

Emergency preparedness

Your Personal Guide

72

hours

Are you prepared?



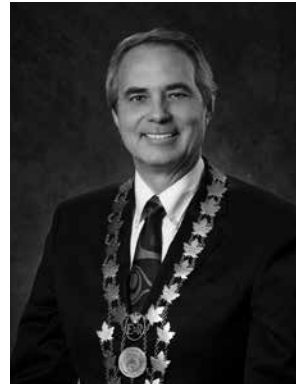
A Message from the Halton Chair and Municipal Mayors

Community safety is our top priority! Halton Region, the City of Burlington, the Town of Halton Hills, the Town of Milton and the Town of Oakville work together year round to plan for emergencies and ensure a coordinated response amongst our emergency responders.

Police, Fire and Paramedic 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 Halton, we can be subject to many different types of emergencies, including winter storms, flooding, hazardous spills, tornadoes 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.



Gary Carr, Regional Chair



Table of contents

Emergency Management programs and partners	2
911 versus 311	3
Non-emergency numbers	4
Step 1 - Know the Risks	7
Step 2 - Make a Plan	7
Emergency alerts	7
Home Escape Plan	10
Evacuation	12
Shelter-in-Place.	13
On the road emergency	16
After an emergency	18
Step 3 - Get a Kit	19
Family Emergency Go-Kit	19
Shelter-in-Place/Stay at Home Kit	20
Specific emergency situations	26
For more information	33
Personal record of important information.	34

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

- Emergency Preparedness – Hearing
- Emergency Preparedness – Highrise Safety
- Emergency Preparedness – Mobility
- Emergency Preparedness – Non-Visible Disabilities
- Emergency Preparedness – Older Adults with Disabilities
- Emergency Preparedness – Travel Considerations
- Emergency Preparedness – Vision (available in Braille)

Information also available in audio format, and in alternate formats on request.

Contact Halton Region or visit your Local Municipal office or emergency service.

View the Personal Emergency Preparedness video at
halton.ca/beprepared.



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 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 the Region, Local Municipalities, 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:

- 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)
- Local utilities (hydro, natural gas)
- Burlington Community Awareness Emergency Response (CAER) Association
- Citizen advisory groups
- 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 have a **life threatening** situation
- You need to report a fire or other dangerous situation
- 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 other services
- You need the **non-emergency** phone numbers for fire, police or ambulance
- 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: You can only reach Halton 311 when you dial 311 within Halton Region. If outside Halton Region, dial 905-825-6000 or 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 - Dial 311 or

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

Local Municipalities - Dial 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 - Dial 311 or

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

Halton Regional Police Service - Dial 311 or

Halton..... 905-825-4777
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..... 911
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..... 911
For non-emergency incidents, call:
Canadian National Railway..... 1-888-888-5909
or Canadian Pacific Railway..... 1-888-716-9132

Pipeline safety

To report emergency situations call..... 911
For non-emergency incidents..... 403-221-8777

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 - dial 311 or

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

Other important numbers

Call Before You Dig!..... 1-800-400-2255
Weather Information..... 416-661-0123
Roads Report..... 1-800-268-4686
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 and 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.



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, be assured that Halton Region, as well as the 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're prepared – are you?

Be Prepared...Take the Steps

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



Step 1 – Know the Risks



Step 2 – Make a Plan



Step 3 – Get a Kit

The following pages will cover various aspects of each of these steps. More information can also be found online at halton.ca/beprepared.

Step 1 – Know the Risks

There are a variety of different hazards that may affect Halton Region and its Local Municipalities. Make sure you and your family know what the hazards and risks are in the area you live, including personal emergencies, such as a house fire or basement flooding.

For information on specific emergencies, please see the sections starting on page 26, which cover winter storms, lightning, power outages, basement flooding, tornadoes, earthquakes and hazardous spills.

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

Step 2 – 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 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 a copy of your plan in a safe place, such as your Family Emergency Go-Kit (see Step 3 - Get a Kit on page 19). Copy your plan and keep it in your car and/or at work. Monitor radio, TV and 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 outlets will provide you with updates and information that you will need to 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, always check the main page of the Emergency Preparedness website (halton.ca/beprepared). An emergency banner will also be posted at halton.ca.

When the website alert box is 'green', it indicates that the Region is operating at normal status, which 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 Region and where response activities may have been initiated. 'Red' indicates that an emergency has been declared by one of the Local Municipalities or the Region. In both situations, more information would be provided about the warning or declared emergency, including what residents need to do.

Your city or town's messaging

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

Enhanced Community Notification Service (eCNS)

Halton Region's eCNS is an emergency telephone notification service. In the event of a major disaster or catastrophe, the service will phone affected households throughout Halton.

It will communicate updates about:

- Emergency conditions
- What to do
- Where to go
- Other vital information

Note: This service supplements other methods of notification and will not be used alone to notify residents about an emergency.

Social media

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

Media

Halton residents wishing to keep informed during an emergency should 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.
- Newspapers
 - Acton Tanner
 - Burlington Post
 - Georgetown Independent
 - Hamilton Spectator /Acton Free Press
 - Milton Canadian Champion
 - Oakville Beaver

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

Weather warnings updates

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

Traveller's information

- 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.

- Keep a list of key telephone numbers and addresses near the phone.
- Remember to use the phone for emergency calls only.
- Arrange ahead of time with family and friends to support each other during an event. Have this arrangement with someone locally (for an incident such as a house fire) but also with someone geographically separated from you (for a community evacuation).
- Have everyone program an ICE (In Case of Emergency) number into their cell phone to make it easier for emergency response personnel to assist you.

Develop a Home Escape Plan

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

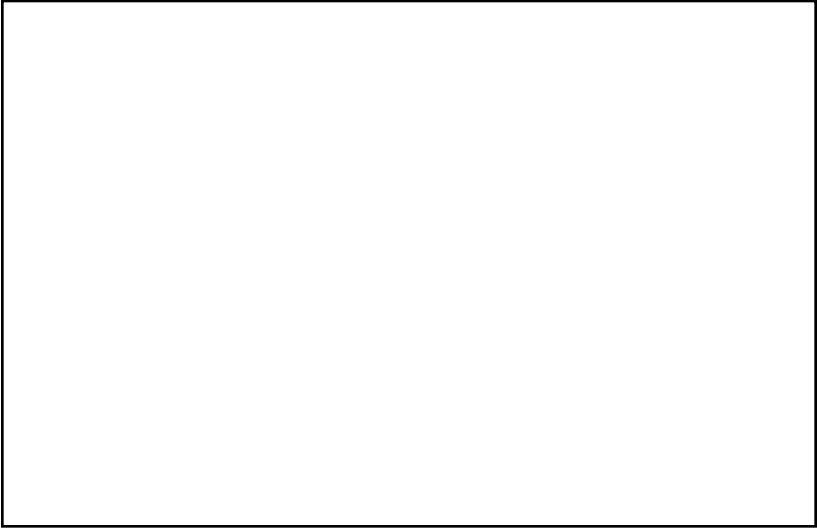
- Use a black or blue pen to draw the location of doors, windows, stairways and large furniture for each level.
 - Indicate the location of emergency supplies (Family Emergency Go-Kit - see page 19), fire extinguishers, smoke detectors, carbon monoxide detectors, collapsible ladders, first aid kits and 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.

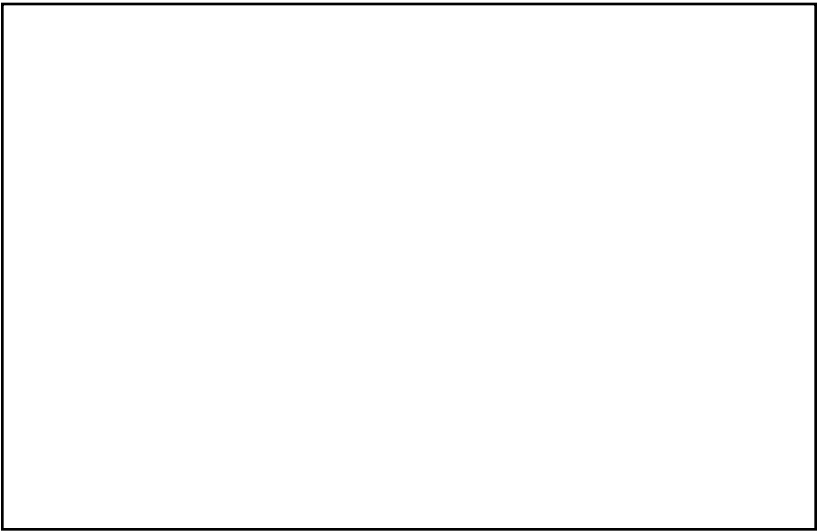
In a fire or other emergency, never use the elevators as they may not work if the power goes out. For further information on highrise safety, contact your local Fire Department.

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

Evacuation

For your protection, you may be notified that it is necessary to evacuate an area impacted by an emergency. Notification may occur in several ways, such as an emergency official knocking at your door, emergency services driving through your neighbourhood using a loud speaker and/or an Enhanced Community Notification Service (eCNS) telephone call (see page 8). Additional evacuation instructions will be 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.

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 Go-Kits (Get a Kit on page 19) 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 Go-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; 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 flood victims.

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.

- 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 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 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, etc., which 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 come on. Hot water heaters must also be turned off manually (depending on your model).
- Monitor your radio, television or Internet for additional information, pre and post-incident advice and instructions as to 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 traveling, 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.
- Know how to close dampers.
- Be able to locate and identify all shut-off switches for heating and ventilating equipment in the home.
- Prepare Shelter-in-Place/Stay at Home Kits (see page 20).

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. Photographs are an excellent way of recording your possessions. 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 provide you with the required assistance you may need if an emergency occurs. 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.

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 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.
- Contacting Halton Region and asking who you can talk to about your child.

Make plans for family and pets

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 Burlington: 1-800-810-0000, Milton/Oakville/Halton Hills: 905-310-2222 or visit www.healthcareathome.ca.

Have a plan for your pets (including service animals)

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

If you need to go to an evacuation centre, you must have a plan for your pet as they may not be permitted to accompany you to the centre (service animals with proper documentation are the exception). Make plans with family or friends in other areas to house your pets or with your veterinary 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.

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 in the midst of an emergency.



On the road emergency

Carry a Car Survival Kit (see page 24) to be prepared 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 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 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 (Dial *OPP or *6-7-7) or the Halton Regional Police Service (905-825-4777). If you do not have a cell 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!

If the traffic signal is not functioning at an intersection, the first vehicle to arrive

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 Highway Help 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.



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; 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.)

 **TIP:** *When the traffic signals are NOT working, a signalized intersection becomes a four-way stop!*

If the road is flooded:

- Travel very 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 fast 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.



Information people with disabilities is available through materials referenced on the 'Table of contents' page.

Information on assisting older adults is available in the *Older Adults' Directory*, available online at **halton.ca** or by dialing 311.


For more information or to request material, please contact Access Halton by dialing 311.

Step 3 – Get a Kit

Assembling your Family Emergency Go-Kit

Assemble a 72 hour Go-Kit to use during an evacuation of your home or community. Make sure everyone living in the home knows where to find the Go-Kit. 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
- 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 grab if you must evacuate your home.*

***The following pages describe some of these items in further detail.**


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

As discussed in Step 2, 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 SIX! In other words, 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 Go-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, 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. 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. 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 six drops of newly purchased liquid household bleach (unscented, 4 to 6 per cent chlorine) per 4.55 litres (1 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 Go-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, elderly people or people on special diets.
- 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 (for example 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 (a 72-hour supply should be in your Go-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
- photos of family members in case you are separated
- insurance policies

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 medications, denture needs, corrective lenses, hearing aids and batteries for family members with special needs, such as children and older adults or disabled persons. Other items to include:

- extra wheelchair batteries, oxygen, medication, catheters, food for service animal(s), 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

Also, store back-up equipment, such as a manual wheelchair, at a neighbour's home, school or your workplace.

Public education materials on emergency preparedness for people with special needs or disabilities are available. See reference on 'Table of contents' page.

 *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
- first aid kit
- road maps
- methyl hydrate 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 chain
- warning light or flares
- highway help sign

- flashlight
- 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 friend 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 (as much as you can manage to carry)
- paper towels, can opener and bowls, as required
- medications (min. of 72 hour supply) with a list identifying reasons (e.g. medical condition), dosage, frequency and contact information of prescribing veterinarian
- medical records including vaccinations (note that 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 service animal or pet in case it gets lost or separated from you
- information on pet's feeding schedule, behavioural/medical concerns and special instructions in case your pet needs to be boarded
- list of boarding facilities or friends/relatives your pets could stay with as emergency shelters are typically designated for people only, except for service animals
- paperwork showing proof of service animal status
- copy of licence (if required)

Specific emergency situations

Keep your Family Emergency Go-Kit and Shelter-in-Place/Stay at Home 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, 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.

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 - When thunder roars, get indoors

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 shovels or golf clubs 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, 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 rescue the laundry from the 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, e.g. 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.
- First try to use up perishable food from the refrigerator, next use food from the freezer, then non-perishable food.
- 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.
- 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 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.

Report your flood to Halton Region by dialing 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/basementflooding.



- Do not use water devices in your home, such as toilets, showers, washing machines and sinks, until the flood water from your house has been removed.
- Report damaged water, sewage and gas lines to the proper authorities.
- 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/wellwater or by calling Halton Region's Health Department at 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.

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.

- 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.

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 are in 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 where you won't be trampled.

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 7 (Step 2 – Make a Plan).

For more information visit or contact:

Halton Region

halton.ca 311 or 905-825-6000
 1-866-4HALTON (1-866-442-5866)

Regional Community Emergency Management Coordinator

halton.ca/beprepared 905-825-6000, ext. 3450

City of Burlington, Community Emergency Management Coordinator

www.burlington.ca 905-637-8207

Town of Halton Hills, Community Emergency Management Coordinator

www.haltonhills.ca/fire/emergencyplan.php 905-877-1133

Town of Milton, Community Emergency Management Coordinator

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

Town of Oakville, Community Emergency Management Coordinator

www.oakville.ca/residents/emergency-planning.html 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 416-314-3723

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 ongoing news, updates and information. See page 9 for a list of local media.*

Our Family Emergency Go-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 & 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

Lined area for taking notes, consisting of 22 horizontal lines.

Keep up to date with the
latest information:

halton.ca/beprepared

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



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