

EMERGENCY PREPAREDNESS GUIDE





Message from Fire Chief Stephen Laforet:

If an emergency happens in your community, or neighborhood it may take emergency workers some time to reach you. "Are You Ready?" You should be prepared to take care of yourself and your family for a minimum of 72 hours.

Being prepared for the unexpected requires planning. By using this guide you can learn how quick and easy it is to become better prepared to face a range of emergencies – anytime, anywhere. Use this guide to create your own emergency plan.

This guide contains 3 basic steps that will help you take care of yourself and your loved ones during an emergency.

My staff and I hope you find this guide helpful and informative as you become "Emergency Ready"!

A handwritten signature in blue ink that reads "S. Laforet". The signature is stylized and cursive.

Stephen Laforet

Fire Chief/Community Emergency Management Coordinator
City of Windsor, Ontario

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Emergencies are a fact of life. They occur in communities and cities around the world, and they have the potential to put your health, safety, and security at risk. This guide includes information on preparing for many different types of emergencies such as winter storms, power outages, flooding, and fires.

There are simple steps you can take to help protect yourself and your loved ones during an emergency. This guide is designed to help you prepare for an emergency and know what to do when one occurs.

**Being “emergency ready” means that:**

- You have a plan so that you and your family know what to do in an emergency
- You have an emergency kit with food, water and supplies to last at least 72 hours
- You have insurance to help protect your home and family

Depending on the nature of the emergency:

- You may need to look after your own needs and those of your family for up to 72 hours after an emergency occurs
- Emergency services personnel may not be able to reach you immediately or they may have to focus their initial efforts elsewhere
- You may need to evacuate your home with little or no notice
- You may have to remain in your residence with little or no access to external sources of food, water, and other supplies

Helpful Tips

Follow these three steps to ensure you and your family are prepared:

- 1. Make a plan**
- 2. Build a kit**
- 3. Stay informed**

911 & EMERGENCY CONTACTS



When should you call 911?

Call 911 when you need **Police, Fire** or **Paramedic** services to respond immediately!

Call 911 if there is:

- A medical emergency
- A fire
- A crime in progress

Do not call 911 to:

- Locate relatives or to inquire about their condition
- Ask about current road or weather conditions
- Find out when electricity and gas services will return

Find the non-emergency numbers for police, fire or paramedics on page 4.

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



NON-EMERGENCY CONTACTS

Fire Department

Windsor Fire & Rescue Services

519-253-6573

Police Services

Windsor Police

519-255-6700

519-258-6111 TTY

Ontario Provincial Police

1-888-310-1122

1-888-310-1133 TTY

Use this number to speak to a police officer about a non-emergency situation.

Ambulance and Paramedic

Essex Windsor EMS

519-256-1315

Hospitals

Windsor Regional Hospital

Metropolitan/Ouellette Campuses

519-254-5577

Public Health

Windsor-Essex County Health Unit

519-258-2146

Ontario Poison Control

1-800-268-9017

Telehealth Ontario

1-866-797-0000

1-866-797-0007 TTY

City of Windsor

Dial 311

www.311online.ca

519-255-2489

Windsor Utilities

Enwin Utilities

Hydro & water emergencies

519-255-2727

Hydro One

1-888-664-9376

Enbridge Gas

1-877-969-0999

Community Resources

Information & Referral to Community, Social, Health, & Government Services

Dial 211

www.211ontario.ca

1-866-686-0045

Community Crisis Centre of Windsor-Essex County

519-973-4435

Kids Help Phone

1-800-668-6868

Text CONNECT to 686868

Canadian Red Cross

Windsor Branch

519-944-8144

The Salvation Army

Windsor Branch

519-253-7473

Provincial Road Conditions and Construction Info

Dial 511

Environment Spill Reporting

1-800-268-6060

Transit Windsor

519-944-4111

STEP 1: MAKE A PLAN

Thinking ahead will help reduce the stress of an emergency. 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. If you live alone, develop a plan for yourself with links to neighbours.

Make a Phone List

Make a master list of family and emergency numbers then ensure everyone in your household has a copy (see page 6). The list should include at least one out-of-area contact in case local phone and mobile networks are overwhelmed. Call the out-of-area contact if you find yourself separated from family. Let them know where you are, how you're doing, and arrange a future check-in time. Advise family members to do the same so everyone stays connected.

Pick a Meeting Place

Decide where you'll meet family members during an emergency. Gathering at home is ideal, but if you can't get there, agree on a secondary location. A neighbour's house, library, or community centre are options.

Plan for Your Kids

If you have young children, you need to consider what happens if you can't make it to their school or daycare. Identify people who could pick them up in the event you can't. Notify the school or daycare of who's authorized to pick-up your children and make sure your kids know as well.

Plan for Your Pets

Make a plan for your pets in case you have to evacuate your home. Pets are generally not allowed in emergency shelters; therefore, it is a good idea to explore your options now instead of waiting until an emergency occurs. Make sure your emergency kit and grab-and-go bag have items for your pets (see pages 10-11).

Helpful Tips

In an emergency, use text messaging, email or social media to communicate. Data-based services are less likely to experience major interruptions.

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

If you leave your home, lock all doors and windows and bring a spare set of keys.

Talk to your kids about emergencies. Be honest and straight-forward. The more they know in advance, the better they'll be able to react and cope.

PERSONAL RECORD OF IMPORTANT INFORMATION

LOCAL CONTACT

Name: _____
Address: _____

Telephone: Day: _____
Evening: _____

CHILDREN'S SCHOOL

Name: _____
Address: _____

Telephone: _____
Name: _____
Address: _____

Telephone: _____

NEAREST RELATIVE

Name: _____
Address: _____

Telephone: Day: _____
Evening: _____

FAMILY MEDICAL

Family Physician: _____

FAMILY WORK NUMBERS

- 1. _____
- 2. _____
- 3. _____
- 4. _____

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: _____

FAMILY CELL PHONE NUMBERS

- 1. _____
- 2. _____
- 3. _____
- 4. _____

FAMILY OUT-OF-AREA CONTACT

Name: _____
Address: _____

Telephone: Day: _____
Evening: _____

PERSONAL RECORD OF IMPORTANT INFORMATION - CONTINUED

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: _____ Electricity provider: _____


Contact number: _____ Contact number: _____

Location of shut-off: _____ Location of shut-off: _____

Water provider: _____ Other: _____

Contact number: _____ _____

Location of shut-off: _____ _____



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

Our emergency heat source is: _____

Our insurance company is: _____

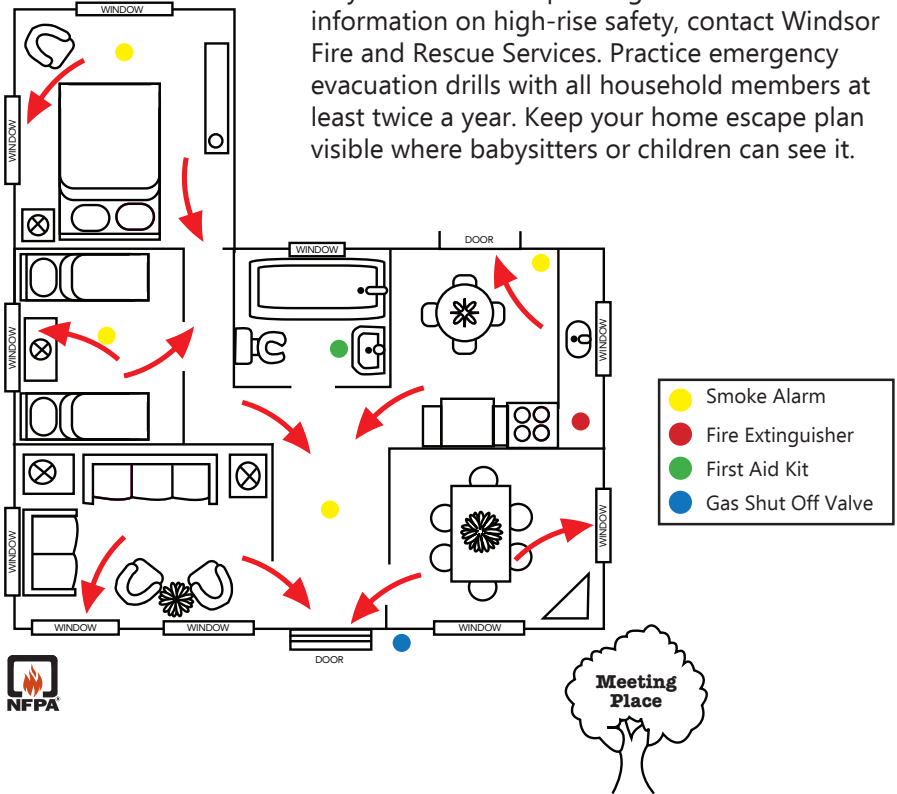
Policy number: _____

Insurance deductible: _____

DEVELOP AN ESCAPE PLAN

Develop an escape plan by drawing a floor plan of your residence (see page 9). Using a black or blue pen, show the location of doors, windows, stairways, and large furniture. Use a separate section or page for each floor. Indicate the location of emergency supplies (see page 10), fire extinguishers, smoke alarm, 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 Windsor Fire and Rescue Services. Practice emergency evacuation drills with all household members at least twice a year. Keep your home escape plan visible where babysitters or children can see it.



Sketch your plan below, review it with your family and post a copy somewhere everyone will see it, like on your fridge.

Upstairs

Main Floor

Basement

STEP 2: BUILD A KIT

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

JANUARY



storage container, flashlight, battery powered or hand crank radio

FEBRUARY



first aid kit, medications, blanket

MARCH



water (four litres per person per day for at least three days), non-perishable food items, manual can opener

APRIL



whistle, dust mask, extra batteries

MAY



local maps, home evacuation plan, out-of-area contact

JUNE



seasonal clothing, shoes

JULY



cash, important documents (insurance papers, copies of passports)

AUGUST



photo of pet, pet supplies

SEPTEMBER



cell phone, inverter or solar charger

OCTOBER



garbage bags, moist towelettes, duct tape

NOVEMBER



child care items, toiletry kit

DECEMBER



extra keys, entertainment

CREATE A GRAB-AND-GO BAG

Don't count on being home when there's an emergency. There's also a chance you may have to evacuate your house on short notice. To prepare for these possibilities, create grab-and-go bags for your home, work and vehicles.

What to include:

- Food (non-perishable) and water
- Flashlight and batteries, headlamp
- AM/FM radio
- Medication(s)
- Seasonal clothing
- Blanket
- Pen and notepad
- Cell phone charger
- Personal toiletries
- First aid kit
- Extra pair of glasses or contacts
- Cash in small bills
- Local map
- Whistle
- Out-of-area contact card
- Copies of important documents, family photos, etc.
(consider storing copies on a USB stick)
- Pet food, ID tags, leash, pet carrier

Stock Emergency Supplies

Have enough non-perishable food to support your family for at least three days. If the power is out, use the food from your fridge and freezer first, followed by your pantry. Ensure you have a suitable food supply for babies, toddlers and pets.

Helpful Tips

Always keep your vehicle's gas tank half full in case you're required to evacuate on short notice.

Refresh your water supply when the clocks spring forward and fall back. You can also set a reminder on your phone.



KNOW THE RISKS

In the City of Windsor, we are fortunate to live in a relatively safe region of Canada. Hazards vary depending on where you live. Below is a list of possible hazards that can happen in the City of Windsor. Knowing which ones you could face will influence how you prepare.



Hazard	Examples
Severe weather	Snowstorms, ice storms, windstorms, tornadoes, extreme temperatures, floods
Major accidents	Hazardous materials incidents, explosions, transportation accidents, water contamination, train derailments, fires
Technological failures	Extended power failures, network interruptions, phone system failures
Disease outbreaks	Widespread health emergencies, human or animal borne diseases, pandemic influenza
Intentional acts	Arson, crime, civil unrest

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.

KNOW WHERE TO GET YOUR INFORMATION

In case of police, fire or medical emergency, always call 911.

GETTING CONNECTED TO YOUR CITY

What is 311?

If you are looking for City of Windsor services or service information, call 311. Operators can provide answers to your questions or generate service requests for the full range of City of Windsor services: from detours and construction to parks and recreation, from building and planning to licensing and registration, and more. 311's telephone service is available in over 200 languages.



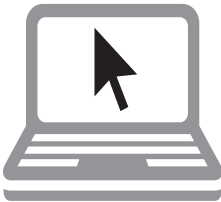
Open Monday to Friday: 8:00am to 5:00pm, holidays excluded.

Contacting 311



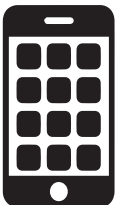
Phone

- Callers in Windsor can reach the call centre simply by calling 311.
- Callers in the surrounding county can call 519-255-CITY (2489).
- Long-distance callers can call 1-877-RING311 (746-4311).



Online

- www.311online.ca
- Using 311 Online you can submit a request for service in the 311 system. Your request will be handled in the same, efficient manner as if you called 311 on the phone.



Texting

- Simply text your question or concern to the numbers 311.
- Texting service monitored Monday to Friday, 8:00am to 5:00pm, holidays excluded.

WINDSOR ALERTS

Receive alerts about emergencies in our community by signing up for the Windsor Alerts notification system. During a major crisis, emergency or severe weather event, City of Windsor officials will send event updates, warnings and instructions directly to you on any of your devices. This system is for Windsor residents, however, if you work in Windsor, you can sign up using your work address to receive alerts specific to that address. Go to windsoralerts.ca to sign up.



STAY COOL WINDSOR-ESSEX

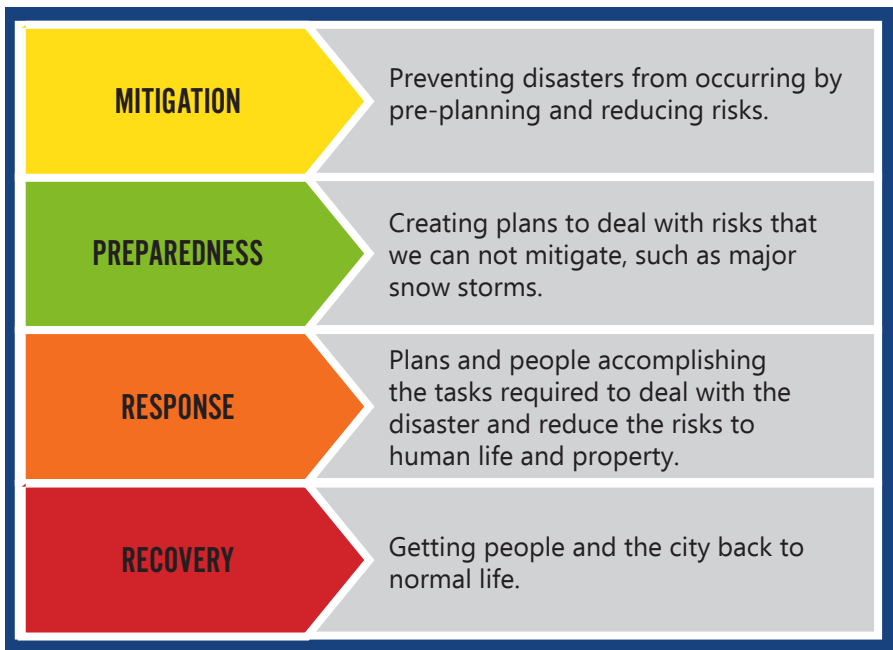
The Windsor-Essex County Health Unit issues heat warnings to inform residents of heat events with the Stay Cool Windsor-Essex program. When heat warnings are issued, you should take extra precautions to protect yourself and loved ones from heat related health risks.

Heat Warning Level	Warning Icon	Heat Warning Criteria
Heat Warning		A heat warning is issued when two consecutive days are forecasted to have a daytime high temperature greater than or equal to 31°C and a nighttime temperature greater than or equal to 21°C or a humidex greater than 42°C.
Extended Heat Warning		An extended heat warning is issued when three or more than three consecutive days are forecasted to have a daytime high temperature greater than or equal to 31°C and a nighttime temperature greater than or equal to 21°C or a humidex greater than 42°C.
Heat Emergency		Heat Emergencies are declared during extenuating circumstances (i.e., large scale power outage or drinking water emergency) during a heat event.

EMERGENCY RESPONSE PLAN

The City of Windsor has developed an Emergency Response Plan which outlines in detail the roles and responsibilities for city staff, partner services, and the public when dealing with an emergency of any kind.

Windsor Fire & Rescue Services along with the City of Windsor follows a four-tiered approach to emergency management, and in doing so, ensures a timely and thorough activation of the Plan.



For more information visit:

[http://www.citywindsor.ca/residents/emergencyandcrimeprevention/
Emergency-Preparedness/Pages/Emergency-Response-Plans.aspx](http://www.citywindsor.ca/residents/emergencyandcrimeprevention/Emergency-Preparedness/Pages/Emergency-Response-Plans.aspx)

HOW TO SHELTER-IN-PLACE

Neighbourhood Fire or a Hazardous Materials Incident

Hazardous materials incidents involve the release of dangerous chemical, biological, or radioactive contaminants. There are many safeguards in place whenever a dangerous substance is being manufactured, transported, or stored. Occasionally, however, hazardous chemicals and other substances are accidentally spilled, released, or catch fire.

The smoke created from a residential, industrial/commercial building, or outdoor recycling plant is very toxic and all steps should be taken to avoid breathing it in.

If a hazardous materials incident occurs in your area, you will be notified by Windsor Alerts, radio and television broadcasts, City of Windsor social medias, and/or police. These broadcasts will provide information about what to do to reduce your exposure and protect yourself. You may be instructed to shelter-in-place or to evacuate. To shelter-in-place you must remain inside your home or workplace and protect yourself there.



DANGER

If you suspect that you have been exposed to a hazardous material, call 911 immediately and seek medical care. Monitor any symptoms that you experience. Be aware of perspiration, dizziness, and changes in your heart rate, breathing, skin tone, and level of consciousness. Tell medical personnel about these and any other symptoms that you notice.

The following steps will help to reduce your exposure and maximize your protection:

- Close and lock all exterior doors and windows.
- Shut off all fans to avoid drawing air in from outside.
- Turn off heating and air-conditioning systems that circulate air through your home.
- Ensure that the kitchen range hood and bathroom ventilation fans are off.
- Close your fireplace chimney damper.
- Retrieve your 72-hour emergency kit. Ensure that the radio is working.
- Choose an interior room, ideally one without windows, where you will take shelter. Select a room that is above ground because, in a chemical gas leak, toxic gases that are heavier than air can seep into basements and accumulate.
- Once you are in the room, use duct tape to seal all air vents and cracks around the door.
- Monitor your electronic devices, radio or television for information. You will be notified when it is safe to come out of shelter or you may be instructed to evacuate.

IF YOU NEED TO EVACUATE

Authorities will only direct you to evacuate from your home if they have reason to believe you are in significant danger. Follow the instructions that you are given about when to leave, where to go, and what transportation routes to follow. Do not enter or return to an evacuated area unless emergency officials have given you specific instructions and permission to do so.



If you are ordered to evacuate, remember to take:

- Your emergency kit
- Your emergency plan & contact information
- Essential medications and copies of prescriptions
- A mobile phone
- Your pets and their supplies

Prepare your property:

- Make sure your basement is waterproofed and your sump pump is working. Install a battery-operated or water-powered backup in case of power failure.
- Clear gutters and drains
- For your safety, Enbridge Gas representatives will shut off customer's natural gas supply where gas metres can be safely accessed. Workers do not need to enter homes to do this.
- If you smell natural gas or detect other signs of a gas leak please prevent sources of ignition. Do not touch electrical switches, light candles, or use a landline phone; exit the building immediately and call Enbridge Gas from a safe area at 1-877-969-0999 or 911.
- When you evacuate, lock your home and remember to bring the keys
- If you are able to, assist your neighbours with their evacuation.
- If you have time, call or e-mail your out-of-area contact. Let them know where you are going, your planned route and when you expect to arrive. When you arrive at a reception centre or evacuation shelter, register with the staff. Also, contact your out-of-area contact to give them an update. Tell them if any family members have become separated.



CONSIDER SPECIAL NEEDS

Medical records may be difficult to access during a disaster. If you rely on a prescription, aim to have a month's supply available at all times. If you can't, keep a copy of your prescription, dosage and name of the prescribing doctor with your emergency supplies.

OTHER THINGS TO CONSIDER

If you rely on a motorized wheelchair, make sure you have an alternate manual wheelchair.

If you have a guide or service dog, ensure they're part of your preparations. That includes a three-day supply of water and pet food, a leash, collar and copies of vaccination records.

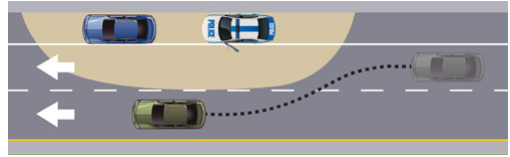
If you use hearing aids, stock extra batteries.

If you have difficulty communicating verbally, have a writing pad and pencils/pens handy.



MOVE OVER LAW

When approaching an emergency vehicle that is stopped with its lights flashing, you are expected to slow down and move to the lane away from the emergency vehicle if the roadway you are travelling on has two or more lanes.

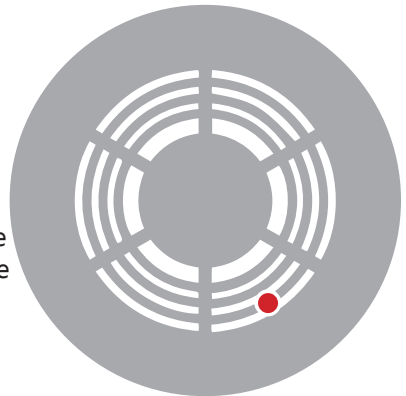


When an emergency vehicle is approaching your vehicle from any direction with its flashing red or blue lights, or siren or bell sounding, you are required to bring your vehicle to an immediate stop. When stopping, bring your vehicle as near as is practical to the right hand side.

For more information visit www.mto.gov.on.ca/english/dandv/driver/handbook/index.shtml.

SMOKE AND CARBON MONOXIDE ALARMS

Every residence in Ontario must have a working smoke alarm located on each level. Smoke and carbon monoxide alarms are required outside sleeping areas. These alarms save lives daily by warning people of possible fires or hazards in their homes. Unfortunately, deaths still occur due to the improper use of such alarms. These deaths can easily be prevented by checking your smoke and carbon monoxide alarms regularly.



Tips:

- It is important to replace the batteries at least once on a yearly basis.
- Test your alarms monthly.
- Ensure everyone in your household knows what to do in the event of an emergency. Your family plan should be practised.

PREPARING FOR SEVERE WEATHER

When planning your daily activities, it's important to be prepared for severe weather. Summer weather has a tendency to be more volatile than other seasons. It can be less predictable, with less lead time for preparedness. It's always a better idea to plan ahead.



Tips on Preparing for Severe Weather

Don't wait for a storm to hit. Begin preparing now and you'll be in a position to react quickly when a storm is forecast. Make sure your 72 Hour Emergency Survival Kit is stocked, ready, and in a place where you can easily access it.

Factor the weather into your daily plans. If you schedule outside work or outside recreational activities, be especially aware of forecasts of severe weather that could be hazardous to you, employees, children, and pets.

When a storm is on the way, secure your outdoor property and physical belongings. If possible, move items indoors or secure them tightly to help ensure they don't blow away. Stay away from windows until the storm has subsided.

Remember that after-storm conditions can also pose hazards. After a severe storm has passed, use special care when you leave your shelter. There may be downed electrical wires, broken trees, and dangerous debris around your property and in the streets.

If you are out when a severe storm hits:

- If you are in a vehicle and need to stop, park away from trees and power lines that could fall. Stay inside your vehicle.
- Take shelter in a building immediately. If there is no building nearby, shelter in a low, protected area such as a ditch, culvert, or cave.
- Don't lie flat if you are caught in an open area. Crouch down on two feet to minimize your contact with the ground in case there is a nearby lightning strike.
- Never take shelter under a tree.

Helpful Tips

Lightning poses a threat with even a weak afternoon thundershower. Remember the lightning safety rule: when the sky roars – go indoors. If you are close enough to hear the thunder from a storm, the lightning is close enough to be deadly.

A **Special Weather Statement** means actual or expected weather conditions may cause general inconvenience or concern, but do not pose a serious enough threat to warrant a weather warning. The Special Weather Statement may also be used when conditions show signs of becoming favourable for severe weather when the situation is not definite enough or too far in the future to justify a warning. This is the time to put your plan into action.

Rainfall

A **Warning** is issued when heavy or prolonged rainfall is sufficient to cause local or widespread flooding or flash floods. A Rainfall Warning for longer duration rain (50 mm or more in 24 hours or less) may often times be preceded by a Special Weather Statement. For Flash Flood type events (50 mm or more in 1 hour or less), Severe Thunderstorm Watches and Warnings will often be issued making special mention of the thunderstorms' ability to produce short-duration, high-intensity rainfall.

Severe Thunderstorm

A **Watch** is issued when conditions are likely for the development of thunderstorms, some of which may become severe thunderstorms with large hail, heavy rain, deadly lightning, or damaging winds and possibly tornadoes within the areas and times specified in the watch. You should use this time to secure loose objects, shelter animals, ensure family members or co-workers are prepared to take action, and listen carefully for an updated weather report.

A **Warning** is issued when a severe storm has developed, producing one or more of the following conditions: flooding rain, destructive winds with gusts greater than 90 km/h, hail of at least 20 mm in diameter (the size of a nickel) or intense lightning. Severe thunderstorms may also produce tornadoes. The storm's expected motion and developments will be given in the warning. If you are in the area specified, be prepared to take shelter.

Tornado

A **Watch** is issued when severe thunderstorms have developed and there is the possibility of one or more tornadoes developing within the areas and times specified in the watch. Be prepared to take action if a warning is issued.

A **Warning** is issued when one or more tornadoes are occurring in the area specified or detected on Doppler radar. The expected motion, development and duration will be given in the warning. You should take immediate action to get to a safe location.

Helpful Tips

Try to plan accordingly — know what to do before you need to do it! Check Environment Canada's site for their tips on preparing for summer severe weather at www.ec.gc.ca and always look at the forecast ahead of time.

Flooding

There is a heightened risk of electric shock when water makes contact with electrical systems that could seriously injure or kill you.

The following electrical safety tips from the Electrical Safety Authority (ESA) could save your life, or the lives of first responders and utility personnel working in the area.

When flooding has occurred:

- Do not enter your basement if you know or suspect water has risen above the level of electrical outlets, baseboard heaters, furnace, or is near your electrical panel. Electricity can move through water or wet flooring and cause a severe electrical shock.
- In the event that flood water has risen above outlets, baseboard heaters, or your furnace, covers power cords, or is near the electrical panel, contact a licensed electrician or your local electric utility immediately and arrange for them to disconnect power to your home.
- Watch out for downed power lines in flood affected areas. If you see one, stay back 10 meters or the length of a school bus and call 911.

CONNECT WITH US



Twitter:

@WindsorFire1
@EssexWindsorEMS
@WindsorPolice
@OntarioWarnings



Web:

www.windsorfire.com
www.countyofessex.on.ca/en/residents/ambulance.asp
www.police.windsor.on.ca
www.citywindsor.ca/residents/emergencyandcrimeprevention
www.wechu.org
www.emergencymanagementontario.ca
www.ready.gov
www.emergency.cdc.gov/disasters

NOTES

citywindsor.ca | windsorfire.com

ARE YOU READY?

HAVE A



PLAN

Step 1:
Make A Plan



Step 2:
Build A Kit



Step 3:
Stay Informed

