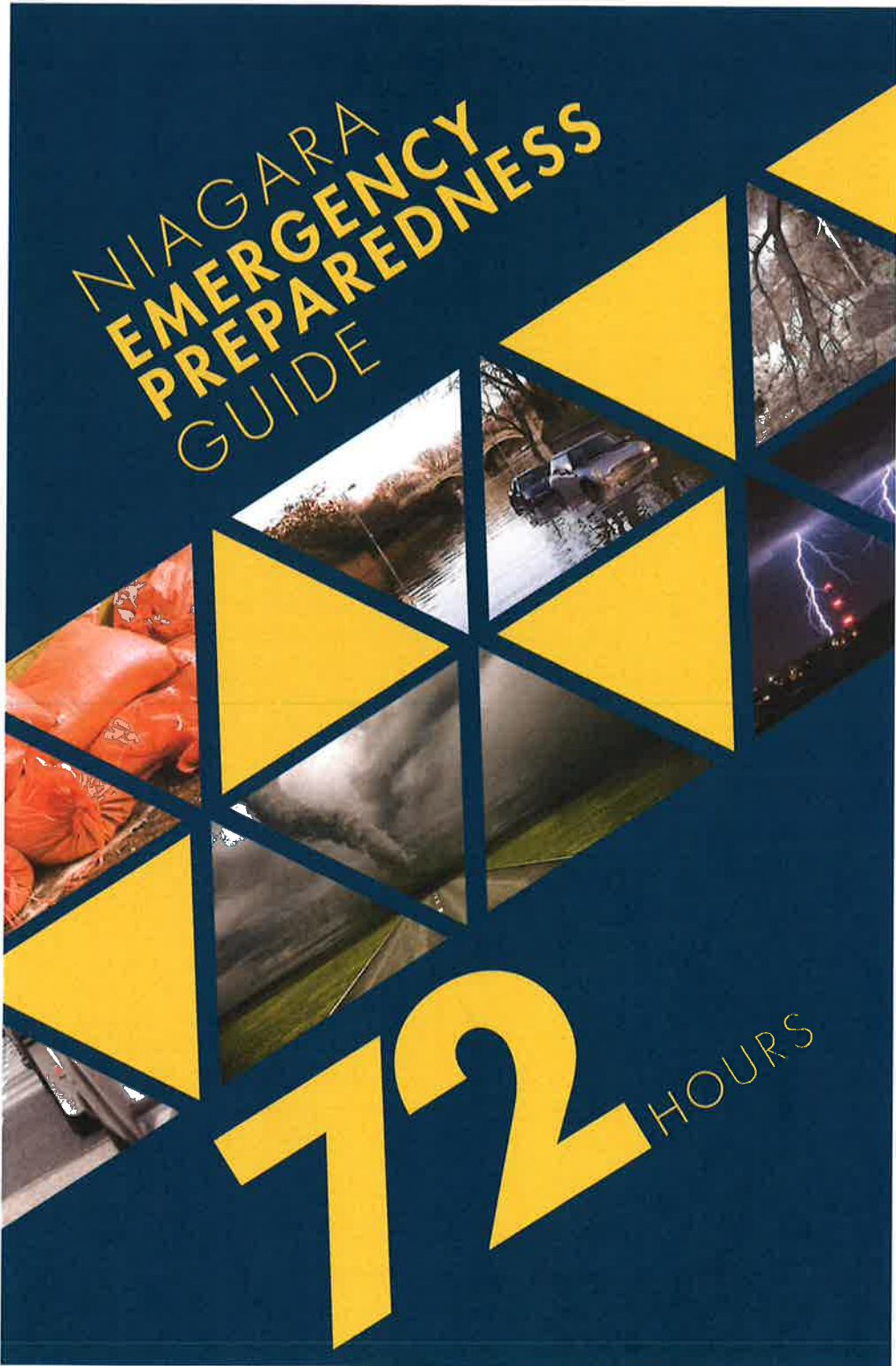


# NIAGARA EMERGENCY PREPAREDNESS GUIDE



# 72 HOURS

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# MAKE A PLAN

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Every Niagara household needs an emergency plan. It will help you and your family know what to do in case of an emergency. Making an emergency plan is simple and doesn't take a lot of time.

Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another, and discuss what you would do in different situations.

Use the pages at the back of this book to create your emergency plan. Keep this document in an easy-to-find, easy-to-remember place (for example with your emergency kit). Photocopy this plan and keep it in your car and/or at work.

MAKE A PLAN

## Household Plan

### Emergency exits



Draw up a floor plan of your home that shows all possible exits from each room. Plan a main exit route and an alternate exit route from each room. If you live in an apartment, plan to use the stairs instead of the elevators.

Also, identify an evacuation route from your neighbourhood in case you need to leave in a hurry (and think of more than one option).

### Meeting Places

Identify safe places where everyone should meet if you cannot go home or you need to evacuate.

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## Emergency Instructions

Call 9-1-1 to report a fire, a crime or to save a life.

For non-emergency calls, use the ten-digit numbers listed in your local phone book, or this emergency plan for police, fire and other health services.

When notifying emergency services of your location, provide the exact street or civic address and nearest location.

### In an emergency

- Make sure you are safe before assisting others.
- Follow your emergency plan.
- Get your emergency kit.
- Listen to the radio or television for information from authorities. Follow their instructions.
- Stay put until all is safe or until you are ordered to evacuate.
- Limit phone calls to urgent messages only. Keep the lines free for emergency responders.

MAKE A PLAN

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During an emergency, listen to your radio for information and instructions from authorities. Local stations include:

CKTB 610 AM  
97.7 HTZ FM

EZ Rock 105.7  
105.1 Ed FM

Giant FM 91.7  
Z 101.1 FM



211 is free to call, multilingual, confidential and available 24/7. In addition to connecting citizens with services, 211 provides residents with information on emergencies occurring within the community. If you have questions about an emergency call 2-1-1 or visit [www.211ontario.ca](http://www.211ontario.ca)



Ontario 511 Road Information provides road closures, conditions and construction information through an interactive map at [www.ontario.ca/511](http://www.ontario.ca/511) or by dialing 5-1-1.

MAKE A PLAN

**SAFE IDEA**  
***Keeping in Touch***

- Arrange for each family member to call, email or text the same out-of-town contact person in case of an emergency.
- Choose an out-of-town contact who lives far enough way that he or she will unlikely to be affected by the same event.
- If you are new to Canada or have recently moved to a new area, make arrangements through friends, cultural associations or community organizations.

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## Special Health Needs

Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs.

Write down details about:

- Accommodation needs
- Allergies
- Emergency contacts
- Family medical history
- Health screenings
- Insurance information
- Medical conditions
- Medication
- Recent vaccinations
- Surgeries

Keep a copy of this information in your emergency kit, and give a copy to your personal support network.

Talk to your doctor about preparing an emergency kit, if possible, with a two-week supply of medication and medical supplies. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.

MAKE A PLAN

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## Pets and Emergencies

### Preparing for an emergency

- Identify your pet. If you become separated from your pet during an emergency, their identification may be the only way to find them. Make sure each animal wears a collar and identification tag at all times.
- Plan for evacuations. The best way to protect your pet in an emergency is to bring it with you. However, most evacuation shelters will only accept service animals. Prepare to take your pets with you to the home of a relative or friend, or take steps to identify pet-friendly hotels or pet boarding facilities.
- Include your pet in your family emergency plan exercises.
- Prepare a pet emergency kit (see page 17).

### During an emergency

- Keep your pet inside during severe weather. Never leave a pet outside or tethered during a storm.
- Separate cats and dogs. Keep smaller pets such as hamsters away from larger animals. Stress can lead to unusual behaviour.
- Keep newspaper inside for hygiene purposes and feed your pet wet food in order to reduce the amount of water it may need.
- If ordered to evacuate, try to take your pet with you. If you must leave your pets in the house, do not tether or cage them. Leave a sign in the window and a note in the door indicating what animals are inside. Provide water and food in timed dispensers. Leave toilet sets up.



# SHELTER-IN-PLACE

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Shelter-in-Place means that you must remain inside your home, office or other building and protect yourself there. You may be instructed to shelter-in-place if chemical, biological or radiological contaminants are released into the environment.

If asked to shelter-in-place:

- Go inside and remain inside.
- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air-conditioning systems to avoid drawing in air from the outside.
- Close the fireplace damper.
- Get your emergency kit and make sure the radio is working.
- Go to an interior room that's above ground level (if possible, one without windows). In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements even if the windows are closed.
- Using duct or other wide tape, seal all cracks around the door and any vents in the room.
- Continue to monitor your radio or television until you are told all is safe or are advised to evacuate.

MAKE A PLAN



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- If applicable, other items such as prescription medication, infant formula, equipment for people with disabilities, or food, water and medication for your pets or service animal. Personalize according to your needs.

### **Recommended Additional Items**

- Two additional litres of water per person per day for cooking and cleaning
- Candles and matches or lighter (place candles in deep, sturdy containers and do not burn unattended)
- Change of clothing and footwear for each household member
- Sleeping bag or warm blanket for each household member
- Toiletries
- Hand sanitizer
- Utensils
- Garbage bags
- Toilet paper
- Water purification tablets
- Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- A whistle (in case you need to attract attention)
- Duct tape (to tape up windows, doors, air vents, etc.)

GET AN EMERGENCY KIT

### **Pre-packaged kits**

Canadian Red Cross kits can be purchased at [www.shop.redcross.ca](http://www.shop.redcross.ca) or at the Niagara Branch Office. Various kits and supplies are also available for sale from other retailers.

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## Pet Emergency Kit

- A sturdy crate or carrier
- A strong leash or harness
- ID tag and collar
- Food and water for at least 72 hours (4L/day per average dog, 1L/day per average cat)
- Bowls and can opener for food
- Newspaper, paper towels, plastic bags, litter, and/or litter box
- Special medications, dosage and veterinarian's contact information
- Pet file (including recent photos of the animal, your emergency numbers, contact information for friends who could house your pet, copies of any licenses and any vaccination records)
- A pet first-aid kit
- Blanket and toy

GET AN EMERGENCY KIT

### SAFE IDEAS

- Keep a corded phone in your home, as most cordless phones will not work during a power outage.
- When in doubt, do not drink water you suspect may be contaminated.
- Keep some cash on hand, as automated bank machines and their networks may not work during an emergency. You may have difficulty using debit or credit cards.

# POWER OUTAGES

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Power outages can last minutes, hours, days or weeks. During a power outage, you may be left without heating/air conditioning, lighting, hot water, or even running water. If you only have a cordless phone, you may also be left without phone service.

If you do not have a battery-powered or crank radio, you may have no way of monitoring news broadcasts.

## During a Power Outage

- Turn off all appliances and electronic equipment, and turn the thermostat(s) for the home heating system down to a minimum to prevent damage from a power surge when power is restored. Also, power can be restored more easily when there is not a heavy load on the electrical system.
- Turn off all lights, except one inside and one outside, so that both you and hydro crews outside know that power has been restored.
- Avoid opening your fridge or freezer.
- Never use charcoal or gas barbecues, camping heating equipment, or home generators indoors. They give off carbon monoxide which can cause health problems and is life threatening.
- Use a battery or crank-powered flashlight.
- Listen to your battery or crank-powered radio for information on the outage and advice from authorities.

STAY SAFE

## After the Power Returns

- Give the electrical system a chance to stabilize before reconnecting appliances. Turn the heating-system thermostats up first, then wait 10 minutes before reconnecting everything else.

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### **If you are in an open, affected area:**

- Follow the same steps as for an enclosed area.
- Move away from the release site as quickly as possible.

### **If you are in your vehicle:**

- Keep vehicle vents and windows closed.
- Do not use vehicle heating or air conditioning.
- Drive away from the release site.

### **Shelter-in-Place**



If you are told to shelter-in-place due to a hazardous materials incident:

- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air conditioning systems to avoid drawing in outside air.
- Get your emergency kit.
- Go to an interior room without windows above ground level.
- Use duct tape or wet cloths to seal cracks around doors and vents.
- Limit phone calls to urgent messages only.

**STAY SAFE**

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## During a Flood

- Listen to the radio to find out what areas are affected, what roads are safe, where to go and what to do if the local emergency team asks you to leave your home.
- Keep your emergency kit close at hand, in a portable container.
- Do not enter a flooded basement that may contain live wires or appliances.
- Never cross a flooded area. If you are on foot, fast water could sweep you away.
- If you are in a car, do not drive through flood waters or underpasses. The water may be deeper than it looks and your car could get stuck or swept away by fast water.
- Avoid crossing bridges if the water is high and flowing quickly.
- If you are caught in fast-rising waters and your car stalls, leave it and save yourself and your passengers.

## After a Flood

- Do not return home until authorities have advised that it is safe to do so.
- If the main power switch was not turned off prior to flooding, do not re-enter your home until a qualified electrician has determined it is safe to do so.
- Use extreme caution when returning to your home after a flood.

STAY SAFE

# ICE STORMS

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- To keep your hands and feet warm, exercise them periodically. In general, it is a good idea to keep moving to avoid falling asleep.
- If you do try to shovel the snow from around your car, avoid overexerting yourself. Overexertion in the bitter cold can cause death as a result of hypothermia from sweating or a heart attack.

## Ice Storms



Freezing rain can occur anywhere and is common in Ontario. Ice, branches or power lines can continue to break and fall for several hours after the end of the precipitation.

## What to do

- Stay indoors.
- If you must go outside, pay attention to high branches or wires that could break and fall.
- Stay well away from power lines, as hanging wires be charged (live). Stay back at least 10 metres (33 feet) from wires and anything in contact with them.
- Avoid driving. Wait several hours after freezing rain ends to allow for road maintenance.

STAY SAFE

# TORNADOES



Tornadoes are rotating columns of high wind. Canada gets more tornadoes than any other country with the exception of the United States, averaging about 50 tornadoes per year.

## Warning signs of a potential tornado

- Severe thunderstorms.
- An extremely dark sky, sometimes highlighted by green or yellow clouds.
- A rumbling or whistling sound caused by flying debris.
- A funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.

## In all cases

- Get as close to the ground as possible, protect your head and watch for flying debris.
- A tornado is deceptive. It may appear to be standing still but may in fact be moving toward you.

## Inside

- Go to the basement.
- If you have no basement, take shelter in a small interior ground floor room such as a bathroom, closet or hallway. You want to avoid exterior walls.
- Take shelter under a heavy table or desk.
- Stay away from windows, outside walls, fireplaces and doors.

STAY SAFE

If you can hear thunder, you are close enough to a storm to be struck by lightning. Wait 30 minutes after the last thunder clap before going outside.

# EARTHQUAKES

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Earthquakes can occur in any Canadian region, and Niagara is no exception. No one can predict with certainty when an earthquake will occur.

## During an Earthquake

Wherever you are when an earthquake starts, take cover immediately. Stay there until the shaking stops.

### If you are indoors: “DROP, COVER AND HOLD ON”

- Stay inside.
- **Drop** under heavy furniture, such as a table, desk, bed or any solid furniture.
- **Cover** your head to prevent being hit by falling objects.
- **Hold on** to the object that you are under to stay covered.
- If you can't get under something strong, or if you are in a hallway, crouch or flatten yourself against an interior wall.

### If you are outside

- Stay outside.
- Stay away from power lines and buildings.
- Go to an open area.

### If you are in a vehicle

- Stop the car and stay inside.
- Avoid bridges, overpasses, underpasses, buildings or anything that could collapse.
- Listen to your car radio for instructions from emergency officials.

STAY SAFE



# RECOVERY

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## After an Emergency

- Stay calm.
- Help others if you are able. Check on neighbours, especially the elderly or people with disabilities.
- Use a battery-powered or crank radio to listen for information and instructions.
- Keep phone lines free for urgent calls.
- If you are inside, check the building for structural damage. If you suspect it is unsafe, leave and do not re-enter.
- Use a flashlight to inspect your house for damage. Do not turn on light switches or light matches until you are sure that there aren't any gas leaks.
- Check for damaged utilities. If you suspect damage, contact your utility company.

## Coping with an Emergency

- Recognize the way you react to an event is not unusual.
- Try not to make big life changes.
- Talk to family members and friends.

## Helping Kids Cope

- Take their fears seriously and tell them that it's okay to be scared.
- Explain the events as best you can and acknowledge what's frightening about what happened.
- Tell your kids what you think and feel. Doing so helps them feel less alone if they know that their feelings are similar to yours.
- Maintain familiar routines, like mealtimes and regular bedtime.

STAY SAFE

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### Meeting Places

Safe meeting places near home:

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Safe meeting place outside immediate neighbourhood:

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Evacuation routes from neighbourhood:

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### Children

School contact information: \_\_\_\_\_

Designated person 1: \_\_\_\_\_

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

Designated person 2: \_\_\_\_\_

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

### Plan for Pets

Pet-friendly locations: \_\_\_\_\_

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Prescription #: \_\_\_\_\_

Name of medication: \_\_\_\_\_

Dosage: \_\_\_\_\_

Purpose: \_\_\_\_\_

Prescription #: \_\_\_\_\_

Name of medication: \_\_\_\_\_

Dosage: \_\_\_\_\_

Purpose: \_\_\_\_\_

Prescription #: \_\_\_\_\_

Name of medication: \_\_\_\_\_

Dosage: \_\_\_\_\_

Purpose: \_\_\_\_\_

Prescription #: \_\_\_\_\_

Name of medication: \_\_\_\_\_

Dosage: \_\_\_\_\_

Purpose: \_\_\_\_\_

Prescription #: \_\_\_\_\_

Name of medication: \_\_\_\_\_

Dosage: \_\_\_\_\_

Purpose: \_\_\_\_\_

**YOUR EMERGENCY PLAN**

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**Friend / Neighbour**

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

Home phone: \_\_\_\_\_

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

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

Email: \_\_\_\_\_

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

**Family doctor**

\_\_\_\_\_

\_\_\_\_\_

**Insurance**

Company name: \_\_\_\_\_

Agent: \_\_\_\_\_

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

Policy #: \_\_\_\_\_

**Home security system**

\_\_\_\_\_

\_\_\_\_\_

**Other**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**YOUR EMERGENCY PLAN**



A series of horizontal lines for writing, organized into two columns. The left column contains 18 lines, and the right column contains 12 lines.

**YOUR EMERGENCY PLAN**



## IMPORTANT CONTACTS

Town of Niagara-on-the-Lake . . . . .	905-468-3266
Niagara Region. . . . .	905-685-1571
211 - Emergency Information. . . . .	2-1-1
Ministry of Transportation Roads Report . . . . .	5-1-1
Enbridge Gas . . . . .	1-866-SMELGAS (1-866-763-5427)
Call Before You Dig! . . . . .	1-800-400-2255

## LOCAL MEDIA

During an emergency, listen to your radio and television for information and instructions from authorities.

### Local radio stations include:

CKTB 610 AM	EZ Rock 105.7	Giant FM 91.7
97.7 HTZ FM	105.1 Ed FM	Z 101.1 FM

### Local television stations include:

CHCH TV  
TV Cogeco Niagara