telephone number.

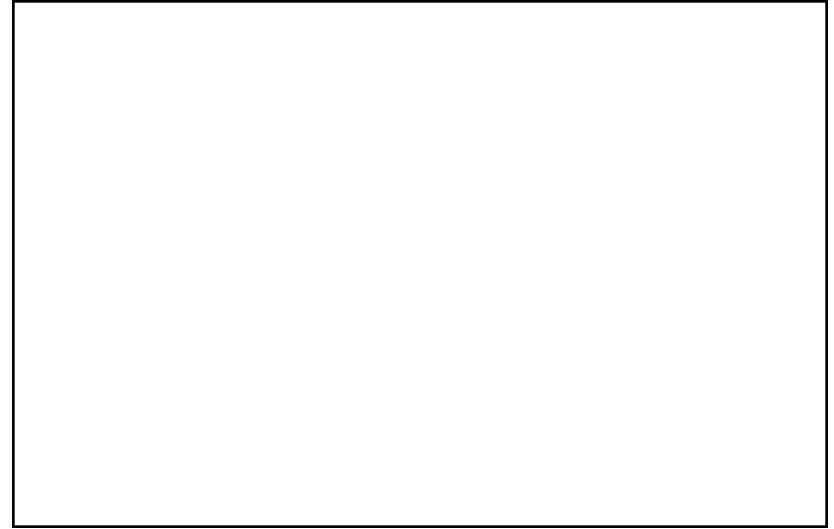
### Develop A Home Escape Plan

Develop an escape plan by drawing a floor plan of your residence. Using a black or blue pen, show the location of doors, windows, stairways, and large furniture on a separate page for each floor. Indicate the location of emergency supplies (Family Emergency Survival Kit - see page 8), fire extinguishers, smoke detectors, collapsible ladders, first aid kits and utility shut off points. Next, use a coloured pen to draw a broken line charting at least two escape routes from each room. Finally, mark a place outside of the home where household members should meet in case of emergency.

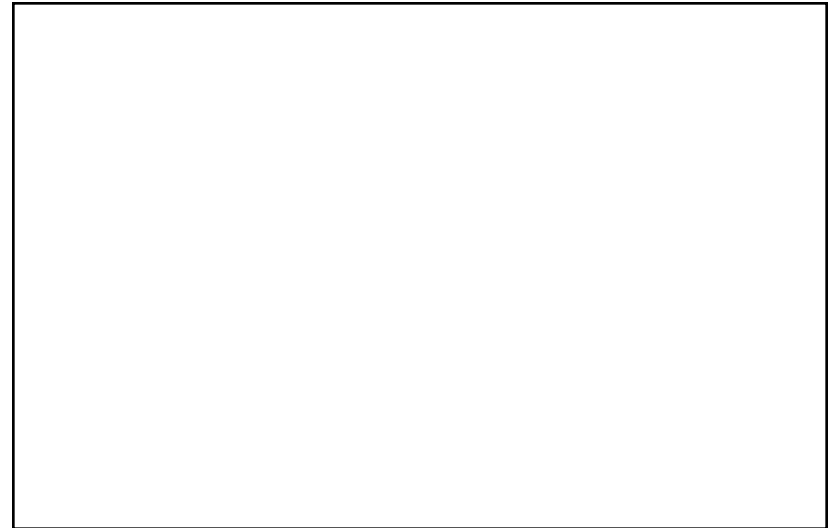
If you live in an apartment, show everyone in your family the location of the emergency exit. Show them where the fire alarm is, and explain when and how to use it. In a fire or other emergency, never use the elevators as they may not work if the power goes out. For further information on highrise safety, contact your local Fire Department.

Practice emergency evacuation drills with all household members at least twice per year. Keep your home escape plan visible where babysitters or children can see it. For further information on developing a Home Escape Plan, contact your local Fire Department - Fire Prevention Division.

## Home Escape Plan



First Floor



Second Floor

## Your Family Emergency Survival Kit


Assemble an Emergency Survival Kit to use during an evacuation or home confinement. Make sure everyone knows where to find the family emergency survival kit.

## Those With Special Needs

Include medications, denture needs, corrective lenses, hearing aids and batteries for family members with special needs, such as infants and elderly or disabled persons.

For people with mobility problems, consider the need for the following:

- extra wheelchair batteries, oxygen, medication, catheters, food for guide or service dogs, plus other special equipment you might need
- a list of individuals to contact in the event of an emergency
- a list of the style and serial numbers of medical devices, such as pacemakers
- storing back-up equipment, such as a manual wheelchair, at a neighbour's home, school or your workplace

 *TIP: keep the shut-off switch for oxygen equipment near your bed to reach it quickly if there is a fire*

## Have A Plan For Home Health Care Patients

Persons who receive home health care and/or personal support should discuss emergency plans with their caregiver or home care agency. They should also check with their physician if prior arrangements are required for evacuation to a hospital.

Persons receiving care or personal support in their homes from the Community Care Access Centre (CCAC) of Halton Region should discuss emergency plans with their CCAC Case Manager and their home care agency. For more information call 1-800-810-0000.

Public Education materials on emergency preparedness for people with special needs or disabilities is available. See reference on 'Table of Contents' page.

## Locate & Label Shut-Off Switches

Locate all shut-off switches for heating and ventilating equipment in your home.

Identify these switches with easy-to-see signs placed near the breaker panel (or main circuit breaker), gas and water supplies. Clearly label the on-off position for each. Teach members of your family how to shut off these services. List the locations on the Personal Record of Important Information sheet.

If your home is equipped with natural gas, tie or tape the appropriate wrench to or near the pipe. No one but a qualified technician should ever turn the gas back on. Do not attempt this on your own!

## Check Your Insurance

Make sure you have adequate insurance coverage for the range of risks that might occur in your area. Discuss your insurance needs with an agent, broker or insurance representative. For further information, call Insurance Bureau of Canada's consumer information centre at 1-800-387-2880 or visit their website at [www.ibc.ca](http://www.ibc.ca).

Keep an inventory of all your possessions listing approximate costs, serial numbers, and a short description. Photographs are an excellent way of recording your possessions. Once you have completed your list, discuss it with your insurance agent.

## Make Plans For Pets And Livestock

Have a plan of action for care of your pets and livestock during an emergency. Prepare for the possibility you may have to evacuate and relocate your animals. Since you may not be home when an evacuation order comes, find out if a trusted neighbour would be willing to take your pets and meet you at prearranged location. Research and make your contingency plans for possible relocation of livestock in the midst of an emergency.




## Preparing A Family Emergency Survival Kit

### Stock Six!

Stock these six basics in your home: water, food, first aid supplies, tools & supplies, clothing & bedding, and special items. Keep them in a waterproof backpack or duffelbag in case of an evacuation and make sure everyone knows where to find it.

### Water

Store at least a three-day supply of water for each member of your family; children, nursing mothers and people who are ill require more water. Store water in thoroughly washed plastic, glass, fibreglass or enamel-lined metal containers. Never use a container that has held toxic substances. Never ration water. Drink the amount you need and try to find more. Minimize your body's water needs by reducing activity. Change your stored water supply every six months to ensure it stays fresh.

 *TIP: A normally active person needs to drink at least two litres of water each day, so store at least four litres per person per day to provide additional water for washing, etc.*


### Three Ways to Purify Water

During an emergency situation, if you have no water supply or have used your supply up, you may need to purify water if unsure of its quality.

1. Boiling water for one minute is an effective method of disinfection. Improve the taste by pouring it back and forth between two containers which puts oxygen back into it.
2. Chlorination uses liquid chlorine bleach to kill micro-organisms. Add .018 ml (2 drops) of fragrance-free household bleach to 4 ½ litres (1 gallon) of water; mix well and allow to stand at least one hour before drinking.
3. Purification tablets release chlorine or iodine. They are inexpensive and available at most sporting goods stores and some drugstores.

## Food – preparing an emergency supply


Store at least a three-day supply of non-perishable food and select foods that require no refrigeration, preparation or cooking, and little or no water.

 *TIP: If you must heat food, pack a can of sterno (available from camping supply outlets) or other heat source*

Select food items that are compact and lightweight, such as:

- ready-to-eat canned meats, fruits and vegetables.
- canned juices, milk, soup (if powdered, store extra water).
- staples such as sugar, salt, pepper, spices.
- high-energy foods (peanut butter, jelly, crackers, granola bars, trail mix).
- foods for infants, elderly people or people on special diets.
- comfort /stress foods - cookies, hard candy, sweetened cereals, instant coffee, tea bags, hot chocolate.

**Note that individuals with special diets and allergies will need particular attention, as will babies, toddlers, nursing mothers and the elderly.**

 *TIP: Don't forget: a manual can opener, disposable utensils and non-perishable food for your pets.*

### Up To Six Months Shelf Life:

- powdered milk (boxed)
- dried fruit (in sealed container)
- dry, crisp crackers (in sealed container)
- potatoes

### Up To Twelve Months Shelf Life:

- canned meat and condensed vegetable soups
- canned fruits, fruit juices and vegetables
- ready-to-eat cereals and uncooked instant cereals (in containers)
- peanut butter & jams (if seal unbroken)
- hard candy, chocolate bars and canned nuts

## First Aid Supplies

Purchase a complete first aid kit and first aid manual. Add personal care items such as toothpaste and soap, and a supply of non-prescription drugs such as:

- pain relievers (e.g., acetaminophen)
- anti-diarrhea medication
- sunscreen (SPF 30 or higher)
- antacid
- laxative
- epipen for allergic reactions

**\* If you must leave your home in an emergency, be sure to take prescription drugs with you.**

## Clothing And Bedding

- one change of clothing and footwear per person
- sturdy shoes or work boots
- rain gear
- blankets or sleeping bags
- hat, gloves, scarves
- thermal underwear
- sweaters

## Special Items

Keep important family records and documents in a waterproof, portable container or a bank safety deposit box including:

- passports
- health cards
- bank account, credit card numbers and a small amount of cash
- photos of family members in case you are separated

## Tools And Supplies

- paper cups, plates and plastic utensils, storage containers
- battery-operated radio, flashlight and extra batteries
- lantern and fuel, candles
- fire extinguisher (small canister, ABC type)
- duct tape
- pliers, hammer, nails, crowbar, shut-off wrench for household gas and water
- compass, matches in a waterproof container, signal flare, whistle
- paper, pencil, needles, thread
- plastic sheeting
- map of your community (for locating shelters)
- soap, liquid detergent, unscented household chlorine bleach
- plastic garbage bags, ties (for personal sanitation use)
- plastic bucket with tight lid
- emergency blanket
- mosquito repellent
- rope and shovel
- pocket knife or multi-tool



Information for those with special needs can be found on page 8. Subject specific information is available through materials referenced on the 'Table of Contents' page.

Information on assisting seniors is available in the Halton Seniors' Directory, through Access Halton.

**For more information or to request material, please contact Access Halton by dialing 311, or 905-825-6000, toll-free: 1-866-442-5866.**



## On The Road

Carry a Car Survival Kit - every driver should carry booster cables, vehicle fluids, emergency flares, “survival” candle, a blanket, and first aid equipment. Always remember to keep your vehicle serviced and keep the gas tank at least half full.

💡 *TIP: The Car Survival Kit should also include a Highway Help Sign, available through the Canadian Association of Chiefs of Police Highway Help Program. If you have a medical problem while driving, or are stranded without a cell phone or are in an unserviced cellular area, the Highway Help sign safely and clearly communicates your need for help to passing motorists. It is a fully reflective “Call Police” sign that attaches to the outside of your vehicle and is clearly visible from both directions, day or night and in most weather conditions. The sign also sends a message to anyone with criminal intent that the police may only be moments away. For more information, call 1-888-466-5486 or visit [www.highwayhelp.com](http://www.highwayhelp.com)*

In an emergency situation where you must pull off the road:

- Pull your vehicle completely off the road.
- Turn your emergency flashers on.
- Roll the driver’s window down halfway, hook the sign on the window, and roll the window back up.
- Lock all doors and remain in the vehicle.
- Open a window 1 cm for ventilation.
- If someone other than a police officer approaches your vehicle DO NOT open the windows further or unlock the doors.



## If you see a “CALL POLICE” highway help sign:

Note the location of the vehicle but DO NOT stop.

Use your cellular telephone to call the OPP (Dial \* 6-7-7) or the Halton Regional Police (with Rogers Communications dial \*H-A-L-T; with Bell Mobility dial 905-878-5511). If you do not have a cellular phone, stop at the nearest gas station or store to use a pay phone.

Always pull to the right for emergency vehicles when you hear the siren or see their lights flashing!

💡 *TIP: when the lights are NOT working, a traffic light intersection becomes a four-way stop!*

If the traffic light is not functioning at an intersection, the first vehicle to arrive and stop, has the right of way. If two or more vehicles stop at the same time, then the vehicle on the right has the right of way.

## If you are driving in emergency conditions:

Keep the radio on to hear important information and have a cellular phone with you. Follow the routes specified by officials. Don’t take short cuts, they could lead you to a blocked or dangerous area. Watch for fallen power lines, debris, damaged bridges/roads and dangling wires.

If your car gets stuck, remain calm and stay in your car. Keep fresh air in your car by opening the window slightly on the sheltered side, away from the wind. You can run the car engine about 10 minutes every half-hour if the exhaust system is working well. Beware of exhaust fumes and check the exhaust pipe periodically to make sure it is not blocked with snow. (Remember, you cannot smell potentially fatal carbon monoxide fumes.)

## In a flooding emergency:

If you must walk or drive in a flooded area, make sure you are on firm ground. Travel very carefully, and only if absolutely necessary through flooded areas. Roads may be washed away or covered with water. If you come across a barricade or a flooded road, take a different route. If you are caught in fast rising waters and your car stalls, leave it and save yourself and your passengers.

## Know What To Do During An Emergency

Stay calm

Help the injured, if possible

Listen to the radio or television

Monitor the Internet

## Coping With A Disaster

### What You And Your Family Might Experience

During, or following a traumatic event, it is not unusual to have physical and emotional reactions. To help you cope:

- recognize that the way you react to the event is not unusual
- try not to make big life changes
- talk to family members and friends
- listen to one another and help each other with daily tasks
- try to achieve a balance between rest and activity
- seek counseling to help cope with the emotional trauma associated with disasters

### Children & Emergencies

Children's fears and anxieties are very real to them and should be taken seriously. Parents can help by:

- encouraging children to express themselves through play or drawing
- talking about what happened, and what's being done
- comforting young children with physical care, holding and hugging
- keeping the family together as much as possible
- giving children information they can understand

## Evacuation

For your protection, it may become necessary to evacuate an area impacted by an emergency. If there is a need to be evacuated, you would be notified by an emergency official knocking at your door, providing evacuation instructions; emergency services driving through your neighbourhood, providing evacuation instructions over a loud speaker or via evacuation instructions provided over the local radio, television or Internet.

An emergency evacuation centre may be set up to provide shelter and food to people affected by the emergency.

### If you have to evacuate

Be sure to take the following items with you:

- eyewear (glasses/contact lenses)
- identification (and other personal documents)
- cell phone (charger and extra batteries)
- citizen Inquiry Telephone Numbers
- one day supply of food and water
- medication
- toiletries
- extra clothing
- keys
- paper/pencils/pens
- pets

## If you expect to be evacuated during an emergency

- keep phone lines open for use by emergency workers and monitor local radio broadcasts for emergency instructions and current information
- do not assume an evacuation will last only a few hours; plan to evacuate with enough items to keep your family comfortable for at least three days
- take your personal emergency kit with you (see Preparing a Family Emergency Survival Kit) and refer to the lists of medications, records and irreplaceable items
- if you are instructed to do so, shut off water, gas and electricity
- make sure you have your car emergency kit and keep your car fueled
- follow local government instructions and evacuate promptly if asked; travel only on routes specified by officials – a shortcut could take you to a blocked or dangerous area
- if you have time, leave a note (in a mailbox if you have one) telling others when you left and where you went
- if you are evacuated, register with the reception centre so that you can be contacted and reunited with your family and loved ones
- if you are going somewhere other than the reception centre, advise the centre, local government or police of your whereabouts

## Local Media

The Halton Compass

Your local Metroland newspaper: Oakville Beaver, Burlington Post,

Georgetown Independent & Free Press, Milton Champion

Oakville Today

CHTV

TVCOGECO

The Weather Network

CHWO 1250 AM

680 NEWS on your AM dial

102.9 K-Lite FM

Halton Region appreciates the efforts of our media partners in helping to keep Halton residents informed during emergencies.

## Specific Emergency Situations

Keep your family emergency survival kit ready and listen to the broadcast media via your radio, tv or Internet. The following tips relate to specific types of emergencies:

### Winter Storms

When a winter storm watch is in effect, listen to the radio or television for information or instructions. When a winter storm hits, stay indoors and make sure you have enough heating fuel. Farmers should take the necessary precautions to safeguard animals and livestock.

If you must go outside, dress for the weather. If you must travel during a snowstorm, do so during the day and let someone know your route and arrival time.

### Recognizing cold-related injuries

The risk of cold-related injury varies depending on the temperature, wind speed, length of time outdoors, age, physical conditions, and whether clothing is wet or dry. Frostbite, or the freezing of body tissue exposed to the cold, is a common cold-related injury and has a numbing effect so you may not be aware you are frostbitten. Warning signs include a stinging or aching feeling, followed by numbness; skin that feels waxy and cold; and skin that turns red, then gray, white, yellow or blue.

### How to treat frostbite

Move the person to a warm place and call for professional emergency medical help. Don't let the person walk if his or her feet are frostbitten. Handle the frostbitten area gently; never rub it. Wait for professional emergency medical help to arrive. Do not try to rewarm the frostbitten area.

### How to treat hypothermia

Gently move the person to a warm place and immediately call for professional emergency medical help. Remove the person's wet clothing. Slowly warm the person by wrapping them in blankets or putting on dry clothing. If the person is conscious, offer a warm, non-alcoholic drink and avoid caffeine.

Hypothermia occurs when your body loses heat faster than it can produce it. Heat loss occurs more rapidly when you are wet. Warning signs of hypothermia include increased shivering, slurred speech, impaired judgement, and poor muscle coordination.

## Lightning - follow the 30/30 rule

To estimate how far away the lightning is, count the seconds between the flash of lightning and the thunderclap. If you count less than thirty seconds between the flash and the bang, take shelter immediately and remain there for 30 minutes after the last rumble.

### If you are outside:

- if caught in the open, do not lie flat but crouch in the leap frog position and lower your head; you do not want to be the tallest object in the area
- take shelter in a building or depressed area such as a dry ditch or a culvert but never under a tree
- do not ride bicycles, motorcycles or golf carts, or use metal shovels or golf clubs as they conduct electricity
- if swimming or in a boat, get back to shore immediately
- if you are in a car, stay there but pull away from trees which could fall on you

### If you are inside:

- if indoors, stay there but away from windows, doors, fireplaces, radiators, stoves, sinks, bathtubs, appliances, metal pipes, telephones ( you can use a cellular telephone) and other materials, which conduct electricity
- unplug radios and televisions and use battery or crank powered radio instead
- do not go out to rescue the laundry as the clothesline conducts electricity

## Power Outages

Do not call 9-1-1. If a power outage leaves you without heat for some time, prevent pipes from freezing and bursting by shutting off the main water supply and then draining them by opening all water taps. Before you drain your pipes, you may first want to collect water in clean containers for emergency drinking and cleaning purposes. Open all faucets, including your water heater. If you have an electric hot water heater, drain the hot water heating system by turning it off and leaving the valves open. Add plumbing antifreeze or recreational vehicle winterizing solution to the toilet and other pipes and traps with standing water. If you have a septic tank, antifreeze could damage it so pump the chemical from the plumbing fixtures and pipes before they are refilled with water. Do not drink water to which you have added antifreeze. If your pipes do freeze, do not attempt to thaw them yourself. Contact a qualified professional.

If you have no running water and wish to continue to use your toilet, fill your bathtub from an alternate water source, eg. with snow or water from a creek. After using the toilet pour a bucket of water in the tank, then flush.

If your basement is flooding and you have no emergency generator to power a sump pump or other means to pump the basement, move all furniture and anything of value to a dry location and disconnect the power supply to prevent damage when the power comes back on.

## During a Power Failure:

- remember that meat, dairy and frozen foods can be hazardous if not stored properly
- use up perishables and foods from the refrigerator first, then use foods from the freezer, then non-perishables
- a full freezer keeps food frozen for about two days; a half-full freezer for one day, covering with blankets will provide extra insulation; post a list of contents to minimize opening
- the refrigerator will keep food cool for four to six hours, depending on the kitchen temperature; keep the door shut as much as possible
- for emergency cooking, use a barbeque, charcoal grill or camp stove, outdoors only; heat food indoors using candle warmers, chafing dishes and fondue pots

## Basement Flooding

Move pets, as well as furniture, electrical appliances, equipment and other belongings to higher levels. Make sure basement windows are closed. Remove or seal hazardous products like weed killers or insecticides. Remove toilet bowl water and plug basement sewer drains and toilet connection.

## Tornadoes

Hot, humid weather combined with a cold front could be a sign that a tornado is brewing and may be accompanied by lightning, high winds and hail. Boiling green-tinged clouds overhead are an indicator of possible tornado activity nearby. A funnel cloud hanging from a dark cloud may be visible before the tornado actually occurs.

If you are at home, go to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway or protect yourself by taking shelter under a heavy table or desk. Stay away from windows and outside walls and doors.

At the office or in an apartment building, take shelter in an inner hallway or room, ideally in the basement or the ground floor. Do not use the elevator and stay away from windows. Avoid buildings such as gymnasiums, churches and auditoriums with free-span roofs.

Do not get caught in a car or mobile home. If you are driving and spot a tornado in the distance, take shelter elsewhere, such as a building with a strong foundation. If no shelter is available, lie down in a dry ditch, away from cars or mobile homes. If the tornado is close by, get out of your car and take cover in a low-lying area. Get as close to the ground as possible, protect your head and watch out for flying debris.

### Tornado Myths:

- areas near rivers, lakes and mountains are NOT safe from tornadoes.
- the low pressure with a tornado does NOT cause buildings to “explode” as the tornado passes overhead.
- open windows do NOT equalize pressure and minimize damage.
- you are NOT safe if you are downtown.

## Earthquakes

Knowing what to do during an earthquake will help you remain calm and be better prepared to protect yourself and help others. If you are indoors, stay there, take cover under a heavy table, desk or any solid furniture and hold on. In a hallway, crouch down against an inside wall. Avoid doorways. Doors may slam shut and cause injuries. Protect your head and face. Move away from windows, glass partitions, mirrors, fireplaces, bookcases, all furniture, and light fixtures.

If in a wheelchair, lock the wheels and protect the back of your neck and head.

Do not use elevators. If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.

Take cover immediately wherever you are when an earthquake starts and stay there until the shaking stops. Expect aftershocks—they may occur for some time after the initial quake.

If outdoors, stay there. Try to move to a safe spot away from windows, buildings, overhead wires or telephone poles. If you are in a vehicle, try to pull over to a safe place, do not block the road and stay inside. Park away from bridges, overpasses and buildings, if possible.

## Hazardous Spills

Your response to an emergency involving a hazardous spill or fire resulting from the spill should be the same as in all other emergencies but you may be evacuated. Listen for instructions from local emergency response officials and be prepared to “Shelter in Place”.

***“Shelter in Place” is the practice of going or remaining indoors during the release of an airborne hazardous material, as opposed to evacuating the area.***

## Things To Do To Shelter In Place

DO NOT attempt to go through smoke or fumes. Move out of the path of smoke or fumes and seek shelter inside a house or automobile and remain indoors. (This can reduce your exposure to 1/10 of that outdoors.) Close all exterior and interior doors so that you “compartmentalize” your house. Wet towels under the doors will help prevent smoke or fumes from entering your house. If fumes do threaten you, cover your mouth and nose with a wet handkerchief or towel. Close windows and use duct tape to cover window openings (you may want to have pre-cut the pieces of plastic).

Shut down air conditioners, fans etc., which bring in outside air. Do not use bathroom vents, kitchen vents, fireplaces (close dampers) or clothes dryer. Set thermostats so air conditioners, furnaces and hot water heaters will not come on.

Monitor your radio, television or Internet for additional information, pre and post-incident advice and instructions as to when it is safe to return home if you have been asked to evacuate. Only evacuate if told to do so -- staying indoors with the house closed up is the most effective action you can take.

If traveling, stay away from the emergency area. You may hinder rescue and recovery efforts. Drive carefully and watch for notification of debris, dangling or broken wires, damaged bridges and roads. Report problems to fire or police departments.

## Checking your well water drinking supply

Wells that have been flooded should be tested for bacteria and found to be safe before water from the well is consumed. Information regarding how to obtain water sample bottles and instructions for disinfecting your well are available at [www.halton.ca](http://www.halton.ca) or by calling Halton Region’s Health Department at 311 or 905-825-6000 (toll free: 1-866-442-5866).

**Note: Floodwater may be heavily contaminated with sewage and other pollutants that can pose a serious health hazard.**



## After An Emergency

**Do not re-enter your home unless authorities advise you it is safe to do so.**

Leave your home if you suspect/smell a natural gas leak when you arrive. From another location, call 9-1-1 and request the fire department which will notify the gas company.

### Upon re-entering your home:

Check for blown fuses and look for short-circuits in your home wiring and equipment - if you suspect a problem, call your utility company. Report any emergency situation to the local police or fire department. Notify your insurance agent or broker if your property is damaged.

### Re-entering your home after a flood:

- if children must be present during the clean-up operations, supervise them closely
- before entering a flooded building, check for foundation damage and make sure all porch roofs and overhangs are supported
- if your basement is full of water, drain it in stages, about a third of the volume of water per day; (draining too quickly can cause structural damage)
- using a dry piece of wood, turn off the electricity at the main breaker or fuse box
- wear rubber gloves/boots and protective eyewear when cleaning
- do not use wet appliances or motors unless a qualified electrician has serviced them
- contact your local heating repair company to inspect your furnace and chimney
- do not use your regular water supply or septic system until it has been inspected and declared safe to use
- check to see that sewage lines are intact before flushing toilets
- report damaged water, sewage and gas lines to the proper authorities
- dispose of all contaminated food

## For More Information Visit or Contact:

- Halton Region, Emergency Management Co-ordinator  
www.halton.ca . . . . .905-825-6167  
. . . . . 1-866-4HALTON (1-866-442-5866)
- City of Burlington, Burlington Fire Department  
www.burlington.ca . . . . .905-637-8207
- Town of Halton Hills, Municipal Emergency Management Co-ordinator  
www.haltonhills.ca . . . . .905-877-1133
- Town of Milton, Community Emergency Management Coordinator  
www.milton.ca . . . . . 905-878-7252 ext. 2102
- Town of Oakville, Oakville Fire Department  
www.oakville.ca. . . . .905-845-7114
- Halton Regional Police Service, Planning Bureau  
www.hrps.on.ca. . . . .905-825-4748
- Emergency Management Ontario  
General Inquiry:  
www.mpss.jus.gov.on.ca . . . . .416-314-3723
- Public Safety Canada  
www.publicsafety.gc.ca
- Canadian Centre for Emergency Preparedness  
www.ccep.ca . . . . .1-800-965-4608
- Canadian Red Cross  
www.redcross.ca . . . . .905-890-1000

Your comments on this Personal Emergency Preparedness Guide would be appreciated, as well as suggestions for additional information for inclusion in future editions.

Please send any comments to the following:

- Local Municipal Fire Chief
- Regional Police Chief
- Regional Emergency Management Co-ordinator

Disclaimer: The information contained in this publication has been developed from many sources and is intended to be a guide only. The Region of Halton, the City of Burlington, the Towns of Halton Hills, Milton and Oakville, and the Halton Regional Police Service are not responsible for any errors or omissions.

## Personal Record of Important information:

### Local contact

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Day: \_\_\_\_\_  
Evening: \_\_\_\_\_

### Nearest relative

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Day: \_\_\_\_\_  
Evening: \_\_\_\_\_

### Family work numbers

1. \_\_\_\_\_  
2. \_\_\_\_\_

### Family cell phone/pager numbers

1. \_\_\_\_\_  
2. \_\_\_\_\_

### Family out-of-area contact

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Day: \_\_\_\_\_  
Evening: \_\_\_\_\_

Children's School(s)/Day Care Provider: \_\_\_\_\_  
\_\_\_\_\_

Hospital: \_\_\_\_\_  
Family Physician: \_\_\_\_\_

### Poison Control Information

If you have an emergency, call 9-1-1.  
For non-emergency: 1-800-268-9017

## Emergency Reunion Locations

1. Outside your home: \_\_\_\_\_  
\_\_\_\_\_

2. Away from the neighbourhood, in case you cannot return home, meet at:


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

Telephone: \_\_\_\_\_

3. Travel route to try first: \_\_\_\_\_

## Other

During significant emergencies, a Citizen Inquiry Information Number will be provided through the local media. As soon as you are aware of it, write it down: \_\_\_\_\_

 **TIP:** *In case of an emergency, monitor activities via local media outlets for on-going news, updates and information. See page 18 for a list of local media.*

Our emergency radio is located: \_\_\_\_\_

Extra batteries are located: \_\_\_\_\_

Flashlight/candles/matches are located: \_\_\_\_\_

Our emergency survival kit is located: \_\_\_\_\_

Shut-off switches for heating & ventilating equipment and utilities are marked and are located: \_\_\_\_\_

Gas:       Provider: \_\_\_\_\_

Water:     Provider: \_\_\_\_\_

Electricity:  Provider: \_\_\_\_\_

Other:     \_\_\_\_\_

Caution: if you turn off the gas, it should only be turned back on by a professional from the gas company.

Our emergency heat source is: \_\_\_\_\_

Our Insurance Company is: \_\_\_\_\_

Policy No.: \_\_\_\_\_ Insurance Agent: \_\_\_\_\_

## Notes

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