

# WINDSOR - ESSEX COMMUNITY - ESSENTIALS



### FIRE SAFETY

- Smoke Alarms
- Home Escape Planning
- High-Rise Fire Safety

### PERSONAL SAFETY

- Residential
- Domestic Violence
- Public Transportation
- Harassing Phone Calls
- Elder Abuse

### Babysitting

- Seatbelts
- School Bus Safety
- Bicycle Safety
- Snow & Ice Safety

### HOME SECURITY

- Burglary Prevention
- Firearms

### VANDALISM

### FRAUDS, CONS & MORE

- Home Improvement
- Contracts
- Phoney Inspectors
- ABM's

### VEHICLE THEFT PREVENTION



This booklet contains important information concerning personal safety, crime and fire prevention and how to contact emergency services in the City of Windsor and Essex County. Please take time to review it with a friend or relative who understands the written English language. Your safety is our primary concern. If you have further questions about any of the information within this document, please contact the appropriate agency.

هذا الكتيب يحتوي على معلومات مهمة تتعلق بالسلامة الشخصية ، الجريمة وكيفية تفادي الحرائق. كما يتضمن كيفية الاتصال بخدمات الطوارئ في وندزور ومنطقة أسكس. الرجاء أخذ الوقت لمراجعة المعلومات مع صديق أو قريب يقرأ اللغة الإنكليزية. سلامتك هي غرضنا الأساسي، في حال وجود أي استفسار متعلق بهذه المعلومات الرجاء الاتصال بالوكالة المعنية.

این کتابتج تمامل اطلاعات مهمی در خصوص جلوگیری از آتش سوزی، نجات آتش سوزی،  
حفاظت، و نحوه پیشگیری از بروز حوادث آتش آتش سوزی می باشد.  
همچنین، اطلاعات مفید و جامعی را در خصوص نحوه نجات آتش سوزی و  
حفاظت شهر Windsor و همچنین راه در صورت بروز حوادث آتش سوزی و غیره منظره  
اختیار شما می گرداند که این فرار می باشد.  
بدون امید حصول امنیت از سلامت و امنیت شما می گرداند. خواهشمندیم  
با مساعدت این اردوستان و یا هر نهادی که خود را تسلط آتش سوزی و آتش  
زبان انگلیسی دارد، در صورتی که به سبب این جزوه به سبب آتش سوزی داشته  
هر گونه پرسش لطفاً با اردوستان آتش سوزی یا هر نهادی که خود را تسلط  
حاصل نماید.

“Cette brochure contient des informations importantes concernant la sécurité personnelle, la criminalité et la prévention des incendies et la façon de contacter les services d'urgence dans la ville de Windsor et du comté d'Essex. S'il vous plaît prendre le temps de l'examiner avec un parent ou un ami qui connaît la langue anglaise écrite. Votre sécurité est notre principale préoccupation. Si vous avez d'autres questions sur l'une des informations de ce document, s'il vous plaît contacter l'organisme approprié.”

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这本小册子包含了关于人身安全，犯罪和防火，以及如何在温莎市和埃塞克斯县联络紧急服务的重要信息。请花些时间与一个懂书面英语的朋友或亲戚一起来阅读它。您的安全是我们首要关注的问题。如果您对该文件中的任何信息有进一步的问题，请与适当的机构联系。

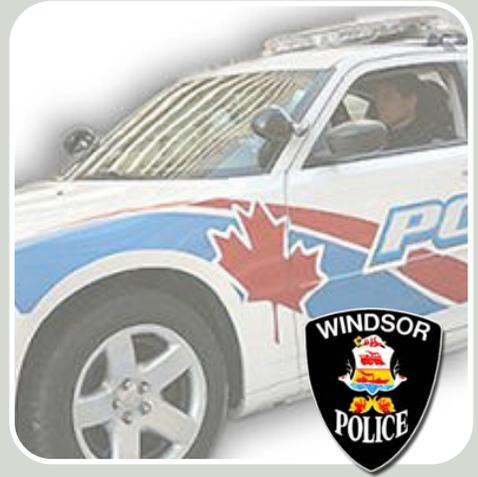
W tej ulotce zawarte są ważne informacje dotyczące osobistego bezpieczeństwa, zapobieganiu przestępczości i pożarom oraz jak skontaktować się z organizacjami ratowniczymi w mieście Windsor i Okręgu Essex.  
 Proszę zapoznać się z tą ulotką ze znajomym lub członkiem rodziny który rozumie język angielski pisany. Twoje bezpieczeństwo jest dla nas najważniejsze.  
 W razie dalszych pytań dotyczących informacji zawartych w tym dokumencie proszę się skontaktować z konkretną agencją.

Buugaan waxaad ka heleysaa akhbaar muhiim ah oo ku saabsan badbaado shakhsiyeed, sida qof inuu danbiile noqdo iyo in qatarta dabka looga hor tagi lahaa . Waxaad kaloo ka heleysaa sidii aad ula xiriiri laheyd gargaarka deg degaah ee magaaladda Windsor iyo Essex County .  
 Fadlan waqti yar geli lana kaasho saaxiib ama qaraabo yaqaano luqadda ingriiska. Badbaaddadaada waa waxa ugu horeeya ee aan isku shuqlin laheyn. Haddii aad su'aal qabtid oo ku saabsan arintaanfadlan la xiriir wakaaladda ay arintaan quseyso.

Este folleto contiene información importante acerca de seguridad personal, delito y prevención de fuego y como ponerse en contacto con el servicio de emergencias en la Ciudad de Windsor y el Condado de Essex. Por favor tome tiempo para examinarlo con un amigo o pariente que entiende la lengua inglesa escrita. Su seguridad es nuestra preocupación primaria. Si usted tiene preguntas adicionales sobre cualquiera de la información dentro de este documento, por favor póngase en contacto con la agencia apropiada.

ईस पुस्तक मे वैयक्तिक सुरक्षा, अपराध और अग्निनिवारण संबन्धित महत्वपूर्ण जानकारी मौजूद है, और किस प्रकार सीटी ओफ वींडसर रेड ऐस्क्स कऊटि मे आपातकाल सेवाओं को सम्पर्क किया जा सकता है. मित्र अथवा संबंधी जो लिखित अँग्रेजी जानता हो कृपया उनके साथ समय निकालकर समीक्षा करले. आपकी सुरक्षा हमारी प्राथमिक प्रतिष्ठान है. अगर आपको अधिक सवाल या जानकारी प्रलेख क्षेत्र में हो तो कृपया उचित अभिकरण को सम्पर्क करै.

اس کتابچہ میں ضروری معلومات موجود ہے جن سے آپ اپنی ذاتی حفاظت جرم اور آگ سے بچاؤ اور ونڈسر اور ایسیکس کاؤنٹی میں ایمر جینسی سروسز سے رابطہ کر سکتے ہیں۔ برائے مہربانی تسلی سے اپنے کسی دوست یا رشتہ دار جو انگریزی زبان پڑھ اور سمجھ سکتے ہوں اس معلومات کا مطالعہ کریں۔ آپ کی حفاظت ہمارا اولین مقصد ہے۔ اس کتابچہ میں مزید سوالات برائے معلومات کے لئے برائے مہربانی متعلقہ ادارے سے رابطہ کریں۔



### Emergency Services Introduction to New Canadians: Emergency Preparedness Toolkit

The emergency services of Essex County are pleased to collaborate with the New Canadians' Centre of Excellence Inc, in providing this educational resource welcoming newcomers to Canada.

the skills and services we offer.

**Welcome & Thank you**

It is hoped that the Emergency Services Introduction to New Canadians will answer some of the most common questions that may arise about

We would like to relay special thanks to Inspector Ivan L'Oryte of the Halton Regional Police Service for his invaluable assistance and guidance in formulating this innovative program.

We welcome any feedback and comments.





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Safety Awareness Toolkit

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# CALLING 9-1-1

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## WHEN TO CALL 9-1-1

It is an offence to call 9-1-1 as a prank. 9-1-1 is for true emergencies only! The following guide will help you understand when it is appropriate to call and what you can expect.

9-1-1 is reserved for life threatening matters or a serious crime in progress (i.e. person not breathing, fire or a robbery in progress,).

### The 9-1-1 dispatcher will ask:

- Police, Fire, Ambulance?
- What city are you calling from?

You will be transferred to that service for that area.

Use a landline phone to call 9-1-1 whenever possible. This will ensure that

the address and phone number appears on the calltaker's screen.

The calltaker will confirm whether help is required at this or another location.

### Remain Calm

- the calltaker will help you
- you will be asked a series of questions
- answer each question to the best of your ability
- speak slowly and clearly
- it is okay to say "I don't know the answer"
- stay on the line & follow instructions



**The EMS Calltaker will ask:**

1. Is the patient awake and able to speak?
2. Are they breathing normally? Is there any difficulty breathing?
3. Are they bleeding? Is it controlled?
4. What has happened?

**The Fire Calltaker will ask:**

1. What is the location of the fire?
2. What is on fire? Is it a house?
3. How many people are in the house?
4. What room(s) are they in?

Always get out first! Never call from the same location as the fire!

**The Police Calltaker will ask:**

1. Are you in danger?
2. What is your emergency?
3. Is there anyone with you that can help?

**While You Wait:**

- Ensure your own safety
- Use other people to help you with the emergency
- Help Police / Fire / EMS find you

**When We Arrive:**

1. Tiered Response:
2. Right of Entry to Your Home:

**Tiered Response:**

Depending on the nature of the call, you may see police, fire and ambulance all attend your emergency

**Shoes:**

While first responders are sensitive to cultural differences, they will not remove their shoes when entering your home. This is for reasons of safety and practicality.





# 2-1-1: INFORMATION RESOURCE

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



**211WINDSORESSEX.CA**

**Call 211 for free information about community, social, health and government services.**

### What is 211 Windsor Essex?

211 is an easy to remember telephone number that links the people of Windsor and Essex County to a full range of non-emergency community, social, health and government services. Trained information and referral specialists answer 211 calls, assess the caller's needs and link the caller to the best available information and service. The call is free and confidential.

### Why Call 211?

The goal of 211 is to simplify the search for community information or services for people of all ages and backgrounds. Sometimes, its hard to know where to start looking, or even what's available, and automated systems

and voice mail can be frustrating.

### Call 211 if...

- You have an aging parent and want to find out more about home support or services for seniors.
- You are a parent looking for child care or youth programs.
- You are a newcomer to Canada and searching for employment training.
- You are concerned about a family member with an addiction and need information about available programs.

This service is available 24 hours a day, 7 days a week, 365 days a year.

Multilingual service is available.



# FIRE SAFETY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## SMOKE ALARMS CAN SAVE YOUR LIFE

Failure to comply with the Ontario Fire Code smoke alarm requirements could result in a ticket for \$235 or a fine up to \$50 000 for individuals, or \$100 000 for corporations.

### Facts About Smoke Alarms

#### 1. Protect yourself and your family.

Install smoke alarms - it's the law. The Ontario Fire Code requires that every home have working smoke alarms.

#### 2. Smoke alarms save lives.

Most fatal fires occur at night when people are asleep. Often, victims never wake up. A working smoke alarm will detect smoke and sound an alarm to alert you, giving you precious time to escape.

#### 3. Buying the best alarm.

There are many types of smoke alarms, each with different features. Alarms can be electrically connected, battery powered or a combination of both. This combination - and a pause feature to reduce nuisance alarms - are highly recommended.

#### 4. One smoke alarm is not enough.

Install smoke alarms on every level of your home and near sleeping areas. If you or your loved ones sleep with bedroom doors closed, install an alarm



**5. Where to install smoke alarms.**

Because smoke rises, you should place alarms on the ceiling. If you cannot do this, place them high up on a wall, according to manufacturer's instructions. There are certain locations to avoid such as near bathrooms, heating appliances, windows, or close to ceiling fans.

**6. Test your smoke alarm regularly.**

Every month, test your smoke alarms, using the alarm test button. Once a month test your alarms using smoke from a smouldering cotton string. Follow your owner's manual.

**7. Change your clock, change your battery.**

Install a new battery of the proper type at least once a year. If the low battery

warning beeps, replace the battery immediately. We change our clocks each spring and fall so this is a good time to change your smoke alarm batteries too.

**8. Gently vacuum alarm every six months.**

Dust can clog a smoke alarm, so carefully vacuum the inside of a battery powered unit using the soft bristle brush. If electrically connected, shut off the power and vacuum the outside vents only. Restore power and test unit when finished.

**9. Smoke alarms don't last forever.**

Smoke alarms do wear out, so if you think your alarms are more than 10 years old, replace them with new ones. Why not replace them with long-life

smoke alarms that will eliminate the need for annual battery replacement and the potential hazard of dead batteries for up to 10 years.

**10. Plan your escape.**

Make sure that everyone knows the sound of the smoke alarm and what to do if a fire occurs. Regularly practice your home fire escape plan. Know two ways out of every room and have a pre-arranged meeting place outside. Once out, stay out and call the fire department from a neighbour's home.



**Its a fact:**

Most fatal fires occur at night when people are asleep. Often, victims never wake up.



# HOME ESCAPE PLANNING

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## SURVIVE A FIRE IN YOUR HOME...

### PLAN YOUR ESCAPE TODAY

Anyone who has lived through a fire will tell you what a terrifying experience it is. Unfortunately, many people who experience fire never get a chance to tell their story - to warn others of the dangers of fire.

Your fire department wants you to be prepared if a fire strikes your home. Please take a few minutes with your family to make a fire escape plan by following the nine simple instructions listed below. Every household must have a fire escape plan and a working smoke alarm to help ensure survival in a fire. Begin your plan by checking your smoke alarm to make sure that it is working. The smoke alarm will wake you up if a fire occurs while you are asleep.

#### 1. Draw a floor plan of your home

Use a grid to draw a floor plan of your home. You should draw a floor plan for each floor of your home.

#### 2. Include all possible emergency exits

Draw in all walls, doors, windows and stairs. This will show you and your family all possible escape routes at a glance.

#### 3. Include any important features that could help with your escape

Doors and windows are escape exits from your home. Are there any other features that could help you get out safely? Can you climb out a window onto the roof of a porch or garage? Is there a tree or television antenna tower that can be safely reached from a window? These features can be

extremely useful in an emergency, however you must make sure that all escape routes are practical and usable.

#### **4. Mark two escape routes from each room**

There is a main exit from every room. This will be the exit to use if there is no apparent danger. If you are unable to use the main exit because of smoke or fire, you must have an alternate exit. The second exit is usually the window. Special consideration should be given to planning escape routes from the bedrooms as most fires occur at night when everyone is sleeping. This second exit must be practical and easy to use. Make sure that the occupant of that bedroom is able to use the second exit.

#### **5. Remember - some people may need help to escape**

Decide in advance who will assist the very young, elderly or physically challenged members of your household. A few minutes of planning will save valuable seconds in a real emergency.

#### **6. Choose a place outside where everyone will meet**

Choose a meeting place that every one will remember. It is a good idea to choose a spot at the front of your home or close to your neighbour's house. Everyone must know to go directly to this meeting place so they can be accounted for. No one should go back into a burning building for any reason.

#### **7. Call the fire department from a neighbour's home**

Once at the meeting place, someone can be sent to the neighbour's home to call the fire department. Include the neighbour's name and the fire department phone number

on your plan. Mark the street address of your home on your fire escape plan. Always keep the Fire Department's number by your own phone in case a neighbour needs to call.

#### **8. Make sure everyone is familiar with the home escape plan**

Go over the entire plan with everyone. Discuss primary and secondary escape routes from each bedroom. Ensure that all children know the plan. Walk through the escape routes for each room with the entire family. Use this walk-through exercise to check your escape routes, making sure all exits are practical and easy to use.

It is important that all windows will open and that no heavy furniture blocks any escape route. If escape ladders or ropes are to be used, make sure that they are accessible and that the appropriate individual is capable of using them.

#### **9. Practice your escape plan**

After reviewing the floor plan with the members of your household, have an actual practice to ensure that everyone knows what to do. Practice your escape plan every six months. In a real fire, you must react without hesitation as your escape routes may be quickly blocked by smoke or flames. Your practice drills will ensure that everyone knows what to do when fire strikes.





# FIRE SAFETY

## Emergency Services Introduction to New Canadians

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## STAY OR GO - THE CHOICE IS YOURS!

**Your safety depends on the right decision**

Your fire safety is **your** responsibility! If you live in an apartment or condominium, your safety also depends on the actions of the building management and other residents. Every fire is potentially dangerous and unpredictable, so do not underestimate the risk to your life. Fire and smoke move very quickly, and the conditions in any part of the building may change in an instant. Smoke can spread throughout a building and enter your suite even when the fire is many floors away. During

an emergency, you will not have much time to decide what to do. Make sure you know what to do ahead of time.

**1. Some information I have read tells me to evacuate immediately in case of fire. Other information says that I will be safer if I stay in my suite. Which is correct?**

**To go or to stay ... the decision is yours.**

Each option involves a major commitment on your part.



Your choice will depend on the circumstances at the time of the emergency. You should understand the consequences of this important decision.

**Most of the time, the best thing to do in a fire is leave the building as soon as possible. If you let this opportunity pass, you must be prepared to protect yourself from smoke and other effects of fire until you are rescued or told by the fire department that it is safe to leave.**

This may take a long time and the conditions in the building may deteriorate. Do not try to leave your suite a long time after the fire alarm has sounded. The longer you wait to evacuate, the more risk there is that heavy smoke and heat will have spread into the stairways and corridors. Your chances of survival are significantly reduced. The following information will help you to make the right decision and to develop a personal fire emergency response plan ahead of time.

### When should I go?

Evacuation is appropriate under any of the following conditions:

**A: As soon as possible when you hear the fire alarm or discover a fire.** The earlier you leave, the better are your chances of getting out safely no matter where you are located in relation to the fire area. It is extremely rare for stairways and corridors to be contaminated by smoke in the early stages of a fire. Proceed as quickly as possible to the outside.

**B: When the fire is in your suite.** You are in immediate danger and should ensure that everyone who is in your suite leaves with you. If you have physical limitations, plan ahead to ensure that you can get the assistance you need to evacuate quickly. Close the suite door behind you. Activate the fire alarm system and warn other residents located on your floor as you exit the building. Call the fire department when it is safe to do so.

**C: When the fire is on your floor or the floor below you.** You are at high risk and should evacuate as quickly as possible if you have reason to believe that the fire is on your floor or on the floor immediately below you. Activate the fire alarm system (if the bells are not yet ringing) and warn other residents located on your floor as you exit the building.

### When should I stay in the suite?

Remaining in the suite is appropriate under any of the following conditions:

**A: If you encounter smoke in the corridor on your floor.** This may be an indication that the fire is in an advanced stage or is located on your floor. If you cannot safely reach an exit stairway, return to your suite as quickly as possible. Take actions to protect yourself from smoke. Call the fire emergency number and provide details of your situation.

**B: If you encounter smoke in the exit stairs.** The fire may have breached the stairway enclosure. Do not travel through smoke. Do not go to the roof. Re-enter the floor area immediately. If the corridor is free of smoke, try an alternate exit stairway. Otherwise, seek refuge in a suite on that floor as quickly as possible. Take actions to protect yourself from smoke. Call the fire emergency number and provide details of your situation.

**C: If instructed to remain in the suite by fire department personnel handling the fire emergency.** Attempting to evacuate at this stage may expose you to smoke unnecessarily and may impede fire fighting operations. If you are located on the fire floor or on the floor immediately above the fire floor, you are at high risk and may require rescue. Take actions to protect yourself from

smoke. Call the fire emergency number and provide details of your situation.

**D: If you are physically unable to use the stairs.**

Take actions to protect yourself from smoke. If you are located on the fire floor or on the floor immediately above the fire floor, you are at high risk and may require rescue. Call the fire emergency number and provide details of your situation.

**2. What else can I do to prepare myself before a fire emergency occurs?**

Become familiar with the fire safety features provided in your building. For example, the effects of fire will be significantly reduced in a fully sprinklered building. This is an important consideration if you are unable to use stairs to evacuate the building during a fire emergency (e.g. physical disabilities, medical condition, etc.) or where the fire department has limited capacity to carry out rescue. Learn the location of the exit stairways and practice using them. Know which floors you can use to cross from one stairway to another. Familiarize yourself with the fire alarm signal. Identify the location of fire alarm manual pull stations and read the instructions about how to operate them. If your building has a voice communication system, learn how it will be used by supervisory staff during an emergency. Get a copy of the fire emergency procedures from your building management and read them carefully. They may also be able to provide you with other important information. Keep this material in a prominent place and review it periodically. Contact your fire department for more information or to request a fire safety presentation for all residents.

**3. How can I identify the location of a fire when I hear the fire alarm?**

In some buildings, the fire alarm system may have different tones (evacuation and alert signals), which

will assist you to identify when immediate evacuation is required for your floor. If the building is equipped with a voice communication system, supervisory staff may be appointed to provide information on the location of the fire to the building occupants. Find out if these features apply to your building by becoming familiar with the building fire safety plan and emergency procedures as discussed in item No. 2 above.

**4. What actions can I take to protect myself from smoke entering the suite during a fire?**

The following steps can be taken to protect yourself from smoke entering the suite during a fire emergency:

- Use duct tape (masking tape may also be effective) to seal cracks around the door to your suite and place wet towels at the bottom. Seal vents, air ducts and other areas where smoke is entering the suite in the same manner.
- If smoke is worse in one room (e.g. bathroom), close the door and seal off the room with tape and wet towels as noted above.
- If the suite fills with smoke, move to the balcony (if you have one) and close the doors behind you. Take a cordless or cellular phone with you if available. Call the fire emergency number and provide details of your situation. Also, take warm clothes or blankets if the weather is cold.
- If you do not have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air but be prepared to close it again if this makes the conditions worse. Never break the window to get fresh air or you will not be able to seal it off if conditions change.
- Keep low to the floor where the air is cleaner.

Make sure that you have a roll of duct tape readily available. Duct tape can be purchased in most hardware stores.

## 5. I have read that most people die trying to evacuate during a fire. Is this true?

Experience shows that people who evacuate in the early stages of a fire can safely reach the outside. Most people die because they attempt to leave the building through smoke-filled corridors and stairs in the advanced stages of a fire. Although the conditions are different for each fire, this could occur as early as 10 minutes after the start of the fire. If you made the decision to stay in the suite during the fire emergency, do not change your mind and attempt to evacuate later. Please refer to item No. 1 for details of when evacuation is and is not appropriate. If you encounter smoke during evacuation, look for an alternate route that is clear of smoke, return to your suite or seek refuge with other occupants on the nearest floor. Do not use the elevator for evacuation (except under direction of the fire department) and never go to the roof since it is not designed as an exit.

## 6. What else should I know?

Many people are reluctant to evacuate unless they are certain that there is a real fire. This problem is made worse by nuisance alarms. Remember, a real fire grows for every minute that you delay and you may lose the only opportunity to evacuate safely. For this reason, all occupants who are able should begin evacuation procedures immediately upon hearing the alarm. If you made an initial decision to stay in your suite when a fire emergency occurs, do not attempt to evacuate in the advanced stages of the fire. You cannot outrun the effects of fire and smoke and will be placing yourself in extreme danger. Each suite is designed as a fire compartment and will afford you a degree of protection during the fire emergency. However, smoke spread into your suite is very likely so be prepared to protect yourself from smoke for the duration of the emergency. This may be a long time.

## 7. Where can I get more information?

Your building management or local fire department can provide copies of the following materials:

- Fire In Your Apartment Building (pamphlet)
- Plan Ahead - Fire Safety In Apartment Buildings (pamphlet)
- If You Hear The Fire Alarm And Cannot Leave Your Apartment (door sticker)



### Windsor Fire and Rescue Services

815 Goyeau Street  
Windsor, Ontario  
N9A 1H7  
Phone: (519) 253-6573 (non-emergency)  
Web: [www.windsorfire.com](http://www.windsorfire.com)



# FIRE SAFETY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## FIRE SAFETY IN APARTMENT BUILDINGS

### Plan Ahead - It May Save Your Life!

Every fire is dangerous. But you can survive a fire if you know what to do.

The law requires that every apartment building have certain fire safety features. Ask your building management or your fire department to tell you about the fire safety features in your building. Then you should plan what you will do if there is a fire.

In a fire, you will not have very much time to decide what to do. So plan ahead. It may save your life.

You must know how you will escape

from the building if there is a fire. In fact you need at least two ways to escape, because one may be blocked by smoke. If you cannot escape, you must know how to protect yourself from the smoke. Learn how to do these things now.

#### Remember:

- In a fire, most people die from smoke, not from flames. Smoke makes it hard for you to see, and even two deep breaths of smoke can make it hard to think clearly or stay awake. You must avoid smoke.



- The apartment where the fire starts is a dangerous place. Get everyone out, and close the door behind you.
- Most fires that kill people occur at night, when everyone is asleep. That's why you need a smoke alarm near rooms where people sleep. Test your smoke alarms once a month to make sure they are working properly.
- Fire and smoke move very quickly, and the conditions where you are may change in an instant. Make sure you know what to do.
- If you are unable to use stairs in an emergency, have you told your landlord or building manager that you will need help? Your apartment number can be added to the fire safety plan, so fire fighters will know that you may need to be rescued.
- Do you know where the fire alarms are on your floor, and how to pull them? You will have to use the fire alarm if you discover a fire on your floor.
- Have you arranged a place outside the building where you will meet everyone you share your apartment with after you leave? Having a meeting place gives you confidence that everyone got out safely.
- Do you know the telephone number to call if there is a fire? Keep this telephone number in a place where you can find it fast in an emergency.
- Are your corridors and stairways kept clear of debris or obstructions, and are they well lit? Your landlord must make sure exit routes have adequate lighting and are never blocked.
- Are Emergency instructions posted on your floor? They will tell you what to do if there is a fire in your building.
- Is there an approved fire safety plan for your building? The landlord must have a fire safety plan approved by the fire department, and must follow it.
- Are your stairway doors equipped with automatic closers and latches that work, and are the doors to the stairway kept closed at all times? Your landlord must keep doors working properly so that they limit the spread of smoke and fire.

**Answer Yes or No to the following questions:**

- Do you have at least one smoke alarm in your apartment, and are you sure it works? Smoke alarms save lives by giving you early warning of a fire in your apartment.
- Do you know how to protect yourself from smoke? Remember, most people die from smoke, not fire.
- Do you have a roll of duct tape? Duct tape is a special tape available from hardware stores. Use it to block smoke from entering your apartment through spaces around your door, vents and other openings.
- Do you know how you are going escape from your building if there is a fire? Most apartment buildings have at least two exit stairways. Find out where these are and practice using them. Know which floors you can use to cross from one stairway to another.

If you answer "no" to any of these questions, you should get the information you need by speaking to your building management or your fire department.

**General Building Fire Safety Features**

- Do you know what the fire alarm sounds like? Make sure that everyone you live with knows what to do when they hear the fire alarm.
- Can you hear the fire alarm in your apartment? The fire alarm should be loud enough to be heard in your bedroom.
- Are all the exit doors clearly marked? All exit doors should have a sign that says "EXIT".

If you answer "no" to any of these questions, you should get the information you need by speaking to your building management or your fire department.

**Fire Safety Features in High Buildings Only**

- Is there a voice communication system in your building? Buildings higher than 12 storeys must have a voice communication system.
- Can you hear messages clearly in the corridor? Speakers in your apartment or the hallway are used to give you important information if there is a fire.
- Does your apartment door have an automatic closer and does it work? Having the door close automatically

prevents smoke and fire from spreading into the corridor.

- Are any of the doors leading from the stairway into the corridors kept locked? Some stairway doors may be locked for security reasons.
- Are corridors and stairways equipped with emergency lighting? Emergency lighting will keep stairs lit even if the electricity to the building stops working because of a fire.

If you answer "no" to any of these questions, you should get the information you need by speaking to your building management or your fire department.

If you think something in your building is unsafe, call your local Fire Department.

### Your Rights and Responsibilities

Your landlord must keep your apartment building in good repair and safe for living in, and comply with the Fire Code. If there is a fire your landlord must repair damages to the building in a reasonable time. Any fire safety features must be repaired as quickly as possible.

If there is a fire in your building, you will probably be responsible for fire or smoke damage to your own belongings. You should consider getting tenant's insurance coverage for your belongings, and to cover your expenses for temporary accommodation.

If the fire is your fault, you may also have to pay for damage to other

people's property, and to the building. Make sure the insurance you buy protects you from this liability.

You can get more information about insurance from your insurance agent or broker.

For more information on the laws that protect tenants, you can contact the Rent Control Office in your area. The telephone number is in the blue pages of the telephone book.

Never damage the fire safety systems in your building, or allow other people to damage them. You risk your life and the lives of other people if you do. It is a criminal offence to damage any fire safety system.



#### Plan Ahead:

You need to know at least two ways to escape. One way may be blocked.



# FIRE SAFETY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## THERE'S A FIRE - WHAT DO I DO?

General advice for tenants of buildings that are three stories or higher.

### Fire in Your Apartment Building

Learn what to do if a fire happens in your building. This is the best way to protect yourself and those around you.

Every fire is different. You must act quickly when you hear the alarm or discover a fire. You must always protect yourself from smoke.

Remember, most people die from smoke, not fire. Here is what to do:

### If There is a Fire in Your Apartment:

- Tell everyone in your apartment to leave.
- Close all doors behind you.
- Pull the fire alarm on your floor and yell fire.
- Leave the building using the nearest stairway.
- Call the fire department when you are safe.
- Meet the firefighters at the front entrance and tell them where the fire is.

### When You Hear the Fire Alarm

To go or to stay...the decision is yours

Most of the time, the best thing to do in a fire is leave the building as soon as possible. But in some cases you may not be able to leave and you may have to stay in your apartment. In either case you must act quickly. No matter what your decision you must protect yourself from the smoke.

## **If You Decide to Leave The Building:**

Check the door to your apartment. If smoke is entering from around the door, do not open it. Protect yourself from smoke inside your apartment as described later.

- If there is no smoke, brace yourself and open the door a little.
- If you see smoke or feel heat, close the door quickly and protect yourself
- If the corridor is clear, take your keys, lock your door, and go to the nearest stairway.
- **DO NOT USE THE ELEVATOR**
- Open the nearest stairway door carefully.
- If there is no smoke, use the stairway to leave the building.
- If there is smoke, do not enter. Close the door. Go to another stairway and open the door carefully.
- If there is no smoke here, use this stairway to leave the building
- If there is smoke, do not enter. If there are other stairways, try them. If there are not, return to your apartment and protect yourself from smoke.

## **When You Are Inside the Stairway:**

If you find smoke on your way down the stairs, leave that stairway as soon as you can. In some buildings, some doors leading from the stairway to the corridor may be locked. But at least every five floors the doors will not lock so you can leave the stairway.

- Use another stairway if it is clear of smoke.

- If you can't use any stairway, return to your apartment if you can, or go into any corridor and bang on apartment doors until you find a place to take shelter.
- Never go to the roof. Smoke usually rises to the top of the stairway. Doors opening onto the roof are locked and you could be trapped.
- Remember, wherever you are, if there is smoke, crawl low under it. The air is cleaner near the floor.

## **If You Remain in Your Apartment**

You must protect yourself from smoke. Stay in your apartment until you are rescued or until you are told to leave. This may take a long time. Do not try to leave your apartment a long time after the alarm has sounded. The longer you wait, the more risk there is that heavy smoke will have spread into stairways and corridors. Your chances of survival are less.

- Keep smoke from entering your apartment. Use duct tape to seal cracks around the door and place wet towels at the bottom. Seal vents or air ducts the same way.

## **If smoke enters your apartment:**

- Telephone the fire department, tell them where you are and then move to the balcony. Close the doors behind you.
- If you don't have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air.

- Show your rescuers where you are by hanging a sheet from the window or balcony.
- Keep low to the floor where the air is cleaner.
- Listen for instructions from authorities.

Remember, Fire Safety Begins With You

Find out about fire safety in your building. For more information to help you survive a fire, ask your building management or the fire department.

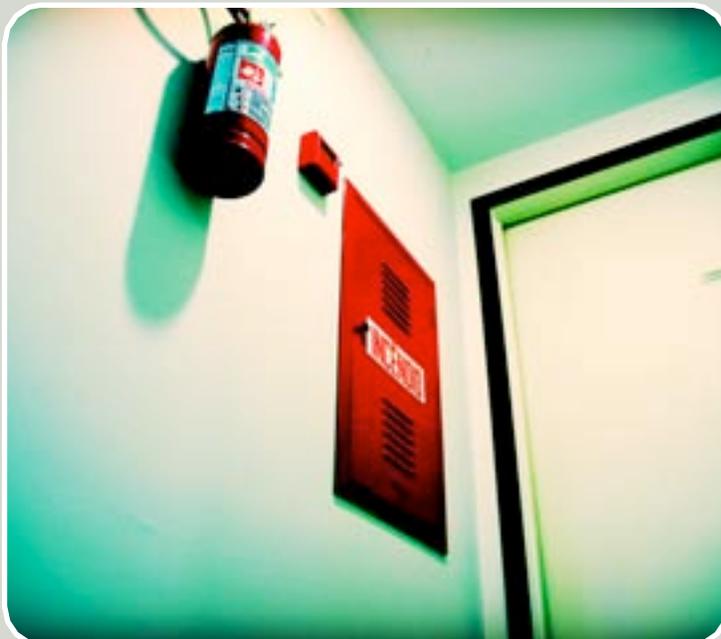


## If You Hear the Fire Alarm - and cannot leave your apartment

You must protect yourself from smoke. Stay in your apartment until you are rescued or you are told to leave. This may take a long time.

Do not try to leave your apartment a long time after the alarm has sounded. The longer you wait, the more risk there is that heavy smoke will have spread into the stairways and corridors. Your chances of survival are less.

- Keep smoke from entering your apartment. Use duct tape to seal cracks around the door and place wet towels at the bottom. Seal vents or air ducts the same way.
- If smoke still enters your apartment, tell them where you are and move to the balcony. Close the doors behind you.
- If you don't have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels. Open the window for fresh air.
- Show your rescuers where you are by hanging a sheet from the window or balcony.
- Keep low to the floor where the air is cleaner.
- Listen for instructions from authorities.



## FIRE SAFETY



### REMEMBER:

Fire safety begins with you!

Find out more about fire safety in your building. For more information to help you survive a fire, ask your building management or your fire department.



# PERSONAL SAFETY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## TRUST YOUR INSTINCTS

**Awareness of the following crime prevention pointers, combined with your own common sense, can help make crime-proofing your way of life.**

Be careful where you walk. Avoid lonely or unlit streets and unfamiliar short cuts. Walk on the curb side, away from alleys and doorways.

It is dangerous to hitchhike and to involve yourself with strangers who are hitching a ride. Once trapped inside the car, it is difficult to call for assistance.

Inform others when and where you are going and check in with them when you reach your destination.

Don't let strangers into your house. Insist on proper identification from service personnel. If someone asks to use your phone, offer to make the call for them instead.

If you suspect you are being followed, cross the street, go to the nearest house or store and call the police. Scream if necessary.

If you live alone, use first initials only on mail boxes, apartment directories or the phone book.



**Crime Prevention Tip:** Report suspicious behaviors or activities to the police. You may save a life!

Remember to report crimes or suspicious activities. Putting crime prevention into action helps contribute to your peace of mind and enjoyment of your community.

The following precautions will help you to prevent sexual assault. They are preventive measures to enhance your safety generally.

**Residence:**

Use initials rather than first names on mail boxes and in telephone books.

Entrances and garages should be well lit.

Never stay alone in apartment laundry rooms, mail rooms or garages. If you return home and find your windows or doors tampered with, DO NOT ENTER OR CALL OUT. Go to a neighbour and call police.

Never admit, on the telephone or at your door that you are alone.

**Street:**

Walk with a purpose. Avoid isolated areas and shortcuts through parks or vacant lots. Be alert and attentive to your surroundings

**Public Transportation:**

Try to avoid waiting or getting off at isolated stations if alone. Arrange for a family member to escort you to and from station.

Not all sexual assaults happen in "dangerous" places

such as dark alleys or parking lots. Many sexual assaults are committed by persons known to the victim.

The following tips will also help prevent a sexual assault:

**Public Places:**

Use caution in conversations with a person you have just met. Avoid giving your name, address or place of employment.

It is risky to accept a ride home and an invitation for a late night offer of a drink from someone you just met.

**Private Places:**

If you feel menaced in a one-on-one situation, act at once, even if you must leave your home.

If you have been sexually assaulted it is important you call the police immediately. DO NOT bother to change clothes. Remember, sexual assault is ANY unwanted act of a sexual nature imposed by one person on another.

It is a crime, even if it happens in a marriage or dating relationship. Sexual assault happens to men as well as women.



**Ontario Provincial Police**

Call 911 in an emergency  
For non-emergency inquiries, or to make a report after-the-fact, call:  
1-888-310-1122



**Windsor Police Service**

Call 911 in an emergency  
For non-emergency inquiries or to make a report after-the-fact, call:  
(519) 255-6700



# DOMESTIC VIOLENCE

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## DOMESTIC VIOLENCE IS A SERIOUS CRIME

Threatening, hitting, kicking, punching and harassing other people are crimes. Having sex with a person against that person's will is also a crime. Being married does not change this. A person committing these acts can be arrested, charged, convicted and jailed.

If you or your children are experiencing any of these forms of abuse, you are not alone. There is help available for you. If you are being physically or sexually assaulted, call the police. The police, with your consent, will call the Victim Crisis Assistance and Referral Services (VICARS). VICARS volunteers can provide you with short-term assistance, such as emotional support, practical help and referral to community agencies.

It is important to find out about resources in your community. If you have to leave your home and you have no money, and no place to stay, you may be able to get welfare, subsidized housing, legal aid and free counseling.

### Laws for Victims of Abuse:

There are laws to protect you and your children from violence.

### Access Orders

If your child is a victim of abuse by the other parent, you can ask the court to deny that parent access or allow access only if it is supervised.

### Restraining Orders

A person who has been assaulted by his or her spouse / partner can ask the court to make a restraining order.

### Exclusive Possession of the Family Home

If you are married, you can ask the court for the right to live in your home and to make your spouse leave. You have an equal right to stay in your home even if the home is in your spouse's name.



# HOME SECURITY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



Don't be a victim!  
Take steps to protect yourself!

## PROTECT YOUR BELONGINGS

Awareness of the following crime prevention pointers, combined with your own common sense, can help make crime-proofing your way of life.

### Burglary Prevention Tips

If burglars are certain no one is at home, they will feel safer committing a crime. They often canvass neighbourhoods looking for uncut lawns and stuffed mail boxes.

They spend spare evenings looking for darkened houses or lights that have been left on too long.

To reduce the possibility of burglary, be aware of the following rules:

### When you are at home, or at work

- Keep a record of serial numbers and descriptions of your household possessions.
- Inscribe your driver's licence or social insurance number on your possessions so that police can identify them as yours and return them to you.
- Ask police for the free loan of an electric engraving pencil.



- Install secure locks in your house.
- Use the locks you already have.
- Do not leave notes on your door.
- Change locks if keys have been lost or stolen.
- Doors should have sturdy frames, with hinges that cannot be removed.
- When moving into a new house or apartment, have all the locks changed.
- Lock your garage.
- Secure your gas barbecue with a chain and padlock.
- Lawn mowers, snow blowers and gas barbecues, should be stored out of sight when not in use. Garden sheds and cabanas should also be locked.
- Arrange to have your lawn mowed or snow shoveled.
- If you have a second car, leave it in your driveway, or arrange to have a neighbour park a car in your driveway.
- Check all windows and doors to make certain that they are locked.
- Lock your garage. Consider a house sitter.
- Provide your neighbour with the phone number of a close relative or friend in case of emergency.
- Leave your traveling schedule and phone number with a neighbour or relative so that you may be contacted if necessary.
- Check with your insurance agent with regard to home checks while your home is unoccupied. You may not be covered if your home has not been visited while you are away on vacation.

### When you go away on vacation...

- Whether you go away for the day or a week's vacation, use automatic timers that will turn lights on and off and give your home an occupied appearance.
- Leave a door key with a trusted neighbour and a key to the burglar alarm system, if you have one.
- Notify close neighbours about how long you will be gone and details of any persons who will be visiting your home during your absence.
- Have a neighbour pick up newspapers and mail or discontinue all deliveries.

Enjoy yourself, knowing that you left your home as secure as you reasonably could make it. An alarm can be a positive addition to the security system of any home. The lifestyles of some families make the installation of some kind of alarm even more necessary. If a home is vacant during the daytime or for the weekend, or if the home is situated in an isolated location, it could be considered more vulnerable for a break-in than other homes.

The addition of an alarm system is a good backup to physical security such as auxiliary locks and window security and can help to ensure greater peace of mind for those who must leave their homes unattended for extensive periods of time.

Alarm systems are available in a variety of forms from the basic self-contained unit to suit a simple door or window, (these types are usually available through hardware or electronic stores), to more elaborate systems which can be wired to sound a bell or horn at the residence or at a central monitoring location. This will in turn notify the police.

The decision to install any alarm should be made with careful consideration of the lifestyle of the residents using the system.

For example, if there are several family members coming and going from the residence throughout the day, then a coded alarm system may be preferable to a keyed system. If there are animals in the residence then a motion detector may not be advisable as it could be accidentally triggered by pets roaming about the house.

Make inquiries of several reputable alarm companies before deciding which type to purchase.





# VEHICLE THEFT PREVENTION

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



In Canada, 1 car is stolen every 8 minutes!

## LOCK IT OR LOSE IT!

Motor vehicles have become an important part of our lifestyle. In Canada, one car is stolen every eight minutes. Ninety per cent of car theft arrests involve persons under 25.

Two thirds of all thefts occur at night. Prime targets are late model cars, or sporty models and high powered models.

Sixty per cent of stolen cars had the keys left in the ignition. Theft of automobiles and of valuables left inside automobiles can usually be prevented by following these simple precautions:

- Never leave your vehicle with the engine running.
- Always lock all doors and windows of your vehicle after entering and exiting.
- Never leave an identification tag on your key ring. Thieves may use it to locate your home or car.
- Never hide a spare key in the car. Thieves know where to look for it.
- Never leave personal identification or valuables in the vehicle. Lock all valuables in the trunk. Don't tempt thieves by leaving packages, cameras, or purses on the seat.
- Mount tape decks and CD players inconspicuously. If you have a portable phone in the car, use mountings that allow you to take the equipment with you or at least store in the trunk for safekeeping.
- Park in well-lit, busy areas for your own safety as well as your car's.
- Engrave removable accessories such as stereos, CB equipment and telephones.
- Consider buying smooth, non-flared locking buttons for your car doors.
- A variety of other devices are available to safeguard your vehicle, including hood locks, alarms, and kill switches to prevent hot wiring.



# FRAUDS & CONS

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



Don't feel pressured to reveal private information

## TRUST YOUR INSTINCTS

Awareness of the following crime prevention pointers, combined with your own common sense, can help make crime-proofing your way of life.

Confidence artists, male or female, come with different stories, plans and proposals. They have deals to help you out, get you something you need for half price, or even to make you rich. They all share a knowledge of human nature (what you might call a working knowledge of human drives and weaknesses). They are all skilled in using this knowledge to get the same thing: your money!

There are many variations to every con game. With this in mind, here are a few of the more common types of cons or

swindles someone might try to play on you:

### Home Improvement

One of the most common schemes is the door-to-door renovating company. The sales person claims to "just happen to be in the neighbourhood" and offers a good deal for improvements you might want done. **Don't feel pressured.** Ask questions and only do business when you are satisfied that he/she is legitimately representing a reputable company and that



you actually need the work done.

Always be skeptical of sales people who offer to inspect your roof, chimney, or furnace at no cost. You can be sure that they will recommend work that is required immediately, whether or not it actually is.

The safest way to ensure satisfaction is to get estimates from established companies in your community. Because they have a reputation and business to protect and will be around after the work is done, you can expect a higher quality of workmanship and a better price.

### **Contracts**

Before signing any contract, read it over carefully. If you do not understand or you have doubts about the conditions of the agreement, don't sign on the dotted line. For all you know, you could be signing away the deed to your home or committing your self to a lifetime of payments at high interest rates.

Remember that any reputable company will allow you sufficient time to inspect a contract. Be wary of that "limited time offer" and pressure sales people that "explain away" the contracts or shrug it off as a "standard" document that shouldn't be a concern to you.

A reputable sales person will allow you time to consider

what you are purchasing and time to seek legal advice without conditions.

### **The Phoney Bank Inspector**

The elderly are most often the victims of one of the most cruel swindles – the phoney bank inspector. Here's how it works: Alone or with an accomplice, the fraud artist will claim to be a bank inspector or police officer trying to trap a dishonest employee of the bank where you have an account.

The first approach is often made by telephone. You will be asked to withdraw money from your account and give it to the con artist for use as evidence against the employee under investigation. You will be cautioned to maintain utmost secrecy so that employees of the bank are not alerted and you may even be offered a reward for your co-operation.

Predictably, the phoney "bank inspector" disappears and so does your money.

### **Remember This Basic Fact:**

No bank employee or police officer will ever ask you to withdraw money from your account for any reason. If anyone asks you to do that, call your bank manager and your local police service.

## **PROTECT YOURSELF**





# AUTOMATIC BANK MACHINES

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



Never lend your debit card to anyone!

## TRUST YOUR INSTINCTS

Automatic Bank Machines (ABMs) have provided us with a quick and convenient way to access our money. However; they have also created an increased security risk.

The following tips can help to ensure continuous secure use of the Automatic Bank Teller:

- Never lend your card to anyone. It is the key to your bank account and is for your use only.
- Protect your Personal Identification Number (PIN). Memorize that number rather than writing it down for safe keeping.
- Never disclose your PIN to anyone. **NOTE:** No one from your bank will *ever* ask you for your PIN.
- Have your card ready when approaching the automatic teller in order to complete your transaction quickly and safely.

- Be aware of anyone loitering in the area of your automatic teller. If you are suspicious of anyone or anything then leave immediately and contact the police.
- When conducting a transaction use your hand or body as a shield to prevent others from seeing any of your confidential information.
- After completing your transaction, remember to retrieve your card, your cash, and your transaction record.
- After you have received your cash, do not count it at the teller. Place it in your purse or wallet and count it later, privately.

Report any lost or stolen cards immediately to your bank or police.



# CREDIT CARDS

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



If you lose a credit card, you should report it to the issuing company without delay. We suggest you make a list of all the cards and charge plates your family has and the name and address of the company to notify. Don't start hunting for this information after your credit cards have been lost or stolen.

### Credit Card Protection

Losing your credit cards or having them stolen can be aggravating and costly. Credit card fraud is a serious crime for which everyone pays. Following these simple steps may help to prevent you from becoming a victim of credit card crime:

- Report lost or stolen cards to the card issuer and the police immediately. This will allow the issuer to take the measures necessary to prevent fraudulent use of the cards.
- Keep an accurate and up-to-date list of all credit cards, their account numbers, expiry dates and issuers' phone numbers so that you may quickly report missing cards. Remember to keep the list in a secure place.

- Never volunteer your card number to callers who tell you that you have won a trip or prize or are eligible to receive a free gift. This could result in unauthorized charges to your account.
- Avoid leaving credit cards or other valuables in a locker at recreational facilities and other public places even if it can be locked.
- Never leave credit cards in the car or any other vehicle. Many cards are stolen from glove compartments.
- Never lend your credit card to anyone.
- Sign new credit cards as soon as you receive them and destroy the expired ones.

Protect all your cards, including those issued by phone companies, grocery store chains and discount stores that would facilitate someone to charge goods and services in your name.



# VANDALISM

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



Parents need to set an example and respect the property of others.

The willful damage or defacing of property belonging to another person or the public is a criminal offence. Vandalism may be perpetrated whenever the opportunity exists - often in schools after hours, in public parks after dark, and on premises which are not occupied. Usually vandals do their mischief when they think that no one will see them - at least no one who is likely to stop them.

Most acts of vandalism are committed by children and young persons. Therefore, a great responsibility rests with parents to set a good example. Parents must realize they must constantly monitor their child's various stages of development, his or her changes in interest, friends and attitudes. Parents must ensure their child does not succumb to the negative pressures which all too often end in trouble.

Suggested preventive measures against vandalism include the following:

- Improved lighting.
- Rapid reporting of incidents of vandalism, as well as suspicious persons loitering in an area where an act of vandalism may be

committed. Do not assume that someone else has already made the call.

- Maintain a "good neighbour" policy by watching out for your neighbour's property as well as your own.
- Parents should be aware of their children's associates and activities.
- Inform your children of the criminal consequences of vandalism and ask that your children observe a curfew in your home.





# HARASSING PHONE CALLS

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## TRUST YOUR INSTINCTS

**Awareness of the following crime prevention pointers, combined with your own common sense, can help make crime-proofing your way of life.**

Nuisance, obscene, or threatening phone calls range from relatively harmless pranks to potentially harmful or clearly dangerous threats. The best advice for the recipient of such calls is to say nothing to encourage a return call! Hang up - if the caller says nothing or at the first offensive word, or if the caller doesn't identify himself/herself. Should they persist, then we advise that you keep an accurate record of the calls and notify police. At this point, investigative measures may be taken.

To minimize the chances of being called at random by a nuisance caller, it is recommended that women list their names in directories without their marital status and use their initial rather than their first name. A woman who has an answering machine is advised to obtain a pre-recorded out-going message rather than recording her own personal message.

This prevents an unwanted caller from knowing that she is a woman living alone.

An answering machine can serve as a screening device for calls coming in while you are at home. An unlisted number, although difficult to maintain, is very effective in preventing nuisance calls. Contact your phone provider and inquire about phone services such as Call Display or Call Forwarding.

If you consult the front of your telephone directory there should be information also on harassing phone calls. In the Windsor area, Bell Canada offers a feature called Call Trace available from both touch tone and rotary phones. When this feature is used there is a **cost to you**. If the trace is successful the information will only be provided to the police.



# ELDER ABUSE

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit

Elder abuse is not a crime committed by strangers



## REACH OUT FOR HELP - YOU ARE NOT ALONE

Awareness of the following crime prevention pointers, combined with your own common sense, can help make crime-proofing your way of life.

Elder abuse is not a crime committed by strangers. It is harm done to an older person by a relative, friend, or anyone the elder depends on for basic needs. Elder abuse occurs anywhere, including homes, institutions, and health care facilities. It is a universal issue, not an issue of socio-economic standing.

Elder abuse usually falls into four main categories:

1. Physical abuse
2. Financial abuse
3. Neglect
4. Mental cruel

These categories usually do not exist separately or in isolation. Although not all abuse may be a criminal issue the majority are:

Physical abuse may consist of assault, sexual assault, forcible confinement, murder, manslaughter.

Financial abuse may consist of theft, theft by a person with power of attorney, fraud, extortion, forgery, stopping mail with intent.

Neglect may consist of criminal negligence causing



# ELDER ABUSE (CONTINUED)

bodily harm or death, failing to provide the necessities of life.

Mental cruelty may consist of intimidation, uttering threats.

## Prevention Suggestions for Families and Caregivers

### Do:

Find out how your aging parent or relative wishes to be cared for if they should become dependent or require medical care.

Find out how they want their assets spent or maintained.

Carefully examine your own ability to provide care for an increasingly dependent relative.

Consult with other family members about how care giving will affect them.

Examine the physical realities of the home into where the older person may move. e.g. is a first floor bathroom required?

Learn about all the community resources available to help.

### Do not:

Take in any older relative on the spur of the moment or because you feel guilty.

Assume that a tenuous relationship will miraculously improve when the person comes to live with you.

Feel you have failed if you are unable to continue to provide home care and must seek an

alternative.

## Prevention Suggestions for Older Persons

### Do:

Plan for your own future when you are well and still independent.

Make a will and review it annually.

Have your pension and other cheques deposited directly into your account.

Stay active in the community as long as possible.

### Do not:

Revise a will without careful thought and speaking to someone you trust.

Leave jewelry, cash, or other valuable possessions lying around the house. Make it burglar-proof.

Rely solely on family members for your social life and care.

Allow adult children to return to your home (especially if they have drug, alcohol, or psychological problems) without carefully considering the situation and consulting others for advice.

Be too proud to ask for help when you need it e.g. public health nurse, church, senior centre, friends.

Be intimidated in seeking your rights because of your age.

Don't be too proud to ask for help - you're not alone!





# BABYSITTING

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



When you are asked by a neighbour, friend or relative to baby-sit for them, they are giving you a job which carries a big responsibility. **DO NOT** treat babysitting as just a way to earn money.

Approach it with a responsible attitude. Every babysitting assignment should be carefully planned to ensure the safety and well being of both baby and babysitter. The following are some helpful hints which will assist you with your babysitting experience:

When you're asked to serve as babysitter, be business-like.

Be ready to state clearly, the day you're available, hours you may work, experience you have had (infant, six-year-old, etc.), and pay you consider fair.

**Get specific information. Save time and prevent misunderstandings later by jotting down details:**

Parents' name, address and phone number (business phone number is necessary).

Number of children and their ages.

Escort and transportation that will be provided to and from job. Even if you live only a few doors away, an escort may be desirable.

Be cautious. Don't accept if you don't know the person calling. Ask who recommended you...then check back. If in doubt, refuse.

Never advertise on bulletin boards, It may get you some unwelcome responses.

**BE PREPARED! Prior to the first assignment with a family, plan for an advance visit:**

To get acquainted with the child.

To learn about the duties and arrangements.

**When you go on the job, leave a note for your parents advising them of the:**

Address and phone number of the babysitting assignment.

Time expected home.

**On arrival at the child's home, get complete instructions from parents - insist on specific details:**

Places where parents can be reached. Get phone numbers, names and addresses of people parents will visit.

Name and phone number of family doctor perhaps also trusted neighbour or relative.

Instructions for handling incoming phone calls. Have pencil and paper at the phone.

Information about locking doors and windows lights to be left on and emergency fire procedure.

Action to take if the doorbell rings.

Bedtime rules for the baby...for older children.

Special instructions (diapers, baby's bottle, bed-time snacks, children's use of TV or Radio, "lights out", etc.)

When the baby's parents return, report any unusual happenings. If a parent is to drive you home but appears to be intoxicated, insist on calling your own parents to make other arrangements.

Safety...and good manners!

**When the baby's parents leave, you are in charge. The following are precautions you can take:**

Check and lock all doors and windows.

Unknown persons should not be admitted.

Never admit on the telephone or at the door that you are alone.

Be ready in case of fire:

First, get the baby and other children out of house or apartment.

Do not re-enter the house.

Call the Fire Department - from neighbour's phone.

Guard against accidents:

Pick up toys left on the stairs...in halls or other passageways.

Be alert to possible child hazards (medicines in bathroom, dangerous utensils in kitchen, electrical outlets).

Check frequently on children's play.

Do not operate appliances or equipment, unless permission was given by parents.

Remember you're a guest!

Take food only if you have permission.

Don't "explore". Don't open closets or drawers or read personal letters left open to view.

Don't allow friends to visit you while babysitting.

Avoid making personal phone calls. Keep the phone available for incoming calls from baby's parents.

Telephone numbers to leave readily available for your babysitter:

1. A telephone number where you can be reached.
2. The telephone number of a friend or neighbour for assistance.
3. The Poison Information Centre 1-800-268-9017.
4. Police, Fire, Ambulance.





# SEAT BELTS

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



Most accidents occur close to home in speed zones below 65 km/h

**BUCKLE UP - IT'S THE LAW**

There are many good reasons to wear your seat belt. Seat belts hold you securely in place. If you are a driver, this helps you control the car in a crash situation.

Many people think they can protect themselves in a collision by bracing themselves against the dashboard or steering wheel. But even in a low-speed crash, a person not wearing a seat belt hits the inside or the car with the force of many times his or her weight.

Serious injuries occurring to passengers in motor vehicles are often caused by people being thrown into each other during a crash.

If you are not wearing your seat belt, you could be thrown from your vehicle:

- through a windshield or door.
- into trees, telephone poles or rocks.
- or run over by your own or someone else's car.

It is important to realize that air bags do not take the place of seat belts. However, when activated, they reduce the forward movement of the upper torso and minimize impact. These inflatable crash devices are designed to provide protection in front crashes, not side or rear collisions or rollovers. With an air bag, you can still be thrown out of your car, so always

wear your full seat belt assembly in an air bag equipped vehicle.

Although some people worry about it, less than one-half of one per cent of all injury causing crashes result in fire or being submerged under water in a river or lake. If this kind of situation does happen, a seat belt can save your life by keeping you unhurt and alert, allowing you to escape quickly. No matter how strong you are or how much warning you have, you cannot hold onto a baby in a crash. Make sure your child is properly secured in a child safety seat.

There is no reason for a pregnant woman not to wear a seat belt. If she is concerned about her baby, she must realize that keeping herself alive is the first step in protecting her unborn child. Pregnant women should always wear both lap and shoulder belt, sitting as upright as possible. The lap belt should be worn low so it pulls downward on the pelvic bones, not directly against the abdomen.

Safe driving is your responsibility. Everyone has an equal chance of being in a collision. Most accidents occur close to home and in speed zones below 65 km/h. Why take the chance? Children mimic their parents. Wear your seat belt and have your children buckle up. Safe driving starts with you and your attitude. Only you can make a difference safety is a habit.



# SCHOOL BUS SAFETY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



Traffic **MUST** stop in both directions for a school bus with flashing red lights.

## WATCH OUT FOR CHILDREN

### What you should know as a motorist

You must drive with extra care whenever you see a school bus in front of you or coming towards you.

Remember that if the bus flashes its red lights, **traffic in both directions must stop.**

### What you should know as a parent

You should remind your children to be extra careful when getting on and off the school bus. Have them take a second look for traffic before crossing the road.

Also, remind your children to follow the school bus safety rules taught at school. Encourage them to help the driver keep his or her attention on road safety. They can do this by behaving as quietly as possible and remaining seated until the bus has come to a complete stop.

### School Bus Stopping Law

The law applies everywhere regardless of the posted speed limit on highway, county roads, city, town or village. Motorists meeting a stopped school bus with red lights flashing and the stop arm extended must stop unless they are on a highway divided by a median strip.

Motorist overtaking a stopped school bus with red lights flashing on any highway, **MUST** always stop at least 20 metres before reaching the bus. In both cases motorists may not proceed until the bus resumes motion, or the lights have stopped flashing.





# BICYCLE SAFETY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



Cyclists must follow the same rules of the road as vehicle drivers.

## RIDE SAFE

Bicycles are vehicles and cyclists have the same rights and duties as drivers. Riding by the same set of rules as motorists makes you predictable and reduces your risk of having an accident.

If you follow a few simple rules you will not be compromising your safety.

- Always check your bicycle for size. If you can stand above the horizontal cross-bar with both feet flat on the ground, your bicycle seat at hip level, the fit is right.
- You must have a white front light and a red light or reflector if you ride your bike half an hour before sunset until half an hour after sunrise.

### BICYCLE SAFETY TIPS

- Your bike must be equipped with a bell or horn.

- You must ride your bike on the right-hand side of the road, single file with the flow of traffic.
- Your bike must have at least one braking system.
- You must signal your intentions to turn or stop, use your hand signals.
- You must obey all signs and traffic lights i.e. stop for stop signs and red lights.
- Listening to portable stereos or wearing headphones can be dangerous.

Wearing a bicycle helmet can reduce risk of serious head injury by 85 per cent. Remember, your helmet is a safety tool to protect your head.



# FIREARMS

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## TRUST YOUR INSTINCTS

### Firearms Licences

Under the Firearms Act, individuals and businesses (including museums) must obtain a licence to possess (have, own) or acquire (obtain, get, inherit) a firearm.

The Firearms Regulations set out four types of licences for individuals

1. Licence for possession only (POL)
2. Licenced to acquire and possess (PAL)
3. Possession Licence for minors
4. Temporary firearms borrow licences (for non-residents)

### Registering Firearms

The Criminal Code requires all firearms in Canada owned on or before December 1st, 1998 to be registered by January 1st, 2003. Starting December 1st, 1998:

- All imported firearms must be registered when they enter Canada
- Individuals must register any firearms that are transferred to them.





# SNOW & ICE SAFETY

## Emergency Services Introduction to New Canadians

Safety Awareness Toolkit



## TRUST YOUR INSTINCTS

1. Check ice conditions on lakes and rivers before you venture out on them. Don't slide down snow banks onto roadways, it is safer to use a toboggan hill.
2. Scout out the toboggan hill to ensure it is free from trees, rocks, poles fences, or picnic tables before sliding down hill.
3. Never hitch a toboggan to a car or snowmobile.
4. Take ski lessons on your first visit to the slopes and obey all the "laws" of the hill.
5. Many tragic accidents have been caused by building tunnels or forts in snow banks. If trapped inside, you could suffocate or, worse yet, be injured or killed by a snow plough.
6. Don't throw snowballs. You could blind someone or give them a concussion if you strike them in the head.
7. Road hockey should be played on a dead end street, a vacant school yard or parking lot.



8. Don't challenge cars when you go after a puck or move your nets. Cars are unable to stop quickly on ice or packed snow.
9. Wear the proper clothing in winter months - hat, gloves, boots, and a coat. More than half of your body heat escapes from your head.
10. Parka hoods or hats can cut down your hearing, so pay extra attention near roads for approaching cars.
11. A snow machine or off-road vehicle is not a toy. Common sense, proper handling, and proper maintenance will result in safe and enjoyable use.
12. All MSV (motorized snow vehicles) and off road vehicles must be registered and a person who drives anywhere except on land occupied by the vehicle owner must carry liability insurance and produce evidence where requested.
13. Know and obey the rules of the road and check local municipal by-laws.
14. Helmets that meet regulations must be worn by drivers, passengers and riders on a towed conveyance.
15. Never allow children to operate vehicles alone.
16. Obtain consent of private owners before riding on private lands.
17. Snowmobiling or off-road vehicles and liquor do not mix. Do not drink and drive.
18. Learn as much as possible about the mechanical operation of a machine before you use it.
19. Always let someone know where you are going and when you plan to return.
20. Never travel alone. Know ice conditions, thickness and underlying water currents. Also watch for covered stumps, fallen trees and overhanging branches.
21. Avoid side hills or rough terrain.
22. Be sure to dress warmly... cover all exposed skin areas to avoid serious frostbite or freezing. Check for frostbite frequently.
23. Remember 50 km/hr speed limit applies on trails and on highways where a car speed limit is faster than 50 km/hr.
24. Never check fuel or the battery by the light of a match or cigarette lighter.
25. Always carry extra gasoline, tools and replacement parts for lengthy excursions.





## Breaking Through Ice - Self Rescue

1. Don't panic: the clothing you are wearing will trap air and keep you buoyant.
2. Turn towards the direction you came from.
3. Place your hands and arms on the unbroken surface.
4. Kick your feet and legs vigorously into an swimming position, then try to push yourself forward on top of the broken ice on your stomach like a seal.
5. Once you are lying on the ice, don't stand up. Roll away from the break until you are on solid ice.



## CHECK FIRST!

ICE RESCUES QUICKLY  
BECOME RECOVERIES...

