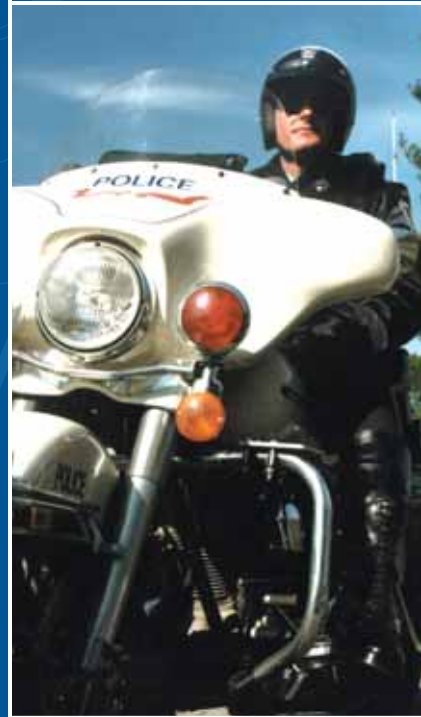


CALEDON

Your Personal and Family Emergency Preparedness Guide

BRAMPTON



Personal Preparedness Starts Here >

MISSISSAUGA



Acknowledgements

We wish to acknowledge the partnership and collaborative work of the following agencies:

- Brampton Fire and Emergency Services**
- Caledon Fire & Emergency Services**
- Mississauga Fire & Emergency Services**
- Ontario Provincial Police**
- Peel Regional Police**
- Peel Regional Paramedic Services**



The Region of Peel, the Cities of Brampton and Mississauga, and the Town of Caledon would like to acknowledge Halton Region for providing the Halton *Personal Emergency Preparedness Guide* as a resource.

Contents

	Page
About This Guide	3
Partners in Emergency Preparedness	4
The 9-1-1 Emergency Telephone Number	5
Non-Emergency Contact Information	6
Personal Record of Important Information	7–8
You Can Plan for Emergencies	9–10
Keep Emergency Numbers Handy	9
Develop a Home Escape Plan.....	9
Prepare a Family Emergency Kit	9
Have a Plan for Home Health-Care Patients.....	9
Locate and Label Shut-off Switches.....	10
Check Your Insurance	10
Make Plans for Pets and Livestock.....	10
Preparing a Family Emergency Kit	11–15
Water	11
Food.....	12
First Aid Supplies/Personal Care	13
Tools and Supplies	13
Clothing and Bedding.....	14
Special Items.....	14
Persons with Special Needs.....	14
Be Prepared for Emergencies on the Road	16–17
Know What to Do During an Emergency	18
Specific Emergency Situations	19–23
Extreme Weather (including Winter Storms and Fog)	19
Lightning.....	20
Power Outages	21
Basement Flooding	21
Tornadoes.....	21
Earthquakes	22
Hazardous Spills	22
Things to Do to “Shelter in Place”	23
Know What to Do After an Emergency	24
Coping with a Disaster: What You and Your Family Might Experience	25
Smoke Alarms and Carbon Monoxide Detectors	26
For More Information	27

About This Guide



This guide outlines steps that you and your family can take right now to best ensure that you are prepared for emergency events in your community. It includes information on preparing for many different types of emergencies such as winter storms, flooding, hazardous spills and power outages.

Please take the time to look through this publication and review it with your family. Complete the *Personal Record of Important Information* found on pages 7–8, and update it annually. Include this guide in your family emergency kit. You can take steps now to reduce the stress and impacts of dealing with an emergency situation.

Partners in Emergency Preparedness

The Region of Peel, the Cities of Brampton and Mississauga and the Town of Caledon each have comprehensive emergency management plans and programs in place. Whether an emergency is caused by people, technology or nature, these plans and programs are designed to allow for an emergency response that does not interrupt the daily services provided to residents.

The type of emergency plan activated depends on the nature and scope of the emergency. In the event of a large scale emergency, teams of qualified professionals from the Region of Peel, the Cities of Brampton and Mississauga, the Town of Caledon, and other areas of government and private sector work together to co-ordinate 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. This level of emergency preparedness is made possible through the dedication and co-operation of many agencies, organizations, and levels of government:

- Local emergency services (Peel Regional Police Service, Ontario Provincial Police, Peel Regional Paramedic Services, and the Brampton, Caledon, and Mississauga Fire and Emergency Services)
- Local hospitals and school boards
- Volunteer organizations (amateur radio groups, Red Cross, Salvation Army, St. John Ambulance)
- Local utilities (hydro, natural gas)
- Industry Community Awareness Emergency Response (CAER) Groups – Chemical Producers Association
- Citizen advisory groups
- Neighbouring regions/municipalities
- Emergency Management Ontario
- Greater Toronto Airports Authority
- Public Safety Canada



The 9-1-1 Emergency Telephone Number



When should you call 9-1-1?

Call 9-1-1 when you need police, fire or paramedic services to respond immediately to:

- a fire
- a medical emergency
- a crime in progress.

Multi-language translation services are available through 9-1-1 when needed.

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

- Locate relatives
- Ask about the availability of gas at local pumps, or local services
- Find out the location or availability of shelters and other services
- Find the non-emergency numbers for fire, police or paramedics (see page 6).

In an emergency event, information and instructions from emergency response officials will be made available at regular intervals through the media (television, radio, Internet services, etc.).



Use it. Don't Abuse it.

IN A LIFE-THREATENING EMERGENCY, DIAL 9-1-1

Non-Emergency Contact Information

Region of Peel

General905-791-7800
 Toll-free1-888-919-7800
 Website www.peelregion.ca

Local Municipalities

City of Brampton905-874-2000
 TTY (Teletype).....905-874-2130
 Website www.brampton.ca

City of Mississauga905-896-5000
 TTY (Teletype).....905-896-5151
 Websitewww.mississauga.ca

Town of Caledon.....905-584-2272
 Websitewww.caledon.ca

Fire and Emergency Services

Brampton.....905-874-2700
 Caledon905-584-2272
 Mississauga905-615-3777

Peel Regional Police

General905-453-3311

Ontario Provincial Police, Caledon Detachment

General905-584-2241

Peel Regional Paramedic Services

General905-791-7800
 Toll-free1-888-919-7800

Crime Stoppers

Tips1-800-222-TIPS (1-800-222-8477)

Hazardous Spill Response

To report an emergency involving a spill of any material.....9-1-1
 For non-emergency incidents, contact Peel's Emergency Spill Response Team on a 24-hour basis905-791-7800

Greater Toronto Airports Authority

Administration.....416-776-3000
 Airport Information:
 Terminal One416-247-7678
 Terminal Three416-776-5100

Rail Safety

To report an emergency involving rail traffic9-1-1
 For non-emergency incidents:
 Canadian National Railway1-800-601-7630
 Canadian Pacific Railway.....1-800-795-7851
 Orangeville/Brampton Railway519-580-0087

Pipeline Safety

To report emergency situations9-1-1
 For non-emergency incidents1-888-982-7222

Utilities

Bell Canada905-310-2355
 Brampton Hydro One905-840-6300
 Caledon Hydro One1-888-664-9376
 Mississauga Enersource905-273-9050
 Ontario Hydro1-800-664-3377
 Union Gas1-888-774-3111
 Enbridge Gas.....1-877-766-6696

Transit

Brampton Transit.....905-874-2999
 Mississauga Transit905-615-4636
 GO Transit.....1-888-438-6646
 TransHelp905-791-1015

Poison Control Information

In an emergency9-1-1
 For non-emergency1-800-268-9017

Other Important Numbers

Call Before You Dig!.....1-800-400-2255
 Weather information416-661-0123
 Telehealth Ontario1-866-797-0000
 Central West Community Care Access Centre (CCAC).....1-888-733-1177
 Mississauga/Halton CCAC416-626-2222

Personal Record of Important Information

Local Contact

Name: _____

Address: _____

Telephone: Day _____

Evening _____

Children's School(s)/Child Care Provider

Name: _____

Address: _____

Telephone: _____

Nearest Relative

Name: _____

Address: _____

Telephone: Day _____

Evening _____

Family Medical

Local Hospital: _____

Family Physician: _____

Family Work Numbers

1. _____

2. _____

Family Cell Phone/Pager Numbers

1. _____

2. _____

Family Out-of-Area Contact

Name: _____

Address: _____

Telephone: Day _____

Evening _____

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: _____

In case of an emergency in your community, monitor activities through media outlets for ongoing news, updates and information

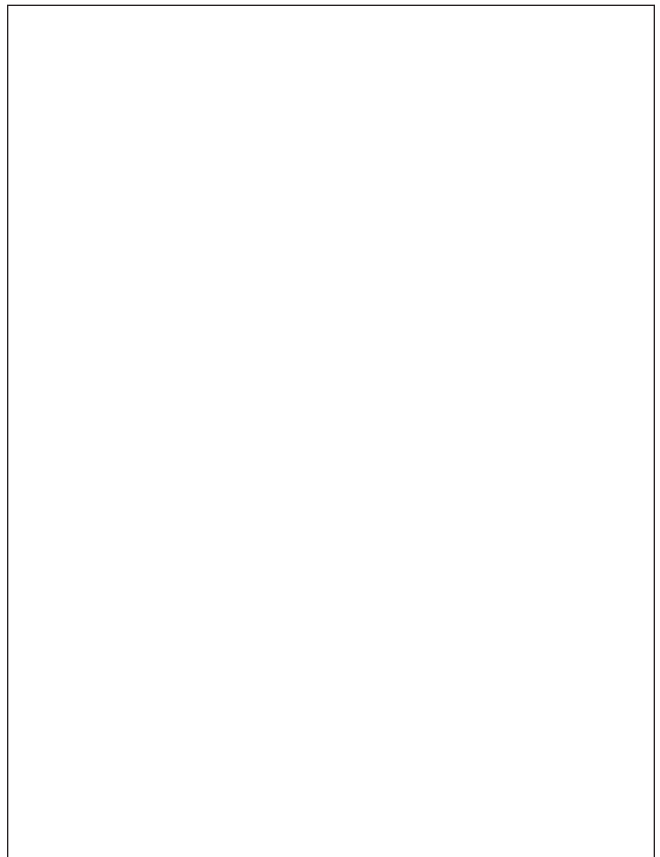
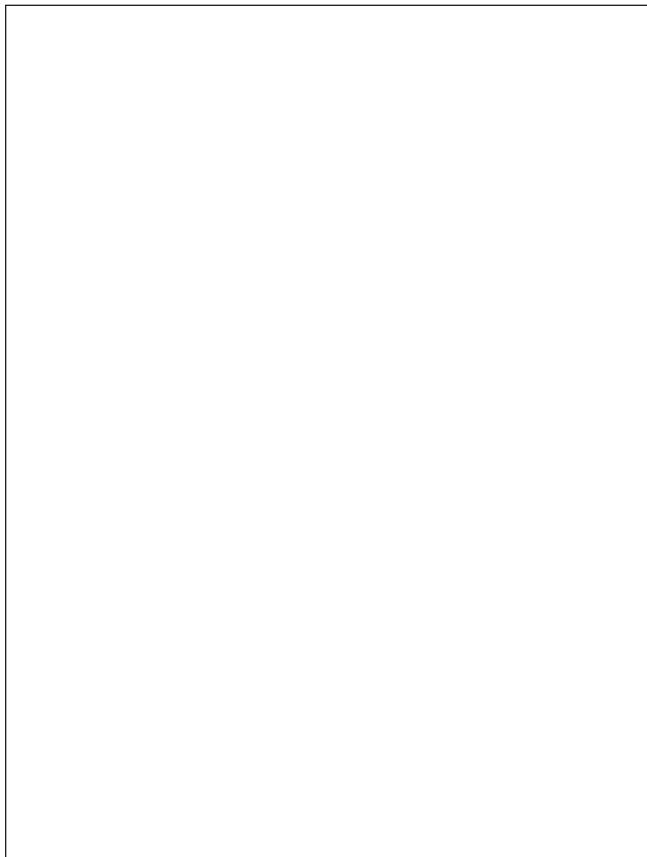
Our emergency radio is located: _____
Extra batteries are located: _____
Flashlights are located: _____
Our family emergency kit is located: _____
Shut-off switches for heating, ventilating equipment and utilities are marked with _____
Gas provider: _____ Contact number: _____ Location of shut-off: _____
Water provider: _____ Contact number: _____ Location of shut-off: _____
Electricity provider: _____ Contact number: _____ Location of shut-off: _____
Other: _____

Caution: If you turn off any utility, contact your local service provider for advice.

Our emergency heat source is: _____
Our insurance company is: _____
Policy no.: _____ Insurance agent: _____

Home Escape Plan:

For information on preparing this plan, see page 9. Sketch your plan below, review it with your family and post a copy on your refrigerator.



You Can Plan for Emergencies

Be Prepared... Have a Plan.

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

Keep Emergency Numbers Handy

Keep a list of key telephone numbers and addresses near the phone. Complete the *Personal Record of Important Information* on page 7 and put this guide in your family emergency kit. In an emergency situation, use the phone for emergency calls only. Select a person in another area to be your family's contact person if you get separated during an emergency. Ensure that everyone has this person's name and telephone number at all times.

Develop a Home Escape Plan

Develop an escape plan by drawing a floor plan of your residence. Using a black or blue pen, show the location of doors, windows, stairways and large furniture. Use a separate page for each floor. Indicate the location of emergency supplies (see *Preparing a Family Emergency Kit* on page 11), fire extinguishers, smoke alarms, collapsible ladders, first aid kits and utility shut-off points. Next, use a coloured pen to draw a broken line charting at least two escape routes from each room. Finally, mark a place outside of the home where household members should meet in case of emergency.

If you live in an apartment, show everyone in your family where to find the emergency exit. Show them where the fire alarm is, and explain when and how to use it. In a fire or other emergency, never use the elevators, as they may not work if the power goes out. For further information on high-rise safety, contact your local Fire and Emergency Services. Practise emergency evacuation drills with all household members at least twice every 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 and Emergency Services – Fire Prevention Division.



Prepare a Family Emergency Kit

An emergency kit will provide your family with essentials if you are evacuated from your home or confined to your home during an emergency event. Make sure everyone knows where to find the family emergency kit. See page 11 for a list of items to include in your kit.

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) should discuss emergency plans with their CCAC Case Manager and their home care agency.

Locate and Label Shut-off Switches

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

Identify these switches with easy-to-see signs placed near the breaker panel (or main circuit breaker), gas and water supplies. Clearly label the on/off position for each. Teach members of your family how to shut off these services. List the locations on the Personal Record of Important Information sheet (see page 7 of this guide). If your home is equipped with natural gas, tie or tape the wrench that would be needed to shut off the gas to the pipe or something nearby. No one but a qualified technician should ever turn the gas back on – **do not attempt this on your own!**

Check Your Insurance

Make sure you have adequate insurance coverage for the range of risks that might occur in your area. Discuss your insurance needs with an agent, broker or insurance representative. For further information, call the Insurance Bureau of Canada consumer information centre at 1-800-387-2880, or visit their website at www.ibc.ca. Keep an inventory of all your possessions listing approximate costs, serial numbers and a short description. Photographs are an excellent way of recording objects of extraordinary value. Once you have completed your list, discuss it with your insurance agent.

Make Plans for Pets and Livestock

Have a plan of action for the care of your pets and livestock during an emergency. Planning ahead can significantly reduce the risk of death, suffering or disability for your animals, and also reduce your own stress and anxiety.

You may need to evacuate and relocate your animals. Since you may not be home when an evacuation order comes, find out if a trusted neighbour would be willing to take your pets and meet you at a prearranged location. Research and make contingency plans for possible relocation of livestock.

For livestock, keep a seven-day supply of resources (including water, hay, feed and medication) in a centralized location if possible. Have some sort of identification on your livestock, and include any vaccination and veterinarian information as part of your plan.

Ensure that your domestic pets have a properly fitted collar with identification tags. Keep vaccination documentation (for rabies and other shots) and a photo of your pet in your emergency kit. Have a carrier for each one of your smaller pets.



Preparing a Family Emergency Kit

There are some basics you should always have on hand in your home: **water, food, first aid supplies, tools and supplies, clothing and bedding, and some special items. This section provides you with a list of items you should include in your emergency kit.**

Keep the items that you would most likely need during an evacuation in a waterproof backpack or duffel bag. Make sure everyone knows where to find the kit. Check your kit at least twice a year (e.g., during the spring/fall time change) to make sure it is complete, that everything is in working order, and that food and water that has reached or is nearing its expiry date is replaced.

Water

Preparing an emergency water supply

- Store at least a seven-day supply of water for each member of your family. (A normally active person needs to drink at least two litres of water each day, plus another two litres for basic hygiene).
- Children, nursing mothers and people who are ill will require more water.
- Never ration water. Drink the amount you need and try to find more.
- Minimize the amount of water your body needs by reducing activity.
- Store your water in plastic-lined metal containers or original bottles.
- Never use a container that has held toxic substances.
- Check expiry dates and rotate stock as necessary.

Purifying a water supply during an emergency

During an emergency situation, it may be necessary to purify water if you are unsure that it is safe to drink.

- Heating water to a rolling boil for one minute is an effective method of disinfecting water. Boiled water will taste better if you put oxygen back into it by pouring it back and forth between two containers.
- Purification tablets release chlorine or iodine. They are inexpensive and available at most sporting goods stores and some drugstores. Follow the package directions carefully.

Food

Preparing an emergency food supply

- Store at least a seven-day supply of non-perishable food.
- Select foods that require no refrigeration, preparation or cooking, and minimal or no water.
- If you must heat food, pack a can of Sterno® (available from camping supply outlets) or other heat source. (Note that propane stoves and barbeques must not be used indoors because of the risk of fire and carbon monoxide poisoning.)
- Select food items that are compact and lightweight, such as:
 - Ready-to-eat canned meats, fruits and vegetables
 - Canned juices, milk, soup (if powdered, store extra water)
 - Staples such as sugar, salt, pepper, spices
 - High-energy foods (peanut butter, jelly, crackers, granola bars, trail mix)
 - Foods for infants, elderly persons or persons on special diets
 - Comfort/stress foods – cookies, hard candy, sweetened cereals, instant coffee, tea bags, hot chocolate.
- Individuals with special diets and allergies will need particular attention, as will babies, toddlers, nursing mothers and the elderly.
- Make sure you have a manual can opener and disposable utensils.
- Select food that your family likes and eats on a regular basis.

Storing and rotating emergency foods

Store food in tightly sealed, waterproof containers, and check expiration dates on:

- Powdered milk (bagged)
- Dried fruit (in sealed container)
- Dry, crisp crackers (in sealed container)
- Potatoes
- 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, canned nuts and other comfort foods

Storing and using food properly during an emergency situation

Meat, dairy and frozen foods can be harmful if not stored properly.

If there is a power failure:

- Use perishable food and foods from the refrigerator first.
- Use foods from the freezer once perishable and refrigerated foods have been consumed. To minimize the number of times you open the freezer, post a list of freezer contents on the door.
- Cover the freezer with blankets for extra insulation. A full freezer will keep food frozen for about two days. A half-full freezer will keep food frozen for one day.
- Keep the refrigerator door shut as much as possible. A refrigerator will keep food cool for four to six hours, depending on the kitchen temperature.
- Use non-perishable foods last.

A good rule when determining whether or not food is safe to eat is:

**When in Doubt
Throw it Out**

How to cook if the power goes out

For emergency cooking, you can use a barbeque, a charcoal grill or camp stove **outdoors only**. These items should not be used indoors as they pose a serious risk of fire and carbon monoxide poisoning. You can also heat food indoors using candle warmers, chafing dishes and fondue pots.

First Aid Supplies/Personal Care

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

- Pain relievers (e.g., acetaminophen)
- Anti-diarrhea medication
- Sunscreen (SPF 30 or higher)
- Antacid
- Personal medical supplies
- Feminine hygiene supplies

Note: If you must leave your home in an emergency, be sure to take prescription drugs with you or copies of your prescription. Be sure to check expiry dates on prescription and non-prescription drugs.

Tools and Supplies

The following are examples of the type of items you should consider including in your family emergency kit:

- Paper cups, plates and plastic utensils, storage containers
- Battery-operated, solar-powered, or crank-powered radio and flashlight, plus extra batteries
- Lantern and fuel
- Fire extinguisher (small canister, ABC type)
- Duct tape
- Pliers, hammer, nails, crowbar, shut-off wrench for household gas and water
- Compass, matches in a waterproof container, signal flare, whistle
- Paper, pencil, needles, thread, scissors
- Plastic sheeting
- Map of your community (for locating shelters)
- Toilet paper, towelettes
- Soap, liquid detergent, household chlorine bleach
- Plastic garbage bags, ties (for personal sanitation use)
- Plastic bucket with tight lid
- Emergency blankets
- Mosquito repellent
- Rope and shovel
- Pocket knife or multi-tool

Ensure that you have a corded telephone available to use during power outages.

Clothing and Bedding

Include at least one complete change of clothing and footwear for each person (be sure it is weather specific).

- Sturdy shoes or work boots
- Rain gear
- Blankets or sleeping bags
- Hat and gloves, scarves
- Thermal underwear
- Sweater
- Coat
- Snow pants

Special Items

Keep copies of important family records and documents in a waterproof and fireproof, portable container.

- Passports
- Health cards, drivers' licences
- Bank account and credit card numbers, and a small amount of cash
- Photos of family members in case you are separated in an emergency
- Games and toys for kids
- Food and water for pets including vaccination documents
- Extra keys for house and car(s)
- Family photo album
- Cell phone – keep battery charged

Persons with Special Needs

When planning your family emergency kit, remember to consider family members with special needs. Some things to consider include:

- A list of individuals to contact in the event of an emergency
- Extra wheelchair batteries, oxygen, catheters and other special equipment
- A contact person to provide transportation or care for assisted devices
- Food for guide or service dogs
- Relevant medications (be sure to check expiry dates)
- Denture supplies, corrective lenses, hearing aids and batteries
- A list of the style and serial numbers of medical devices such as pacemakers
- Storage of back-up equipment such as a manual wheelchair at a neighbour's home, a child's school or a place of work
- Location of shut-off switch for oxygen equipment so it can be turned off quickly if there is a fire

be ready. be prepared.

Emergency preparedness starts with you

Prepare your family's seven-day emergency kit by adding the following items to it every month.



storage container, flashlight, radio

JANUARY



first aid kit, emergency blanket,
first aid/CPR class

FEBRUARY



cash, extra keys, important documents

MARCH



water, non-perishable food items,
manual can opener

APRIL



Emergency Preparedness Guide, medication,
out-of-area contact

MAY



sleeping bags and blanket,
rain gear, utility knife

JUNE



photo of pet, pet supplies, whistle

JULY



smoke/carbon monoxide detectors,
fire extinguisher, evacuation plan

AUGUST



change of clothes, comfortable shoes,
entertainment

SEPTEMBER



child care items, toiletry kit, mess kit

OCTOBER



duct tape, plastic sheeting, basic tools

NOVEMBER



Congratulations! You have completed
your emergency kit.

DECEMBER

For more information, please visit peelregion.ca/pep
or call 905-791-7800, ext 4444.

14-02-019-07/07



Region of Peel
Working for you

Be Prepared for Emergencies on the Road

- Carry an emergency car kit. Every vehicle should have a kit that includes items such as booster cables, vehicle fluids, emergency flares, "survival" candle, a blanket, first aid equipment, cellular phone charger, shovel, litter, soil, salt, and a flashlight.
- Keep your vehicle serviced and always keep your gas tank more than half full – particularly in the winter.
- Purchase a Highway Help Program sign. The Ontario Association of Chiefs of Police introduced the Highway Help Program to provide quick and safe emergency communications between stranded motorists, other drivers and the police. A fully reflective sign can be attached to the outside of your vehicle as a call for help. The Highway Help Program is a non-profit, province-wide program. For more information, call 1-888-466-5486 or visit www.highwayhelp.org
- In addition, you may purchase a reflective "CALL POLICE" highway sign, which attaches to the driver side window and can be seen in both directions, allowing you to ask for assistance without leaving your vehicle. Signs can be purchased at many retail outlets.



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 half way, hook the sign on the window, and roll the window back up.
- Lock all doors and remain in the vehicle.
- Open a window 1 cm for ventilation.
- If someone other than a police officer approaches your vehicle, DO NOT open the windows further or unlock the doors.

If you see a "CALL POLICE" highway help sign:

- DO NOT stop.
- Note the location of the vehicle.
- With your cellular telephone, call O.P.P. (Dial * 6-7-7) or Peel Regional Police. If you do not have a cellular phone, stop at the nearest gas station or store to use a pay phone.

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

If you are driving in emergency conditions:

- Be aware of the road conditions. Keep the radio on to hear important information.
- Have a cellular phone with you, if possible.
- Follow the routes specified by officials. Do not take short cuts. They could lead you to a blocked or dangerous area.
- 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 (note that dangerous carbon monoxide fumes have no smell).
- Watch out for power lines that are down. Drive carefully and watch for debris, damaged bridges/roads and dangling wires.

When the lights are NOT working, a traffic light intersection becomes a four-way stop!

Drivers are often confused and frustrated when approaching and waiting at non-functioning traffic light intersections. Here are the rules of a four-way stop for those who are unsure of what to do in this case.

The first vehicle to arrive and stop has the right of way. If two or more vehicles stop at the same time, the vehicle on the right has the right of way. If a police officer is present, obey the police officer.



In a flooding emergency:

- Avoid flooded areas if possible.
- If you must walk or drive in a flooded area, 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.

Know What to Do During an Emergency

Evacuation

During some emergencies, you and your family may be asked to evacuate your home. An emergency evacuation centre may be set up to provide shelter and food to people affected. If there is a need to be evacuated, you would be given evacuation instructions by one of the following:

- Local radio, television, or the Internet
- Emergency services driving through your neighbourhood speaking over a loud speaker
- An emergency official knocking at your door

If you need to evacuate be sure to take the following items with you:

- Identification (and other personal documents)
- Cell phone (charger and extra batteries)
- This guide
- Small amount of cash, debit/credit cards
- Emergency kit, including:
 - Medication
 - Toiletries
 - Food and water
 - Extra clothing
 - Contact numbers
 - Keys
 - Paper/Pencils/Pens

If you expect to be evacuated during an emergency:

- Keep phone lines open for use by emergency workers.
- Monitor local media for emergency instructions and current information.
- Check your family emergency kit and emergency car kit, and keep your car fuelled.
- If you are instructed to do so, and know how, shut off water, gas and electricity.
- Follow local government instructions. If you are asked to evacuate, do so promptly. Travel only on routes specified by officials. A shortcut could take you to a blocked or dangerous area.
- If time permits, leave a note telling others when you left and where you went. Leave the note in a prominent place, such as a mailbox.
- If you are evacuated, register with the reception centre at the emergency evacuation centre so that you can be contacted and reunited with your family and loved ones. If you are going somewhere other than the emergency evacuation centre, advise the centre, as well as local government through Social Services, and call your family.

**Stay calm.
Help the injured,
if possible.
Listen to the radio
or television.
Monitor the
Internet.**

Specific Emergency Situations

In any emergency situation, you should follow the previous general instructions for preparing for and dealing with an emergency. Keep your family emergency kit ready and listen to the broadcast media or monitor the Internet. The following are tips relating to specific types of emergencies:

Extreme Weather (including Winter Storms and Fog)

In Southern Ontario, winter storms can be dangerous.

When a Winter Storm Watch (potential for event) or Winter Storm Warning (event is imminent or occurring) has been issued:

- Listen to the radio or television for information or instructions.
- Make sure you have enough heating fuel.
- Farmers should take the necessary precautions to safeguard animals and livestock.
- Stay indoors. If you must go outside, dress for the weather to avoid serious cold-related injuries.
- If you must travel during a snowstorm, do so during the day and let someone know your route and arrival time.

Fog is hazardous because it reduces visibility. It is often responsible for automobile collisions. For this reason, remember to:

- Plan ahead and give yourself enough time when travelling.
- When driving, reduce your speed and carefully navigate, especially at night when fog combined with the darkness further reduces visibility.
- Drive for the unexpected, drive cautiously, and stick to the main route (avoid shortcuts).
- Even with automobile headlights, fog can limit your visibility at short distances.
- In the Town of Caledon, fog is more apparent due to the topography of the region.

Recognizing cold-related injuries

The risk of cold-related injury varies depending on factors such as the temperature, wind speed, your length of time outdoors, your age, physical conditions, and whether your clothing is wet or dry.

- Frostbite (the freezing of body tissue exposed to the cold) is a common cold-related injury.
- Since frostbite has a numbing effect, a person may not be aware that he or she is frostbitten. Warning signs may include: a stinging or aching feeling, followed by numbness; skin that feels waxy and cold; and skin that turns red, then grey, white, yellow or blue.

How to treat frostbite

- Move the affected person to a warm place and call for professional emergency medical help. Do not 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 re-warm the frostbitten area.

Recognizing hypothermia

- Hypothermia occurs when the body loses heat faster than it can produce it. Heat loss occurs more rapidly when the person is wet.
- Warning signs of hypothermia include increased shivering, slurred speech, impaired judgement, and poor muscle co-ordination.

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 him or her in blankets or putting on dry clothing.
- If the person is conscious, offer a warm, non-alcoholic, non-caffeine drink.

Lightning

During a lightning event, follow the 30/30 rule: If there are less than 30 seconds between the flash and the bang, seek the most solid shelter you can find, and then remain in that shelter a full 30 minutes after the last rumble of thunder or flash of lightning.

If you are outside:

- 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, get out of the water. If in a boat, get back to shore immediately.
- If you are in a car, stay there, but pull away from trees that might fall on you.

If you are inside:

- Stay indoors and keep away from windows, doors, fireplaces, radiators, stoves, sinks, bathtubs, appliances, metal pipes, telephones and other materials that conduct electricity.
- Unplug radios and televisions. Use a battery-operated or crank-powered radio instead.
- Do not go outside to retrieve the laundry on a clothesline, as it conducts electricity.



Power Outages

- Do not call 9-1-1.
- If a power outage leaves you without heat for some time, there is an added threat of pipes freezing and bursting. To prevent this, drain the pipes and shut 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.
- If your pipes do freeze, do not attempt to thaw them yourself. Contact a qualified professional.
- In some situations, power outages mean no running water. If you do not have running water and wish to continue to use your toilet, consider reducing the number of flushes.

Basement Flooding

- Move furniture, electrical appliances, pets, equipment and other belongings to higher levels.
- Make sure basement windows are closed, only if safe to do so.
- Do not go into the basement until professionals arrive.

Tornadoes

- Hot, humid weather combined with a cold front could be a sign that a tornado is possible. A dark sky, or green or yellow clouds are an indicator of possible tornado activity nearby. A funnel cloud hanging from a dark cloud may be visible before the tornado actually occurs. A tornado may be accompanied by lightning, high winds and hail.
- If you are at home, go to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway, or protect yourself by taking shelter under a heavy table or desk. Stay away from windows and outside walls and doors.
- At the office or in an apartment building, take shelter in an inner hallway or room, ideally in the basement or the ground floor. Do not use the elevator and stay away from windows. Avoid buildings such as gymnasiums, churches and auditoriums with free-span roofs.
- Do not get caught in a car or mobile home. Take shelter elsewhere, such as a building with a strong foundation. If no shelter is available, lie down in a ditch, away from cars and mobile homes.
- Get as close to the ground as possible, protect your head and watch out for flying debris.

Contrary to popular belief:

- 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.

*Barrie Tornado, May 31, 1985.
Picture courtesy of Environment Canada*



Earthquakes

- If indoors, stay there. Do not run outside.
- Take cover under a heavy table, desk or any solid furniture, and hold on.
- In a hallway, crouch down against an inside wall. Avoid doorways. Doors may slam shut and cause injuries.
- Protect your head and face.
- Move away from windows, glass partitions, mirrors, fireplaces, bookcases and light fixtures.
- If in a wheelchair, lock the wheels and protect the back of your neck and head.
- Do not use elevators. If you are in an elevator during an earthquake, hit the buttons for every floor and get out as soon as you can.
- Wherever you are when the earthquake starts, take cover immediately and stay there until the shaking stops. Expect aftershocks. They may occur for some time after the initial quake.
- If outdoors, stay there. Try to move to a safe spot away from windows, buildings, overhead wires and telephone poles.
- If you are in a vehicle, try to pull over to a safe place. Try not to block the road. Park away from bridges, overpasses and buildings, if possible. Stay in the vehicle.

Hazardous Spills

You may be asked to evacuate your home or other building if a hazardous spill occurs in your community.

- Listen for instructions from local emergency response officials.
- Be prepared to “Shelter in Place.” “Shelter in Place” is the practice of going or remaining indoors during the release of an airborne hazardous material.
- If you are in a vehicle, avoid the area completely; drive in the opposite direction as far away as possible.
- Tune into local radio stations for information and instructions.



*Mississauga train
derailment, 1979*

Things to Do to “Shelter in Place”

- Move out of the path of smoke or fumes to seek shelter indoors. DO NOT attempt to go through smoke or fumes.
- Take shelter in a house or other building and remain indoors (this can reduce your exposure levels). Close all doors and windows. Shut down air conditioners, fans, etc., which bring in outside air. Close all interior doors so that you “compartmentalize” the building.
- Do not use bathroom vents or kitchen vents.
- Set thermostats so air conditioners, furnaces and hot water heaters will not turn on.
- Cover window openings with plastic held by duct tape. You may want to pre-cut pieces of plastic for this purpose.
- Do not use fireplaces. Close all dampers.
- Do not operate the clothes dryer.
- Turn on and monitor your radio, television or the Internet for additional information and instructions.
- Place wet towels under the doors to prevent the entry of smoke and/or fumes.
- If fumes threaten you, cover your mouth and nose with a wet handkerchief or towel.
- Evacuate only if told to do so. In the short term, staying indoors with the building closed up is the most effective action you can take.
- Monitor local media to find out when it is safe to return home. Listen for other post-incident advice and assistance.



Know What to Do After an Emergency

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

If you suspect/smell a natural gas leak when you arrive home:

- Leave the house.
- Go to another location, call 9-1-1 and request the Fire department who will respond and notify the gas company.

Re-entering your home (provided you do not suspect a natural gas leak)

- Check for blown fuses and look for short-circuits in your home wiring and equipment. If you suspect a problem, call your utility company.
- Dial 9-1-1 to report any emergency situation.
- Notify your insurance agent or broker if your property is damaged.
- If the gas was shut off, do not attempt to turn it back on by yourself. Contact the gas company.

Re-entering your home after a flood

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

Checking your well water drinking water supply

Wells that have been flooded should be tested for bacteria and found to be safe before water from the well is consumed. Information regarding how to obtain water sample bottles and instructions for disinfecting your well are available at www.peelregion.ca or by calling Peel Public Health at 905-791-7800.

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

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. Here are things that may help you cope:

- Recognize that the way you react to the event is normal.
- 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.
- If necessary, seek counselling to help cope with the emotional trauma associated with disasters.

Children and Emergencies

Children's fears and anxieties are very real to them and should be taken seriously. Here is how parents can help:

- Encourage children to express themselves through play or drawing.
- Take their fears seriously. Talk about what happened, and what is being done.
- Comfort young children with physical care, holding and hugging.
- Keep the family together as much as possible.
- Give children information they can understand.

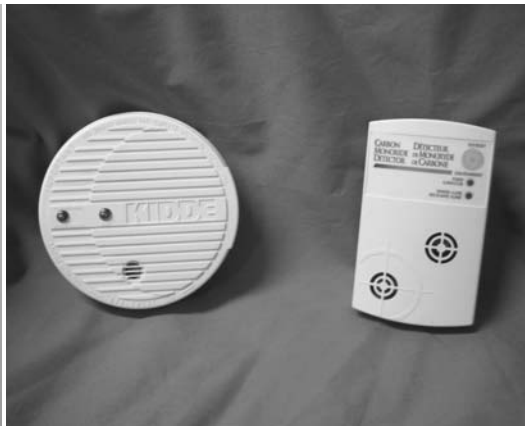


Smoke Alarms and Carbon Monoxide Detectors

Smoke alarms and carbon monoxide detectors save lives – but only if they are working properly.

- Have one smoke alarm on every level of your house.
- Remember, change your clocks – change your batteries.
- Use only batteries recommended by the manufacturer of the alarm or detector.
- Do not use rechargeable batteries.
- Test your smoke alarms and carbon monoxide detectors monthly.
- Clean your alarms and detectors frequently by gently vacuuming them.
- Check with your local municipality for carbon monoxide by-law requirements.

For more information regarding smoke alarms and carbon monoxide detectors, please contact your local Fire and Emergency Services.



For More Information...

Region of Peel

Peel Regional Emergency Program (PREP)

Emergency Management Co-ordinator
www.peelregion.ca/prep
905-791-7800

City of Brampton

Emergency Management Co-ordinator
www.city.brampton.on.ca
905-874-2911

Town of Caledon

Emergency Management Co-ordinator
www.caledon.ca
905-584-2272

City of Mississauga

Emergency Management Co-ordinator
www.mississauga.ca
905-615-3200

Emergency Management Ontario

www.mpss.jus.gov.on.ca/english/pub_security/emo/emo.html
416-314-3723

Public Safety Canada

Critical Infrastructure Protection and Emergency Preparedness
www.ocipep.gc.ca

Canadian Centre for Emergency Preparedness

www.ccep.ca
1-800-965-4608

Canadian Red Cross

www.redcross.ca
905-890-1000

Your comments on *Your Personal and Family Emergency Preparedness Guide* are appreciated, as well as any suggestions for additional information that you feel should be included in future editions.

Please send comments to Regional and Municipal Emergency Management Co-ordinators.

Disclaimer: The information contained in this publication has been developed from many sources and is intended to be a guide only. The Region of Peel, the Cities of Brampton and Mississauga, and the Town of Caledon, are not responsible for any errors or omissions.

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MISSISSAUGA

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