

BE PREPARED!

*An Emergency Preparedness Guide for City of Windsor
Residents*



EMERGENCY TELEPHONE NUMBERS

9-1-1

Police, Fire and Ambulance

TIPS FOR USING 9-1-1:

Use 9-1-1 only for urgent police, fire and ambulance assistances.

9-1-1 or emergency call centres are for just that, emergencies. They are not to be used to obtain general information and or information on winter road conditions. This can tie up the 9-1-1 lines and prevent someone, truly in need, from gaining access to emergency services.

For winter road conditions across the region and the province call **1-800-268-4686** or **Provincial TTY 1-886-471-8929**, or check the provincial website at www.mto.gov.on.ca/english/traveller, before heading out to obtain general travel information including provincial highway closures and road conditions.

If you do a lot of winter driving, you should consider programming the above numbers into your cell phone for easy reference.

OTHER IMPORTANT TELEPHONE NUMBERS

POISON TREATMENT CENTRE	1-800-268-9017 1-877-750-2233 (TTY)
SPILLS ACTION CENTRE	1-800-268-6060
WINDSOR-ESSEX COUNTY HEALTH UNIT	519-258-2146
HYDRO ONE	1-800-787-4295
ENWIN POWER	255-2727 - 8:30 am – 4:30 pm
After hours hydro service	519- 255- 7818
After hours water service	519-255-7130
UNION GAS	1-877-969-0999
Windsor Police Services General Inquiries	519-258-6111
Police Headquarters	519-255-6700
CRIME STOPPERS	1-800-222-8477

MARINE AND AIR SEARCH AND RESCUE 1-800-267-7270

TELEHEALTH ONTARIO 1-866-797-0000

CANADIAN RED CROSS 519-944-8144

WINDSOR CITY SERVICES Call 311 or visit www.citywindsor.ca

**COMMUNITY/SOCIAL/HEALTH/THREE
TIERS OF GOVERNMENT SERVICE
INFORMATION** Call 211

The City of Windsor's Emergency Preparedness – An Overview and Introduction

Recent significant events, such as the 1998 ice storm, September 11th terrorist attacks, SARS, the August 2003 Power Outage and the 2004 Tsunami have all contributed to an increased awareness of the need for appropriate public safety measures. The health, safety and well being of our community are everyone's responsibility.

All municipalities, large or small, are vulnerable to major community emergencies such as tornadoes, floods, blizzards, and power outages. When an emergency of this scale does occur, local municipalities are usually the first level of government to respond. However, municipalities are not alone in emergency response. Being prepared, as an individual, and knowing what to do and what to expect in an emergency will help you and your family to cope, until help arrives, should an emergency or disaster affect your community.

Emergency Management:

The City of Windsor has appointed Fire Chief Dave Fields as the Emergency Management Coordinator, along with an alternate, to assist the City's Emergency Management Program Committee with the development, implementation and maintenance of emergency management programs in the City. In the event of a local emergency, the City of Windsor Emergency Response Plan will be implemented by a team of trained individuals drawn from all sectors of the City. A copy of the Emergency Response Plan can be found at www.windsorfire.com or City Hall.

The information in this guide is intended to provide you with basic information about emergency management, contact information, some of the key hazard risks for your community and some precaution measures and planning checklists for you and your family to prepare your own emergency plan.

This booklet, which has been prepared with the guidance and support of your local municipality, City of Windsor Fire, Windsor Police, Land Ambulance, Essex Region Conservation Authority and the Windsor-

Essex County Health Unit, is intended to provide you with some basic emergency management information and tools to help you to better prepare you and your family. In addition, we acknowledge the following sources of information - Public Safety and Emergency Preparedness Canada, Environment Canada, Emergency Management Ontario, and Ministry of Transportation.

City of Windsor Emergency Services:

Community Profile: The City of Windsor has a population of approximately 210,000 and provides a full range of municipal services. The City of Windsor is comprised of residential, industrial, commercial, institutional, and rural areas along with a vibrant multicultural society.

The Corporation of the County of Essex consists of seven member municipalities with a total population of approximately 170,000. The City and the surrounding region (within an 80 kilometer radius and including Metro Detroit and the Municipality of Chatham-Kent) there is a combined regional population of approximately 4 million for emergency planning purposes.

The City of Windsor has a central 911-dispatch call centre that is housed in the Police Services building. Each call is received at this call centre and re-routed to the appropriate Emergency Service

City of Windsor Safety Agencies:

Police: The Windsor Police Service's mission is to prevent and investigate crime, provide support, and enforce the law in partnership with the community. Windsor Police provides a variety of specialized units to ensure the safety of all our residents in the event of a major disaster.

Fire: The City of Windsor provides a full time fire service, as well a specialized HAZ-MAT team (CBRN) for the handling of hazardous materials, and has a tiered response protocol with Windsor Police Service and EMS. The City of Windsor's Fire Chief is also the CEMC (Community Emergency Management Coordinator) and The County of Essex Fire Coordinator. The Fire Chief can be contacted by calling 253-6573.

Emergency Medical Services: Land Ambulance provides EMS support throughout the County and the City of Windsor. Provision of these services is coordinated and dispatched through the Central Ambulance Communications Centre (CACC) at 1-800-256-5840, fax 519-258-4608. A senior supervisor is available 24/7 for the deployment of ambulances and assignment of paramedics. The Ontario Ministry of Health provides access, through the CACC, to a regional communications/command post.

Public Works: The City of Windsor's Public Works Department plays an important part in emergency planning, response, and recovery. Public Work's staff is trained to react to and work with all emergency responders, as well as all other agencies to provide a safe environment.

Community Support Agencies: Regional response to major incidents and events are supported by the Windsor-Essex Social Services Department, Windsor-Essex County Health Unit, Red Cross, Salvation Army, and ARES. Requests for support from these agencies will be coordinated through the Emergency Operations Centre (EOC) and agency representatives, many of who maintain an after-hours contact through Windsor Fire and Rescue Dispatch, 519-258-4444.

City of Windsor Emergency Preparedness – Specific Information and Guidelines

On November 6, 2007 City Council adopted the revised Emergency Response Plan. The Plan identifies the following hazards as having the greatest potential for significant risk to the community:

- Winter Power Emergencies
- Water Emergencies
- Severe Weather Emergencies particularly, blizzards, ice storms, tornados, and
- Hazardous Materials Emergencies – fixed sites and transportation accidents
- Human Health Emergencies

Over the next few years, the City will be preparing individual response plans for each of the hazards identified. As these plans are produced more detailed information about what you can do to respond to such an emergency will be communicated through Public Education initiatives. In the meantime, should an emergency situation arise in the City, Radio and TV stations will be utilized to broadcast public service announcements.

Severe Weather

The City of Windsor and The County of Essex is no stranger to severe weather conditions. These phenomenons include blizzards, ice storms, severe thunderstorms with heavy rain and damaging winds, hail and fog. There is not much we can do to affect the weather on any given day, however, with sufficient advance notice we can prepare ourselves and our families for bad weather and try to mitigate or offset some of the negative affects of severe weather. During the winter season, lead times for predicting severe weather conditions can range from hours to days. During the summer, lead times are reduced and we might only have minutes or hours to react. Having good information will help you to better prepare.

Weather watches, warning and advisories:

Environment Canada monitors weather systems throughout the country. In the event of severe weather, Environment Canada will issue weather watches, warnings and advisories for purposes of public safety.

The following descriptions (from Environment Canada) summarize what a weather warning, watch and advisory mean.

Advisory: Actual or expected weather conditions may cause general inconvenience or concern but are not expected to pose a serious enough threat to warrant a warning.

Watch: Conditions are favourable for the development of severe weather. Caution should be taken. Watch the skies and listen for updates.

Warning: A severe weather condition is occurring or hazardous weather is highly probable. Severe thunderstorms or tornado warnings can be issued less than one hour in advance of the actual event. Other weather warnings can be issued six to twelve hours in advance.

Your local radio or TV stations are a good source for up-to-date weather warnings. The following warnings are provided to give you an understanding of what they could mean, and some possible precautions.

Severe Thunderstorm Warning: Severe storms, within the area specified, are occurring with one or more of the following conditions: heavy rain, damaging winds, hail at least 20 millimetres in diameter or intense lightning. A severe thunderstorm can produce tornados. You should take precautions including sheltering indoors, preferably in an interior room away from windows and doors.

Tornado Warning: One or more tornados have occurred or are occurring in the area specified or been spotted. Take appropriate precautions. Go inside to the basement, if you have one, an interior room with no doors and windows is preferable away from the flying debris that is caused by a tornado. A closet or bathtub can be used as a safe spot too. If outside, lie flat, in a ditch or low area, and be aware of the potential for flash flooding in these areas.

Freezing Rain Warning: Expect slippery walking and driving conditions, possible damage to trees and power lines due to rain freezing on contact. Travel will be hazardous. Avoid travel in such conditions.

Heavy Rain Warning: Heavy or prolonged rainfall, 50 millimetres of rain over a 12 hour period or less or 80 millimetres of rain over a 24 hour period or less, is sufficient to cause local or widespread flooding. Heavy rainfall resulted in the Peterborough floods of 2004.

Wind Warning: Steady winds of 60 kilometres per hour or more or gusts of 90 kilometres per hour or more for at least one hour will trigger this warning. Take precautions by securing or putting away loose objects. Put your car away so that flying objects will not damage it.

Blizzard Warning: Heavy snowfall, severe wind chill and reduced visibility to less than 1 kilometre. During the winter months be prepared for blizzard conditions and be prepared to stay at home to wait out the storm. This is a good time to have a survival kit standing by.

Heavy Snowfall Warning: This warning indicates that snowfall is expected to accumulate to 15 centimetres within 12 hours. Travel could be hazardous.

Winter Storm Warning: In Ontario, this warning is issued when two or more winter conditions (wind, snowfall, wind chill) reach warning proportions. Do not travel and do stay indoors. Again, a good time to have a survival kit ready.

Wind chill Warning: Very cold temperatures along with wind create outdoor conditions hazardous to human activity. Stay indoors.

This information is found on the Environment Canada website. Environment Canada maintains an Internet weather office at www.weatheroffice.ec.gc.ca that provides information on current weather conditions and weather warnings.

If you are looking for information on weather hazard trends for Ontario, the atmospheric website at www.hazards.ca is a good source. This website was created by Environment Canada and Emergency Management Ontario for use by the public and government departments/officials.

Floods

Surrounded on three of four sides by large bodies of water, the City of Windsor, and the Essex County region has experienced various types of flood emergencies in the recent past. Flood damage costs Canadian taxpayers millions of dollars annually and is also a threat to our lives and families. Each of us has a responsibility to protect our families, homes, and businesses to the greatest extent possible. Do you live in a “defined” flood zone? Does your home or business insurance policy provide you with coverage in the event of a flood? **(Many policies require a specific addition to cover water damage from floods, as opposed to other types of water-related damage such as roof leaks, burst pipes, etc. If unsure of your exact coverage, please review with your insurance representative).** By planning ahead and taking sensible precautions, you can minimize the impact of floods and flood damage.

Flood threats to particular areas (flood zones, low-lying areas) can usually be forecast in a number of ways, including:

- Constant evaluation of rising water tables that result from heavy rains,
- Surveys of snow melt and ice conditions in river drainage basins, and
- Meteorological observations and forecasts.

Flash or sudden flooding, in which warning time is extremely limited, can result from other causes such as earthquakes, tsunamis or tidal waves, hurricanes, violent storms or bursting of dams.

In any flooding or potential flooding event, the following actions should be taken:

- Listen to designated radio/TV, emergency alert systems for emergency instructions;
- Stay away from flood water – do not attempt to swim, walk or drive through the area;
- Secure/bring in outdoor furniture or other items that might float away and become a potential hazard;
- If instructed, turn off utilities at main switches and unplug appliances – do not touch electrical equipment if wet;
- If deep water, allow it to flow freely in the basement – might avoid structural damage;
- Do not stack sandbags against the outside of the house – avoids direct pressure on the structure;
- Avoid downed power lines;
- Do not drink tap water until advised by the Health Unit that the water is safe to drink;
- Move valuable items and papers/documents to upper floors; and
- Once flood waters have receded you must not live in your home until the water supply has been declared safe for use, all flood-contaminated rooms have been thoroughly cleaned and disinfected, adequate toilet facilities are available, all electrical appliances and heating/cooling systems have been inspected, food, utensils and dishes have been examined, cleaned or disposed of, and floor drains and sumps have been cleaned and disinfected.

Hazardous Materials Release

A hazardous material is defined as a substance (gas, liquid or solid) capable of creating harm to people, property and the environment, e.g. materials which are flammable, toxic, etc.

A hazardous material emergency is defined as an incident wherein lives or property are threatened by an accidental release of a hazardous material/substance, or other controlled material as may be defined by the Environmental Protection Act, R.S.O. 1990.

In the event of a hazardous material emergency you might be requested to take certain precautions such as shelter-in-place or evacuate.

Shelter-In-Place What To Do?

Should you see or hear about a release of hazardous materials (chemical, biological or radiological) into the environment, it may be accompanied by a request from municipal officials for residents to “shelter-in-place”.

Shelter-in-place is the practice of going or remaining in doors during the sudden release of airborne hazardous materials. The following is a checklist of precautions that you should take:

- Close all windows
- Close all outside and inside doors
- Seal off cracks around doors and windows using a wide tape such as duct tape and a rolled damp towel.
- Turn off all fans, heating, air conditioning, any outside vents and/or ventilation systems.
- Do not use clothes dryer.
- Close any fireplace/stove dampers. Do not use fireplaces, woodstoves, gas stoves, etc.
- Go to an interior room, if available, (above ground – some chemicals are heavier than air and will enter at an underground location first)
- Close and/or lock windows and doors into the room
- Take a radio and your emergency supplies/survival kit.
- Monitor radio or television broadcasts for updates until advised it is safe to leave or to evacuate.

Shelter-in-place requests are usually provided for short periods (a few hours). Therefore, you should not be concerned that the room you are in will run out of oxygen or that you will suffocate.

Source: OCIPPEP

Evacuation

What To Do?

In some emergencies, as described on the previous page, municipal officials may request that you leave your home or place of work. Your local police, fire service, or other municipal employees may be the first agencies to advise you to leave or you might hear information and announcements on your local radio or T.V. station requesting you to evacuate.

Should any of these situations described above occur and you are asked to leave, the following steps should be taken:

- Vacate your home or work when municipal officials request you to do so. Ignoring such a request could put you and your family's health or safety at risk.
- Listen to your local radio stations for information on the location of evacuation/reception centres.
- Leave a note for your family that you have left and where you have gone. This will also assist emergency workers who might be going door-to-door.
- Take your survival kit.
- Shut off utilities before leaving, if requested to do so. As part of your emergency planning, consult your local utilities. They can provide you with advice on the best way to do this.
- Lock your house or business.
- Leave via any designated evacuation routes.
- Register with the local reception centre so that you can be contacted and reunited with your family.
- Notify your family contact of your location and condition.

72 Hour Emergency Survival Kit Checklist

Here is a list of items to include in your **EMERGENCY SURVIVAL KIT**. Should a prolonged emergency occur, this checklist/kit is designed to sustain one person for three days. This is a suggested guideline. If you or someone in your family has special needs, you should consider those too (i.e. seniors, babies/toddlers)

Water

- Four litres of water / day (bottled water). Two litres for drinking and two litres for cooking or washing. Many of us already buy or have a supply of bottled water on hand. Therefore, always keep enough extra water on hand to last for at least three days.

Food

- Non-perishable foods such as canned goods – salmon, tuna, canned vegetables and fruits. Other food items such as crackers, honey, peanut butter, sugar, coffee, tea, food bars (to be consumed and replaced once/year).

Equipment

- Disposable eating utensils, knives, forks, spoons, cups and plates
- Manual can opener and bottle opener
- Fuel stove and fuel (never use indoors)
- Waterproof matches and plastic garbage bags
- Pocket Knife or multi-tool

Emergency Survival Kit

- Flashlight and batteries or crank flashlight
- Portable radio and batteries or crank radio
- Spare batteries for both
- First Aid Kit
- Extra Car Keys
- Always have cash on hand (including coins for pay phones)
- Important Personal Papers (ID, personal documents such as passports, birth certificates, social insurance numbers, marriage certificates, etc.)
- Clothing and Footwear (One extra set)
- Toiletries (Toothbrush, Toothpaste, Toilet Paper, Pre-moistened wipes, Tissues, etc.)
- Blankets (Mylar type) or sleeping bags
- Any necessary medications (one week's supply on hand plus copies of prescriptions and medical contact information)
- Whistle (to attract attention)
- Playing cards, games
- Something to carry survival kit items in case you have to evacuate

Pets

- Include a three-day supply of water and food for your pet(s). If you are required to go to a community evacuation centre or shelter for any length of time, keep in mind that many, if not all, will not have any facilities to accommodate family pets. You must be prepared to either leave pets at home, with sufficient food and water, or make alternate arrangements with local veterinarians and/or animal clinics outside of the affected emergency area.

Car Kit

Since emergencies can happen anywhere anytime, and many of us spend a lot of time in our vehicles, it is a good idea to have an emergency kit in your car. Pre-assembled kits can sometimes be purchased through the CAA or automotive parts stores.

- Shovel
- Sand or kitty litter
- Traction mats or chains
- Compass
- Cloth or Paper Towels
- Warning Lights or Flares
- Extra clothing and/or footwear
- Emergency food pack (see 3 day survival kit)
- Booster Cables
- Ice Scraper/brush
- Road Maps
- Matches and a survival candle in deep can (to warm hands, heat a drink, or to provide emergency light)
- Fire extinguisher
- Methyl hydrate (de-icing fuel line and windshield)
- Flashlight and spare batteries
- First aid kit with seatbelt cutter
- Blanket (survival blankets are the best)

Sources: OCIPEP, EMO

Public Alerting and Media Sources:

Public Alerting in the City of Windsor consists of a variety of systems and approaches, including but not limited to door-to-door notifications by fire, police, or other municipal employees/community support groups and the media. Future improvements and upgrades to public alerting capabilities will also include Internet notifications and all-channel radio, television alerts.

Residents may also call 311/211 or visit the City of Windsor's website at www.citywindsor.ca for the most up-to-date information.

Local media sources include:

Radio	CBEF	540 AM
	CKWW	580 AM
	CKLW	800 AM
	CBE	1550 AM
	CIMX	88.7 FM
	CJAM	91.5 FM
	CKMR	93.9 FM
	CHYR	96.7 FM
Television	CBET	Channel 9 (cable 10)
	CHWI	Channel 16 (cable 6 – New WI)
	COGECO Cable	Channel 10 (cable 11)

For More Information, please contact:

David Fields, Community Emergency Management Coordinator, Windsor Fire and Rescue
or
Lynne Pretli, Windsor Fire and Rescue Services' Training and Planning Division

519-253-6573

519-255-6832(Fax)

Visit our website at www.windsorfire.com