

Emergency preparedness

Your Personal Guide

72

hours

Are you prepared?



Message from Halton Regional Chair Gary Carr



Halton Region is ready to respond to emergencies, and we work with the Local Municipalities, first responders and partner organizations to help protect the community. We all have a role to play, and I encourage you to join us in planning ahead to keep your family safe.

This guide provides three easy steps you can follow to reduce the impact of an emergency: **Know the Risks**, **Make a Plan** and **Get a Kit**. Once you have completed these steps, keep the guide with your plan and kit, so you can refer to its checklists and tips, before, during and after severe weather or other critical events. For more information and resources, please visit **halton.ca**.

Being prepared for emergencies helps protect your family and allows first responders to focus on those in immediate need during a crisis. Your efforts today will help you stay safe tomorrow, and your contributions to community safety help keep Halton a great place to live, work, raise a family and retire.

Sincerely,

Gary Carr
Halton Regional Chair



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To request emergency preparedness resources for people with disabilities or to request this document in an alternate format, please email accesshalton@halton.ca or call 311.

For more information about emergency preparedness, visit **halton.ca**.

Emergency Management Programs and Partners

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 remain available to residents.

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 the Region, Local Municipalities, Halton Regional Police Service and non-government organizations 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.

Our level of emergency preparedness results from the dedication and cooperation of many agencies and organizations.

We wish to acknowledge the following for their on-going participation and support:

- Halton emergency services (Halton Regional Police Service, Halton Region Paramedic Services and the Burlington, Halton Hills, Milton and Oakville Fire Departments)
- local hospitals and school boards
- volunteer organizations (Amateur Radio Groups, Canadian Red Cross, Salvation Army, St. John Ambulance, HMC Connections, Canadian Mental Health Association, Ontario Society for the Prevention of Cruelty to Animals)
- local utilities (hydro, natural gas)
- Burlington Community Awareness Emergency Response (CAER) Association
- Citizen Advisory Committees
- neighbouring regions/municipalities
- Office of the Fire Marshal and Emergency Management



911 Versus 311 – Who do I Call?

911 and 311 are both available 24 hours a day, 365 days a year.

Call 911 when:

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

Call 311 when:

- you need to obtain **information** about an emergency;
- you want to ask about the availability of **local services**;
- you need to find the location or availability of shelters or **Regional services**;
- you need the **non-emergency** phone numbers for fire, police or ambulance; or
- you need to reach:
 - Halton Region
 - City of Burlington
 - Town of Halton Hills
 - Town of Milton
 - Town of Oakville
 - Halton Regional Police Service (non-emergency)
 - Halton District School Board
 - Halton Catholic District School Board

Note: 311 will only connect you with Halton Region when you call from Burlington, Halton Hills, Milton or Oakville. If you are located elsewhere, call 905-825-6000, 1-866-442-5866 or TTY 905-827-9833.

 **TIP:** Multi-language service is available on both 911 and 311.

Non-Emergency Numbers

Halton Region – call 311 or

905-825-6000
Toll free 1-866-442-5866
TTY 905-827-9833
. halton.ca

Local Municipalities – call 311 or

City of Burlington 905-335-7600
. 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 – call 311 or

Burlington 905-637-8207
Halton Hills 905-877-1133
Milton 905-878-9251
Oakville 905-845-7114

Halton Regional Police Service – call 311 or

Halton 905-825-4777
Automated Attendant 905-825-4747
TDD 1-800-990-8199
When dialing from the
Acton area 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 911

For non-emergency incidents, contact Halton's Emergency Spill Response Team 24/7 311 or 905-825-6000
Toll free 1-866-442-5866

Rail safety

To report an emergency involving rail traffic call 911
For non-emergency incidents, call:
Canadian National Railway 1-888-888-5909
or Canadian Pacific Railway 1-888-333-8111

Pipeline safety

To report emergency situations call 911

Utilities

Bell Canada 1-866-310-2355
Burlington Hydro 905-332-1851
Halton Hills Hydro 519-853-3701
Milton Hydro 905-876-4611
Oakville Hydro 905-825-9400
Hydro One 1-800-434-1235
Union Gas emerg. 1-877-969-0999

Transit – call 311 or

Burlington Transit 905-639-0550
Milton Transit 905-864-4141
Oakville Transit 905-815-2020

Important numbers

Ontario One Call 1-800-400-2255
Weather Information 416-661-0123
Roads Report 1-800-268-4686
Telehealth Ontario 1-866-797-0000
Canadian Mental Health Association
. 1-877-693-4279
COAST (for mental health crises) . . . 905-693-4270
Toll free -877-825-9011
TTY 1-866-797-0000

(Note: call 311 from anywhere within Halton Region)

Ensure that emergency responders can find your address.

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 instead of script or other hard-to-read lettering.
- Use colours that contrast, such as black and white.

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.



Emergencies can happen at any time and your best defence is to be prepared! Whether an emergency occurs from human-caused, technological or natural means, Halton Region and its Local Municipalities have comprehensive emergency management plans and programs in place. The nature and scope of an emergency determines which emergency plans are activated.

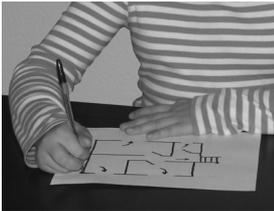
We all have a role to play—by being prepared for emergencies, you help ensure first responders can focus their attention on those in immediate need during an emergency.

Be Prepared: Take the Steps

To prepare yourself and your family for an emergency, we recommend you complete the following three steps:



Step One – Know the Risks



Step Two – Make a Plan



Step Three – Get a Kit

The following pages will cover various aspects of each of these steps. For more information please visit halton.ca.

Step One – Know the Risks

There are a variety of different hazards that may affect Halton Region and its Local Municipalities. Make sure your household is aware of the potential hazards and risks in your area, including personal emergencies such as a house fire or basement flooding.

For information on specific emergencies, please see the sections starting on page 27, which cover winter storms, lightning, power outages, basement flooding, tornadoes, earthquakes and hazardous spills.

For more information on hazards, please visit halton.ca.

Step Two – Make a Plan

What you and your family can do to plan for emergencies

Make sure everyone in your family knows what to do before, during and after an emergency. Hold a family meeting to discuss how you can best prepare for an emergency. If you live alone, develop a plan for yourself with links to neighbours and friends. Keep a copy of your plan in a safe place, such as your Family Emergency Kit (see Step 3 – Get a Kit on page 20). Copy your plan and keep it in your car and/or at work. Monitor radio, TV and the internet continuously for emergency information and updates.

Emergency alerts: how will you know an emergency is occurring?

In the event of a threatening, imminent or actual emergency situation, the following sources will provide you with updates and information that can help keep you and your family safe.

Halton Region website alert box

To obtain information about the emergency status of Halton and its Local Municipalities, check the alert box on **halton.ca**.

- Green indicates there are no significant events currently taking place within any of the Local Municipalities.
- Yellow indicates a warning where a significant incident has occurred or is imminent within Halton and response activities may have been initiated.
- Red indicates that an emergency has been declared by one of the Local Municipalities or the Region.

Your City or Town's messaging status

To obtain information about the emergency status in your Municipality, also check your Municipal website:

- www.burlington.ca
- www.haltonhills.ca
- www.milton.ca
- www.oakville.ca

Alert Ready

Halton residents will now receive emergency alerts directly through:

- televisions
- radios
- supported mobile devices

If dangerous conditions require you to take action, the Region can request that the Province use this system to provide you with critical and potentially life-saving information. The Province and Environment Canada may also use the system to issue alerts about nearby hazards.

The system can provide alerts about the following types of emergencies:

- fire (urban, industrial, wildfire, forest fire)
- natural events (tornado, flood, extreme temperatures, thunderstorm, windstorm)
- biological (dangerous and poisonous substance, chemical substance, radiological, drinking water contamination)
- hazardous conditions (potential explosion)

- environmental (air quality, falling object/space debris)
 - terrorist (actual or implied threat)
 - civil (civil emergency, animal danger, amber alert, 911 service)
- If you receive an alert through Alert Ready: stop, read or listen, and respond as directed by the issuing authority and alert message. To learn more about the Alert Ready Emergency Alert System, visit www.alertready.ca.

Enhanced Community Notification Service (eCNS)

Halton Region's eCNS is an emergency telephone notification service for landline phones. In the event of a major disaster, the service will call affected households throughout Halton.

It will communicate updates about:

- emergency conditions
- what to do
- where to go
- other important information

Social media

Halton residents can also access emergency management updates by following **@RegionofHalton** on Twitter. The Region will communicate information about emergencies and emergency preparedness using this channel, including information related to emergency alerts and declarations. During an emergency, these accounts will be monitored and updated as required. As a reminder, Twitter should not be used to report emergencies or anything that requires an immediate response.

Media

To keep informed during an emergency situation, monitor the following media and their respective websites:

- Television – tune into local news stations or TVCogeco.
- Radio – always keep a crank or battery-powered radio on-hand in the event of a power failure and tune into a local radio station:
 - CFRB 1010 AM
 - CFTR 680 AM

- Newspapers
 - Acton Tanner
 - Burlington Post
 - Georgetown Independent Free Press
 - Hamilton Spectator
 - Milton Canadian Champion
 - Oakville Beaver

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

Weather warnings

- Environment Canada (www.weather.gc.ca)
- The Weather Network (www.theweathernetwork.com)

Traveller's information

- Ontario 511 (<https://511on.ca/>)
- Current Road Conditions from Ontario Ministry of Transportation (www.mto.gov.on.ca/english/traveller)
- Travel Health Advisories from Public Health Agency of Canada (www.phac-aspc.gc.ca/tmp-pmv)

Have a Communications Plan

Prepare a communications plan for you and/or your family.

- Maintain an easily accessible list of key telephone numbers and addresses.
- During an emergency, keep the phone line open by using it for urgent calls only.
- Arrange with family and friends to support each other during an event. Have one agreement with a neighbour (for an incident such as a house fire) and another with someone geographically separated from you (for a community evacuation).
- Ensure you identify an emergency contact on your mobile device. Some smartphones have an emergency contact feature or a health app that enables a Medical ID.
- If your device does not have the features listed above, you can take a screenshot of your emergency contact and save it to your lock screen or program an I.C.E. (In Case of Emergency) number into your cell phone to make it easier for emergency response personnel to assist you.

Home Escape Plan

Develop a Home Escape Plan

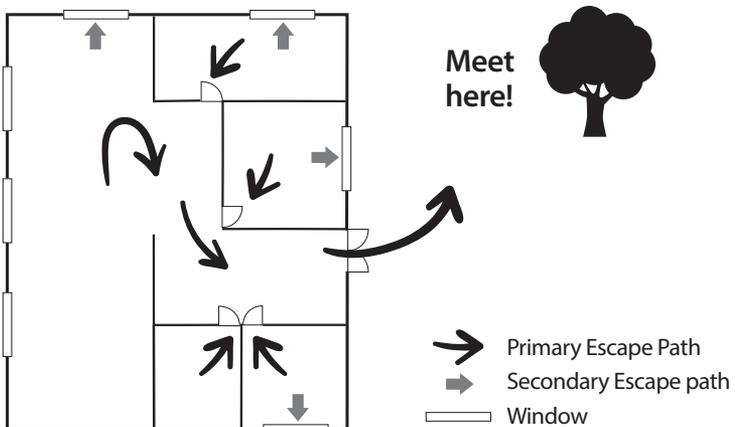
Develop an escape plan by drawing a floor plan for each level of your home.

- Use a black or blue pen to draw the location of doors, windows, stairways and large furniture for each level.
 - Indicate the location of emergency supplies (Family Emergency Kit – see page 20), fire extinguishers, smoke detectors, carbon monoxide detectors, collapsible ladders, first-aid kits and utility shut-off points.
- Use a coloured pen to draw a broken line charting at least two escape routes from each room.
- Mark a place outside of the home where household members should meet in case of an emergency.

If you live in an apartment, know the location of the emergency exits. Ensure your family knows 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 more information on high-rise safety, refer to pages 12-13.

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's Fire Prevention Division.



High-Rise Emergency Preparedness

Property managers

Property managers are responsible for ensuring high-rise buildings are safe and the residents staying in their property are aware of safety protocols.

- High-rise properties are required to maintain a “Persons Requiring Assistance During Evacuation List” and ensure this list is updated annually at minimum. During a building emergency, this list is provided to arriving first responders that identifies the locations of vulnerable residents or those who may need assistance to evacuate.
- As per the Ontario Fire Code, building generators should be tested and run every month. Generators provide power to life safety systems and emergency lighting in the event of a power failure. Building superintendents and on-site security personnel should be trained in how to manually start emergency generators.
- Every high-rise building is required to have an approved Fire Safety Plan in order to ensure its life safety systems are ready to respond. The Fire Safety Plan provides detailed instructions on the fire code requirements, which Property Managers must follow in respect to daily, weekly, monthly and annual tests and inspections of building life safety systems and equipment, such as generators, HVAC systems and building security systems. Resident information evenings should be held annually to help residents make informed decisions in the event of a building emergency. Building staff should practice their own emergency procedures every three months, at minimum. Resident information sessions and emergency drills must be documented as official record.

Residents

If you live in a high-rise building, the following information will help you be prepared in the event of an emergency.

- If you or a family member may require assistance during evacuation, you must notify the property manager to ensure they are aware. Residents requiring assistance during a building evacuation may include anyone who has reduced mobility, hearing or vision loss, or a disability related to communication, cognition or intellectual development, regardless of whether these conditions are temporary or permanent.

- In some buildings, a power failure may prevent potable water from reaching units above the fourth floor. Ensure your household has enough stored bottled water in the event of a prolonged power outage.
- Ensure your home is protected by a working smoke alarm, and that you change the batteries every six months. Never remove the batteries from these devices without replacing them.
- In the event of a medical emergency, contact 911 then notify building security to ensure first responders can quickly and easily reach your unit. If the building does not have on-site security, have a neighbor or family member go downstairs to let first responders into the building.
- If you have questions about building safety, speak to your building Property Manager and request a copy of the building's Fire Safety Plan. This document provides detailed instructions for tenants and building staff on fire and emergency procedures.

Evacuation

For your protection, you may be notified that it is necessary to evacuate an area impacted by an emergency. Emergency officials may notify you by knocking at your door, driving through your neighbourhood with a loud speaker, an Enhanced Community Notification Service (eCNS) telephone call (see page nine) and/or an Alert Ready message on supported mobile devices, local radio, television or internet (see page eight).

If a community emergency requires residents to leave their homes, the Region may open an evacuation centre in one of more of the following local facilities to provide temporary shelter:

- Haber Community Centre, 3040 Tim Dobbie Drive, Burlington
- Gellert Community Centre, 10241 Eighth Line, Halton Hills
- Milton Sports Centre, 605 Santa Maria Boulevard, Milton
- Queen Elizabeth Park Community and Cultural Centre, 2302 Bridge Road, Oakville

Always be prepared for an evacuation. Responsible family members should:

- Know how to shut off their home's gas and hydro.
- Keep their vehicles fuelled at all times.
- Prepare/update their Car Survival Kits and family Emergency Kits (Get a Kit on page 20) and advise the other family members of their location.
- Always have their cell phones charged and in an easy-to-reach location if they must evacuate their home.

If you expect to be evacuated during an emergency:

- Keep phone lines open for use by emergency workers and monitor local radio, TV, and internet for emergency instructions and current information.
- Do not assume an evacuation will last only a few hours; **take your Emergency Kit with you.**
- If it is safe to do so, shut off water, gas and electricity in your home. If not, evacuate your home but do not go back inside until a utility company has confirmed it is safe.
- Follow instructions from officials and evacuate promptly if asked. Travel only on routes specified by officials, as 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 authorities at the evacuation or reception centre so you can be contacted and reunited with your family and loved ones.
- If you are going somewhere other than a designated centre, register with the centre, notifying them of your whereabouts. This helps to create an accurate record of evacuees.

Shelter in Place

Shelter in place is the practice of going or remaining indoors during the release of an airborne hazardous material or other toxic substance rather than evacuating the area.

- In the event of an emergency outside of a high-rise, building staff will shut down building air intakes and utilize the building's emergency voice communications system to make an announcement.
- Do not attempt to pass through smoke or fumes.
- Move out of the path of smoke or fumes and seek shelter inside a house or car and remain indoors (this can reduce your exposure to 1/10 of that outdoors).
- Close all exterior and interior doors to "compartmentalize" your house. Wet towels under the doors will help prevent smoke or fumes from entering your house. If you do encounter fumes, cover your mouth and nose with a towel.
- Close windows and use duct tape to cover window openings (you may want to have pre-cut pieces of plastic to cover windows).
- Shut down air conditioners, fans and other devices that bring in outside air. Do not use bathroom vents, kitchen vents, fireplaces (close dampers) or clothes dryers.
- Set thermostats so that air conditioners and furnaces will not turn on. Hot water heaters must also be turned off manually (depending on your model).
- Monitor the radio, television or internet for additional information, pre and post-incident advice and instructions about when it is safe to open windows and doors and go outside.
- Only evacuate if told to do so; staying indoors with the house closed up is the most effective action you can take.
- If travelling, stay away from the emergency area, as you may hinder rescue and recovery efforts.

Always be prepared to stay in your house (shelter in place). Responsible family members should:

- Have a roll of duct tape for medical, waterproofing, repair or shelter building purposes.
- Save old towels for use under doors.
- Know how to shut down the air conditioner, heating and ventilating equipment.

- Know how to close dampers.
- Prepare Shelter-in-Place/Stay at Home Kits (see page 21).

Check your Insurance

Make sure you have adequate insurance coverage for the range of risks that might occur in your area. Keep an inventory of all your possessions, listing approximate costs, serial numbers and a short description of valuable items. Once you have completed your list, discuss it with your insurance agent.

Know What to do During an Emergency

Have a network of people (family, friends, coworkers and neighbours) who could assist you during an emergency. This could include providing you with important information or helping you safely evacuate from a building. If you know of a neighbour who might need assistance in an emergency, let them know that you can help if needed.

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 counselling to help cope with the emotional trauma associated with disasters.
- If you are experiencing a mental health crisis, contact COAST at 1-877-825-9011 (TTY: 1-844-646-1700), go to the nearest hospital or call 911.

Remember:

- Stay calm
- Help the injured, if possible
- Listen to the radio or television
- Monitor the internet

Children and emergencies

Children's fears and anxieties are 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; and
- contacting Halton Region and asking who you can talk to about your child.

Make Plans for Family, Pets and Service Animals

Have a plan for home health care patients

People 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. People receiving care or personal support in their homes from the LHIN Home and Community Care Service should discuss emergency plans with their case manager and their home care agency. For more information, call:

- Burlington: 905-639-5228 or toll-free 1-800-810-0000
 - Milton/Oakville/Halton Hills: 905-855-9090 or toll-free 1-877-336-9090
- or visit www.healthcareathome.ca.

Have a plan for your pets

Include your pets in your home escape plans and identify who is in charge of evacuating the pets. In any emergency, your safety must be the first priority and you may need to evacuate without them.

If you need to go to an evacuation centre, have a plan for where to take your pet as they may not be permitted to accompany you. Make plans with family or friends who can house your pets or with your veterinarian or local kennels. 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 a prearranged location. Service animals with proper documentation are permitted in evacuation centres.

Have a plan for your service animal

If you have a service animal, make sure you have enough food and water stored at home for them for minimum of 72 hours. Make sure your service animal has their identification tags (including your contact information) and have a copy of their service animal documentation. Always include your service animal in your home escape plan to ensure they can safely join you when evacuating your home during an emergency.

Make plans for livestock

Have a plan of action for care of your livestock during an emergency.

Prepare for the possibility you may have to evacuate and relocate your animals. Research and make contingency plans for possible relocation of livestock during or after an emergency.



Road Emergency

Prepare a Car Survival Kit (see page 25) for incidents that occur on the road. Also, 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. The Highway Help Sign safely and clearly communicates your need for help to passing motorists. It is a 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 highwayhelp.org.

If you see a “CALL POLICE” Highway Help Sign:

- Note the location of the vehicle but do not stop to assist.
- Use your hands-free device or pull over to use your cell phone to call the OPP (call *OPP or *6-7-7) or the Halton Regional Police Service (905-825-4777).

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

If the traffic signal 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 during an emergency situation:

- Keep the radio on to hear important information and always have a cell phone with you. Do not use your cell phone while driving.
- Follow the routes specified by officials. Do not take short cuts, as 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 and check the exhaust pipe periodically to make sure it is not blocked with snow. (Remember, you cannot smell potentially fatal carbon monoxide gas.)

If the road is flooded:

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

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. From another location, call 911 and request the fire department who will notify the gas company.

Upon re-entering your home:

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

Step 3 – Get a Kit

Assembling your Family Emergency Kit

Assemble a 72-hour Emergency Kit to use during an evacuation of your home or community, and ensure everyone in your home knows where to find it. Don't forget to check to the kit twice a year to refresh food, water and medication, and to restock any supplies you may have used. Pack at least the following items with a minimum 72-hour supply into an easy-to-carry container, such as a backpack or duffle bag:

- flashlight (test monthly)
- chargers for electronic devices
- power bank for electronic devices
- battery-operated or crank radio
- spare batteries (for flashlight and/or radio)
- first-aid kit
- candles and matches/lighter
- extra car keys and cash
- important papers (copies of identification, insurance policies)
- non-perishable food and bottled water (as much as your family can manage to carry)
- items needed to open food (such as a manual can opener)
- clothing and footwear
- blankets or sleeping bags
- toilet paper and other personal hygiene items
- medication (especially prescription – 72 hours' worth at least)
- eyewear (glasses/contacts)
- whistle (to attract attention, if needed)
- playing cards (or other quiet games/toys)
- paper/pencils/pens
- map of your community (for locating shelters)
- a copy of this guide

 **TIP:** Always have your cell phone charged and in a location that makes it easy to find if you must evacuate your home.

Preparing your Shelter-in-Place/Stay-at-Home Kits

As discussed in Step Two, sheltering-in-place is the practice of going or remaining indoors during the release of an airborne hazardous material, as opposed to evacuating the area. You may also need to stay in your home during other unsafe conditions. You and your family need to be prepared to do this for at least 72 hours.

Make sure you stock these six basic supplies in your home to last for 72 hours: water, food, first-aid supplies, tools and supplies, clothing and bedding, and special items. Some of these items will already be stored in your Emergency Kit. Find a place in your home, such as a cupboard or pantry, to stock the additional items (and let your family members know).

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 clean, food-grade 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 and other essential activities.

Three ways to purify water

During an emergency situation, if you have no water supply or have used your existing supply, you may need to purify water if unsure of its quality. Please follow the instructions as per the advisories from health officials. The following are three purification methods that may be used:

1. Boiling water for one minute is an effective method of disinfection. You can improve the taste by pouring it back and forth between two containers.

2. Chlorination uses liquid chlorine bleach to kill micro-organisms. Add six drops of newly purchased liquid household bleach (unscented, four to six per cent chlorine) per 4.55 litres (one gallon) of water. Stir well and let the water stand for 30 minutes before using it. If you are going to make infant formula with the water, let the water stand overnight, covered with a clean paper towel or a loose lid, in a cooler or refrigerator before use. This will allow the bleach to do its job and then dissipate so that the bleach does not affect the taste of the formula.
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 do not require 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 for your Emergency Kit that are compact and lightweight, such as:

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

Note: individuals with special diets and allergies will need particular attention, as will babies, toddlers, nursing mothers and older adults.

 **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 12 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 and 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
- anti-diarrhea medication
- sunscreen (spf 30 or higher)
- antacid
- laxative
- epi-pen for allergic reactions

If you must leave your home in an emergency, be sure to take prescription drugs with you (a 72-hour supply should be in your Emergency Kit).

Clothing and bedding

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

Special items

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

- photo i.D. (Passports, driver's license)
- health cards
- bank account, credit card numbers and a small amount of cash

- recent photos of family members in case you are separated
- insurance policies

 **TIP:** Take photocopies of your photo ID cards, passport and health cards and store the copies in your Emergency Kit.

Tools and supplies

- disposable cups, plates and utensils and storage containers
- battery-operated or crank radio and flashlight (with 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 and thread
- plastic sheeting
- map of your community (for locating shelters)
- soap, liquid detergent and unscented household chlorine bleach
- waterless hand sanitizer
- plastic garbage bags and ties (for personal sanitation use)
- plastic bucket with tight lid
- emergency blanket
- mosquito repellent
- rope and shovel
- pocket knife or multi-tool

Assembling your Kit for Family Members with Disabilities

Your kit should include items required by members of your household, such as an extra supply of medications (and a copy of medication prescriptions), hearing aids and batteries, and corrective lenses. Other items to consider include:

- food items appropriate to disability or dietary restrictions (minimum 72-hour supply);
- food for service animals (minimum 72-hour supply);
- assistive devices, such as extra wheelchair batteries, oxygen, catheters, plus other special equipment that might be needed;
- a list of individuals to contact in the event of an emergency;
- service animal documentation; and
- a list of all your medical supplies and special equipment, including the style and serial numbers of medical devices, such as pacemakers.

For emergency preparedness resources for people with disabilities, see the information beneath the Table of Contents.

Also, store 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.

Assembling your Car Survival Kit

All drivers should keep a kit in their vehicle in case they get stuck on the road due to an emergency. At minimum, the Car Survival Kit should include:

- booster cables
- car charger for electronic devices
- first-aid kit
- road maps
- methyl hydrate or gas line anti-freeze to de-ice the fuel line
- ice scraper and brush
- sand or kitty litter (for tire traction)
- blankets
- candles in a deep can
- waterproof matches
- a tow rope (30 ft or 10 m)
- warning light or flares
- highway help sign
- flashlight (test monthly)

- extra hats, coats and footwear
- rain wear
- food bars (granola, chocolate, etc.)
- fire extinguisher

Assembling your Pet and Service Animal Kit

Listed below are the basic items everyone with a pet or service animal should have prepared in advance to keep their animal comfortable during the stress of an emergency situation. Keep all items in a transportable bag that is easy to access should you need to evacuate your home. Also, remember to check the kit twice a year to ensure freshness of food, water and medication and to restock any supplies you may have borrowed from the kit. The kit should include:

- bottled water and food (minimum 72-hour supply);
- paper towels, manual can opener and portable water and food bowls, as required;
- medications (minimum 72-hour supply) with a list identifying reasons (for example, medical condition), dosage, frequency and contact information of prescribing veterinarian;
- medical records including vaccinations (most boarding facilities will not accept pets without proof of current vaccination);
- leash/harness/muzzle (if required);
- blankets/towels and favourite toy;
- plastic bags;
- litter pan, litter and scooper;
- up-to-date ID tag with your phone number and name/phone number of your veterinarian (microchipping is also recommended);
- current photo of your pet or service animal in case they get lost or separated from you;
- information on pet's feeding schedule, behavioural/medical concerns and special instructions in case they need to be boarded;
- list of boarding facilities or friends/relatives your pets could stay with (emergency shelters are typically designated for people only, except for service animals);
- service animal documentation; and
- copy of licence (if required).

Specific emergency situations

Keep your Emergency Kit and Shelter-in-Place/Stay-at-Home Kit ready and listen to the broadcast media via your radio, TV or the internet.

Winter storms

- When a winter storm watch is in effect, monitor the radio, television, or internet 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 expected arrival time.

Recognizing cold-related injuries

- The risk of cold-related injury varies depending on the temperature, wind speed, length of time outdoors, your 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.
- 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.

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.

Lightning

If you can hear thunder, you are within striking distance of lightning. Take shelter immediately – each year, lightning kills approximately 10 Canadians and injures approximately 100 to 150 others.

If you are outside:

- If caught in the open, do not lie flat but crouch in the leapfrog 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 objects as they conduct electricity.
- If swimming or in a boat, get back to shore immediately.
- If riding a horse, dismount so as not to be the tallest object and return to the barn/shelter as soon as it is apparent there will be lightning.
- If you are in a car, stay there but pull away from trees which could fall on you.

If you are inside:

- Stay there but away from windows, doors, fireplaces, radiators, stoves, sinks, bathtubs, appliances, metal pipes, landline telephones (you can use a cell phone) and other materials which conduct electricity.
- Unplug radios and televisions and use a battery or crank powered radio instead.
- Do not go out to retrieve laundry from a clothesline, as it conducts electricity.

Power outages

- Do not call 911.
- In the winter, if a power outage leaves you without heat for some time, prevent pipes from freezing and bursting by draining them and shutting off the main water supply. 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 hot 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 (for example, 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 turn off 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.
- Try to use perishable food from the refrigerator first, then food from the freezer and non-perishable food last.
- The refrigerator will keep food cool for four to six hours, depending on the kitchen temperature; keep the door shut as much as possible.
- A full freezer keeps food frozen for approximately two days; a half-full freezer for one day. Covering frozen food with blankets will provide extra insulation.
- Post a list of contents to minimize opening the freezer.
- For emergency cooking, use a barbeque, charcoal grill or camp stove, **outdoors only**; heat food indoors using candle warmers, chafing dishes or fondue pots.

Basement flooding

Move pets, as well as furniture, electronics, equipment and other belongings to higher levels. Make sure basement windows are closed. Remove or seal hazardous products like weed killers or insecticides.

Re-entering your home after a flood:

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

- Before entering a flooded building, check for foundation damage and make sure all porch roofs and overhangs are supported.
- Keep children and pets away from flooded areas and contaminated items.
- Wear clothing that covers your skin, as well as rubber gloves/boots, masks and protective eyewear, when cleaning.
- If it is safe to do so, turn off the electricity at the main breaker or fuse box using a dry piece of wood.
- Dry your home as quickly as possible to prevent further damage and mould growth.
- Do not use wet appliances or motors unless a qualified electrician has inspected them.
- If you experience severe water levels in your basement, contact a professional damage restoration company to help drain the water slowly to prevent structural damage.
- 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.
- Do not use water devices in your home, such as toilets, showers, washing machines and sinks, until flood water has been removed from your house.
- Report damaged water, sewage and gas lines to the proper authorities.

Report your flood to Halton Region by calling 311.

Call your insurance company as soon as possible.

For more information and to download a copy of “A Guide to Flooding Prevention and Recovery”, visit **halton.ca**.



- Dispose of all contaminated food and other materials.

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 halton.ca or by calling 311.

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 with free-span roofs, such as gymnasiums, churches and auditoriums.
- 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. Get as close to the ground as possible, protect your head and watch out for flying debris.

Tornado Facts:

- 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 from tornados if you are surrounded by tall buildings, such as in a downtown area.

Earthquakes

Knowing what to do during an earthquake will help you remain calm and be better prepared to protect yourself and help others.

Wherever you are when an earthquake starts, take cover immediately. Move a few steps to a nearby safe place if need be. Stay there until the shaking stops. Expect aftershocks; they may occur for some time after the initial quake.

If you are indoors, “drop, cover, hold on” and stay inside.

- Drop under heavy furniture such as a table, desk, bed or any solid furniture.
- Cover your head and torso to prevent being hit by falling objects.
- Hold onto the object that you are under so that you remain covered.
- If you can't get under something strong, or if you are in a hallway, flatten yourself or crouch against an interior wall.
- 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.
- If you are in a shopping mall, go into the nearest store. Stay away from windows and shelves with heavy objects.
- If you are at school, get under a desk or table and hold on. Face away from windows.
- If you use a wheelchair, lock the wheels and protect the back of your head and neck.

If you are outdoors, stay outside.

- Try to move to a safe spot away from windows, buildings, overhead wires, telephone poles and trees.

If you are in a crowded public place:

- Take cover in a safe, low-traffic area.

If you are in a vehicle:

- Pull over to a safe place where you are not blocking the road.
- Keep roads clear for rescue and emergency vehicles.
- Avoid bridges, overpasses, underpasses, buildings, trees or anything that could collapse.

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 or told to shelter in place. Listen for instructions from local emergency response officials as described on page seven (Step Two – Make a Plan).

Other Emergency Management Resources:

Halton Region

halton.ca 311 or 905-825-6000
 1-866-442-5866

Regional Community Emergency Management Coordinator

halton.ca 311 or 905-825-6000

City of Burlington, Community Emergency Management Coordinator

www.burlington.ca 905-637-8207

Town of Halton Hills, Community Emergency Management Coordinator

www.haltonhills.ca 905-877-1133

Town of Milton, Community Emergency Management Coordinator

www.milton.ca 905-878-7252, ext. 2102

Town of Oakville, Community Emergency Management Coordinator

www.oakville.ca 905-338-4251

Halton Regional Police Service, Planning and Research Bureau

www.haltonpolice.ca 905-825-4830

Office of the Fire Marshal and Emergency Management

www.ontario.ca/emo general inquiries: 647-329-1100

Twitter: @OntarioWarnings

Public Safety Canada

www.publicsafety.gc.ca

Canadian Red Cross

www.redcross.ca 905-890-1000

Public Weather Alerts

www.weather.gc.ca/warnings

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

Please email any comments to bepreparedhalton@halton.ca.

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

Personal Record of Important Information

Local contact

Name: _____

Telephone: _____ Day: _____

Evening: _____

Nearest relative/emergency contact

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)/child care provider: _____

Hospital: _____

Family physician: _____

Poison control information

If you have an emergency, call 911. 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 news, updates and information. See page nine for a list of local media.

Our Emergency Kit is located: _____

Our Shelter-in-Place/Stay-at-Home Kit is located: _____

Our emergency radio is located: _____

Extra batteries are located: _____

Flashlight/candles/matches are located: _____

Shut-off switches for heating and ventilating equipment and utilities are marked and are located: _____

Gas: provider: _____

Water: provider: _____

Electricity: provider: _____

Other: _____

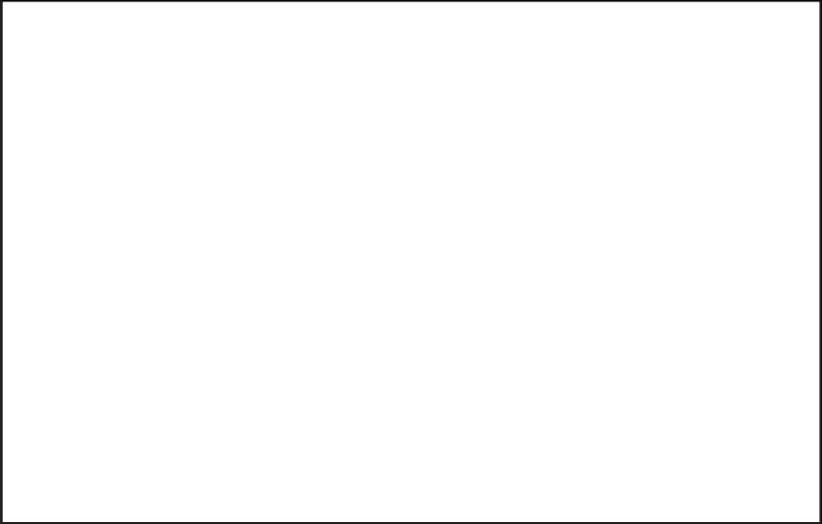
Caution: If you turn off the gas, it should only be turned back on by a professional from the gas company.

Our emergency heat source is: _____

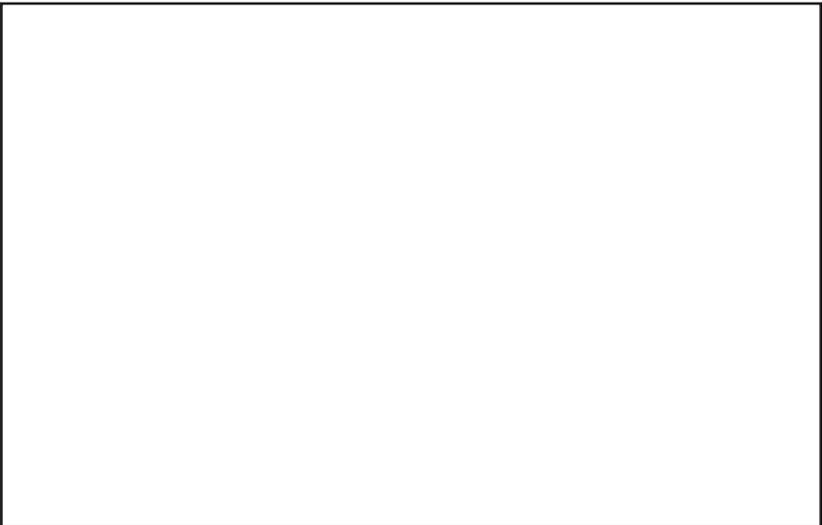
Our insurance company is: _____

Policy no.: _____ Insurance agent: _____

Your Home Escape Plan



First floor



Second floor

Keep up to date with the
latest information:

halton.ca

 [@RegionofHalton](https://twitter.com/RegionofHalton)

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