

- Plan
- Prepare
- Act

PARAMEDIC



Prescott
Russell

Emergency Preparedness Guide



Prescott
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EMERGENCY
SERVICES

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Index

Preamble.....	1
About this guide.....	2
What is 9-1-1.....	3
Important phone numbers.....	4-5
Planning for an emergency.....	6-7
Escape plan.....	6
Family emergency kit.....	6
Plan for home health care patients.....	7
Shut off valves.....	7
Pets and livestock.....	7
Emergency kit.....	8
Personal record of information.....	8
Contents of emergency kit.....	11
Calendar for your kit.....	12
Roadside emergencies.....	13
Move Over program.....	14
Driving in emergency conditions.....	14
Extreme weather.....	15
Power outages.....	16
Flooding.....	16
After a flood.....	17
Hazardous spills.....	18
Shelter-in-place.....	19
After an emergency.....	19
Self help.....	20
For more information.....	21

Emergency Preparedness Guide

Preamble

In the event of an emergency in our community, rescue teams could take a certain amount of time before arriving since the priority is given to those who require care immediately.

The Department of Emergency Services of the United Counties of Prescott and Russell is pleased to introduce its Emergency Plan.

The basic procedures outlined in this brochure will assist you in taking care of yourself and your family before, during and after an emergency.

We wish to thank paramedic Renée Caouette for the outstanding work done in this document.

For additional information, please visit our Web Site:
www.prescott-russell.on.ca

Michel Chrétien

Director

Prescott and Russell Emergency Services

About this guide

This guide outlines steps that you and your family can take right now to best ensure that you are prepared for emergency events in your community. It includes information on preparing for many different types of emergencies such as winter storms, flooding, power outages and extreme weather.

Take the time to review this booklet and to fill in the pages provided to best prepare yourself and family members in case of an emergency.



In case of emergency call 9-1-1!

What is 9-1-1?

- 9-1-1 is a 3-digit number that must be dialed to obtain emergency services for police, fire or ambulance.

What is an emergency?

- An emergency is defined as a medical emergency, a fire or a crime.

Helpful hints when reporting an emergency:

- Remain calm and speak slowly and clearly.
- Listen to and answer the 9-1-1 call taker's questions.
- Be prepared to stay on the line with the 9-1-1 call taker, if needed.

It is very important not to use 9-1-1 to obtain information, to have fun, to contact a member of personnel or to simply test it. If you accidentally dial 9-1-1:

- Stay on the line until the 9-1-1 call taker answers to verify that there is no emergency.
- If you do not stay on the line the call taker will call you back.
- If the 9-1-1 call taker does not get an answer, the police will automatically be sent to your address to verify the situation.
- In certain cases, a police officer will respond to the call to confirm that there is no emergency.

Non-emergency contact information

Fire Dispatch	613 632-1105
Fire Dispatch for Clarence-Rockland	613 232-1551
Ambulance dispatch	613 739-1918
Emergency Services of Prescott & Russell Administration.....	613 673-5139
United Counties of Prescott & Russell Administration.....	613 675-4661
Hazardous Spills Response	1 800 268-6060
City of Clarence-Rockland.....	613 446-6022
Russell Township	613 443-3066
Casselman Village.....	613 764-3139
Nation Municipality.....	613 764-5444
Alfred and Plantagenet	613 673-4797
Champlain	613 678-3003
Town of Hawkesbury.....	613 632-0106
East Hawkesbury Township.....	613 674-2170

Police Stations (OPP)

Embrun	613 443-4499
Rockland.....	613 446-5124
Hawkesbury.....	613 632-2729
After hours please call.....	1 888 310-1122

Hospitals

Ottawa General and Civic	613 722-7000
Montfort.....	613 746-4621
Cornwall General.....	613 932-3300
Hawkesbury General	613 632-1111
Glengarry Memorial	613 525-2222
Hôtel Dieu – Cornwall	613 938-4240
CHEO	613 737-7600
Poison Control.....	1 800 268-9017
Telehealth Ontario.....	1 866 797-0000

Utilities

Bell Canada	613 310-2355
.....	1 866 310-2355
Hawkesbury Hydro.....	613 632-6689
Hydro-One	1 888 664-9376
Hydro-2000 (Alfred)	613 679-4093
Ottawa Hydro.....	613 738-6400
Enbridge Gas.....	1 877 766-6696

Weather information

French.....	613 998-8805
English.....	613 998-3439

**Remember, in case of EMERGENCY,
Call 9-1-1!**

Planning for an emergency

Work together as a family to organise a plan in case of an emergency. You and your family should know what to do before, during and after an emergency. The following will help give you ideas to get started.

Keep a list of important phone numbers

- Create a list of phone numbers including friends and family members and post it beside your phone. It will be easy to access if you must leave quickly.
- Numbers should also include your family doctor and insurance company's information.
- Have an emergency contact out of town. Everyone should know this number and contact them in case of separation.

Have an escape plan

- What is the best way to get out of your house?
- What is the best way to get out of your neighbourhood?
- Where will your family meet if you get separated?

Prepare a Family Emergency Kit

- The kit will include essential items for an evacuation or emergency event.
- Place the kit in a safe place and make sure everyone in your family knows where it is.
- This kit should include items for you pets as well.

Have a plan for Home Health-Care Patients

- People who receive home health care should discuss an emergency plan with their doctor.
- Do they need to be evacuated to a hospital?

Locate and Label Shut-off Switches

- Locate all shut-off switches for heating, gas, etc.
- Label the on and off positions.
- Attach the wrench designated for the natural gas valve to the pipe to make it easy to find.

Check your insurance policy

- Make sure you have adequate insurance to cover the needs of any kind of emergency situation you might encounter in your area.
- Discuss this with your broker or contact the Insurance Bureau of Canada at 1 800 387-2880.

Make plans for pets and livestock

- Find neighbours or relatives that live close by who can care for you pets or livestock.
- You should keep a 7-day supply of water, hay, feed and medication for your livestock.
- Keep the veterinarian's contact information in an easy to find location along with where you would like your livestock evacuated in case you are unable to do it yourself.
- Ensure your domestic pets have collars and identification tags.



Emergency Kit

Your kit should include enough supplies for a minimum of 72 hours. You might already have most of the items, such as canned foods, flashlights, candles, etc. This being the case, it is very easy to assemble an emergency kit. The important thing is to put all the items together in an easy to find location. This way in the event of an emergency, you know exactly where the kit is and it contains everything you need.



It is a good idea to place everything in a duffel bag or even a hockey bag if you have one. If it has wheels it will be even easier to carry or bring along with you if ever you need to evacuate.

Remember to change your food and water supplies once a year. Check for expiration dates on your medication and prescriptions.

You may use the following pages to prepare for an emergency situation. We have included a page that you may fill out with important numbers, a house evacuation plan, and a checklist of things you will need in your emergency kit. We have also included a calendar with items that you may purchase or add to you kit every month in order to have a complete kit within a year.

Personal record of information

Local contact (friend/neighbour)

Name: _____

Address: _____

Tel. day: _____

Evening: _____

Nearest relative

Name: _____

Address: _____

Tel. day: _____

Evening: _____

Family work numbers

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Family cell phone/pagers

- 1. _____
- 2. _____
- 3. _____
- 4. _____

Family out-of-town contact

Name: _____
 Address: _____
 Tel. day: _____
 Evening: _____

**Children’s school(s)/
child care provider**

Name: _____
 Address: _____
 Tel. day: _____
 Evening: _____

Family medical information

Hôpital local: _____
 Médecin de famille: _____

**Designated person
to pick up children**

- 1. _____
Tel.: _____
- 2. _____
Tel.: _____

**People with special health
care needs Health information**

**Medications and medical
equipment**

**People with special health care
needs Health information**

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Meeting place Outside of house:

Away from your neighbourhood:

Address:

Tel.:

Travel route:

Safe home instructions

Location of:

- Radio and batteries , Flashlights / candle and matches and Emergency kit:

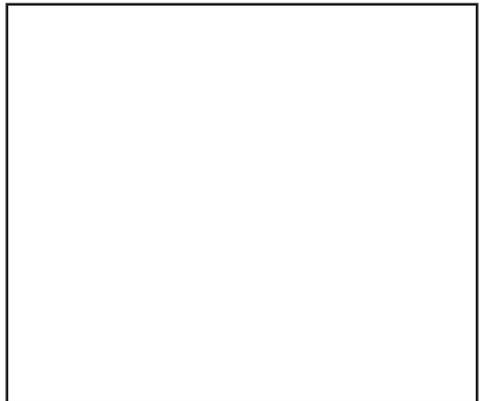
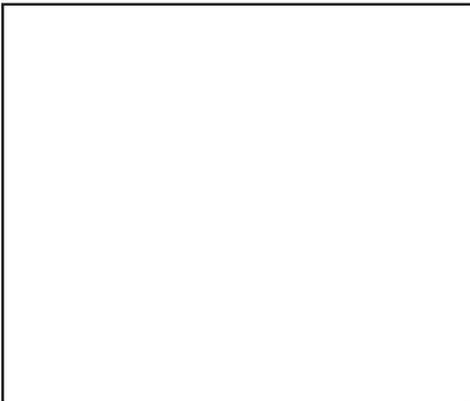
- Shut off valves (gas, hot water):

- Floor drain (in case of flood):

- Electrical box

Home escape plan:

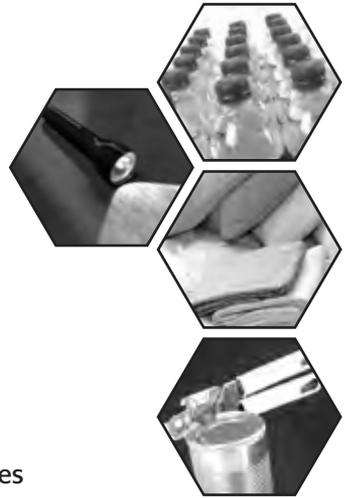
Feel free to sketch your house with various ways to exit and a meeting point outdoors in case of an emergency evacuation, and post it on your refrigerator for everyone to see.



Emergency Kit

- Water (approx 4L per person per day, for drinking and hygiene/cooking)*
- Non perishable foods (energy bars, canned foods, dried foods, etc.)*
- Can-opener
- Flashlight and batteries
- Candles and matches (always put out candles before going to sleep)
- Battery powered or wind-up radio with extra batteries
- First aid kit
- Personal hygiene items (soap, shampoo, toothpaste, brushes, toilet paper)
- Medications, diapers, prescriptions, formula for babies
- Extra keys for your car and home
- Money, in smaller bills (10\$), traveller's cheques are also useful, change for payphones
- Copy of your emergency contacts and plan for evacuation
- Important papers (passports, birth certificates, etc.)
- Clothing, footwear
- Blankets, sleeping bags
- Telephone that will work during a power interruption
- Whistle to attract attention if needed
- Playing cards

*Remember to change all of your food and water once a year.



Here is a calendar to show you how simple it is to make an emergency kit. Just a few items every month and within a year you will have everything you need!



As you can see it is very simple!

Other things you might like to add to your kit would be utensils, dishes, a camping oven, and multi-purpose tools.

We suggest that you prepare your car as well. In your trunk you should place the following:

- Salt/sand, shovel
- Flares, flashlight, crank radio
- Ice scraper, ice melter, jumper cables
- Blanket, first aid kit
- Maps, canned food, candles and matches
- Compass, paper towels, fire extinguisher

Specific emergencies

Roadside emergencies

- Make sure you have your car emergency kit.
- Make sure you keep your gas tank at least half full, especially in the winter.
- Purchase a 'Call Police' sign to attach to your car window in case you need to pull over and need assistance. That way you do not need to exit your vehicle and put yourself in danger.
- Always pull over to the right side of the road where possible.
- Turn on your four-way flashers.
- Lock all your doors and wait inside your vehicle.
- Open one window approximately 1 cm for ventilation.
- If someone other than the police approaches the vehicle, do not open the windows anymore than the 1 cm and do not unlock/open your door.
- If you are driving and see the 'Call Police' sign, note the location of the car and dial 6-7-7 on your cell phone to obtain the OPP non-emergency line.
- If you do not have a cell phone, pull over at the next gas station and use a pay phone.

Move Over Program

Always pull over to the right when there is an emergency vehicle coming up behind you!

Driving in emergency conditions

- Keep the radio on to hear about road conditions and blockages.
- Follow the routes outlined by the officials, do not try to find short cuts which could lead to a dangerous place or a dead end.
- Look out for downed power lines, debris and other hazards on the road.
- When the lights are not working the intersection becomes a four way stop!
 - Ensure you stop and look in every direction before proceeding.
 - If two people stop at the same time, the person on the right has the right of way.



Extreme weather

- Stay inside and stay tuned on your television for updates, or listen to the radio.
- Farmers should try and safeguard livestock as much as possible.
- If you must travel do it during the day and have a contact person (family member or friend) that you can keep updated with your whereabouts.
- Drive carefully, slowly, and keep your distance, especially in fog and snow storms.
- Do not turn on your high beams in fog and heavy snowfall.
- Make sure to stay warm during freezing conditions to prevent frostbite and hypothermia.



Power outages

- Do not call 9-1-1.
- Sometimes power outages can cut off water supply, therefore try not to flush the toilet as often and fill some pots and containers with clean water for cooking and for personal hygiene.
- You may also use the water from your hot water tank for water supply.
- If heating has been cut off for some time, there is a threat of pipes freezing. To prevent this, you can drain them.
- If your pipes do freeze do not try to thaw them yourself, hire a professional.
- When the power goes out, un-plug all of your appliances to reduce the risk of fire and damage when the electricity is restored.
- Leave one lamp plugged so that you will know when electricity is restored.
- Food placed in a freezer should stay frozen for approximately 24-36 hours. We suggest you leave a bag of ice in your freezer: if it melts and re-freezes, the food in your freezer will have done the same and should be discarded.

Flooding

- Move as much furniture and appliances to upper levels as possible.
- Do not go into the basement until professionals arrive, in case of contamination.

After a flood

- Wear boots, gloves and protective eyewear while cleaning up.
- Try not to involve kids in the clean-up since there are likely a lot of contaminants in the water that can be dangerous to their health.
- If your basement is full of water, drain about 1/3 of the amount per day to avoid further damage to your house.
- Ensure you have someone inspect your furnace, chimney and well before using them. They should be declared safe to use.
- Dispose of all contaminated food.
- Remember to check for mould, or hire a company to do so, since it is toxic and can cause many serious health problems.
- It grows in damp places, more specifically in cellulose materials such as paper, wood, cardboard, ceiling tiles etc.



Hazardous Spills

- Listen to your radio and local news channel for instructions and do as you are told.
- ‘Shelter-in-place’ means to stay indoors, either at home or in a secure area, when there is an airborne hazardous material present.
- If you are driving, make sure you are going away from the spill. Turn around and drive away from the affected area.



Shelter-in-place instructions

- Never go through smoke or fumes to seek shelter. Go around or find another place to take shelter.
- Close all doors and windows, shut down air conditioners, furnaces and ensure they are set to not come on.
- Cover windows with plastic and seal with duct tape.
- Do not use fireplaces or dryers.
- Place wet towels under the doors to prevent the entry of smoke or fumes.
- If you are affected by smoke or fumes, cover your mouth and nose with a wet towel.
- Watch the local news channels and stay tuned to your radio for updates and further information.
- Stay put until you are advised otherwise: it is the safest place to be.

After an emergency

Do not re-enter your house until the authorities have advised you it is safe to do so!

- Check for blown fuses or short-circuits, and if something seems damaged call your utility company.
- Notify your insurance company if there is any damage.
- If the gas was shut-off, call the gas company to re-establish the connection.
- Make sure to plug or re-connect your fire alarms and your carbon monoxide detectors and ensure that they are working. Replace them if necessary.



Self-Help

Remember that everyone reacts differently to different types of disasters. The way you react is normal. Talk to your family and friends about the situation. Do not try to fix everything right away. You will need to rest as well. If you have children talk to them, and try to help them understand the situation. Encourage them to share their feelings by talking about them or through drawings. Explain what steps you are taking to rectify what happened. Make sure to comfort them as much as possible and relate the information in a way they will understand. If ever you feel like you have any level of emotional trauma and discussing the problems with family and friends does not work, do not be ashamed to seek professional help through counselling.

For more information please consult these services:

Ministry of Community Safety and Correctional Services

1-866-517-0571

www.gdu.ca

Emergency Management Ontario

http://www.mcscs.jus.gov.on.ca/english/pub_security/emo/about_emo.html

Environment Canada Weather Office

www.weatheroffice.ec.gc.ca

Public Safety Canada

www.publicsafety.gc.ca

Canadian Red Cross

www.redcross.ca

St-John Ambulance

www.sja.ca

Salvation Army

www.salvationarmy.ca

Safe Canada

www.safecanada.ca

***Move over – Protect us all* program**

(Paramedic, Fire and Police Services)

<http://www.toronto.ca/fire/video/pullover/#video>

United Counties of Prescott and Russell

<http://www.prescott-russell.on.ca/>

United Counties of Prescott and Russell Emergency Services Department

http://www.prescott-russell.on.ca/frame_eng.asp?url=content.asp



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