



Are You? Ready

PERSONAL PREPAREDNESS IN DURHAM REGION



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YOU CAN PREPARE FOR A DISASTER



Emergencies can happen any time, anywhere. Severe weather such as floods, tornadoes, ice storms, and accidents such as chemical spills can strike any community.

Durham Region and your area municipalities work hard to prepare for emergencies. Emergency management programs are in place and include plans, training, exercises and public education.

This booklet was prepared by the Durham Emergency Management Office in conjunction with local community emergency management coordinators to assist you in preparing for any emergency. The booklet provides information on what we all need to do to take care of our families should any disaster strike.

The Region and all area municipalities are prepared to respond during emergencies, but only you can prepare yourself and your household.

Please take time to read this booklet, sit down with your family and plan ahead. Help our community by preparing yourself.

Sincerely,

Roger Anderson
Regional Chair and Chief Executive Officer

INTRODUCTION.....	4
• What is a Disaster?.....	4
• Types of Disasters.....	4
• Hazard Identification/Risk Assessment...	4
 BEFORE A DISASTER.....	 7
• What Can You Do?.....	7
• Create a Family Emergency Plan.....	7
• Assemble a Family Emergency Kit.....	8
• Assemble a First Aid Kit.....	8
• Assemble a Vehicle Emergency Kit.....	8
• Make Plans for Your Pet.....	9
• Make an Inventory of Your Household...	9
• People With Disabilities/Special Needs..	10
 DURING A DISASTER.....	 11
• The Emergency Response System.....	11
• If You Are Directed to Shelter.....	12
• If You Are Directed to Evacuate.....	13
• Services and Utilities.....	13
 AFTER A DISASTER.....	 15
• Immediately After.....	15
• Recovery.....	15
 CHECKLISTS.....	 17
• Family Emergency Plan Checklist.....	17
• Family Emergency Kit Checklist.....	18
• First Aid Checklist.....	19
• Vehicle Emergency Kit Checklist.....	20
• Pet emergency Kit Checklist.....	21
• Emergency Contact List.....	22

INTRODUCTION

WHAT IS A DISASTER?

A disaster can be defined as an event that affects a large number of people and overwhelms the ability of police, fire and emergency medical services to respond effectively.

TYPES OF DISASTERS

In general, disasters can be categorized into two groups:

- **Natural-caused** are hazards related to naturally occurring elements and conditions including, but not limited to: floods, severe weather, ice and snow storms.
- **Human-caused** are hazards that include onsite chemical spills, explosions and leaks, train derailments, plane crashes, public transit crashes, multi-car pileups, and power outages. Technological emergencies are also human-caused and can affect critical infrastructure, telecommunications and other information technology issues.

HAZARDS AND IMPACTS

The Region has identified a number of situations that present potential hazards to residents. A hazard analysis and risk assessment was completed, with all hazards identified relative to the amount of risk.



The top Regional hazards by rank relative to risk can be grouped into three major categories:

1) Severe Weather

- Thunderstorms
- Lightning
- Tornadoes
- Hail
- Heavy rain
- Freezing rain
- Heavy snow
- Blowing snow



Impacts of Severe Weather

- Downed trees, branches
- Downed power lines
- Loss of power
- Road closures
- Structural damage/fire
- Flooding of roads and buildings
- Flying debris
- Water and sewer issues
- Evacuations

BE PREPARED

- Listen to the radio and watch the TV for weather warnings and updates.
- Keep away from rivers and streams when water levels are high.
- If outside, avoid proximity to telephone poles, power lines, tall trees, and open spaces.
- Shelter inside when possible, stay away from outside walls and windows.
- Drive only if absolutely necessary.
- Wear warm clothing during cold-weather events.
- Carry a cell phone.
- Keep an emergency supply kit in your vehicle and in your home.

2) Hazardous Materials Release

- Industrial accident/fire
- Highway accidents with dangerous materials
- Train derailments with dangerous materials
- Pipeline accident

Impacts of Hazardous Materials Release

- Toxic fumes
- Explosions
- Fire/toxic smoke
- Groundwater contamination
- Road closure/transportation delays
- Evacuations

BE PREPARED

- If you suspect a hazardous chemical release try to avoid breathing in fumes and leave the area immediately.
- Handle chemicals or combustible materials safely in accordance to the Workplace Hazard Materials Information System (WHMIS) guidelines.

3) Mass Casualty Event

- Train derailment/airplane crash
- Major highway accident
- Major building fire/collapse
- Influenza pandemic

Impacts

- Large number of people injured/killed/sick
- Possible hazardous materials release
- Road closures
- Railway closures

BE PREPARED

- Avoid the area, if possible, and listen to local Media for further instructions.

BEFORE A DISASTER

WHAT CAN YOU DO?

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

When planning for an emergency, consideration should be given to disruption of day-to-day services like electricity, water, heat, air conditioning, telephone services and transportation. Plan on having food, water and other essentials, such as medications, for at least 72 hours (three days) for your family.



**Is Your Family
Prepared?**



**Know
the Risks**



**Make
a Plan**



**Get
a Kit**

(source: Emergency Management Ontario)

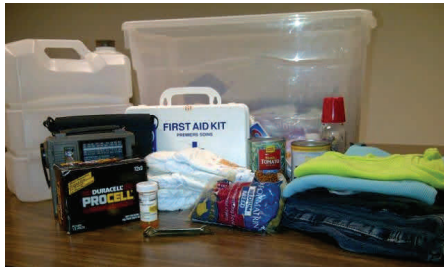
CREATE A FAMILY EMERGENCY PLAN

Emergency preparedness begins at home. The Region and area municipal governments have emergency plans in place, however, it is important for individuals to understand that personal disaster planning is just as crucial. As a family, discuss what you need to prepare for a disaster, what to do during an evacuation, and outline the roles and responsibilities for each person. Remember to practise your plan.

Use the **Family Emergency Plan Checklist** on **page 17** in this booklet to create your personal preparedness plan.

ASSEMBLE A FAMILY EMERGENCY KIT

Once you have created your Family Emergency Plan, it is time to put together your family emergency kit. The kit is simply a collection of basic items your family will need in the event of a disaster. Assemble your kit well in advance, check the contents of the kit periodically to ensure none of the contents expire.



Use the Family **Emergency Kit Checklist** on **page 18** in this booklet to put together your kit.

ASSEMBLE FIRST AID AND VEHICLE EMERGENCY KITS

Most families have the majority of first aid kit items on hand without having to make large purchases. A first aid kit is your first line of defence in protecting and helping your family and friends when a disaster strikes.

Consider taking a first aid and CPR course for more specific first aid knowledge and training. Keep emergency items in your vehicle at all times.

Use the **First Aid Kit Checklist on page 19** and the **Vehicle Emergency Kit Checklist on page 20** to make your own kits.

MAKE PLANS FOR YOUR PET

Be sure to include your pets when planning for any disaster. Make sure your pet has proper identification. Keep photos with you in the event that your pet is lost.



If ordered/requested to evacuate, please bring sufficient food, water and medication for your pet. Don't forget to include a leash and a pet carrier. Make arrangements with trusted neighbours familiar with your pet to care for them in case you are not home when a disaster occurs.

Use the **Pet Emergency Checklist on page 21** in this booklet to create your emergency plan for your pets.

MAKE AN INVENTORY OF YOUR HOUSEHOLD

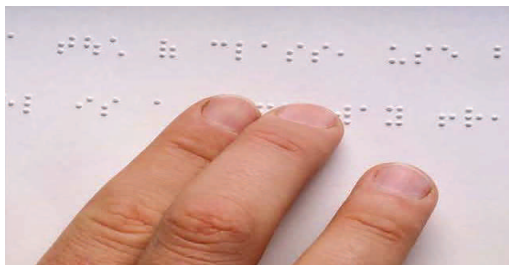
If a disaster strikes, this list can help you prove the value of what you owned. Use a camera or video camera to take pictures of rooms and your household items. Go from room to room, describe each item,

approximately when it was purchased and what the value is. Include less expensive items like clothing and linens. Get professional appraisals of jewelry, collectibles, artwork or other items that are difficult to value. Update your list annually, and leave a copy with a relative, or a friend or a place it in a safety deposit box

PEOPLE WITH DISABILITIES AND SPECIAL NEEDS

Your family may have special needs to consider. For example, you may need specific medication, eye glasses, wheelchairs, walkers or portable life-sustaining equipment.

Identify any challenges or limitations that members of your household may have and how different types of emergencies would affect them. Build a community support network of people who will be able to assist you during any emergency, at work and at home. If you rely on life-sustaining equipment/apparatus, have a backup plan that will ensure the equipment can function in the event of a power outage. Remember to plan for the needs of any service animal.



DURING A DISASTER

THE EMERGENCY RESPONSE SYSTEM

Emergency personnel (police, fire, emergency medical services) will be the first to respond in any event. For large-scale disasters, your area municipality and Durham Region will recall key personnel, open Emergency Operations Centres and coordinate support for the emergency response personnel.



Your area municipality and Durham Region will:

- Assess the needs of residents and required services.
- Prioritize community requirements.
- Coordinate resources including volunteers and provincial assistance.
- Direct evacuations.
- Open evacuation centres (as required.)
- Provide information through local media (TV, radio, Internet and social media.)

Durham Region, area municipalities and emergency responders have plans in place, conduct regular training and practise response procedures to prepare for a disaster.

Many people will be working during an emergency event to keep you safe. The safety and security of area residents is the greatest concern of those working to assist you. Your local government will provide public information to be broadcast by media. Stay informed by tuning into local media (TV, radio, Internet and social media) for direction on what to do and how to proceed.



IF YOU ARE DIRECTED TO SHELTER

Depending on the event, it may be safer for you to remain where you are, which is called “sheltering in place.” Apart from taking the necessary precautions listed earlier in this booklet, there are some things that you can do indoors to help you cope:

- Close all windows and doors.
- Turn off all heating and air conditioning systems to avoid circulating potentially dangerous air from outside.
- Ensure that the doors of refrigerators and freezers are closed to keep food cool for longer periods of time.
- Use battery or crank-operated flashlights and lanterns to light your home, avoid candles and kerosene lanterns, which pose potential fire risks.
- Turn off all gas appliances.
- Drain water heaters/softeners if a disaster occurs for a prolonged period of time during the winter.
- Make preparations to evacuate in case the situation changes.

IF YOU ARE DIRECTED TO EVACUATE

If necessary to ensure your safety, you may be ordered to evacuate. Evacuation orders will be issued through the local media, and police may come door to door to notify residents.

If you have to evacuate, you should:

- Follow instructions given by emergency officials.
- Close and lock windows and doors.
- Pack sufficient clothing appropriate for the weather conditions.
- Take important documents with you.
- Bring your Family Emergency Kit.
- Take your Pet and Pet Emergency Kit.
- Pack your First Aid Kit.
- Follow the emergency evacuation routes detailed by the police.
- Upon safely evacuating, confirm your safety with your designated emergency contact.
- If possible, go to a friend's or relative's house, or to a hotel. Evacuation centres will be set up for those who have no other place to go.

SERVICES AND UTILITIES DURING A DISASTER

During an emergency, everyday services and utilities may be interrupted. Power outages, natural gas and telephone lines may not be functioning. Keep battery and crank-operated lighting and radios on hand.

Phones

- During or immediately following a disaster, do not use the phone unless it is an emergency, land and cell phone lines become jammed very quickly.
- Ensure you own at least one phone that plugs into a phone jack and doesn't require a power source.

Natural Gas

- Learn how to turn the gas off, but only do so when instructed by officials.
- If you smell gas, open windows and evacuate.
- Immediately call the utility service provider.
- Do not smoke or have open flames.

Water Supply

- If authorities determine that there is a concern about the quality (or availability) of the water supply, you may be asked not to use the water unless you treat or boil it.
- In extreme cases, you may not use the water even after treatment.
- Always keep a supply of bottled water on hand (at least two litres of water per person, per day.)



Power

- Do not run generators and barbecues indoors.
- Battery or crank-operated lighting is safer than candles.
- Food will keep in a freezer or refrigerator for a few days, only open the door when necessary to keep the items cool longer.
- Turn off appliances and electronics.
- Leave one light in the on position to alert you as to when power has been restored.
- Do not go near any downed utility lines.

AFTER A DISASTER

IMMEDIATELY AFTER

- Tune into local TV, radio, Internet or social media sites for information and public action directives from officials on what precautions to take upon returning to your community and residence.
- Do not drink the water until you are advised it is safe to do so.
- Do not use phones or cell phones unless you require emergency services, keep emergency phone lines free for those who require them the most.
- Keep away from fallen utility wires as they may still be live.
- Help those who are injured if you can, check on your neighbours.
- Keep your pets indoors or on a leash.
- If your house has sustained structural damage, use extreme caution until it has been inspected by a professional.
- Do not use water-damaged appliances until they have been inspected by professionals.
- Notify your relatives when you are able to, and let them know the disaster is over.
- Notify your insurance company of damages.
- Temporarily repair items to prevent further damage (board up windows, patch roof, etc.)



RECOVERY

Any disaster, large or small, affects you, your loved ones and those in your community. It will affect people on many levels: physical, psychological and emotional. It is important to remember that when you suffer a loss of any nature, grieving is also a natural part of the recovery process.

Your primary need to get your life and home back to normal is your driving force, but at some point you will feel additional physical/emotional and psychological symptoms, or you may notice them in those around you.

After a traumatic shock, it is not uncommon to feel bewilderment, relief, hostility and fear.

Express your feelings about what has happened and seek professional help. Give yourself and your family time to heal.



FAMILY EMERGENCY PLAN CHECKLIST

- ☐ Discuss types of emergencies with the whole family and how these could impact your home (extreme weather, chemical spills, fire, etc.)
- ☐ Get to know your surroundings and possible hazards/risks in your neighbourhood (streams, railway tracks, industries.)
- ☐ Pack a Family Emergency Kit and store it where it is easy to access, and let everyone know where to find it.
- ☐ Research your children's school or daycare emergency plans.
- ☐ Map out exits and a safe meeting place outside of your home.
- ☐ Decide on an out-of-the-area emergency contact person, create a list of emergency numbers and give each family member a copy.
- ☐ Make arrangements with family members/friends who would be willing to let you stay with them during an evacuation.
- ☐ Designate people to pick up your children if you are unable to do so immediately, let your child's school or daycare know who this is.
- ☐ Create an emergency plan for your pets.
- ☐ Take a first aid and CPR course.
- ☐ **PRACTISE YOUR PLAN** on a regular basis, find out what could go wrong and fix it.

**BE PREPARED, NOT SCARED.
PRACTISE YOUR EMERGENCY PLAN.**

FAMILY EMERGENCY KIT CHECKLIST

- ☐ Food (canned or dried that requires no refrigeration)
- ☐ Can opener
- ☐ Water - two litres per day, per person
- ☐ First aid kit
- ☐ Change of clothing per person (weather specific)
- ☐ Flashlight and batteries
- ☐ Battery or crank-operated radio
- ☐ Telephone that plugs directly into a phone jack
- ☐ Medication (keep in mind proper storage)
- ☐ Cash
- ☐ Personal items (toiletries, toothbrush/paste, deodorant, soap, feminine products)
- ☐ Toys and games for children
- ☐ Blankets/bedding
- ☐ Copies of important papers (identification, medical, insurance policy, emergency plan etc)
- ☐ Whistle
- ☐ Candle/matches (use with caution)
- ☐ Small tool kit
- ☐ Specialty items and life-sustaining equipment

**ROTATE ITEMS ON A REGULAR BASIS.
KEEP THE KIT VISIBLE AND ACCESSIBLE.**

FIRST AID KIT CHECKLIST

- ☐ Emergency telephone numbers (9-1-1, Fire)
- ☐ Phone numbers for family members
- ☐ Sterile adhesive bandages in various sizes
- ☐ Gauze pads and roller bandages
- ☐ Roll of adhesive tape
- ☐ Triangular bandages
- ☐ Scissors
- ☐ Tweezers
- ☐ Safety pins
- ☐ Alcohol wipes
- ☐ Thermometer
- ☐ Cleansing soap
- ☐ Latex or silicone gloves
- ☐ Hand sanitizer
- ☐ Heat or ice pack
- ☐ Blanket
- ☐ CPR Barrier devices (such as a face shield)
- ☐ Medication
- ☐ Personalize the kit with specific items of need: medications, epi pens etc.

**PERSONALIZE YOUR KIT TO SUIT YOUR NEEDS.
DON'T LET ITEMS EXPIRE.**

VEHICLE EMERGENCY KIT CHECKLIST

At all times your vehicle should have:

- ☐ Booster cables
- ☐ Fire extinguisher
- ☐ Flares, reflective roadside triangles
- ☐ Non-perishable food items/snack
- ☐ Crank flashlight, or flashlight with extra batteries
- ☐ First aid kit
- ☐ Duffle bag to store items
- ☐ Map of the area
- ☐ Spare tire/tire repair kit
- ☐ Blanket

During the winter months:

- ☐ Shovel, salt, sand (kitty litter)
- ☐ Ice scraper/brush
- ☐ De-icer for fuel line and windshield
- ☐ Warm clothing - hat, mitts, scarves, footwear
- ☐ Candle and matches (use with caution)

**KEEP YOUR GAS TANK MORE THAN HALF FULL.
SERVICE YOUR VEHICLE REGULARLY.**

PET EMERGENCY KIT CHECKLIST

- ☐ Food - 7 day supply
- ☐ Water - 7 day supply (SPCA guidelines for a cat is 1L per day, 4L per day for an average size dog)
- ☐ Non-spill bowls
- ☐ Manual can opener and plastic lids
- ☐ Medication and photocopies of any related medical records
- ☐ Current vaccination records
- ☐ Leash or harness (muzzle if necessary)
- ☐ Cage or container with your name, the vet's name and phone numbers clearly labelled
- ☐ Kitty litter and litter box
- ☐ Newspaper, paper towels, plastic bags
- ☐ Treats
- ☐ Blanket
- ☐ Copy of your pet's licence
- ☐ Copy of your pet's ID tag with your pet's name and significant information
- ☐ Recent photo of you with your pet
- ☐ Any special equipment/apparatus the animal might require
- ☐ Proper food/carrying cages for exotic pets

**SCARED ANIMALS CAN BE UNPREDICTABLE,
PROCEED WITH CAUTION.**

EMERGENCY CONTACT LIST

IMPORTANT NUMBERS

Mom's Work: _____

Mom's Cell Phone: _____

Dad's Work: _____

Dad's Cell Phone: _____

Child #1: _____

Child #2: _____

Child #3: _____

Daycare: _____

School: _____

School: _____

EMERGENCY CONTACT

Name: _____

Number: _____

Babysitter: _____

DOCTOR

Name: _____

Number: _____

PHARMACY

Number: _____

**EMERGENCY CALL 9-1-1
POLICE, FIRE, AMBULANCE**

**Are
You ?
Ready**



DURHAM EMERGENCY MANAGEMENT OFFICE

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