City of London

EMERGENCY preparedness guide

A step by step planner to help your family prepare for emergencies and disasters

Preparation you can’t live without.

london.ca/emergency
Using 911 and Emergency Contact Numbers

CALL 911 WHEN YOU NEED POLICE, FIRE OR PARAMEDIC SERVICES TO RESPOND IMMEDIATELY

WHEN SHOULD YOU CALL 911?

CALL 911 IF THERE IS:
• a medical emergency
• a fire
• a crime in progress

A MEDICAL EMERGENCY INVOLVES A SERIOUS OR LIFE-THREATENING INJURY

DO NOT CALL 911 TO:
• locate relatives or to inquire about their condition
• ask about current road or weather conditions
• find out when electricity and gas services will return

In the event of an emergency, information and instructions from emergency response officials will be available on the radio, television and the Internet.

You can also get information by using non-emergency telephone numbers.

When there is no immediate danger to health or property use a non-emergency number.

<table>
<thead>
<tr>
<th>MY PERSONAL NON-EMERGENCY CONTACTS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Police</td>
<td>519-661-5670 ext. 0</td>
</tr>
<tr>
<td>Fire</td>
<td>519-661-2500 ext. 4565</td>
</tr>
<tr>
<td>London Health Sciences Centre</td>
<td>519-685-8500</td>
</tr>
<tr>
<td>Middlesex – London Health Unit</td>
<td>519-663-5317</td>
</tr>
</tbody>
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EMERGENCY MANAGEMENT LONDON

EMERGENCY PREPAREDNESS GUIDE - ARE YOU READY?
Non-Emergency Contact Numbers

**FIRE DEPARTMENT**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Fire Services</td>
<td>519-661-2500 ext. 4565</td>
</tr>
<tr>
<td></td>
<td>519-661-4889 TTY</td>
</tr>
</tbody>
</table>

**POLICE SERVICES**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Police Service</td>
<td>519-661-5670</td>
</tr>
<tr>
<td></td>
<td>519-661-6472 TTY</td>
</tr>
<tr>
<td>Ontario Provincial Police</td>
<td>OPP 24 hour toll free telephone number</td>
</tr>
<tr>
<td></td>
<td>1-888-310-1122</td>
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**UTILITIES**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Hydro</td>
<td>519-661-5503</td>
</tr>
<tr>
<td>Union Gas</td>
<td>1-888-774-3111</td>
</tr>
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</table>

**CALL BEFORE YOU DIG**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
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</thead>
<tbody>
<tr>
<td>Ontario One Call</td>
<td>1-800-400-2255</td>
</tr>
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</table>

**LONDON TRANSIT**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Transit</td>
<td>519-451-1347</td>
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**PUBLIC HEALTH**

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<thead>
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<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middlesex - London Health Unit</td>
<td>519-663-5317</td>
</tr>
<tr>
<td>Ontario Poison Centre</td>
<td>1-800-268-9017</td>
</tr>
<tr>
<td>Telehealth Ontario</td>
<td>1-866-797-0000</td>
</tr>
<tr>
<td></td>
<td>1-866-797-0007 TTY</td>
</tr>
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</table>

**HOSPITALS**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>London Health Sciences Centre</td>
<td>519-685-8500</td>
</tr>
</tbody>
</table>

**CITY OF LONDON**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Hall</td>
<td>519-661-CITY</td>
</tr>
<tr>
<td></td>
<td>519-661-4889 TTY</td>
</tr>
<tr>
<td>Report a problem</td>
<td>519-661-4570</td>
</tr>
</tbody>
</table>

**COMMUNITY RESOURCES**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canadian Red Cross, London and Middlesex Branch, London</td>
<td>519-681-7330</td>
</tr>
<tr>
<td>London &amp; Middlesex Mental Health Crisis Service</td>
<td>519-433-2023</td>
</tr>
<tr>
<td>Kids Help Phone</td>
<td>1-800-668-6868</td>
</tr>
<tr>
<td>Ontario 211 - Community and Social Service Helpline</td>
<td>Dial 211 Or visit their website 211ontario.ca</td>
</tr>
<tr>
<td>Road Conditions and Construction Info</td>
<td>1-800-268-4686 (511)</td>
</tr>
<tr>
<td>The Salvation Army, Ontario Great Lakes Divisional Headquarters</td>
<td>519-433-6106</td>
</tr>
<tr>
<td>Environment Spill Reporting</td>
<td>1-800-268-6060</td>
</tr>
<tr>
<td>St. John Ambulance - London and Southwestern Branch</td>
<td>519-432-1352</td>
</tr>
</tbody>
</table>

**PLEASE USE THE 911 SERVICE CORRECTLY.** If the system is flooded with non-emergency calls, then true emergency calls take longer to get through. This puts the health and safety of others at risk.
PERSONAL EMERGENCY CONTACT NUMBERS

<table>
<thead>
<tr>
<th>FAMILY CONTACT NUMBERS</th>
<th>OUT-OF-AREA CONTACT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td>Name:</td>
</tr>
<tr>
<td>Work Address:</td>
<td>Address:</td>
</tr>
<tr>
<td>Work Telephone:</td>
<td>Day Telephone:</td>
</tr>
<tr>
<td>Cell phone:</td>
<td>Evening Telephone:</td>
</tr>
<tr>
<td>Email:</td>
<td>Email:</td>
</tr>
<tr>
<td>Name:</td>
<td>Family Physician:</td>
</tr>
<tr>
<td>Work Address:</td>
<td>Telephone:</td>
</tr>
<tr>
<td>Work Telephone:</td>
<td>Local Hospital</td>
</tr>
<tr>
<td>Cell phone:</td>
<td>Hospital phone:</td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

SCHOOL(S)/TEACHER/CHILD CARE PROVIDER

<table>
<thead>
<tr>
<th>SCHOOL(S)/TEACHER/CHILD CARE PROVIDER</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>School:</td>
<td></td>
</tr>
<tr>
<td>Teacher/Child Care Provider:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Telephone:</td>
<td></td>
</tr>
</tbody>
</table>

EMERGENCY MEETING PLACE

<table>
<thead>
<tr>
<th>EMERGENCY MEETING PLACE</th>
</tr>
</thead>
<tbody>
<tr>
<td>In case you cannot return home, meet at:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone:</td>
</tr>
</tbody>
</table>

WRITING DOWN YOUR CONTACT NUMBERS ALLOWS YOU TO QUICKLY FIND CRUCIAL INFORMATION SHOULD AN EMERGENCY HAPPEN.
Disasters and emergencies are unpredictable. They can strike anytime and anywhere. Often they occur with very little warning. Although the likelihood that one will occur in our area may seem like a remote possibility, our region of Ontario is susceptible to severe storms, flooding, winter blizzards, and tornadoes.

Hazardous materials incidents, major transportation accidents, power disruptions and disease outbreaks can also have an impact on our area. Every year communities such as ours experience events that pose a significant risk to the lives, health and property of the people in them.

Emergencies have the potential to affect large numbers of people and produce substantial damage to property. They can be caused by accidents, forces of nature, technology failures, disease outbreaks, or even be the result of intentional acts.

If an emergency were to occur in our region, it could pose a significant risk to the people, property, environment and economic well-being of our community.

KNOW THE RISKS
MAKE A PLAN
PREPARE A KIT
KNOW WHAT TO DO
In an emergency, the City of London and emergency services will be working to ensure the safety of residents and to reduce the damage caused by the event.

They will also work closely with hospitals, public health, local utilities, businesses, provincial ministries and other community partners to mount a co-ordinated response to the situation. This work will continue through the recovery phase to restore conditions to normal as quickly as possible.

When a disaster occurs, emergency workers focus their initial efforts on helping people who need immediate, urgent assistance.

As a result, if your neighbourhood is not in immediate danger, it may take time for workers to clear roads and restore utilities to your area. Therefore, it is important to be prepared to cope without regular services and assistance for a period of time. In an emergency you may need to take shelter in your home or workplace. You could be left without electricity, heat or water for hours or even a few days. In some circumstances you might even need to leave your home and evacuate to a safer area.

All residents should plan for these situations and be prepared to be as self-sufficient as possible for at least 72 hours.

This guide is designed to help you construct an emergency preparedness plan for you and your family. Develop, discuss and practice your plan together.
There are three steps you can take to help you and your family prepare for an emergency:

1. Know the Risks
2. Make a Plan
3. Prepare a Kit

Step 1 - Know the Risks

In City of London, we are fortunate to live in a relatively safe region of Canada. However, that does not mean that we are immune to the possibility of a large-scale emergency.

A hazard identification and risk assessment study conducted by the City of London has identified the following potential hazards in our region:

<table>
<thead>
<tr>
<th>HAZARD</th>
<th>EXAMPLES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Severe weather and other meteorological events</td>
<td>Snowstorms, ice storms, extreme temperatures, windstorms, tornadoes, floods, fires</td>
</tr>
<tr>
<td>Major accidents</td>
<td>Hazardous materials incidents, explosions, transportation accidents, water contamination, train derailments</td>
</tr>
<tr>
<td>Technological failures</td>
<td>Extended power failures, network interruptions, phone system failures</td>
</tr>
<tr>
<td>Disease outbreaks</td>
<td>Widespread health emergencies, human or animal borne diseases, pandemic influenza</td>
</tr>
<tr>
<td>Intentional acts</td>
<td>Arson, crime, civil unrest</td>
</tr>
</tbody>
</table>
Step 2 - Make a Plan

Emergencies can strike with very little warning, leaving you with no time to make plans about where to go and what to do.

CHALLENGES YOU MIGHT FACE IN AN EMERGENCY:

- You might not have the opportunity to gather resources that you need
- Family members may be in different locations when the event occurs
- Communication networks can break down
- It is possible that electricity, water or gas service to your home will be disrupted
- Roads could be blocked or closed
- Regular sources of food, water and gasoline might not be available

RESIDENTS HAVE A KEY ROLE TO PLAY IN RESPONDING TO EMERGENCIES. MAKE PLANS TO BE ABLE TO TAKE CARE OF YOURSELF AND THE MEMBERS OF YOUR HOUSEHOLD FOR UP TO 72 HOURS.

Being prepared ahead of time will help you and your family cope with an emergency more effectively and enable you to make a faster recovery.

Emergencies can be particularly stressful for children, seniors and individuals with disabilities or special needs. They may feel especially vulnerable if they rely on caregivers for assistance, but are separated from them when the incident occurs. If your household includes a person who requires extra help or has special needs, be sure to include provisions for them in your plan.
MAKE YOUR PLAN BEFORE AN EMERGENCY OCCURS

- Create a home escape plan
- Record your emergency contact information
- Identify a meeting place away from your home
- Choose an out-of-area contact person
- Copy and protect important documents
- Take an inventory of household possessions
- Prepare an evacuation plan
- Make a plan for your pets

CREATING A HOME ESCAPE PLAN

Make a plan to be able to leave your home quickly and safely in the event of a sudden emergency.

Make a plan to be able to leave your home quickly and safely in the event of a sudden emergency.

Draw a floor plan of your home. Identify two ways that you can exit from each room. Draw arrows on your diagram to show where these emergency exits are located. Use a different colour ink to make the arrows stand out.

Consider buying a collapsible emergency ladder if you might need to exit from an upper floor window or balcony. If you live in a high-rise building do not use elevators in an emergency. Use the stairs instead.

Decide on a safe meeting place outside your home where everyone will go if you need to get out in an emergency (e.g. a fire). Ensure that everyone in your family knows where the meeting place is and practice your home escape plan together.
Safe meeting place near home: ________________________________

Phone #: ________________________________

USE THIS AREA TO SKETCH YOUR HOME ESCAPE PLAN.
IDENTIFY TWO WAYS TO EXIT FROM EACH ROOM AND MARK EACH WITH AN ARROW.
Members of your family may not be together at home when an emergency occurs. Children may be at school, in daycare or visiting friends. Adults may be at work or elsewhere. **Make plans to be able to contact each other in order to reunite.**

**Gather a list of your emergency contact phone numbers.**

Every family member should carry a copy of these numbers with them at all times. Adults can keep a copy in their wallet or store numbers in a mobile phone. Children can write them in a school agenda, or keep a copy in a backpack. For younger children give a copy to the child’s teacher or daycare provider.

**IDENTIFY A MEETING PLACE AWAY FROM YOUR HOME**

Select a meeting place located well outside of your neighbourhood where everyone will go if you cannot return to your home in an emergency.

- **Location:** ________________________________
- **Contact phone #:** __________________________

Make plans ahead of time about who will pick up children who are at school or daycare.
**CHOOSE AN OUT-OF-AREA CONTACT PERSON**

Decide on an out-of-area emergency contact person. This person should live far enough away that they will not likely be affected if a disaster occurs in your area. Contact this relative or friend if you are separated from your family in an emergency. They can co-ordinate information about where family members are and help you to reunite with them. You can also use this contact to provide information to other relatives and friends to let them know that you are safe.

**EMERGENCY CONTACT INFORMATION**

<table>
<thead>
<tr>
<th>Family Member:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Work phone:</td>
<td></td>
</tr>
<tr>
<td>Mobile phone:</td>
<td></td>
</tr>
<tr>
<td>E-mail:</td>
<td></td>
</tr>
<tr>
<td>Meeting Place:</td>
<td></td>
</tr>
<tr>
<td>Out-of-area contact:</td>
<td></td>
</tr>
<tr>
<td>Phone number:</td>
<td></td>
</tr>
<tr>
<td>E-mail:</td>
<td></td>
</tr>
<tr>
<td>School Phone:</td>
<td></td>
</tr>
<tr>
<td>School Address:</td>
<td></td>
</tr>
</tbody>
</table>

Record emergency contact information on a card for each family member to carry with them at all times.

In mobile phones store emergency contact numbers under **ICE**

For **I n C a s e o f E m e r g e n c y**
COPY & PROTECT
IMPORTANT DOCUMENTS

Make copies of all important documents. For example:

- birth & marriage certificates
- health cards
- prescriptions
- driver’s licences
- banking & investment information
- wills
- passports
- land deeds
- vehicle registration

Find recent photographs of each family member and include them with your sets of copies. Make backup copies of important electronic files and scanned documents as well. Store them on a CD, DVD or USB drive.

Keep one set of all backup copies in your emergency preparedness kit and store another set in a safe place away from home. These files contain sensitive information so store them in a safe place. You might choose to store them in a safety deposit box or with trusted family or friends who live out of town.

TAKE AN INVENTORY OF HOUSEHOLD POSSESSIONS

Compile an inventory of your household possessions. For each item, include a description, serial numbers, approximate value and original purchase receipts if possible. Photographs are an excellent way to keep track of your home’s contents, especially unique items such as antiques and jewelry.

When your inventory is complete, it is a good idea to make sure you have adequate insurance for your property and possessions. Check that you are covered for the types of emergencies that might occur in your area.
PREPARE AN EVACUATION PLAN

In some emergencies, such as floods, fires or hazardous materials incidents, it may be necessary for you to evacuate from your home and neighbourhood. Authorities will not ask you to leave your home unless they believe you are in significant danger.

If you are directed to evacuate, take your emergency kit with you. Carefully follow the instructions given by emergency authorities. Stick to the evacuation route you have been told to follow and proceed to a reception centre or evacuation shelter. When you arrive, be sure to register with the shelter or reception centre staff. Do not attempt to enter or return to an area that has been evacuated.

Make arrangements ahead of time with relatives or friends who would be willing to provide you with temporary lodging during an evacuation. Choose one location that is not too far from your home where you could go in the event of a small, localized evacuation. Choose another that is farther away in case there is a major incident that requires the widespread evacuation of a larger area.

PLACE TO STAY IN THE EVENT OF AN EVACUATION

Name: 
Home phone: 
Work phone: 
Mobile phone: 
E-mail: 
Home address: 
2 travel routes to this location:
Pets are generally not allowed in evacuation centres. Make plans for pets in case you are forced to evacuate from your home. Prepare a pet emergency kit (see page 19) and think about family, friends or boarding kennels that would take care of your pet in an emergency. Some hotels and motels allow visitors to stay with their pets. Explore your options before the need arises.

**Make a Plan for Your Pets**

Step 3 - Prepare a Kit

1. 72 Hour Basic Emergency Kit
2. Vehicle Emergency Kit
3. Pet Emergency Kit

Make preparations before an emergency to be self-sufficient for up to 72 hours. This allows emergency workers to focus on people who require urgent assistance.

Assemble an emergency kit that contains items to help you cope during the first 72 hours of an emergency. Store the items in backpacks, duffel bags or luggage so you can easily take the kit with you in case you need to evacuate. Keep it in a cool, dry area of your home. Ensure that every household member knows where the emergency kit is located.

Check your kit at least once each year. A good time to inspect it is during Emergency Preparedness Week. Check that all items are in working order and use your checklist to ensure that your kit is still complete. Replace food, water and batteries in your kit at this time.
Include special items that may be required for individuals with disabilities or special needs. Emergency Management Ontario has produced an excellent guide on emergency preparedness for individuals with disabilities and special needs. The guide is available on their web site.

emergencymanagementontario.ca

Families with infants and toddlers also have additional needs. Remember to include baby food, formula, bottles or sippy cups, diapers, baby wipes, toys, crayons, paper and other items as required.

72 HOUR BASIC EMERGENCY KIT CHECKLIST

- Water – 4 litres per person per day
- Non-perishable food
- Manual can opener
- First aid kit
- Prescription medications
- Flashlight and batteries
- Radio and batteries or crank radio
- Candles and matches or a lighter
- A basic analog telephone
- Warm clothing and footwear
- Blanket or sleeping bag for each person
- Toilet paper, feminine hygiene products and other personal care supplies
- Plastic garbage bags
- Soap, shampoo and gel hand sanitizer
- Toothbrushes & toothpaste
- Whistle to attract attention
- Spare batteries for flashlights and radio
- Spare house and car keys
- Money - include small bills and change.
- A copy of your emergency plan
- Emergency contact information
- Copies of important documents
- Recent photos of each family member
- Playing cards, games or small toys
- Infant supplies and diapers if needed
CONSIDER THE FOLLOWING:

**Water** (4 litres per person per day)
- use 2 litres for drinking
- use 2 litres for washing, hygiene, and food preparation

For **prescription medications**, include a 1 week supply and copies of prescriptions.

Water treatment methods include water purification tablets, filters or bleach

**Basic analog telephones** that work when they are plugged into a phone jack (and don’t need to be plugged into an electrical outlet) will still work in a power outage if telephone lines are not damaged.

Keep some cash on hand - debit and credit cards may not work in an emergency

**RECOMMENDED ADDITIONAL ITEMS**

- Small camping stove and fuel for cooking outside
- Utility knife
- Duct tape
- Basic toolkit
- Work gloves
- Dust masks
- Tarps or plastic sheeting
- 2-3 pots or pans
- Disposable dishes, cups, and cutlery
- Disposable razors and shaving cream
- Toys and games for children if needed

**NEVER USE** camping stoves, barbecues or propane heaters indoors or in enclosed spaces. The carbon monoxide gas that they emit can be lethal if used indoors.
FIRST AID & MEDICAL SUPPLIES

Purchase a basic first aid kit or assemble one on your own and ensure that it has adequate supplies for the number of people in your home.

A BASIC FAMILY KIT INCLUDES:

- 2 pressure bandages
- 8 gauze pads - (4) 2x2, (4) 4x4
- 20 wrapped antiseptic towelettes
- 2 abdominal pads
- 1 roll adhesive tape
- 2 gauze rolls
- 5 large fabric fingertip dressings
- 2 triangular bandages
- Assorted adhesive bandages
- safety pins
- instant cold pack
- scissors
- tweezers
- first aid gloves (non-latex, nitrile)
- 1 thermal blanket
- First Aid manual

INCLUDE SOME NON-PRESCRIPTION MEDICATIONS IN YOUR FIRST AID KIT:

- A pain reliever (e.g. acetaminophen)
- An anti-inflammatory (e.g. ibuprofen)
- An antihistamine for allergy relief
- A topical antibiotic cream for cuts and abrasions
- Skin moisturizer
- An anti-diarrhea medication (e.g. Imodium)
- Antacid tablets
FOOD IN EMERGENCIES
choose foods which:

- do not require refrigeration
- have a long shelf life
- are ready to eat or require little preparation
- are calorie and nutrient rich

SUGGESTED FOODS

- canned fruits, vegetables, ready-to-eat soups
- energy rich peanut butter, granola bars, dry pasta sauces, dried fruit, nuts
- canned juice or juice-boxes
- instant coffee, tea, hot chocolate
- energy bars, meal replacement drinks
- spices, sauces, condiments and sugar, to improve the taste of the food

VEHICLE EMERGENCY KIT

- Water
- Emergency food supply (e.g. energy bars)
- Blanket
- Extra pieces of warm clothing including a hat, mitts, scarf, and boots
- Survival candle in a deep can and matches/lighter
- Seat belt cutter and window breaker tool (keep these 2 items where they can be easily reached from the driver’s seat)

- Sand, salt, cat litter or traction mats for ice
- Extra anti-freeze and windshield wiper fluid
- First aid kit
- Flashlight
- Snowbrush & ice scraper
- Shovel
- Emergency contact numbers (relatives, work, roadside assistance)
- Booster cables
- Fire extinguisher (class ABC)
- Emergency flares
- Whistle
- Spare fuel container
- Road maps
Step 4 - Know What to Do During an Emergency

The key to responding effectively in an emergency is to be prepared, remain calm, use common sense and follow the directions issued by emergency authorities.

In an emergency you will be provided with information through the media about the nature of the emergency, status of the situation and instructions about what to do. Monitor radio and television broadcasts for emergency information and notifications. You could also be alerted by emergency workers who come directly to your home or workplace.

If you need to wait out a disaster in your home, use the provisions in your 72-hour emergency preparedness kit. Cook outside on a barbeque or camp stove if there is no electricity. In cold weather you may be able to use a fireplace or woodstove to heat your home.

**DO NOT USE BARBEQUES, GAS STOVES OR PROPANE HEATERS INDOORS.**
WATER TREATMENT IN EMERGENCIES

On average, a person can only survive for three days without water. If you run out of stored supplies you will need to turn to other sources for drinking water. Ensure that the water is safe to drink. If you are not sure, you must treat it before drinking or using it to prepare food.

TEMPORARY TREATMENT OF WATER

1. Boiling is an effective method for disinfecting water. Bring water to a full boil for at least one minute to kill bacteria and parasites. Boiling is a good temporary treatment for clear surface water or rain water.

2. Plain household bleach can also be used to treat water. Add 5 to 8 drops of plain bleach for every 4 litres of water. Stir and let the water sit for 15 minutes before using. Do not use specialty, colourfast or scented bleach.

3. Water purification tablets that contain iodine or chlorine are another option. They are available at camping and outdoor stores. Follow directions carefully.

4. A safe and effective method is to use a portable water filtration system. These systems typically pump water through special filters to remove bacteria, viruses and contaminants. They are sold at camping and outdoor stores.
STAY PUT TO STAY SAFE: LEARN HOW TO SHELTER IN PLACE

Depending on the emergency and conditions outside, it may be safer for you and your family to stay inside your home or workplace rather than leave or evacuate. This is known as sheltering in place (SiP).

BE PREPARED:

- **Predetermine a room** that will be your Safe Space during an emergency. An upper level room with few or no windows is best. Choose an area that can be sealed off easily, with access to necessities like food, water and washroom facilities. A good example would be an upper level bedroom with an en suite.

- **Prepare a 72 Hour kit for you and all members of your family**, including your pets. It is a good idea to keep the kit in your Safe Space. For more information on what to put in your kit, visit www.london.ca/emergencypreparedness.

- **Include materials to keep your Safe Space air tight** in case of a hazardous materials event. This includes duct tape, towels and pre-cut pieces of plastic sheeting for over the windows.

- **Sign up** for notification services. For more information, visit www.london.ca/emergency.

THE FOLLOWING STEPS WILL HELP TO REDUCE YOUR EXPOSURE AND MAXIMIZE YOUR PROTECTION:

1. Close and lock all exterior doors and windows.

2. Shut off all fans to avoid drawing air in from outside. Turn off heating and air-conditioning (HVAC) systems that circulate air through your home.

3. Close your fireplace chimney damper.

4. Monitor your radio or television station for information. You will be notified when it is safe to come out of shelter or you may be instructed to evacuate.

If you suspect that you have been exposed to a hazardous material, call 911 immediately and seek medical care. Monitor any symptoms that you experience. Be aware of perspiration, dizziness and changes in your heart rate, breathing, skin tone and level of consciousness. Tell medical personnel about these and any other symptoms that you notice.
Authorities will only direct you to evacuate from your home if they have reason to believe you are in significant danger. Follow instructions that you are given about when to leave, where to go and what transportation routes to follow. Do not enter or return to an evacuated area unless emergency officials have given you specific instructions and permission to do so.

If you are ordered to evacuate remember to take:
- your emergency kit
- your emergency plan & contact information
- essential medications and copies of prescriptions
- a mobile phone
- your pets and their supplies

TAKE STEPS TO PROTECT YOUR HOME:
- Locate all shut-off switches and valves for water, electricity, gas, heating and ventilating systems in your home ahead of time.
- Identify valves and switches with labels and clearly mark the on/off position.
- Officials may advise you to shut off water and electricity service. ONLY turn them off if you are instructed to do so by emergency officials.
- Do not shut your natural gas service off UNLESS you are specifically directed to by emergency officials. If you turn off your gas a qualified technician will have to reconnect it. In a major emergency it could take weeks for a technician to respond, leaving you without gas for heating and cooking.
- When you evacuate, lock your home and leave a note on the front door that indicates when you left, where you are going and your contact information.
- If you are able to, assist your neighbours with the evacuation.
- If you have time call or e-mail your out-of-area contact. Let them know where you are going, your planned route and when you expect to arrive. When you arrive at a reception centre or evacuation shelter, register with the staff. Also contact your out-of-area contact to give them an update. Tell them if any family members have become separated.
WHAT TO DO IN SPECIFIC EMERGENCIES

Severe Weather

When severe weather is approaching, Environment Canada issues storm watches, warnings and advisories through local radio and television broadcasts. Information is also available on the Weather Office web site:

weatheroffice.gc.ca

Preparing for Severe Thunderstorms and High Winds

- Cut down dead trees and branches ahead of time so they can’t fall and cause damage.
- Secure lawn furniture and other objects that might be blown around.
- If a thunderstorm is approaching, unplug televisions, computers, and other electronic equipment.
- Do not go out in a boat during a storm or if one is in the forecast. If you are on the water and bad weather is approaching, head for shore immediately.
- If you are in a vehicle and need to stop, park away from trees and power lines that could fall. Stay inside your vehicle.
- If you are outside in a thunderstorm, take shelter in a building immediately. If there is no building nearby, shelter in a low, protected area such as a ditch, culvert or cave.
- Don’t lie flat if you are caught in an open area. Crouch down on two feet to minimize your contact with the ground in case there is a nearby lightning strike.
- Never take shelter under a tree.
Emergencies: Be Prepared

WINTER STORMS, ICE STORMS AND BLIZZARDS

- When a winter storm hits, stay indoors. If you must go outside, dress for the weather and wear warm boots, mitts and a hat or toque.

- Blowing snow reduces visibility on the road. Avoid driving in these conditions.

- If a blizzard catches you when you are driving, pull off to the side of the road. Turn on your flashing hazard lights to make your vehicle as visible as possible for other drivers.

- If your car becomes stuck in snowstorm, stay inside the vehicle.

- To stay warm in a vehicle, you can run the engine for ten minutes every half-hour if the muffler is not blocked by snow. Check the tailpipe to make sure it is not obstructed. Dangerous carbon monoxide fumes can enter the car if the exhaust pipe is blocked by snow.

- Ice from freezing rain accumulates on branches, power lines and buildings. Use caution around branches or wires that could break under the weight of the ice.

- Stay away from fallen power lines to avoid the risk of electrocution.

- If freezing rain is in the forecast, avoid driving because roads become extremely hazardous. After a storm, wait until road conditions are safe before driving.
TORNADOES AND WINDSTORMS

IF YOU ARE IN THE HOUSE:
• Stay away from windows, doors, and outside walls.
• Take shelter in the basement.
• If there is no basement, go to a small interior room, hallway or closet on the ground floor.
• Take shelter under a sturdy desk or table for more protection.
• In a multi-storey building, go to an interior room or hallway on the ground floor. Avoid using elevators.

IF YOU ARE IN A LARGE OPEN BUILDING SUCH AS A GYM, GROCERY STORE, ARENA, AUDITORIUM OR CHURCH
• Be aware that the wide span roof of a large building can collapse in a tornado.
• Take shelter in another building if possible.
• If you cannot leave, move to a small interior room such as a change room, washroom, cloakroom or storage room. Look for sturdy tables or desks to shelter under.

IF YOU ARE DRIVING AND SPOT A TORNADO
• Never chase a tornado - they are unpredictable and can change direction quickly.
• If the funnel is in the distance, take shelter in the nearest solid building.
• If it is nearby, get out of your vehicle and take shelter in a low-lying ditch or depression.
• If you are caught in an open area, get as close to the ground as possible and cover your head to protect it from flying debris.

IF YOU ARE IN A MOBILE HOME, VEHICLE, OR RV WHEN A TORNADO IS APPROACHING
• Take shelter in a nearby building that has a strong foundation.
• If no building is available, get out of the vehicle and lie down in a low area or ditch.
FLOODS

Floods are the most frequent natural hazard in Canada. Parts of this area are susceptible to flooding during the spring run-off, particularly if there is a combination of heavy rainfall and rapid melting of the winter snow pack.

PREPARATIONS TO REDUCE FLOOD DAMAGE

- Install a sump pump and zero reverse flow valves in basement drains.
- Do not store important items or documents in the basement.
- Apply weather sealant around basement windows.
- Extend eavestrough downspouts to ensure rainwater is discharged away from your home.

IF FLOODING IS IMMINENT

- Take precautions to safeguard electrical, natural gas or propane heating equipment.
- If there is time, consult your electricity, water and gas supplier for flood instructions.
- Turn off your basement furnace and outside gas valve.
- Move basement furniture, electronics and appliances upstairs.
- Take chemicals and toxic substances out of basement storage.
- Remove the toilet bowl if you have a basement washroom. Seal basement washrooms and toilet connections with wooden stops or rubber plugs to prevent contaminated water from entering.
- If there is time, you may be able to protect your home with sandbags or plastic (polyethylene) barriers. Check with local officials for instructions and information on supplies.
IF YOU NEED TO EVACUATE

- If an evacuation is ordered, leave your home. Staying may put your safety and the safety of others at risk.
- Do not cross flooded areas on foot or in a vehicle. The water can be much deeper than it appears. Fast flowing water, even if it is shallow, is powerful enough to sweep you away.

AFTER A FLOOD

- Do not return home until authorities have informed you that it is safe.
- Do not enter your residence if the electricity was not turned off at the main switchbox before the flood. You will need an electrician to determine if it is safe to enter.
- The main electrical panel will need to be dried, cleaned and tested by an electrician to ensure that it is safe.
- Wiring in flooded electrical appliances may be damaged. They can short-circuit and give off a strong electrical shock or even catch fire when plugged in. Make sure they are thoroughly cleaned and dried and have them inspected by a qualified electrician before use.
- Check for structural damage before entering your home. Make sure it is safe. Look for buckled or slanted walls or floors.
- Watch for sewage contamination, broken glass and other dangerous flood debris.

CONTAMINATED WATER & MOLD

- Flood water is often heavily contaminated with sewage and other pollutants. Take precautions to protect your health. Use gloves, masks and rubber boots when working in contaminated areas and wash thoroughly afterwards.
- Do not drink water if you suspect contamination. Have it tested.
- Damp basements are an ideal place for mold growth. Mold can lead to serious health problems if it is not removed.
- When working in an area where mold is present, wear a face mask and disposable gloves. You may need to have mold removed by professionals.

For more information on cleaning up after a flood, visit the Middlesex - London Health Unit website:
healthunit.com
EMERGENCY PREPAREDNESS GUIDE - ARE YOU READY?

Emergencies: Be Prepared

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Most power failures are short in duration. However, during severe storms or other emergencies they can last for hours, days or even a week or more.

During a power outage, you may be left without heating, air conditioning, lighting and running water. Phone service can also be disrupted. Basic analog telephones which do not require electricity may still work. A radio in your emergency kit makes it possible for you to monitor news broadcasts. You can reduce the impact of a power outage by taking time to prepare in advance. Be prepared to manage without electricity for at least 72 hours.

PREPARING YOUR HOME

• Consider installing a backup heating source for winter power failures. Gas or wood stoves and heaters that don’t rely on electricity can heat your home and keep water pipes from freezing.

• Clean your chimney every fall if you have a woodstove or fireplace.

• Another option is to install a backup electricity generator. People choosing this option need to check their home’s energy requirements and have the generator installed by a professional.

• Have at least one telephone that doesn’t require electricity to work.

DURING A POWER OUTAGE

• If yours is the only home without power, check your electrical panel or fuse box.

• If neighbouring homes are affected as well, call your electricity supplier.

• Appliances and electronic equipment can be damaged by a power surge when electricity returns; turn appliances off.

• Turn off all lights, except for one or two. When they come on you will know that service has been restored.

• Keep refrigerator and freezer doors closed as much as possible to prevent food from spoiling. Food will remain frozen in a full freezer for 24 to 36 hours if the door remains closed.

• Never use barbecues, camping stoves, propane heaters or generators indoors.

• Use safe candle holders which will not topple. Do not leave lit candles unattended and put them out before going to bed.

• A crank or battery powered radio will enable you to stay informed during an outage.

EXTENDED POWER OUTAGES

PREPARING YOUR HOME

DURING A POWER OUTAGE
AFTER AN EMERGENCY

- Check yourself and your family for injuries.
- Help injured individuals and provide first aid if it is safe to do so. Otherwise get help or call 911 if it is an emergency.
- Once you have taken care of people in your own household, check on your neighbours.
- Monitor local radio and television stations for information from emergency officials.
- Avoid using telephones or cell phones unless you require emergency services. Keep the lines free for those who need them most.
- Stay away from disaster areas. Going there may interfere with rescue work. If you become injured or stranded in a dangerous area you become part of the emergency and create more work for emergency personnel.
- Avoid fallen power lines. Report their location to local utilities.
- If there is damage to your residence use caution. If there is structural damage, leave your home and do not re-enter until it has been examined by a professional.
- Check for fires, fire hazards and gas leaks. If there are any hazards present, leave your house and call for help.
- Be sure to use appropriate safety equipment to protect yourself from injury.

RECOVERY

- Notify relatives and friends that the emergency is over.
- Contact your insurance company.
- If you can prevent further damage by boarding up windows or temporarily patching holes in a roof then make these repairs.
- After any emergency do not drink the water until you have verified that it is safe.
INSURANCE AND EMERGENCIES

Check your insurance policy before a disaster strikes to determine if you have enough coverage and exactly what types of damage will be covered.

For insurance purposes, make sure you have an accurate description of your home and an inventory of your belongings. Take photographs, record serial numbers and keep copies of receipts to show the value of items. If an emergency damages your home or possessions, take immediate steps to protect your property from further damage and contact your insurance company as soon as possible.

CHILDREN AND EMERGENCIES

Children, in particular, may experience anxiety and fear after an emergency. Children take their cues on how to respond to a situation by how the adults around them react. Try to be calm, reassuring and realistically optimistic about the situation.

- Children may feel powerless and worry that the event will happen again.
- Encourage children to talk about the event and their feelings.
- Listen to their fears and take them seriously.
- Talk about what happened and what is being done to return life back to normal.
- Encourage children to express themselves through play or drawing.
- If you have evacuated, try to keep the family together in one place.
- Provide children with information at a level they can understand.
- Hold and hug young children to give them a sense of safety and security.
COPING WITH THE AFTERMATH
WHAT YOU AND YOUR FAMILY MIGHT EXPERIENCE

• Realize that people react in different ways following an emergency.
• Recognize that the way you are feeling and reacting to the event is normal.
• Talk to family members and friends.
• Be there to listen to others as well.
• There may be a lot of cleanup and recovery work to do but don’t overdo it. Take time to rest.
• Remember that emergencies are very stressful events.
• If physical and emotional reactions continue to persist after the event or if you have experienced particularly traumatic losses, it may be necessary to seek counselling and professional help. Don’t hesitate to do this; help is available.
Where to find more information

FOR MORE INFORMATION ON EMERGENCY PREPAREDNESS, EXPLORE THESE WEBSITES:

City of London – Emergency Management
london.ca/emergency

Office of the Fire Marshal and Emergency Management (OFMEM)
emergencymanagementontario.ca

Public Safety Canada
getprepared.ca

St. John Ambulance Canada
sja.ca

The Salvation Army
salvationarmy.ca

Middlesex - London Health Unit
healthunit.com

The Canadian Red Cross
redcross.ca

Public Health Agency of Canada
phac-aspc.gc.ca

Other General Information
211 Ontario - easy access to community, social, health, and related government services in Ontario
211ontario.ca
Register Today!

ALERT LONDON - EMERGENCY NOTIFICATION SYSTEM

Sign up to receive public safety messages, information and instruction during an emergency.

Registration is easy, and you choose the way we contact you!

SIGN UP ONLINE AT LONDON.CA/ALERTLONDON