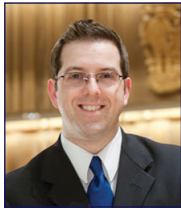


# Are you ready?



Your Personal Preparedness Guide

# Preparing, surviving and recovering from disaster



## **No community is immune from emergencies.**

When a disaster strikes, our dedicated emergency personnel—police, fire, ambulance, and many others—will respond. However, they cannot be everywhere at once.

It is important for every family in Guelph to have an emergency plan. This will help ensure that you and your loved ones can cope with the situation, which may involve a lack of power, telephone service, drinking water, and access to roads and transportation.

While it may seem like a lot of effort to assemble an emergency kit or practice your home escape plan, if a crisis hits, you will be glad that you took the time to be prepared.

The City of Guelph has a comprehensive emergency plan, and we conduct regular training and exercises to ensure it is effective. But the City's readiness is only part of the equation. Residents' personal preparedness is an important factor in our community's ability to deal with an emergency and recover quickly.

I hope you and your family find this guide to be a useful tool in your emergency planning.

Sincerely,  
**Cam Guthrie**  
Mayor



## **Emergencies can strike a community at any time and with little or no advance notice.**

Being prepared and knowing what to do when an emergency occurs can help you and your family remain safe.

The City of Guelph is pleased to provide you with *Your Personal Preparedness Guide*. This is a practical guide on what you can do to prepare for the various types of emergency situations that could take place in our community. Being personally prepared for the first 72 hours following an emergency will help to ensure the safety and well-being of you and your family.

Guelph's Emergency Services team, along with a number of local first responders are trained to coordinate emergency response services for our community. Guelph's police, fire and paramedic services make community safety a top priority.

Please take the time to review this guide with your family so that you can take action now to reduce the impacts of an emergency. Being personally prepared will help our community respond effectively in the event of an emergency. We hope that you will keep this guide as a handy reference and useful resource in your home.

Sincerely,  
**John Osborne**  
Fire Chief, Guelph Fire Department

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## Acknowledgements

The information in this personal preparedness guide has been developed from a number of sources, including:

- Government of Canada, Public Safety Canada  
[getprepared.gc.ca](http://getprepared.gc.ca)
- Wellington-Dufferin-Guelph Public Health  
[wdgpublichealth.ca](http://wdgpublichealth.ca)
- Office of the Fire Marshal  
[www.ofm.gov.on.ca](http://www.ofm.gov.on.ca)
- Guelph Hydro Electric Systems
- Union Gas

This publication is intended to be a guide only. The City of Guelph is not responsible for any errors or omissions. For more information about Guelph's emergency management programs, or about emergency preparedness, visit [guelph.ca/emergency](http://guelph.ca/emergency).

## Questions?

T **519-824-6590**  
E [epg@guelph.ca](mailto:epg@guelph.ca)  
[guelph.ca/emergency](http://guelph.ca/emergency)

Alternate formats are available upon request in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*.

# Partners in emergency preparedness

**For most people, the possibility of being involved in a disaster may seem remote.** The Canadian and Ontario governments clearly state that each individual is responsible for his or her safety, and the well-being of their family. Knowing what to do in an emergency can help you better control the situation and be in a position to recover faster.

The City of Guelph has been involved in emergency planning for decades and is prepared to meet the challenges posed by disasters. In partnership with local first responders, health organizations, social services, utilities and volunteer groups, the City constantly strives to improve its level of preparedness.

The City has an Emergency Response Plan which has been formally adopted by Guelph City Council. Its emergency planning initiatives are overseen by the Emergency Operations Control Group (EOCG), made up of the following individuals:

- Mayor, City of Guelph
- Chief Administrative Officer, City of Guelph
- Police Chief, Guelph Police Service
- Fire Chief, Guelph Fire Department
- Paramedic Chief, Guelph-Wellington Paramedic Service
- Social Services Administrator, Wellington County
- Medical Officer of Health, Wellington-Dufferin-Guelph Public Health
- Deputy CAO Public Services, City of Guelph
- Deputy CAO Corporate Services, City of Guelph
- Deputy CAO Infrastructure, Development and Enterprise Services, City of Guelph
- Chief Operating Officer, Guelph Hydro

The EOCG is responsible for directing and controlling all emergency operations, providing essential services needed to minimize the effects of an emergency, maintaining reasonable service to unaffected areas of the city, restoration of services and facilities.



# Emergency Response Plan

The aim of the City's Emergency Response Plan is to provide the framework through which a timely and effective mobilization of the community's resources can be achieved in order to protect the health, safety, welfare and property of Guelph residents, businesses and visitors when faced with an emergency. It is a plan for the co-ordination of services required in the event of a real or anticipated emergency that will ensure:

- prompt response by all required services and the establishment of overall control of an emergency situation;
- elimination of all sources of potential danger in the area of the incident;
- evacuation of any building considered to be in a hazardous situation;
- prompt rescue of all persons trapped and the provision of first aid at the site;
- controlled evacuation and balanced distribution of casualties to hospitals;
- traffic control to minimize crowd convergence at the site so that emergency operations are not impeded, and to prevent additional casualties;
- provision, where necessary, of such essential social services as may be required for persons affected by the incident and the emergency services personnel involved;
- prompt factual official information to all officials involved in emergency operations, news media and concerned individuals seeking personal information;
- restoration of normal services.

Guelph's Emergency Response Plan and related emergency preparedness materials are available online at [guelph.ca/emergency](http://guelph.ca/emergency).

# Your Personal Preparedness Guide

Every resident has a responsibility when it comes to emergency preparedness. You should be prepared to take care of yourself and your family for a minimum of 72 hours during an emergency situation. It is important that you are prepared and understand your responsibilities during an emergency.

*Your Personal Preparedness Guide* outlines the steps you can take right now to ensure that you are prepared in the event of an emergency. It includes information on preparing your family for various types of emergencies that could occur; a template and instructions for creating your home escape plan; a checklist for creating your emergency kit; and your emergency and non-emergency contact information. Please take the time to review this guide with your family and develop your personal emergency preparedness plan.



# Before an emergency

## Be prepared

**Disaster can strike quickly and without warning.** It can force you to evacuate your neighbourhood or confine you to your home.

When an emergency occurs in our community, local government and non-government emergency services organizations will be there to assist you. It's important to remember that in the event of a large-scale incident, local emergency responders can quickly become overwhelmed and may not be able to reach you immediately. To ensure the safety and well-being of you and your family, you should prepare now to take care of your own basic needs for at least the first 72 hours following a major disaster. It is important that you are prepared and understand your responsibilities during an emergency.



## Safe home instructions

- Post emergency contact numbers near all telephones. Teach children how and when to dial **9-1-1**.
  - Have a working carbon monoxide detector, smoke detector and fire extinguisher. If you live in an apartment, know where the fire alarms and fire exits are located.
  - Everyone in your home should know where to find the fire extinguisher. All capable adults and older children should know how to use it.
  - Identify the possible emergency situations in the community. Discuss how you will respond to each emergency.
  - Create a Home Escape Plan. Identify two escape routes from each room, and two meeting places: one near your home, one outside of your neighbourhood.
  - Prepare a 72-hour emergency kit. Keep the kit in an accessible location and make sure it's easy to carry.
  - Have a battery-powered or hand-crank radio available and listen to CJOY 1460 AM or Magic 106.1 FM for local information and emergency instructions
  - Locate and label shut-off switches.
- Know how to turn off your home's water, electricity and gas. Make large, easy-to-see signs for water and gas shut-offs as well as for the breaker panel or fuse box. Clearly label the on-off positions and show family members how to shut off these services. **Note:** Natural gas service should be left on, unless officials tell you to turn it off. If advised to turn off your gas meter, or the supply of gas is interrupted, the gas company or an authorized technician must turn it back on. Please do not attempt to re-activate your gas meter.
- Identify local and out-of-area contacts for family members to call if separated
  - Make arrangements for members of your family with special needs: children, elderly, disabled, medical illness, pets
  - Take a Basic First Aid or CPR class
  - Know your insurance. Make sure that you have adequate coverage to meet your needs (type of coverage, amount of coverage, hazards covered).
  - Keep family records in a water and fireproof safe (passports, birth certificates, etc.)

## Develop a plan

Your best defence in protecting yourself and your family during an emergency is knowing what to do and planning ahead. Emergency preparedness is the planning process a family takes to ensure they can survive a disaster. *Your Personal Preparedness Guide* will help your family prepare for and respond to disasters when they occur.

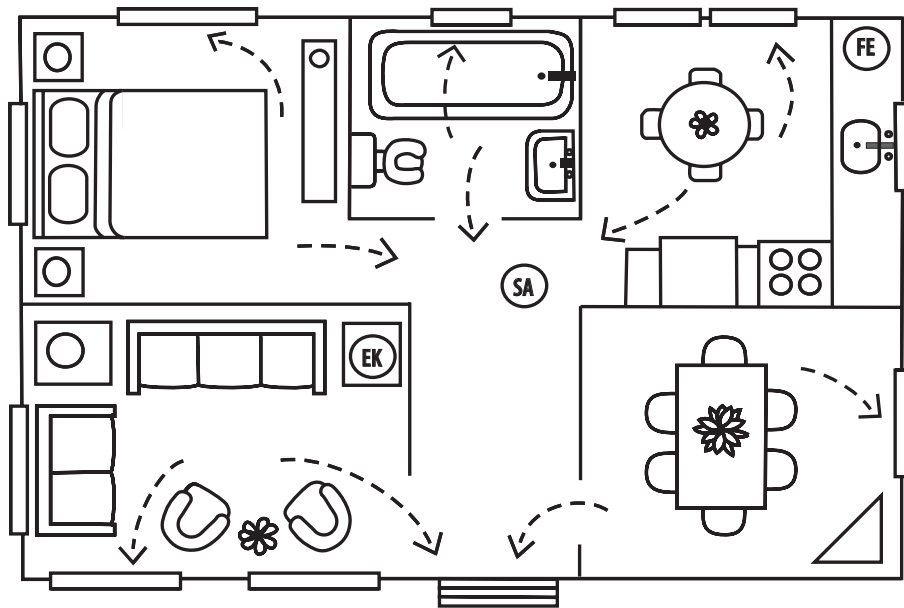


### When creating your home emergency plan, you will need to think about:

- Safe exits from home and neighbourhood
- Meeting places to reunite with family or roommates
- Designated person to pick up children should you be unavailable
- Local and out-of-area contacts
- Health information
- Place for your pet to stay
- Risks in our community  
(Refer to: How to prepare for specific emergencies, [page 22](#))
- How you and your family will respond to each possible emergency situation
- Location of your fire extinguisher, water valve, electrical box, gas valve and floor drain

After developing your household emergency plan you should review it with your family every six months to make sure that it's up-to-date.





## Create a home escape plan

During a fire or other emergency, you may need to evacuate your home on a moment's notice. You and your family should be ready to get out fast.

### Create your escape plan

- Draw a floor plan of your home using the grid provided on **page 39**. Include the location of doors, windows, stairs and large furniture.
- Indicate the location of emergency supplies, fire extinguishers, smoke alarms, first aid kits and utility shut-offs
- Use a coloured pen to draw a broken line charting at least two escape routes from each room, if possible
- Mark a place outside of your home where family members should meet after the evacuation
- Make sure you include important points outside such as garages, patios, stairs and porches

If you live in an apartment, make sure that everyone in your family knows where the emergency exit is. Locate the fire alarm and explain when and how to use it. In a fire or other emergency, never use the elevators. They may not work if the power goes out.

#### **Safety tip**

Practice emergency evacuation drills with all household members every six months.



# Prepare an emergency kit

Emergencies and disasters can happen at any time. Utilities can be out, roads closed, and crucial supplies unavailable. While local, provincial and federal officials prepare for emergencies, individuals can plan to be prepared at home and at work. Everyone should be prepared to take care of themselves and their families for up to three days in the event of an emergency or disaster.



## Basic emergency kit

You may have some of these basic emergency kit items already, such as a flashlight, battery-operated radio, food, water and blankets. The key is to make sure they are organized, easy to find and easy to carry (in a suitcase with wheels or in a backpack) in case you need to evacuate your home.

- Emergency plan** – include a copy of it and ensure it contains local and out-of-area contact information
- Water** – 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
- First aid kit**
- Manual can opener**
- Battery-powered or hand-crank flashlight** (and extra batteries)
- Candles and matches or lighter**
- Battery-powered or hand-crank radio** (and extra batteries)
- Special needs items** – prescription medications, infant formula or equipment for people with disabilities
- Extra keys** for your car and house
- Cash** – include smaller bills, such as \$10 bills

### Safety tip

Replace water, canned food and dry goods once a year.



## Additional emergency supplies

The basic emergency kit will help you get through the first 72 hours of an emergency. In addition to this kit, we recommend you also have the following additional emergency supplies. Then you will be well equipped for even the worst emergency situations.

- Change of clothing and footwear** for each household member
- Sleeping bag** or warm blanket for each household member
- A **whistle** in case you need to attract attention
- Garbage bags** for personal sanitation
- Toilet paper**
- Safety gloves**
- Disposable plates and cups, knives, forks and spoons**
- Soap, liquid detergent, unscented household chlorine bleach**
- Basic tools** – hammer, pliers, wrench, screwdrivers, fasteners, work gloves
- Small fuel-driven stove and fuel** – follow manufacturer's directions and store properly
- Two additional litres of water per person per day** for cooking and cleaning
- Other personal care supplies** – shampoo, hairbrush, tooth brush and toothpaste, soap and a towel and face cloth
- Copies of personal documents** such as passport and birth certificate

### Safety tip

Store copies of important family documents in a watertight, fireproof, portable container. Keep copies of your important documents in a safe place outside your home as well, such as a safety deposit box.

# Food Safety

## Food preparation

- If the power goes out, use a barbecue, charcoal grill or camp stove, outdoors only. Your cooking area should be well ventilated to prevent carbon monoxide poisoning.
- Food can be heated indoors using candle warmers, chafing dishes and fondue pots
- During a power outage use perishable food and foods from the refrigerator. Next, use the foods from the freezer. Finally, begin to use non-perishable foods and staples.

### Safety tip

Minimize the number of times you open the freezer and fridge by posting a list of contents on it. Food in a freezer will remain safe to eat for 24 to 36 hours without power. A refrigerator will keep food cool for four to six hours without power.

## Safe food handling

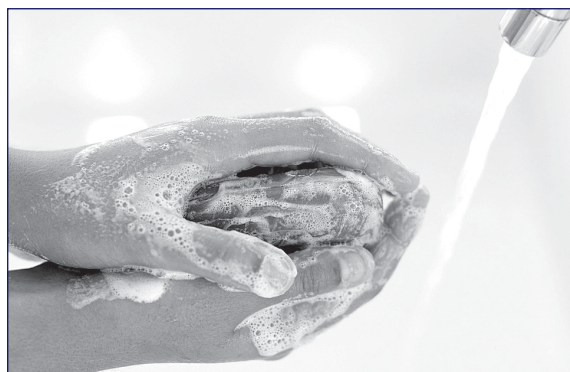
### Wash hands properly before handling food

- Wet hands with warm water, add soap and rub palms together to create lather
- Thoroughly cover all surfaces of your hands and fingers with lather and work fingertips into palms to clean under nails
- Rinse well under warm running water
- Dry with a single-use towel and then use towel to turn off the tap
- Hands should be washed for a minimum of 15 seconds

**If running water is not available, follow the steps above using a bucket or pail of water**

### If a water source is not available, a liquid hand sanitizer is recommended

- Apply enough product to keep hands moist for 15 seconds
- Rub product into palms and thoroughly cover all surfaces of the hands and fingers
- Rub fingertips of each hand into the opposite thumb
- Keep rubbing until hands are dry
- Do not rinse with water or use paper towel to dry hands





## Water safety

Contaminated water can contain micro-organisms that cause disease. It may be necessary to purify water if you are unsure of its quality before using it for drinking, food preparation or hygiene.

If your drinking water is made unsafe as a result of an emergency situation, the Medical Officer of Health may issue a **Boil Water Advisory** (BWA) or a **Drinking Water Advisory** (DWA).

A **BWA** is issued when there is a known or suspect **bacterial contamination** of the water system.

### Water purification methods during a BWA:

**Boiling** is the safest method of purifying water

- Bring the water to a rapid boil for one minute
- Let the water cool before drinking
- Pour the water back and forth between two containers to add oxygen and improve the taste

**Disinfection** uses liquid chlorine bleach to kill micro-organisms. Use only regular household liquid bleach that contains 5.25 per cent sodium hypochlorite as the active ingredient. Do not use scented bleaches, colour-safe bleaches or bleaches with added cleaners.

- Add one to two drops of bleach per litre of clear water
- If the water is cloudy, treat with three to four drops of bleach per litre
- Stir and let stand for 30 minutes
- If the water does not have a slight bleach odour, repeat the dosage and let stand another 15 minutes

A **DWA** is issued when there is a known or suspect **chemical contamination** of the water system. When a DWA is issued boiling your water will NOT make it safe to drink. The water must not be consumed under any circumstances and there may be restrictions on other common household uses. During a DWA, the City will attempt provide an alternate source of drinking water.



# Emergency car kit

**Every driver should carry a survival kit in his or her vehicle.**

**Here are some important items to consider:**

- Food that won't spoil, such as energy bars
- Water in plastic bottles so they won't break if frozen (change every six months)
- Blanket
- Extra clothing and shoes
- First aid kit
- Small shovel, scraper and snow brush
- Candle in a deep can and matches
- Battery-powered or hand-crank flashlight
- Whistle in case you need to attract attention
- Road maps
- Copy of your emergency plan and personal documents
- Roadside assistance contact information (if applicable)
- Cellular phone (9-1-1 can be called using an inactive cell phone)



**Also keep these inside your trunk:**

- Sand, salt or cat litter (non-clumping)
- Vehicle fluids (windshield washer, gas-line antifreeze, motor oil, transmission oil, power steering fluid, brake fluid, anti-freeze)
- Tool kit, including various screwdrivers, pliers, utility knife, ratchet socket set, a four-way wrench, Vice-Grip pliers, rolls of electrical and duct tape, seat belt cutter
- Assortment of spare fuses
- Tow rope
- Jumper cables
- Fire extinguisher
- Warning light or road flares

**Safety tip**

Keep your vehicle's gas tank at least half full at all times, especially in the winter. Remember to have your vehicle serviced regularly. Drive carefully.



# Tips

The information in this guide applies to everyone; however, people with special needs such as young children, the elderly, persons with disabilities or persons with medical



illness may want to consider some of the following steps as well.

## For baby and children

Disasters have a big impact on children. Parents typically work or act more effectively when they know their children are secure. To make sure that children feel secure and useful, involve them in the family emergency planning process.

**Essentially, children need the comfort of knowing that they will be cared for.**

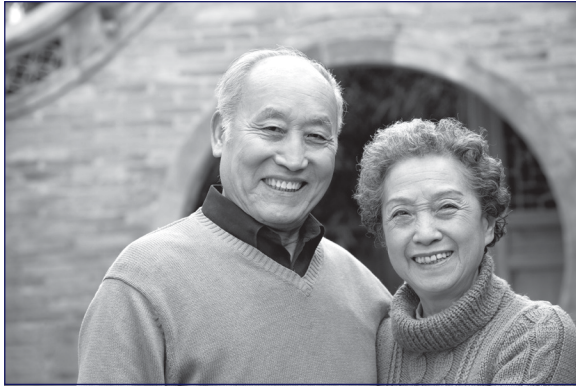
### Teach your children – according to their age:

- How to identify hazards
- How to evacuate and where to go
- Basic survival skills in cases of fires, tornadoes or other disasters when adults may not be with them
- Where your emergency kit is located
- How to reach an out-of area contact and when to call **9-1-1**

### Add necessary items to your emergency kit, such as:

- Bottles and formula (include extra water if powdered or concentrate)
- Special foods
- Disposable diapers
- Petroleum jelly
- Extra clothing
- Medications
- Toys and books





- Special comfort items (blanket, stuffed animal, soother)

## For elderly

- Involve senior family members in your plan. Their experience of living in a less complicated and technologically dependent world can be extremely valuable.
- If older adults are likely to be separated from you in times of disaster, have prearranged meeting places and share out-of-area contacts
- If members of your family live in senior housing or nursing homes, make sure you know the facility's emergency policies and how to contact key individuals
- Consider hearing and sight impairments in your emergency planning (e.g. will smoke detectors be loud enough, etc.)
- Practice evacuation plans to test how they work and make necessary changes
- Review and adjust your plans if health or living conditions change
- Register any health needs with appropriate agencies (e.g. continual power or oxygen supply)

### Add necessary items to your survival kit, such as:

- Medications
- Daily living aids (hearing aids and spare batteries, glasses, denture care, etc.)



## For persons with disabilities

Persons with disabilities represent a wide range of physical, intellectual and mental health issues.

- Involve persons with disabilities in your plan. Ask for feedback and listen to suggestions.
- Consider special evacuation needs and equipment such as ramps, ambulatory devices, etc.
- Practice evacuation plans to test how they work and make necessary changes
- Wear medical alert tags or bracelets to identify your illness or disability in an emergency

### Add necessary items to your survival kit, such as:

- Medications
- Daily living aids (hearing aids and spare batteries, glasses, denture care, walking aids, etc.)

## For persons with medical illness

- Create a network of relatives or friends to assist you in an emergency. Involve them in your emergency planning. Show them how to operate any medical equipment you use and practice your emergency procedures.
- Persons who receive home health care services should discuss emergency plans with their caregiver or home care agency. Individuals should check with their physicians to establish whether prior arrangements would be necessary to evacuate to a hospital.
- Wear medical alert tags or bracelets to identify your illness or disability in an emergency

### **Include necessary aids or special supplies to your emergency kit:**

- Batteries for medical equipment or hearing aids, assistive devices, etc.
- Current prescription names, strengths and dosages
- Detailed information about the medication regime
- Names and contact information for physicians and pharmacists

## For pets

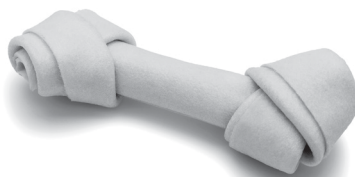
Pets are an important part of many families. Preparation and planning for the care of pets should be considered when planning for an emergency and will help you to evacuate your pets quickly and safely. Keep in mind that animals react differently under stress and should not be left unleashed or unattended.

- Contact your veterinarian, local animal shelter, or animal hospital for advice on pet boarding or emergency shelter for pets in a disaster
- Arrange for out-of-area friends or relatives to shelter your pet in an emergency
- Keep a list of hotels and motels outside your immediate area that allow pets. If you have notice of an impending disaster, call ahead to make reservations.



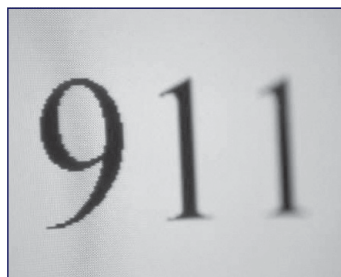
### **Include pet supplies in your emergency kit:**

- Three-day supply of pet food and water
- Bowls, kitty litter and pan, can opener
- Medications, medical records, first aid supplies
- Information on feeding schedules, medical conditions, behavioural problems, and the name and number of your veterinarian
- Sturdy leashes, harnesses and carriers to safely transport pet
- Blanket, pet treats and small toy
- Muzzle (if required)
- Copy of licence
- Carrier for transporting your pet



# During an emergency

During an emergency, you may not have time to make alternative plans. You may also not be aware of who to listen to for instructions. That's why it is important to know who to call and what to do under different circumstances.



## When to call 9-1-1

- Report a fire
- Report a crime
- Save a life

For non-emergency calls, contact the local police, fire and paramedic services. (Refer to non-emergency contacts on page 35)

## In case of a major emergency

- Follow your emergency plan
- Get your emergency kit
- Make sure you are safe before assisting others
- Visit [guelph.ca](http://guelph.ca), follow the City on Twitter (@cityofguelph), listen to CJOY 1460 AM or Magic 106.1 FM on your radio or watch your television for information from local officials and follow their instructions
- Stay put until all is safe or until you are ordered to evacuate





# Shelter-in-place

In an emergency situation, you may be required to stay indoors. In-place sheltering may be short-term, such as going to a safe room for a short period of time while a tornado warning is in effect. It may also be longer term, such as when you stay in your home for several days, sometimes without electricity or water services following a severe storm, or after a hazardous material release.

The steps to prepare in-place sheltering will vary depending on the particular emergency situation. Specific shelter-in-place details are provided in the section: **How to prepare for specific emergencies**, which identifies the various emergencies that could occur in Guelph.

# Evacuation

In the event of a community disaster, local authorities may advise you to evacuate your home. An evacuation order may come with little warning, so it is important to include evacuation plans as part of your emergency preparedness plan.

If an evacuation is necessary, local authorities will notify you directly through the local media. Stay tuned to local radio (CJOY 1460 AM or Magic 106.1 FM) and television for information on evacuation routes, emergency shelters and procedures.

## Safety tip

It is important to stay calm, listen carefully and follow all instructions.

## Before you leave

### If you are ordered to evacuate, take

- your emergency kit
- your emergency plan
- essential medications and copies of prescriptions
- a cellular phone
- your pets

## Remember

Pets are not typically allowed in emergency shelters, so plan in advance for a pet-friendly location.

## Protect your home

- Shut off water and electricity if officials tell you to
- Leave natural gas service on, unless officials tell you to turn it off. If the gas company advises you to turn off your gas meter, or the supply of gas is interrupted, the gas company or an authorized technician must turn it back on. Please do not attempt to re-activate your gas meter.
- Lock your home



### If you have time:

- Call or email your out-of-area 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.
- Leave a note telling others when you left and where you are going

### Safety tip

Only use your phone in life-threatening emergencies. Telephone lines are frequently overwhelmed in disaster situations. Keep the lines free for emergency calls to get through.



## Evacuating your home

- If possible, try to seek shelter with friends or relatives outside of the affected area. If it is not possible, emergency shelters can be set up in locations in the community. When you are advised to evacuate, you will also be informed of assembly locations for transportation and the location of the nearest emergency shelter.
- Follow the routes specified by emergency officials. Don't take short cuts on the way to the shelter, they may be blocked or expose you to dangerous hazards.
- Keep in mind that evacuation procedures may take longer when children, elderly adults or persons with disabilities or medical illness are involved. Evacuation may be required sooner in order to meet these needs.

## Driving in emergency conditions

- Keep the radio tuned to CJOY 1460 AM or Magic 106.1 FM to receive important information
- Follow the routes specified by officials. Don't use shortcuts because certain areas may be impassable or dangerous.
- Stay away from downed power lines
- Always pull to the right and stop for emergency vehicles when you hear their siren and see their flashing lights
- When the traffic signals are not working, the intersection becomes a four-way stop
  - The first vehicle to arrive and stop has the right-of-way
  - If two or more vehicles stop the same time, the vehicle on the right has the right-of-way



# Emergency shelters

Emergency shelters may be set up in locations such as schools, municipal buildings and community centres. When you arrive at the emergency shelter, sign in at the registration desk so you can be accounted for and reunited with your family.

## What to expect

- Food (cafeteria style) and water
- Bedding (cots, blankets, or mats)
- Washroom facilities
- Basic medical needs/first aid
- Privacy is limited as families live, eat and sleep together (typically in one area)
- Pets are not typically allowed. Arrangements for their care may be made.
- Families are generally expected to look after themselves (e.g. organized baby-sitting is not usually provided)
- Community briefings and information updates will be provided by emergency officials
- Community members with similar experiences, concerns and situations have a chance to talk to each other
- Counselling services may be available



# After an emergency

**These are general instructions that apply to many emergencies but not every situation is the same.** Refer to the section: How to prepare for specific emergencies, for additional tips for specific emergency situations.



- Try to stay calm
- Check yourself and others for injuries. Give first aid to people who are injured or trapped. Take care of life-threatening situations first. Get help if necessary.
- Check on neighbours, especially the elderly or people with disabilities
- Confine or secure pets
- Use the battery-powered or hand-crank radio from your emergency kit to listen for information and instructions
- Do not use the telephone except to report a life-threatening injury. Please leave the phone systems free for official use.
- If possible, put on sturdy shoes and protective clothing to help prevent injury from debris, especially broken glass
- Stay away from damaged areas unless you are asked to help or are qualified to give assistance
- Do not go near loose or dangling power lines. Downed power lines can cause fires and carry sufficient power to cause harm. Report them and any broken sewer and water mains to the authorities.

## Returning home

Take care when re-entering your home. You should only re-enter your home when local authorities say it is safe to do so.

### Re-entering your home

- If you are inside, check the building for structural damage. If you suspect it is unsafe, leave and do not re-enter.
- Do not turn on light switches or light matches until you are sure that there aren't any gas leaks or flammable liquids spilled. Use a flashlight to check utilities.
- Do not shut off utilities unless they are damaged, leaking (a gas leak smells like rotten eggs) or if there is a fire. If you turn the gas off, don't turn it on again. This must be done by a qualified technician.

- If you smell gas leave your house immediately and call **9-1-1**
- If tap water is available, fill a bathtub and other containers in case the supply gets cut off
- If there is no running water, remember that you may have water available in a hot water tank, toilet reservoir or in ice cube trays
- Water supplies may be contaminated so purify your water (Refer to: Water purification methods, **page 11**)
- Do not flush toilets if you suspect that sewer lines are broken
- If you are in a high-rise building, do not use the elevator in case of power failure. If you are in an elevator, push every floor button and get out as soon as possible.
- If the power has been off for several hours, check the food in the refrigerator and freezer in case it has spoiled
- Assess the damage systematically and thoroughly (Refer to: Damage checklist, **pages 41-42**)
- Notify your insurance agency of any damage
- Don't throw out damaged goods until an official inventory can be made by your insurance company or an emergency official
- Keep records of all clean-up and repair costs incurred as a result of the disaster, including hotel, meal and travel costs
- Get direction from authorities on how to clean and decontaminate after emergency situations such as a flood or hazardous material incident



### Safety tip

Do not eat any food you think may be unsafe. When in doubt, throw it out.

## Recovery

For individuals and families who are adequately prepared for a disaster, recovery can begin almost as soon as disaster strikes.

Depending on the nature and severity of the disaster, recovery will need to occur on individual, family, community, provincial or national levels.

### Individual and family recovery

- Seek medical attention for any lingering complaints, unattended wounds, etc.
- Expect to feel different for awhile (e.g. confusion, numbness, shock, anger, relief at being alive, grief, are all normal reactions)
- Talk to family members about what they experienced and how they are feeling
- Listen to one another; take advantage of available counselling
- Make sure all family members (including children) have a specific tasks to do
- Make every effort to stay together as a family as much as possible. Make rebuilding a group effort.

# Prepare for specific emergencies

**What types of disasters are likely in Guelph?** Hazardous materials release from fixed and mobile sites and severe weather events are the most likely events. The following is a brief list of types of hazards we could face in Guelph—along with hazard-specific information on how to best respond to each situation.



## Hazardous material incidents

Hazardous materials are substances that, because of their chemical nature, pose a potential risk to life, health, environment and property if they are released.

Hazardous materials are part of our everyday lives—everything from chemicals used in industry to household cleansers can be hazardous if not handled in a safe manner. Hazardous materials are sometimes accidentally released during manufacturing, storage or transportation, such as during a train derailment. Here are some things to consider when there is a chemical release.

### Preparing for potential hazardous material incidents

- Stay tuned to local radio (CJOY 1460 AM or Magic 106.1 FM) or television for emergency warnings
- Determine how close you are to highways, railways, pipelines and factories where toxic materials are produced or transported
- Have materials available to seal off your home from airborne contamination. A kit should include: duct tape, plastic garbage bags, a mask and rubber gloves.

### When a hazardous spill occurs

- Get your emergency kit and make sure the radio is working
- Stay tuned to local radio (CJOY 1460 AM or Magic 106.1 FM) or television for emergency instructions





- Stay away from the incident site—what you can't see or smell can still harm you
- Close all windows and doors
- Turn off all fans, home ventilation systems/air exchangers, heating and air conditioning systems, which bring in outside air
- Close the fireplace damper
- Using duct tape or other wide tape, seal all cracks around the door and any vents into the room
- Cover windows, outlets and heat registers with plastic garbage bags, seal with tape
- If you are told there is danger of an explosion, close the window shades, blinds or curtains
- Go to an interior room that's above ground level (if possible one without windows). In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.
- If you are outside, stay upstream, uphill or upwind of the incident site
- If you are in your vehicle, close all windows and vents, and shut off the air conditioner or heater
- Continue to monitor your radio until you are told all is safe or advised to evacuate. City officials may later call for the evacuation of specific areas in your community that are at greatest risk. Emergency responders will advise when it is safe to leave the premise.
- Be prepared to evacuate quickly if instructed to do so by local authorities

You may be exposed to harmful chemicals even though you may not see or smell anything unusual. You can be exposed to a chemical in three ways:

1. **Inhaling** the chemical
2. **Ingesting** the chemical by swallowing contaminated food, water or medication
3. **Touching** the chemical, or touching clothing or other items that have come into contact with the chemical

## After the spill

- Do not eat or drink any food or water that may have been contaminated
- Keep track of things like breathing and heart rate, perspiration, dizziness, skin tone, deliriousness, if you think you may have been exposed to a chemical substance. Seek medical help for unusual symptoms.
- Report any strange smells or other hazards to **9-1-1**



# Severe weather

Severe weather can occur any time of the year. Make it a habit to listen to the local radio (CJOY 1460 AM or Magic 106.1 FM) or television stations (The Weather Network) for severe weather warnings and advice. Make sure you have a battery-powered or hand-crank radio on hand; electricity frequently fails during a severe storm.



## Thunderstorms

A thunderstorm develops in an unstable atmosphere when warm, moist air near the earth's surface rises quickly and cools. The moisture condenses to form rain droplets and dark thunderclouds called cumulonimbus clouds. These storms are often accompanied by high winds, hail, lightning, heavy rain and tornadoes. Thunderstorms are usually over within an hour, although a series of thunderstorms can last for several hours.

## Lightning

The air is charged with electricity during a thunderstorm. The most striking sign of this is lightning. Bolts of lightning hit the ground at about 40,000 kilometres per second—so fast that the lightning appears to be a single main bolt with a few forks, when actually the opposite is true. The main bolt is a whole series of lightning strikes, all taking the same path but at such a pace that the eye cannot distinguish between them.

### When to take shelter during lightning

To estimate how far away the lightning is, count the seconds between the flash of lightning and the thunderclap. Each second is about 300 metres. If you count:

- fewer than 30 seconds: look around for shelter
- fewer than 5 seconds: take shelter immediately

It is recommended to wait 30 minutes after the last lightning strike in a severe storm before venturing outside again.



## Winter storms

On average, the storms and cold of winter kill more than 100 Canadians every year, more than the total number of people killed by hurricanes, tornadoes, floods, lightning and extreme heat combined. The most common types of winter storms cause freezing rain, heavy snow, blowing snow and blizzards.

## Freezing rain

Freezing rain occurs when an upper air layer has an above-freezing temperature while the temperature at the surface is below freezing. The snow that falls melts in the warmer layer and as a result, it is rain—not snow—that lands on the surface. But since the temperature is below 0°C, raindrops freeze on contact and turn into a smooth layer of ice spreading on the ground or any other object like trees or power lines. More slippery than snow, freezing rain is tough and clings to everything it touches. A little freezing rain is dangerous, a lot can be catastrophic.



## Preparing for severe storms

- Stay tuned to local radio (CJOY 1460 AM or Magic 106.1 FM) and television stations (The Weather Network) for weather watches, warnings and advisories
- Stay indoors and avoid travel if possible
- Close windows and doors. Secure objects outside your home (e.g., patio furniture, garbage cans).
- Turn off unnecessary electrical appliances

### Winter home maintenance

Most new natural gas appliances have plastic vents for their exhaust and air intakes. These vents terminate at the side of most home, at least 12" above the ground. During excessive snow falls, these vents may become buried in snow. If the vents are blocked by snow, the appliances are designed to shut down for safety. Home owners should check these vents and remove the snow as required.

## During a severe storm

### Indoors

- Stay away from windows, doors and fireplaces
- During thunderstorms, you should also stay away from items that conduct electricity, such as telephones, appliances, sinks, bathtubs, radiators and metal pipes
- You can use a cellular telephone during a severe storm, but it's not safe to use a land-line telephone
- You may want to go to the sheltered area that you and your family chose for your emergency plan
- If you are advised by officials to evacuate, do so. Take your emergency kit with you.

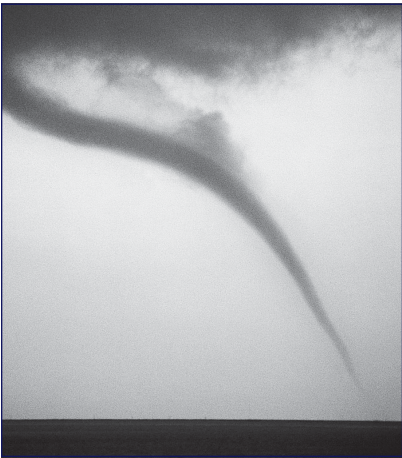
### Outdoors

- If you are outdoors when a thunderstorm hits, take shelter immediately, preferably in a building but, failing this, in a depressed area such as a ditch or a culvert, but never under a tree.
- If you are caught in the open, do not lie flat but crouch down with your feet close together and your head down (the "leap-frog" position)
- Do not ride bicycles, motorcycles, tractors, golf carts or use metal shovels or golf clubs because they may conduct electricity
- Never go out in a boat during a storm. If you are on the water and you see bad weather approaching, head for shore immediately.
- Ice from freezing rain accumulates on branches, power lines and buildings. If you must go outside when a significant amount of ice has accumulated, pay attention to branches or wires that could break due to the weight of the ice and fall on you. Ice sheets could also do the same.
- Never touch power lines: a hanging power line could be charged (live) and you would run the risk of electrocution. Remember also that ice, branches or power lines can continue to break and fall for several hours after the end of the precipitation.



### In a car

- Stop the car (away from trees or power lines that might fall on you) and stay there
- If you must travel during a winter storm, do so during the day and let someone know your route and arrival time
- Avoid driving when freezing rain is forecast. Even a small amount of freezing rain can make roads extremely slippery. Wait several hours after freezing rain ends so that road maintenance crews have enough time to spread sand or salt on icy roads.
- If your car gets stuck in a snowstorm, remain calm and stay in your car. Allow fresh air in your car by opening the window slightly on the sheltered side—away from the wind. You can run the car engine about 10 minutes every half-hour if the exhaust system is working well. Beware of exhaust fumes and check the exhaust pipe periodically to make sure it is not blocked with snow. Remember: you can't smell potentially fatal carbon monoxide fumes.
- To keep your hands and feet warm, exercise them periodically. In general, it is a good idea to keep moving to avoid falling asleep.



## Tornadoes

Tornadoes are violent windstorms characterized by a twisting, funnel-shaped cloud. Tornadoes usually move over the ground at anywhere from 20 to 90 kilometres per hour and often travel from the southwest to the northeast. It is not a good idea to chase tornadoes—they are unpredictable and can change course abruptly.

Tornadoes form suddenly, often preceded by warm, humid weather. May to September are prime tornado months in Canada. Tornadoes usually hit in the afternoon and early evening, but they have been known to strike at night too.

### Warning signs of a potential tornado

#### Warning signs include:

- Severe thunderstorms, with frequent thunder and lightning
- An extremely dark sky, sometimes highlighted by green or yellow clouds
- A rumbling sound, such as a freight train might make, or a whistling sound such as a jet aircraft might make. A funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.

As a rule, when Environment Canada issues a tornado warning, radio and television stations broadcast it immediately. If you hear that a tornado warning has been issued for your area, take cover immediately.

- A **tornado watch** means that the conditions are right for a tornado. This is a “watch” only. Stay alert and listen to your radio.
- A **tornado warning** means that a tornado has touched down. Take precautions immediately and listen to your radio for updates.

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## Preparing for a tornado

- Have a shelter area picked out. Store your survival kit here.
- Shelter should be easily accessible and offer protection from flying glass, debris and furniture
- Shelters should be located near the basement wall in the most sheltered and deepest part of the basement. If no basement is available take cover in the smallest room or under heavy furniture. Avoid large halls, auditoriums, cafeterias, arenas or any building with large roof spans. Seek an inner hallway, washroom or closet.
- Abandon trailers or mobile homes in favour of a pre-selected shelter

## What to do during a tornado

### **If you are in a house:**

- Get your emergency kit and make sure the radio is working
- Go to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway
- Failing that, protect yourself by taking shelter under a heavy table or desk
- In all cases, stay away from windows, outside walls and doors

### **If you are in an office or apartment building:**

- Take shelter in an inner hallway or room, ideally in the basement or on the ground floor
- Failing that, protect yourself by taking shelter under a heavy table or desk
- Do not use the elevator and stay away from windows

### **If you are outdoors or in a vehicle:**

- Avoid buildings such as gymnasiums, churches and auditoriums with wide-span roofs
- Avoid cars and mobile homes. Take shelter elsewhere, preferably in a building with a strong foundation. If no shelter is available, lie down in a ditch away from the car or mobile home.
- If you are driving and spot a tornado in the distance, try to get to a nearby shelter. If the tornado is close, get out of your car and take cover in a low-lying area.
- In all cases, get as close to the ground as possible, protect your head and watch for flying debris
- Keep in mind that if a tornado is heading straight for you, it may appear to be standing still

## After the tornado

If your home or family is affected by the tornado, you should:

- Monitor local media reports for advice and to find out what assistance is available
- Check for gas leaks in your home. If you smell gas leave your house immediately and call **9-1-1**.
- Check for blown fuses and look for short-circuits in your wiring and equipment
- Drive carefully and watch for debris, damaged roads and fallen wires
- Notify your insurance company of any property damage



## Floods

A heavy rainfall can result in flooding, particularly when the ground is still frozen or already saturated from previous storms. Floods may also result if heavy rain coincides with the spring thaw.

### Preparing for a flood

#### **To reduce the likelihood of flood damage:**

- Put weather protection sealant around basement windows and the base of ground-level doors
- Install the drainage for downspouts a sufficient distance from your residence to ensure that water moves away from the building
- Consider installing a sump pump and zero reverse flow valves in basement floor drains

#### **If a flood is forecast:**

- Turn off basement furnaces and, if instructed, the outside gas valve
- Take special precautions to safeguard electrical, natural gas or propane heating equipment
- If there is enough time, consult your supplier for instructions on how to proceed

#### **When there is immediate danger of flooding:**

- Shut off the electricity
- If the area around the fuse box or circuit breaker is wet, stand on a dry board and shut off the power with a dry wooden stick
- Try to move furniture, electrical appliances and other belongings to floors above ground level
- Remove toxic substances such as pesticides and insecticides from the flood area to prevent pollution
- Remove toilet bowls and plug basement sewer drains and toilet connections with a wooden stopper
- Disconnect eavestroughs if they are connected to the house sewer
- In some cases, homes may be protected with sandbags or polyethylene barriers. This approach requires specific instructions from your local emergency officials.

## During a flood

- Keep your radio on to find out what areas are affected, as well as what roads are safe, where to go and what to do if the local emergency team asks you to leave your home.
- Have your emergency kit close at hand

## After a flood

If your home has been impacted by a flood, it is important to restore your home to good order as soon as possible to protect your health and prevent further damage to the house and its contents.

### Before moving back in

Once the flood waters have receded, you must not live in your house until:

- The regular water supply has been inspected and officially declared safe for use
- Every flood-contaminated room has been thoroughly cleaned, disinfected and surface-dried
- All contaminated dishes and utensils have been thoroughly washed and disinfected—either by using boiling water or by using a sterilizing solution of one part chlorine bleach to 10 parts water. Rinse dishes and utensils thoroughly.
- Adequate toilet facilities are available

If your natural gas appliances have been submerged for any length of time, the equipment should not be turned on until a qualified technician has inspected the appliances for safety. Components of the equipment may have to be replaced because they were under water.

## Power failures

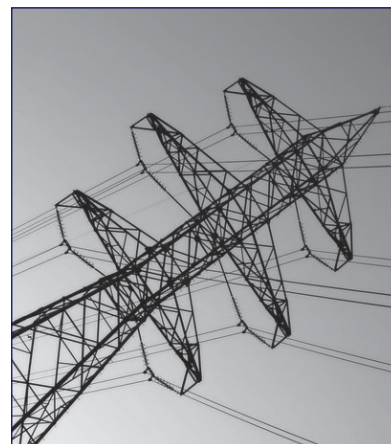
Power supply interruptions can last from a few hours to several days and are often caused by freezing rain, sleet and/or high winds which damage power lines and equipment. An extended power failure during winter months can result in a cold, dark home and damage to walls, floors and plumbing.

### Preparing for power failures

Most home-heating systems depend upon electric power. To prepare for a power failure, you can install a non-electric standby stove or heater. Choose heating units that do not depend upon an electric motor, fan or other electrical device to function.

#### Safety tip

If a power surge occurs when the power returns, it could damage sensitive electronic equipment. Protecting these appliances with a surge-proof power bar is a smart and inexpensive precaution.





## During a power failure

- Turn off all appliances, tools and electronic equipment and turn your home heating down to minimum
- Get out your emergency kit and flashlight. Be careful using candles—they can create a fire hazard.
- Turn on a battery-powered or hand-crank radio to find out what is happening in your area
- Follow the directions of emergency authorities
- Report power failures to Guelph Hydro at **519-822-3010** (Monday to Friday, 8 a.m. to 5 p.m.) or **519-822-3014** (After hours, weekends and holidays)
- Don't use charcoal or gas barbecues, camping heating equipment or home generators indoors. They give off carbon monoxide.
- Don't open your freezer or refrigerator unless it is absolutely necessary. If a freezer door has been kept closed, food should stay frozen for 24 to 36 hours, depending on the temperature. A refrigerator will keep food cool for four to six hours without power.
- Throw out any food items with a strange smell or colour. If perishable food has been at room temperature for more than four hours, don't eat it.
- Do not eat any food you think may be unsafe. A good rule when dealing with food is when in doubt, throw it out
- Most natural gas furnaces and water heaters need electricity to function. If the hydro is out most gas appliances will not work.
- Most gas fireplaces are designed to provide radiant heat during a power outage. They can function with or without an electric circulation fan.



### If you have to evacuate during a storm:

- Turn off the main breaker or switch of the circuit-breaker panel or power-supply box
- Turn off the water main where it enters the house. Protect the valve, inlet pipe and meter or pump with blankets or insulation material.
- Watch for downed power lines. Call your electric supply authority with the exact location of the downed line.
- Keep back a minimum of 10 metres (33 feet) from wires or anything in contact with them and warn others of the danger
- Always assume that the lines are live. It is difficult to distinguish between power lines and other utility lines (for example, telephone or cable lines) and they also carry sufficient power to cause harm. Treat all lines as a danger.

## After the power returns

- If the main electric switch was turned off, check to ensure appliances are unplugged to prevent damage from a power surge when the power is restored
- Do not enter a flooded basement unless you are sure the power is disconnected
- Do not use flood-damaged appliances, electrical outlets, switch boxes or fuse-breaker panels until they have been checked and cleaned by a qualified technician
- Switch on the main electric supply
- Give the electrical system a chance to stabilize before reconnecting appliances. Turn the heating system thermostats up first, followed in a couple of minutes by re-connection of the refrigerator and freezer. Wait 10 to 15 minutes before reconnecting other appliances.

- If you had to turn water off and drain the pipes, close the drain valve in the basement. Turn on the water supply. Close the lowest valves and taps first and allow air to escape from upper taps. Make sure that the hot water heater is filled before turning on its power supply. Rinse out the dishwasher and washing machine if necessary.
- Warm the house slightly above normal temperature for a few hours to allow it to dry thoroughly
- Monitor food supplies in refrigerators, freezers and cupboards for signs of spoilage



## Fire

Do you know what to do in case of fire? The right time to plan how to escape a fire is now—before it is too late. Fires are a leading cause of emergencies in the home. Preparation is your best defence.

### Preparing for a fire

- Install smoke alarms on each floor of your home and test them monthly
- Everyone in your home should know where to find the fire extinguisher. All capable adults and older children should know how to use it.
- Know your emergency escape routes and the designated meeting place
- If you live in an apartment, know where the fire alarms and fire exits are located
- Hold family fire drills at least every six months so your family can discuss, act out and make necessary changes to the plan
- Make sure that everyone understands that if they hear the smoke alarm, or hear someone shouting “FIRE”, they should immediately evacuate the home and proceed to the designated meeting place

#### Safety tip

Change the batteries in your smoke alarms at least once a year. A good way to remember is to change your batteries when you change your clocks for Daylight Saving Time.





## During a fire

- Before opening any door as you leave, feel it. If the door is hot—do not open it—use the alternate escape route. If windows in upper storey rooms cannot serve as alternative exits, open the window and shout for help.
- In a smoke filled area, the air is cooler and clearer by the floor. Drop to your hands and knees and crawl to the nearest safe exit.
- Stop, drop and roll if your clothing catches fire
- Go to neighbours and call **9-1-1**
- Go to your meeting place and wait
- Once outside—stay out—do not re-enter your home for any reason

### Safety tip

Always close the door between the fire and the escape window. Always close the door behind you when entering or escaping a room in a fire.

## After a fire

The following checklist serves as a quick reference and guide for you to follow after a fire strikes.

- Contact your local disaster relief service. Guelph-Wellington Red Cross (**519-836-3523**) can help you find temporary housing, food, clothing and other essential needs. Victim Services Wellington (**519-824-1212**) provides emotional support and practical assistance and referral information to victims.
- If you are insured, contact your insurance company for detailed instructions on protecting the property, conducting inventory and contacting fire damage restoration companies. If you are not insured, try contacting private organizations for aid and assistance.
- Check with the fire department to make sure your residence is safe to enter. Be watchful of any structural damage caused by the fire.
- The fire department, with assistance from the Fire Prevention Bureau and the utility companies, should see that utilities are either safe to use or are disconnected before they leave the site. DO NOT attempt to reconnect utilities yourself.
- Conduct an inventory of damaged property and items. Do not throw away any damaged goods until after an inventory is made and received by your insurance company. Only throw items away that you are sure cannot be salvaged.
- Begin saving receipts for any money you spend related to fire loss. The receipts may be needed later by the insurance company and for verifying losses claimed on income tax.
- Notify your mortgage bank of the fire





## Smoke alarms save lives... but only if they are working properly

- Install smoke alarms—it's the law. The Ontario Fire Code requires that every home have working smoke alarms.
- Homeowners must install and maintain smoke alarms on every level of their home and outside sleeping areas
- Test your smoke alarms every month using the test button
- Replace smoke alarm batteries at least once a year, and whenever the low-battery warning beeps
- Smoke alarms don't last forever. Replace smoke alarms with new ones if they are more than 10 years old.



## Carbon monoxide

What you need to know to protect you and your family from this “silent killer”.

### What is carbon monoxide?

- Carbon monoxide (also called CO) is a poisonous gas that you can't see, smell or taste

### What causes a carbon monoxide hazard?

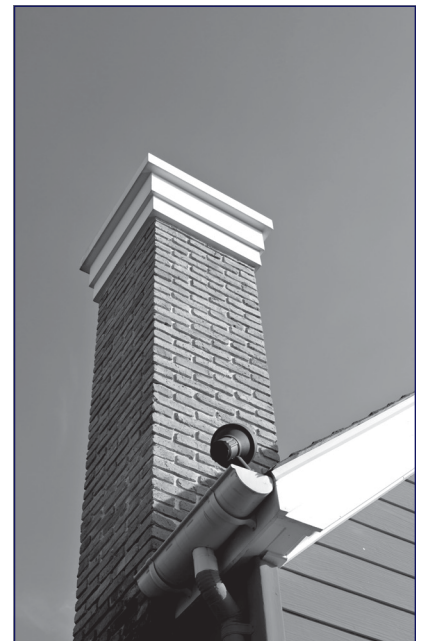
- Fuel-burning appliances, venting systems and chimneys that haven't been serviced or regularly maintained
- A chimney blocked by a bird or squirrel nest, snow and ice or other debris
- Improper venting of a furnace and cracked furnace heat exchangers
- Exhaust fumes seeping into your home from a car running in an attached garage
- Using fuel-burning appliances designed for the outdoors (barbecues, lanterns, chainsaws, lawn mowers, snow blowers) in a closed area (tent, recreational vehicle, cottage, garage, workshop)
- Combustion gases spilling into a home if too much air is being consumed by a fireplace, or exhausted by a kitchen or bathroom fan, in a tightly-sealed house

### Safety tip

Regularly maintained appliances that are properly ventilated should not produce high levels of CO. A qualified service professional should inspect fire burning appliances at least once per year.

### What are symptoms of carbon monoxide poisoning?

- When inhaled, CO inhibits the blood's capacity to transport oxygen throughout the body. It can poison the body quickly in high concentrations, or slowly over long periods of time.
- Exposure to CO can cause flu-like symptoms such as headaches, nausea, dizziness, burning eyes, confusion, drowsiness and even loss of consciousness, in severe cases, CO poisoning can cause brain damage and death
- Older persons, children and people with heart or respiratory conditions may be particularly sensitive to CO

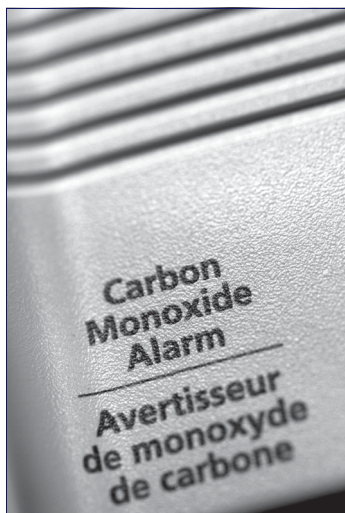


### What are some danger signs?

- You or other members of your family have symptoms of CO exposure (see above)
- You notice a sharp, penetrating odor or smell of gas when your furnace or other fuel-burning equipment turns on
- The air is stale or stuffy
- The pilot light of your furnace or other fuel-burning equipment goes out
- Chalky white powder forms on the chimney/exhaust vent pipe or soot buildup occurs around the exhaust vent

### What should I do if I suspect carbon monoxide in my home?

- If you or anyone else in your home is experiencing the symptoms of CO poisoning, leave the home immediately, call **9-1-1** and get medical help
- If a CO alarm sounds in your home, open all doors and windows to ventilate. If the alarm continues, leave your home and contact a qualified licensed natural gas technician to inspect your appliances.



### About carbon monoxide alarms

- CO alarms monitor airborne concentration levels (parts per million) of carbon monoxide and sound an audible alarm when harmful CO levels are present
- CO alarms should be approved by Canadian Standards Association (CSA), Underwriters Laboratories of Canada (ULC), or other listed agencies
- At least one CO alarm must be installed near the sleeping area of your home, cottage or recreational vehicle
- Additional CO alarms must be placed on each level of a residence where there are sleeping areas or in areas adjacent to appliances that burn fuel—like a furnace or gas water heater. CO alarms should be at least three metres (10 feet) from the fuel burning device to avoid false alarms.
- CO alarms can be located at knee-height or on a ceiling, depending on the type. To work properly, an alarm should not be blocked by furniture, curtains or other obstructions to normal air flow.
- If a combination smoke / carbon monoxide alarm is used, it should be located on the ceiling, to ensure that it will detect smoke effectively
- Please refer to the manufacturer's instructions for additional information regarding proper use and maintenance

### Carbon monoxide alarm protocols

- If the alarm goes off and you are not experiencing any symptoms of CO poisoning, check the batteries or call a qualified licensed natural gas technician to inspect your appliances. You can also contact the fire department for more information at **519-824-3232**.
- If the alarm goes off and you are experiencing symptoms of CO exposure, leave the house immediately and call **9-1-1**
- In either case, if you have any concerns, or are not sure of the situation, play it safe and call **9-1-1**

### Safety tip

Household chemicals, paints, cleaning solutions, and battery chargers can cause CO detectors to give a 'false' alarm. It's important that customers read their instructions carefully to understand the operation and location guidelines for CO detectors. CO detectors have a shelf life of five to seven years and should be replaced accordingly.

# Helpful information

## Emergency response numbers

The **9-1-1** emergency number provides instant access to emergency services and should only be used for immediate police, fire and ambulance response.

### When should you call 9-1-1?

Call 9-1-1 when you require the immediate response of police, fire and/or ambulance personnel to report:

- a fire or other dangerous situation
- injuries and life-threatening emergencies
- criminal activity

### Do not call 9-1-1 to:

- locate relatives
- find out the location or availability of shelters and other services
- get weather or road closure updates

## Non-emergency numbers

### City of Guelph

519-822-1260  
guelph.ca

TTY 519-826-9771

### Public Inquiry Line

519-822-2222 (This number may be activated during an emergency)

### Fire

Emergency **9-1-1**  
Administration **519-824-6590**

Fire Prevention 519-763-8111  
[guelph.ca/fire](http://guelph.ca/fire)

### Police

Emergency **9-1-1**  
**519-824-1212**

TTY **519-824-1466**  
[policeguelph.ca](http://policeguelph.ca)



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## Guelph-Wellington Paramedic Service

Emergency **9-1-1**

**519-824-1510/519-843-5909**

## Hospital

Guelph General Hospital **519-822-5350**

TTY **519-837-6437**

## Public Health

Wellington-Dufferin-Guelph Public Health **1-800-265-7293**

**wdgpublichealth.ca**

## Guelph Hydro Electric Systems Inc.

To report a downed hydro line or power outage call **519-822-3010** (Monday to Friday, 8 a.m. to 5 p.m.) or **519-822-3014** (After hours, weekends and holidays)

## Union Gas

For gas leak/odour detections and other gas related emergencies, please call **1-877-969-0999**. For non-emergencies call **1-888-774-3111**.

## Guelph Water Services

To report a problem with your water service (i.e. water main break, discoloured water, meter leak, no water) call **519-837-5627**.

## Operations

To report a sewer main break call **519-837-5628**.

## Emergency Hazardous Spill Response

Ministry of the Environment Spills Action Centre **1-800-268-6060**.

## Poison Control

Emergency **9-1-1**

Poison Control Centre **1-800-268-9017**

## Telehealth Ontario

**1-866-797-0000**

TTY **1-866-797-0007**

## Road conditions and closures

Ontario Ministry of Transportation **1-800-268-4686**

Road information, including winter road reports, highway conditions, closures and construction is available year round.

# Emergency contacts

## Out-of-area contact

Name: \_\_\_\_\_ Tel. (day): \_\_\_\_\_  
Address: \_\_\_\_\_ Tel. (evening): \_\_\_\_\_  
\_\_\_\_\_ Cell: \_\_\_\_\_

## Local contact

Name: \_\_\_\_\_ Tel. (day): \_\_\_\_\_  
Address: \_\_\_\_\_ Tel. (evening): \_\_\_\_\_  
\_\_\_\_\_ Cell: \_\_\_\_\_

## Nearest relative

Name: \_\_\_\_\_ Tel. (day): \_\_\_\_\_  
Address: \_\_\_\_\_ Tel. (evening): \_\_\_\_\_  
\_\_\_\_\_ Cell: \_\_\_\_\_

## Family numbers

Name: \_\_\_\_\_ Work: \_\_\_\_\_  
Cell: \_\_\_\_\_

Name: \_\_\_\_\_ Work: \_\_\_\_\_  
Cell: \_\_\_\_\_

## Children's school / day care provider

Name: \_\_\_\_\_ Tel. \_\_\_\_\_  
Address: \_\_\_\_\_

Name: \_\_\_\_\_ Tel. \_\_\_\_\_  
Address: \_\_\_\_\_

## Family physician

Name: \_\_\_\_\_ Tel. \_\_\_\_\_

## Pediatrician

Name: \_\_\_\_\_ Tel. \_\_\_\_\_

## Veterinarian/Animal clinic

Name: \_\_\_\_\_ Tel. \_\_\_\_\_

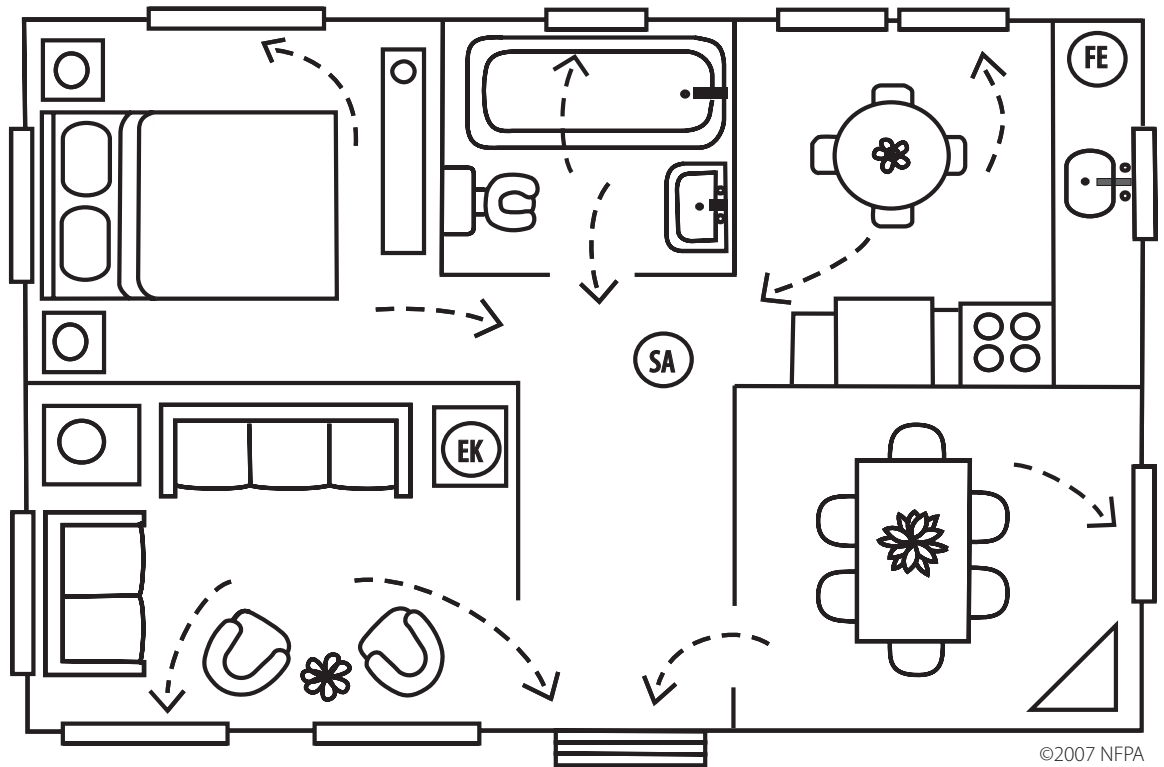
## Insurance agent/company

Name: \_\_\_\_\_ Tel. \_\_\_\_\_


# Home escape plan

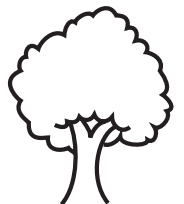
## Create your escape plan

- Draw a floor plan of your home using the grid provided. If your home has more than one level, use an additional piece of paper.
- Include the location of doors, windows, stairs and large furniture
- Indicate the location of emergency supplies, fire extinguishers, smoke alarms, first aid kits and utility shut-offs
- Use a coloured pen to draw a broken line charting at least two escape routes from each room, if possible
- Mark a place outside of your home for family members should meet after the evacuation
- Make sure you include important points outside such as garages, patios, stairs and porches



### Legend

- SA – Smoke Alarm
- EK – Emergency Kit
- FE – Fire Extinguisher
-  Escape Route



**Meeting Place**

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# Home escape plan

A large grid of graph paper, consisting of 20 columns and 30 rows of small squares, intended for drawing a home escape plan.

# Safe home checklist

## Meeting places

Safe meeting place near home: \_\_\_\_\_

Safe meeting place outside immediate neighbourhood: \_\_\_\_\_

Neighbourhood escape route: \_\_\_\_\_

## Safety tip

The meeting place near your home should be on the same side of the street as your house to avoid having to cross the street into traffic or in front of emergency vehicles.

## Emergency kit

Location: \_\_\_\_\_

## Fire extinguisher

Location: \_\_\_\_\_

## Water valve

Location: \_\_\_\_\_

Shut-off instructions: \_\_\_\_\_

Utility company phone number: **Guelph Water Services 519-837-5627**

## Electrical box

Location: \_\_\_\_\_

Utility company phone number: **Guelph Hydro Electric Systems Inc.**

**519-822-3010** (Monday to Friday, 8 a.m. to 5 p.m.)

**519-822-3014** (After hours, weekends and holidays)

## Gas valve

Location: \_\_\_\_\_

Shut-off instructions: \_\_\_\_\_

Utility company phone number: **Union Gas**

**1-877-969-0999** (emergencies) or **1-888-774-3111** (non-emergencies)

## Note

Only shut off gas when authorities tell you to do so. Once your natural gas service has been shut-off, NEVER attempt to turn it back on yourself. Only a qualified technician should restore your gas service.

## Floor drain

Location: \_\_\_\_\_

(always ensure it is clear of boxes, clothes or furniture, in case there is a flood)



# Damage checklist

Item	Degree of damage			Estimated value
	None	Repairable	Destroyed	
<b>Appliances/electronics</b>				
TV(s)				
Stereo				
Computer/Video game console				
Video camera				
DVD/VCR				
Telephone/Fax				
Fridge				
Stove				
Microwave				
Dishwasher				
Furnace				
Water heater				
Washing machine				
Dryer				
Other:				
<b>Furniture</b>				
Bed(s)				
Dresser(s)				
Shelving unit(s)				
Couch(es)				
Chair(s)				
Table(s)				
Painting/artwork				
Antiques				
Window covering(s)				
Other:				
<b>Personal</b>				
Clothing				
Pictures				
Documents				
Toys				
Books				
Collections				
Other:				

Item	Degree of damage			Estimated value
	None	Repairable	Destroyed	
<b>Home office</b>				
Furniture				
Stock/Inventory				
Equipment				
Computer				
Telephone/Fax				
Other:				
<b>Workshop/Sporting goods</b>				
Tools				
Sports equipment				
Exercise equipment				
Other:				
<b>Building structure</b>				
Roof				
Siding				
Walls				
Foundation				
Windows/Doors				
Garage/Car port				
Shed/Barn				
Fence				
Plumbing				
Fireplace				
Pool/Hot tub				
Outdoor furniture				
Other:				
<b>Vehicles</b>				
Car(s)				
Motorcycle(s)				
Tractor(s)				
Bicycle(s)				
Lawn mower				
Snow blower				
ATV				
Boat				
Other:				





[guelph.ca/emergency](http://guelph.ca/emergency)