

# EMERGENCY

## Preparedness Guide

Know the risks — Make a plan



**Pelham**  
NIAGARA



## **Emergency Management**

The goal of the Town of Pelham's Emergency Management group is to provide the residents, businesses, industries, non-profit organizations, and local governments with education and support through a comprehensive, risk-based, all-hazard emergency management program.

This program will focus on areas relating to loss of life and human suffering, minimizing property damage, and protecting environmentally sensitive areas from all types of disasters. Education, community outreach, and on-going training is the Emergency Management group's highest priority when it comes to working with the public to achieve our goals.

Through creating an increased emphasis on disaster preparedness, the Emergency Management group looks forward to reinforcing interdepartmental communications and cooperation throughout our Town. By creating a community culture of preparedness and fostering partnerships with local public/private groups and businesses, we strive to ensure that our community will work as a whole when disaster strikes.

Regards,  
Bob Lymburner, Fire Chief  
Town of Pelham



## Emergency Preparedness

As Niagara Region's Community Emergency Management Coordinator (CEMC), we have worked cooperatively with each of the individual Municipalities within our diverse Region to identify risk and potential hazards to our communities whether they are natural, technological, or human caused. This best practice of emergency management ensures that our training and resources are coordinated to address the areas of appropriate concern to our communities and to best ensure the safety of our citizens and minimize the overall effect on our communities.

Additionally, the Region has worked with the individual municipal CEMC's, First Responders (Police, Fire & EMS) and various industries throughout the Region to prepare more effectively for potential emergencies within our region. This includes planning, training and scenario-based exercises to ensure a coordinated response to emergencies.

We are fortunate to live in a Region where significant emergencies that exceed the capabilities of our first responders and community services are uncommon; however, changing weather patterns, busy roads, rails and seaway and various international events all pose potential risks to our community.

Now it is your chance to prepare. This booklet will provide you with ideas and resources to protect yourself and your family in the event of an emergency, whether you have to stay in your home or leave. Remember, depending on the significance of the event you may be required to look after yourself for 72 hours, possibly without critical infrastructure like electricity, water or communications. Please help us help others by making sure you are prepared.

Respectfully, Kevin Smith, BAppB:ES, CMM III, ACP, CEMC  
Chief - Niagara Emergency Medical Services

# PLANNING AHEAD

In Niagara, we are fortunate to live in a very safe part of Canada; however, no area is immune to the possibility of a large-scale emergency.

By being prepared for an emergency, you enable first responders to concentrate on assisting people who are the most vulnerable.

If a significant emergency does happen in your neighbourhood, it may take emergency service providers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72 hours.

This guide can help you prepare to face a range of emergencies – anytime and anywhere. Use it to create your personal emergency plan and use the checklists to prepare your own emergency kits. These basic steps will aid you in taking care of yourself and your loved ones in the event of an emergency, if circumstances force you to stay in your home or to leave.

The first step to preparedness is recognizing the risks in your community.

A 2016 hazard identification and risk assessment study conducted by Niagara Region has identified the following potential risks in our area:

- Severe storms (wind, snow, ice, thunder, lightning, hail and tornadoes)
- Extreme temperature events in both winter and summer
- Epidemic
- Hazardous materials incidents
- Industrial or transportation accidents
- Power outages
- Floods
- Earthquakes

Learn more about disasters, including those triggered by natural hazards, technological hazards or human health events by using the Canadian Disaster Database at [www.publicsafety.gc.ca/cdd](http://www.publicsafety.gc.ca/cdd).



**E**very household in Pelham should have an emergency plan that looks at two potential scenarios and considers our changing seasons:

- a) If the emergency situation causes you to stay in your home, or**
- b) If you have to leave**

Your plan will assist you and your family in knowing what to do when an emergency occurs. Making one is simple and does not take a lot of time.

Remember, it is possible that your family will not be together when an emergency occurs. The plan should include how and where to meet or how to contact one another, especially if there are telecommunication failures. Discuss what you would do in different situations as a family.

**Use the pages at the back of this book to  
create your emergency plan.**

**Keep this document in an easy-to-find,  
easy-to-remember location**

**(For example with your emergency kit).**

# PLANNING AHEAD

## Household Plan

Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency. It will take you about 20 minutes to make your plan.

Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another, and discuss what you would do in different situations.

Use the following pages to create your plan. Most of this information can be filled out on your own.

Keep this document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). Photocopy this plan and keep it in your car and/or at work.

## Emergency Exits

Draw up a floor plan of your home that shows all possible exits from each room. Plan a main exit route and an alternate exit route from each room. If you live in an apartment, plan to use the stairs instead of the elevators. If you are unable to use stairs, notify emergency personnel ahead of time. Also, identify an evacuation route from your neighbourhood in case you need to leave in a hurry (and think of more than one option).

## Meeting Places

Identify safe places where everyone should meet if you cannot go home or need to evacuate.

## Workplace

Learn about the emergency evacuation plans in place and what you need to do, you may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay put for a while. Check with your employer about workplace emergency plans, including fire alarms, emergency exits, meeting points and designated safety personnel or floor wardens.



## Children

Ask your children's school or daycare about their emergency policies. Find out how they will contact families during an emergency.

Find out what type of authorization the school or daycare requires to release your children to a designated person if you can't pick them up.

Make sure the school or daycare has updated contact information for parents, caregivers and designated persons. This information should be recorded at the back of this book.

## Plan for Pets

In case of an evacuation, remember that pets are not allowed in some public shelters or hotels. In case of an evacuation, prepare to take your pets with you to the home of a relative or friend, or take steps to identify pet friendly hotels or pet boarding facilities in your area and further away from home. This information should be recorded at the back of this book.

## Special Health Needs

Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs.

### **Write down details about:**

- Accommodation needs
- Allergies
- Emergency contacts
- Family medical history
- Health screenings
- Insurance information
- Medical conditions
- Medication
- Recent vaccinations
- Surgeries

## TIP

**CONDUCT PRACTICE DRILLS SO YOU AND YOUR FAMILY KNOW THE SAFE LOCATIONS IN YOUR HOME FOR EACH TYPE OF EMERGENCY.**

# PLANNING AHEAD

## **For Individuals with disabilities consider:**

- If you use a mobility device, include a tire patch kit, can of seal-in-air product, supply of inner tubes, pair of heavy gloves and a spare deep-cycle battery for motorized wheelchair or scooter.
- If you have a visual impairment, include an extra cane, talking or brail clock and any reading devices/assistive technology to access information.
- If you have a hearing impairment include extra writing pads and pencils for communication, pre-printed key phrases you would use during an emergency, and extra batteries for assistive devices.

## **Plan for Specific Risks**

Public Safety Canada offers brochures on specific risks, such as earthquakes, power outages, floods and severe storms. Download your free copies at [www.GetPrepared.ca](http://www.GetPrepared.ca). For more specific information regarding our area, visit [www.pelham.ca](http://www.pelham.ca).

## **Neighbourhood Safety Plan**

Work with your neighbours to identify people who may need extra help during an emergency. To help make sure everyone is taken care of, assign “block buddies”.

Pelham residents wishing to keep informed during an emergency should monitor the following media:

### **Television**

- Tune into YourTV Niagara (Cogeco)

**Radio** – always keep a crank or battery powered radio on hand in the event of a power failure

- 97.7 HTZ FM
- 91.7 Giant FM
- 610 CKTB AM

### **Newspapers**

- The Voice of Pelham
- The Welland Tribune

### **Weather Warning Updates**

- Environment Canada ([www.weatheroffice.gc.ca](http://www.weatheroffice.gc.ca))
- The Weather Network ([www.theweathernetwork.com](http://www.theweathernetwork.com))



## **Emergency Contact Information**

Photocopy this list. Put a copy close to your telephone. If possible, program these phone numbers into your home phone and cell phone.

## **Public Emergency Meeting Locations**

A number of locations located throughout the Town have been identified as public meeting locations in the event an emergency situation. These locations are as listed:

- Fire Station #1 – 177 Highway 20 West, Fonthill
- Fire Station #2 - 766 Welland Road, Fenwick
- Fire Station #3 – 2355 Cream Street, North Pelham
- Old Pelham Town Hall – 491 Canboro Road, Ridgeville
- St Alexander Catholic Elementary School - 26 Hwy 20 E, Fonthill
- A K Wigg Public School - 1337 Haist St, Ridgeville
- Meridian Community Centre (MCC) – 100 Meridian Way, Fonthill

Familiarize yourself with these locations and know where your closest meeting area is.

## **Safe Home Instructions**

Make sure you have a working carbon monoxide detector, smoke alarm, fire extinguisher and well stocked first aid kit. If you live in an apartment, or if you are staying in a hotel, know where the fire alarms and emergency exits are located. Make sure you have fire extinguishers on every level of your home, including one in your kitchen. Everyone in your home should know where to find the fire extinguishers. All capable adults and older children should know how to use it. See instructions regarding the lifetime of your fire extinguisher and check with our local fire department for more information.

Older children and adults should know how to turn off your home's water, electricity and gas. Make large, easy-to-see signs for water and gas shutoffs as well as for the electrical panel.

If you are new to Canada or have recently moved to a new area, make arrangements through friends, cultural associations or community organizations.

Teach children how and when to dial 9-1-1 as well as how to call the designated out-of-town contact.

# PLANNING AHEAD

## Emergency Instructions

Call 9-1-1 to report fire, a crime or to save a life.

For non-emergency calls, use the ten-digit numbers listed in your local phone book, or this emergency plan, for police, fire and other health services.

When notifying emergency services of your location, provide the exact street or civic address and nearest intersection.

In an emergency:

- Follow your emergency plan.
- Get your emergency kit
- Make sure you are safe before assisting others

Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions. Stay put until all is safe or until you are ordered to evacuate.

## Evacuation Orders

Authorities will not ask you to leave your home unless they have reason to believe you are in danger.

If you are ordered to evacuate, take your emergency kit, your wallet, personal identification for each family member and copies of essential family documents with you. Bring a cellular phone and spare battery or charger with you, if you have one. Use travel routes specified by local authorities.

If you have time, call or email your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.

If possible, leave a note telling others when you left and where you are. Shut off water and electricity if officials tell you to do so.

Leave natural gas service on unless officials tell you to turn it off. If you turn off the gas, the gas company has to reconnect it. In a major emergency, it could take weeks for a professional respond.

Take pets with you. Lock your home. Follow instructions from authorities. If you go to an evacuation centre, register your personal information at the registration desk. Do not return home until authorities advise that it is safe to do so.

## Get an Emergency Kit

In an emergency, you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours.

You may have some items already, such as food, water and a battery operated or crank flashlight. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark?

Make sure your kit is easy to carry and everyone in the household knows where it is. Keep it in a backpack, duffle bag or suitcase with wheels, in an easy-to-reach accessible location, such as your front-hall closet. If you have many people in your household, your emergency kit could get heavy. It's a good idea to separate some of these supplies in backpacks. That way, your kit will be more portable and each person can personalize his or her grab-and-go emergency kit.

## Basic Emergency Kit

- Water – at least two litres of water per person per day; include small bottles that can be carried easily in case of an evacuation order
- Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water once a year)
- Manual can-opener
- Crank or battery-powered flashlight (and extra batteries).  
Replace batteries once a year.
- Crank, battery-powered radio (and extra batteries) or a Weatheradio
- First Aid Kit
- Extra keys to your car and house
- Some cash in smaller bills, such as \$10 bills
- A copy of emergency plan and contact information
- If applicable, other items such as
- Prescription medication
- Infant formula
- Equipment for people with disabilities
- food, water and medication for your pets or service animal (personalize according to your needs)
- Portable power pack to charge mobile devices

## TIP

**ENSURE YOUR  
EMERGENCY KIT  
CONTAINS ENOUGH  
SUPPLIES FOR EVERY  
PERSON FOR  
72 HOURS.**

# PLANNING AHEAD

## Recommended Additional Items

- Two additional liters of water per person per day for cooking and cleaning
- Candles and matches or lighter (place candles in deep, sturdy containers and do not burn unattended)
- Change of clothing and footwear for each household member
- Sleeping bag or warm blanket for each household member
- Toiletries
- Hand sanitizer
- Utensils
- Garbage bags
- Toilet paper
- Household chlorine bleach or water purifying tablets
- Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- A whistle (in case you need to attract attention)
- Duct tape (to tape up windows, doors, air vents etc...)

## Pre-Packaged kits

Canadian Red Cross kits can be purchased at [www.shop.redcross.ca](http://www.shop.redcross.ca). Various kits and supplies are also available for sale from other commercial entities.

## Emergency vehicle kit

Prepare a small kit to keep in your vehicle. The basic kit should include:

- Blanket
- Candle in a deep can and matches
- Extra clothing and shoes
- First aid kit with seatbelt cutter
- Flashlight (crank or battery-powered). Replace batteries once a year
- Food that won't spoil such as energy bars
- List of contact numbers
- Radio (crank or battery powered). Replace batteries once a year
- Small shovel, scraper and snowbrush
- Warning light or road flares
- Water
- Whistle

## Recommended additional items to keep in your vehicle

- Antifreeze, windshield washer fluid
- Fire extinguisher
- Road Maps
- Sand, Salt or cat litter (non-clumping)
- Tow rope and jumper cables

## Emergency Kit for Pets

Pets are part of the family too so during an emergency it is important to ensure that all their needs are met and they are taken care of. Below are suggestions of items you may need for your pet during an emergency.

- A sturdy crate or carrier
- A strong leash or harness
- ID tag and collar
- Food and Water for at least 72 hours (4L/day per average dog, 1L/day per average cat)
- Bowls and can opener for food
- Newspaper, paper towels, plastic bags, litter, and/or litter box
- Special medications, dosage and veterinarians contact information
- Pet file (including recent photos of the animal, your emergency numbers contact information for friends who could house your pet, copies of any licenses and any vaccination records)
- A pet first-aid kit
- Blanket and toy

### TIP

**ARRANGE A SAFE HAVEN FOR YOUR PETS IN THE EVENT OF EVACUATION, DO NOT LEAVE YOUR PETS BEHIND. REMEMBER, IF IT ISN'T SAFE FOR YOU, IT ISN'T SAFE FOR YOUR PETS.**



# PLANNING AHEAD

## Flooding

Floods are the most frequent natural hazards in Canada, and the most costly in terms of property damage.

- Considering installing a sump pump and zero reverse flow valves in basement floor drains
- Do not store your important documents in the basement. Keep them at a higher level, protected from flood damage
- Do not keep valuables including electronics in the basement

## If flooding is imminent

- Turn off basement furnaces and outside gas valve if instructed to do so by authorities
- Shut off the electricity only if flooding has not yet begun and area around the fuse box is completely dry. Have a flashlight with you
- Do NOT attempt to shut off electricity if any water is present. Water and live electrical wires can be lethal. Leave your home immediately and do not return until authorities indicate it is safe to do so.
- Move furniture, electrical appliances and other belongings to floors above ground level
- Remove toxic substances such as household cleaners. Pesticides and insecticides from the flood area to prevent pollution and contamination



## During a Flood

- Listen to the radio to find out what areas are affected, what roads are affected, what roads are safe, where to go and what to do if officials ask you to leave your home.
- Keep your emergency kit close at hand, in a portable container
- Do not enter a flooded basement that may contain live wires or appliances
- Never cross a flooded area. If you are on foot, fast water could sweep you away or the ground underneath could be swept away
- If you are in a car, do not drive through flood water or underpasses. The water may be deeper than it looks and your car could get stuck or swept away
- Avoid crossing bridges if the water is high and flowing quickly

If you are caught in fast-rising waters and your car stalls, leave it and save yourself and your passengers.

## After a Flood

- Do not return home until authorities have advised that it is safe to do so
- If the main power switch was not turned off prior to flooding, do not re-enter your home until a qualified electrician has determined it safe to do so
- Throw out food that has been contaminated or expired if the power was out
- Be aware of the risk of mold
- Use extreme caution when returning to your home after a flood

### **TIP**

**REPLACING YOUR ROOF ISN'T ALWAYS NECESSARY. BUT BE SURE TO CHECK FOR DAMAGED AREAS THAT NEED TO BE REPAIRED OR SEALED TO PREVENT WATER FROM ENTERING YOUR HOME.**

# PLANNING AHEAD



## **Blizzards and Winter Storms**

Blizzards are winter weather hazards in which strong winds and falling snow and/or blowing snow are expected to cause widespread visibility reductions to 400 meters or less for a period of at least 4 hours.

## **Preparing for a storm**

Blizzards can often be forecast several days in advance. Plan ahead and ensure you are prepared for a storm.

- Check that your emergency kit is ready and stocked appropriately for the potential event and the season
- Secure everything that might be thrown around and torn loose - indoors and outdoors

**Loose objects such as garbage cans and lawn furniture can injure people and damage property if they become airborne.**

- Check your roof and keep gutters, downpipes and drains clear
- Ensure you have adequate and appropriate supplies for the storm including shovels and safety salt
- Plan ahead and avoid travel in potential storm events
- Keep pets indoors

## **If you are inside**

- When a winter storm hits, stay indoors if possible
- During the storm, stay away from windows, doors and fireplaces
- Minimize the use of electrical power

## If you must go outside

- Be aware that you can become quickly disorientated and may get frostbite and hypothermia
- Dress for the weather, wear a hooded jacket, hat, mittens and warm footwear
- Do not try to walk to another building in low visibility without something to guide

**If at all possible, avoid driving in potential storm events and ensure your vehicle is properly maintained and equipped, including your emergency kit.**

## If your vehicle becomes stuck

- If it is safe to do so, it is always best to stay in your vehicle
- Alert emergency services
- Allow fresh air into your car by opening the window slightly on the sheltered side away from the wind
- Use hand and foot warmers as directed. If you run the car engine, you are reminded to limit it to approximately 10 minutes every half-hour if the exhaust system is not blocked with snow. Check the exhaust pipe periodically to make sure it is not blocked. Remember you can't smell potentially fatal carbon monoxide fumes
- The candle and metal container from your emergency kit will warm a vehicle interior adequately. When using the candle, remember that the window does need to be slightly open. Please ensure fire safety precautions are used
- To keep your hands and feet warm, exercise them periodically. In general, it is a good idea to keep moving to avoid falling asleep
- If you do try to shovel the snow from around your car, avoid over exerting your self. Overexertion in the bitter cold can cause death as a result of hypothermia from sweating or a heart attack.

## TIP

**IF POSSIBLE, ENSURE SNOW TIRES ARE INSTALLED ON YOUR VEHICLES IN THE WINTER. THIS WILL HELP GAIN TRACTION ON THE SNOW AND ICE AND MAY BETTER ASSIST YOU IN THE EVENT YOU GET STUCK.**

# PLANNING AHEAD

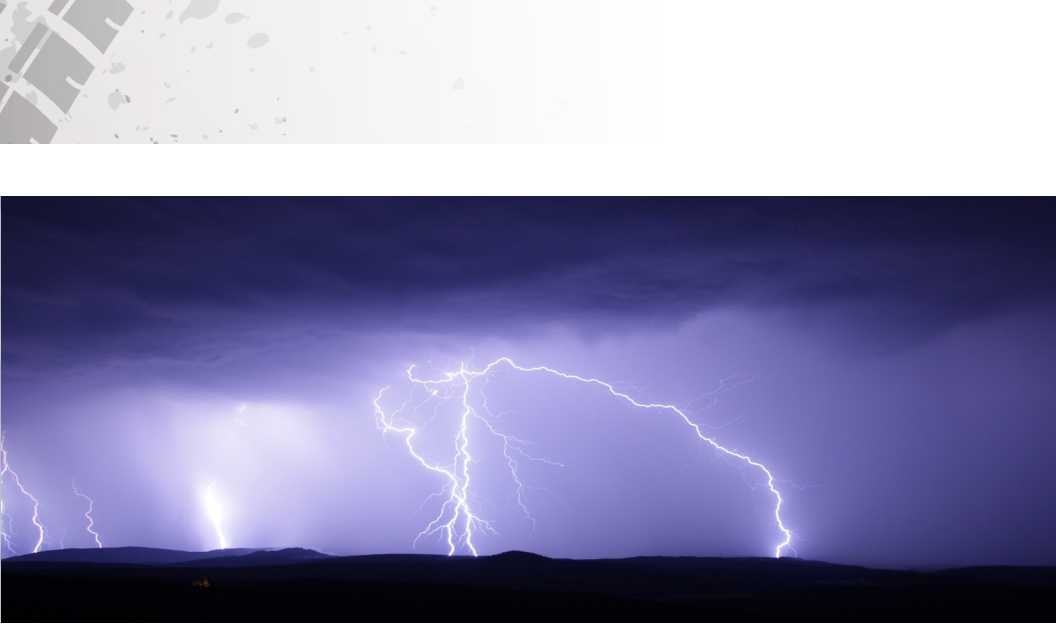


## Ice Storms

Freezing rain is common in Ontario and may result in power outages. Ice, branches or power lines can continue to break and fall for several hours after the end of the precipitation.

## What to do

- Stay indoors avoiding parts of the building that objects such as overhanging branches may fall on
- If you must go outside, pay attention to high branches or wires that could break and fall
- Stay well away from power lines, as hanging wires could be charged (live). Stay back at least 10 meters (33 feet) from wires and anything in contact with them. Call 9-1-1.
- If it is safe to do so, check vulnerable neighbours who may need help
- Avoid driving! Wait until the roads are safe
- Close off rooms that are not needed to ensure heat stays in occupied areas
- If you lose power and are using an alternative heat source, ensure you follow operating instructions, use fire safeguards and be sure to properly ventilate
- Stuff rags or towels underneath doors to keep the heat in
- Stay inside and dress in warm, layered clothing
- After a power outage power can return in spikes. Keep your electronics safe by unplugging them. Leave one light on to indicate that power has been restored then turn on other appliances and equipment one at a time.



## **Thunderstorms**

Thunderstorms and lightning are common in Niagara. Thunderstorms are often accompanied by high winds, hail, lightning, heavy rain and in rare cases can produce tornadoes.

### **If you are inside**

- Stay indoors
- Listen to weather warning and advice from authorities on a battery operated or crank radio
- Unplug radios, televisions and appliances
- Stay away from windows, glass doors and skylights
- Do not go outside to cover plants, garden furniture or to collect laundry once severe weather begins
- Stay indoors for at least 30 minutes after the last rumble of thunder

### **If you are outside**

- Move indoors immediately
- If shelter is not available, a hard top vehicle will provide the next best shelter but do not touch any metal surfaces
- In a worst case scenario, if you are caught in the open during a severe storm, do not lie flat. Crouch down with your feet close together and your head down in the “leap-frog” position”. Minimize your contact with the ground and make yourself a small target to reduce risk of being electrocuted by a ground charge
- A tree is not a safe shelter as it may be struck by lightning or you may be injured by falling branches
- Avoid water and wet surfaces since water conducts electricity

# PLANNING AHEAD



## **Tornadoes**

Tornadoes are rotating columns of high wind. Canada gets more tornadoes than any other country with the exception of the United States, averaging about 50 tornadoes per year. Monitor watches and warnings and stay alert for the warning signs of a potential tornado:

- A severe thunderstorm
- An extremely dark sky sometimes with a green or yellow tint
- Hail, particularly large hail, low rotating clouds
- A roaring, rumbling or whistling sound described as sounding like a freight train.
- A funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.

## **Points to remember**

- A tornado is deceptive. It may appear to be standing still but may in fact be moving towards you
- Not all tornadoes can be easily seen before it is too late to take shelter. Many of the tornados that occur in southern Ontario may be hidden behind heavy rain and not immediately visible
- Not all tornadoes have a clearly visible funnel cloud

## **Inside a building**

- Go to the basement, If the building does not had a basement, take shelter in an interior room on the lowest level, such as a bathroom, closet, or hallway. Avoid exterior walls
- Stay away from windows, outside walls, fireplaces and doors
- Take shelter under a heavy table or desk if possible
- Crouch down and cover your head with a pillow, blanket, or something similar. If nothing is available cover your head with your arms
- Do not leave your shelter until the warning has been lifted for your area





## Earthquakes

Earthquakes can occur in any Canadian region, and Niagara is no exception. No one can predict with certainty when an earthquake will occur.

### During an earthquake

Wherever you are when an earthquake starts, take cover immediately. Stay there until the shaking stops.

### If you are indoors: “DROP, COVER AND HOLD ON”

- Drop under heavy furniture, such as a table, desk, bed or any solid furniture
- Cover your head to prevent being hit by fallen objects
- Hold onto the object that you are under to stay covered
- If you are in a hallway or can't get under something strong, crouch or flatten your self against an interior wall
- Seek shelter by following drop, cover and hold immediately when the shaking starts. Do not attempt to run outside as you are more likely to be injured by falling debris from the exterior of the building.

### If you are outside

- Stay outside
- Stay away from powerlines and buildings
- Go to an open area and stay there until the shaking stops. The greatest danger exists directly outside buildings and alongside exterior walls.

# PLANNING AHEAD



## Earthquakes...continued

### If you are in a vehicle

- Safely stop and park the car and stay inside
- Avoid bridges, overpasses and underpasses, buildings or anything that could collapse
- Listen to your car radio for instructions from emergency officials

### AVOID the following in an earthquake

- Avoid doorways as they may slam shut and cause injuries
- Windows, bookcases, tall furniture and light fixtures. You could be hurt by shattered glass or heavy objects
- Elevators. If you are in an elevator during an earthquake press the button for every floor and get out as soon as you can
- Downed power lines. Stay at least 10 meters (33 feet away to avoid injury)

### After an earthquake

- Stay calm. Help others if you are able to do so safely
- Be prepared for aftershocks
- Do not light any matches or turn on light switches. Any flame or spark can cause an explosion if there is a gas leak
- Exit your home and check for damage. If you suspect the structure is unsafe, or



if there is a gas leak, evacuate your home

- If you feel safe to stay where you are, monitor radio, television and online sources for instructions for authorities
- If tap water is available, fill the bathtub or containers in case supply gets cut off

## Recovering from an Emergency

### After an emergency

- Stay calm
- Help others if you are able to do so safely. Check on neighbours, especially elderly people or people with disabilities
- Use a battery-powered or crank radio or a cellphone with data to listen for information and instructions
- Keep phone lines free for urgent calls
- If you are inside, check the building for structural damage. If you suspect it is unsafe, leave and do not re-enter
- Use a flashlight to inspect your house for damage. Do not turn on light switches or light matches until you are sure there aren't any gas leaks
- Check for damages. If you suspect damage, contact your utility company.

**TIP**

**WHEN IN DOUBT DO NOT DRINK WATER THAT YOU SUSPECT MAY BE CONTAMINATED. CHECK WITH YOUR MUNICIPALITY OR LOCAL AUTHORITIES FOR DETAILS.**



# PLANNING AHEAD

## Emergency Numbers

Fire, police, ambulance: 9-1-1

Other: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Non-Emergency Numbers

Police: (905) 688-4111

Fire: (905) 684-4311

Public Health & Poison Control: (905) 685-1571

Other Contact Numbers:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Out-of-town Contact

Name: \_\_\_\_\_

Home / Cell Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Home Address: \_\_\_\_\_

## Family

Name: \_\_\_\_\_

Home / Cell Phone: \_\_\_\_\_

Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Home Address: \_\_\_\_\_

## **Veterinarian**

Name: \_\_\_\_\_

Home / Cell Phone: \_\_\_\_\_

Boarding Facility: \_\_\_\_\_

## **Friend/Neighbour**

Name: \_\_\_\_\_

Home / Cell Phone: \_\_\_\_\_

Boarding Facility: \_\_\_\_\_

Home Address: \_\_\_\_\_

## **School**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Address: \_\_\_\_\_

## **Family Doctors**

Patient's Name: \_\_\_\_\_

Doctor's Names: \_\_\_\_\_

Phone Numbers: \_\_\_\_\_

## **Insurance Agent/Company**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Home Policy No.: \_\_\_\_\_

Vehicle Policy No.: \_\_\_\_\_

## **Home Security System**

Company Name: \_\_\_\_\_

Phone: \_\_\_\_\_









**TOWN OF PELHAM  
20 PELHAM TOWN SQUARE  
FONTHILL, ONTARIO  
L0S 1E0**

**905-892-2607 X 332**

