

# Get **Emergency** Ready



Your Personal Preparedness Guide



Call **3•1•1**

# Toronto's Emergency Management Program

Toronto, the largest city in Canada and the fourth largest in North America, has a diverse population that lives and works in many different places across the city. This guide is a resource to assist residents to ensure they are “Emergency Ready.” The tips in this guide are for those living in high-rise buildings, detached homes and any other type of dwellings.

“**Get Emergency Ready**” is produced by the City of Toronto, Office of Emergency Management (OEM).

The primary purpose of the OEM is to help the City of Toronto and its residents prepare for major emergencies.

This information is available in 10 of the most common languages in Toronto.

Hard copies of this information are available from:  
City of Toronto, Office of Emergency Management  
Phone: 416-392-4554 Email: [oem@toronto.ca](mailto:oem@toronto.ca)

For more information and an electronic version of this guide:

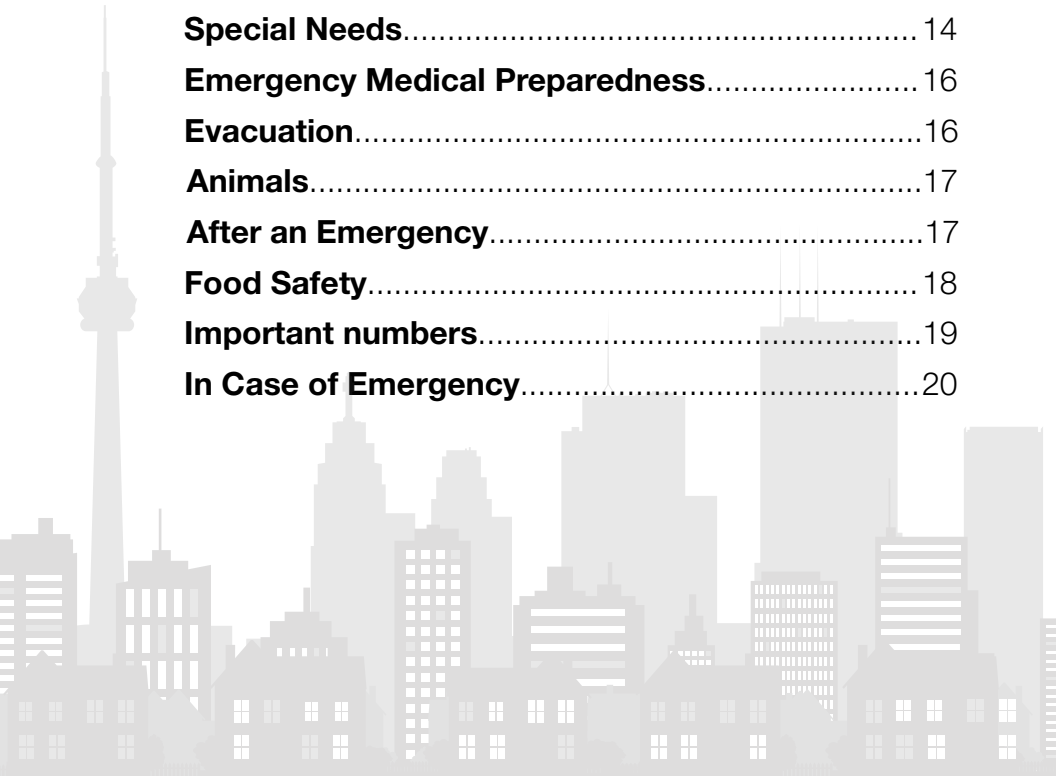
**[toronto.ca/oem](http://toronto.ca/oem)**



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### Preparing for an Emergency

Emergencies can happen any time and any place. During times of emergency there may be many people in need of assistance. It may take up to 72 hours for emergency services to reach you. This means that residents have an important role to play in emergency preparedness. Here are three steps you can take to help protect yourself, your loved ones, your pets and service animals, and your property in the event of an emergency:



**Make a Plan**



**Prepare a Kit**



**Stay Informed**



## Make a Plan

### What Residents Should Know

#### For high-rise and apartment buildings:

- Superintendent or Property Management name and phone number
- Locations of fire extinguishers, automated external defibrillator units and oxygen tanks
- Location of emergency evacuation device(s), such as a chair lift
- Location of emergency exits
- Who conducts your building's evacuation drills and how often
- Where to meet family and roommates if the building is evacuated

For those who own or rent a house, you are responsible for making sure these measures are in place.



#### For your family:

- Know the emergency plan at your children's school, childcare centre and/or day program facility
- Have a plan for your family in case you are separated – who could your children call for help or for information?
- Have a pre-determined meeting place outside the home

#### For your community:

Residents are encouraged to set up a buddy system to check in on neighbours, especially the elderly and other residents who might have special needs. Communities and neighbourhoods are encouraged to identify vulnerable people in their area and check on them.



## The Importance of Insurance

As a home owner or tenant, you are legally responsible for any damage you cause to any part of your building and for unintentional harm caused to others who live in or visit the property. For example:

- If your known faulty toaster oven starts a fire that damages not only your apartment, but the entire complex, you may have to pay for the damage to your unit and the rest of the complex
- If someone slips and falls in your rental condo, you may be held financially responsible for the cost of the injured person's damages

If your clothing, furniture or electronics are destroyed by fire or water damage, replacement costs add up.



**For more information on insurance, visit the Insurance Bureau of Canada's website at:**

<http://www.ibc.ca>







**Think about items you may want if you had to leave your home for an undetermined amount of time. What is essential for living and for comfort?**

## Go Bag

In addition to the 72 hour preparedness kit, every member of your household should pack a Go Bag — a collection of items you may need in the event of a sudden evacuation. A Go Bag should be packed in a sturdy, easy-to-carry container such as a backpack or suitcase on wheels. A Go Bag should be easily accessible if you have to leave your home in a hurry. Each person's Go Bag will be different and based on their individual needs. Consider including the following in yours:

- Copies of your important documents such as passports, bank account numbers, credit cards, health card, social insurance cards, family records, insurance policies, photo identification, proof of address
- Copy of your “In Case of Emergency” information sheet, including a contact list and meeting place information for your household
- List of all the medications you take and how often
- Extra set of car and home keys
- Credit and ATM cards and cash, especially in small denominations
- Bottled water and easy to carry non-perishable food
- Child and animal care supplies or other special care items

## Other Go Bag Tips:

- Keep cell phone batteries charged and have an alternate battery, car charger or portable battery bank
- Keep flashlights where you can find them in the dark
- Replenish food and water supplies twice a year
- If you store extra medication in your Go Bag, be sure to refill it before it expires



## Preparing on a Budget

Emergency preparedness does not have to be expensive. There are some simple low cost things you can do that will help you get through emergencies like a widespread power failure. You should try to have some sort of emergency preparedness kit and a plan to help get you through the first 72 hours when an emergency happens.

### Water

4 litres of water per person per day is the ideal amount to have on hand. Having bottled water or water stored in other containers (thoroughly cleaned and sterilized) is a very low cost item to keep on hand.

### Food

Have a three-day supply of non-perishable food that meets your dietary needs, including food for infants, children, seniors and animals.

If you are able to, put aside one can of food per week until you have 10 cans per person. Buy bigger cans for families and don't forget to have a manual can opener. Some examples of foods that last up to a year include:

- Canned food like soups, fruits and vegetables
- Canned fruit juices
- Canned nuts
- Peanut butter and jam
- Ready-to-eat cereals and uncooked instant cereals
  - Manual can opener - approximately \$2
  - Canned food – approximately \$1-\$3 per can depending on choice



## Information / Light

Have a battery powered flashlight and battery or crank radio for information.

Tip: Keep your cell phone charged and always keep a separate list of important contact numbers in case your cell phone loses power.

- Flashlight / LED Lights: as little as \$1 from discount stores (you may also be able to use your cell phone as an emergency light source)
- Battery operated radio - \$20 and up
- Crank radio – approximately \$40 and up
- Back up charger for cell phones - \$5 and up



## In Case of Emergency Information Sheet (ICE)

Make a list of important emergency information including personal contact information, emergency contacts, healthcare providers, caregivers, veterinarian, a detailed list of all prescriptions and medications and any other special needs you may have.

**See page 20 for an example information sheet.**



## Stay Informed

The City of Toronto and its partners prepare to assist residents during all types of emergencies such as power outages, fires, extreme weather, floods and outbreaks of infectious diseases.

### Extreme Weather Ahead - Are You Ready?

As the City takes action to improve Toronto's overall resilience to extreme weather, it's important for Toronto residents and businesses to do the same. The City's new web portal offers information from City Divisions, agencies and external organizations to help you:

- Understand the risks of extreme weather
- Take steps to weatherproof your home and protect your family
- Access the programs, subsidies and resources available to help you

Learn more at [toronto.ca/extremeweatherready](https://toronto.ca/extremeweatherready)

**Toronto Hydro Power Outage number:**

**416-542-8000**

**Call to report power failures, wires down, power quality problems and to speak to Customer Care.**

**on the web:**

**OutageTO.com**

Follow Toronto Hydro on Twitter

**@TorontoHydro**





## Power Failure and Utility Disruption

Power failures and utility disruptions can be caused by failures in the system or external events, such as severe weather. A power outage may last from a few minutes to a few days. Prolonged power outages in extreme hot or cold weather may put your health and safety at risk.

Conveniences we regularly enjoy, such as elevators and running water, may be affected during a power outage. Toronto Hydro will work to restore power as quickly and safely as possible. Your patience is needed and appreciated while these complex issues are resolved.

## During an Outage

- Unplug all appliances (space heaters, toaster ovens, griddles, etc.) that may have been left on at the time of the outage and could ignite when they come back on
- Unplug computers, televisions, stereos and other electronics to prevent damage caused by power surges (use surge protecting power bars where possible)
- Turn off stove cook top and oven
- Turn off the water to the clothes washer and dishwasher if they were in use when the power went out, if possible
- Leave a light or radio on so you will know when power is restored
- Never use barbecues, propane or kerosene heaters, or portable generators indoors
- Never leave candles unattended

During an extended power outage, your building's property management staff or community organizations, such as the Canadian Red Cross, might visit you at home to make sure you are safe.





## Fires

### Preventive Measures:

- Install smoke alarms and carbon monoxide detectors throughout your home and outside all bedrooms
- Regularly check the batteries and replace twice each year
- Prepare and practice your escape plan by identifying all exits and a place outside your home for family members to meet if you have to evacuate quickly



### In the event of fire:

- Sound fire alarm and alert others
- Leave the building via the nearest exit, closing all doors behind you
- DO NOT USE THE ELEVATOR
- Call 9-1-1 (don't assume this has been done)
- If you cannot leave the building, stay close to the floor and cover your mouth and nose to avoid inhaling smoke
- Move to the nearest window or balcony
- Wave a piece of cloth to attract attention from emergency services personnel
- Meet the firefighters when they arrive and tell them where the fire is



## Apartment Buildings

### To stay or go?

Most of the time, the best thing to do in a fire is leave the building as soon as possible. But in some cases, like if the fire is on a lower floor and is blocking your exit, you may not be able to leave. In either case you must act quickly as every second counts. The longer you wait, the more risk there is that heavy smoke will have spread into stairways and corridors. No matter what your decision, you must protect yourself from the smoke.

### If you decide to go:

- Check the door to your unit; if smoke is entering from around the door, do not open it
- Feel the door and door knob; if the door or knob are hot, do not open it
- If there is no smoke or heat, brace yourself against the door and open it slowly
- If you see smoke or feel heat, close the door quickly and protect yourself
- If the corridor is clear, take your keys, close the door behind you and go to the nearest exit stairway
- DO NOT USE THE ELEVATOR
- Open the nearest exit stairway door carefully
- If there is no smoke, use the stairway to leave the building
- If there is smoke, do not enter
- If there are other stairways, try them;
- if there are not, return to your unit and protect yourself from smoke





## When you are inside the stairway:

If you encounter smoke on your way down the stairs, follow these safety tips:

- Leave the stairway at the closest floor and proceed to an alternate stairway
- Open the door to the alternate stairway carefully and if there is no smoke, continue down and leave the building
- If there are no available stairways to exit the building, return to your unit if possible, or enter the closest floor and bang on unit doors until you are able to take shelter in another unit
- Never go to the roof as doors to the roof can be locked
- Stay low to the ground if you are in a smoke filled environment
- Once out, stay out; do not go back into the building until fire fighters tell you it is safe

## If you remain in your unit:

- Stay in your unit until you are rescued or until you are told to leave
- Keep smoke from entering your unit by sealing cracks around the door with duct tape and placing wet towels near the bottom; seal vents and air ducts with duct tape, wet towels or aluminum foil

## If smoke enters your unit:

- Call 911, tell them where you are and move to the balcony with the door closed behind you
- If you don't have a balcony, go to the most smoke-free room, close the door and seal it with tape and towels; open the window for fresh air
- Show emergency personnel where you are by hanging a sheet from the window or balcony
- Listen for instructions or information from authorized personnel over the building's internal speaker system



# Considerations for People with Disabilities and Special Needs

If you have special needs, require personal attendant care or use life-sustaining equipment:

- Arrange in advance for someone to check on you in the event of an emergency
- Wear a Medical ID bracelet or carry an identification card, and ensure you tell responders, neighbours and anyone else who is trying to help that you have a disability or special need
- Carry a personal alarm that emits a loud noise to draw attention to you
- Label your equipment and attach instructions on how to use and transport it
- If you require an emergency evacuation chair, request that one be installed on the floor where you live and close to the stairwell
- If you rely on any life-sustaining equipment, develop an emergency back-up plan that will ensure that it is operable in the event of a power outage

**If you or a loved one depends on electrically-powered medical equipment, such as a ventilator or kidney dialysis machine, please ensure you have an alternate plan in place to ensure the continuity of any life-support needs. This may include making special arrangements to spend time with a friend or relative during an outage or using a back-up generator.**

### **Your emergency kit should also include:**

- Prescription drugs, medical supplies and special equipment
- A detailed list of all prescriptions and medications in case you require refills
- An information sheet about your special needs
- Foods that meet your dietary needs



### Assisting People with Disabilities or Special Needs:

- Always ask if a person wants or needs your help
- Never touch someone, their service animal or their assistance devices without their consent
- Do not try to lift, support or assist in moving the person unless you know how to do so safely
- Ask if the person is injured or has any irregular loss of movement
- Follow instructions posted on special needs equipment and assistive devices
- Speak slowly and clearly



## Emergency Medical Preparedness

Here are some tips so you can think ahead and be prepared for unexpected medical emergencies:

- Have your medical history and medications written down and easily accessible for paramedics
- Fill out the “In Case of Emergency” information sheet.  
**See page 20 for an example information sheet.**
- Write your home number, address and apartment access code on a sticker and post it near your phone in case you are not the one calling 911
- Keep your medications in one location so they are easy to find in the dark
- Make sure your medications are always stocked — do not let them run out
- Know where your health card is
- Have back up power for electronic medical devices
- Keep your first aid kit fully stocked

## Evacuation

If you must evacuate:

- Follow the directions of emergency personnel
- Let someone know that you’ve left and where you can be found
- Turn off your lights and appliances (except your refrigerator and freezer)
- Lock your doors (unless the fire is in your house or unit)
- Bring your Go Bag

### Animals

Do not leave your pets or service animals behind as they may become lost:

- Bring your animal's food and water, medications, favourite toys, identification tags and licences
- Bring you animal's leash, harness, carrier and other accessories

**Toronto Animal Services 416-338-PAWS (7297) works with people during emergencies to provide options for dealing with pets.**



### After an Emergency

- Check in and around your home or apartment for damage
- Dispose of any spoiled or contaminated foods, especially after a power outage (**see page 18 for food safety**)
- Encourage family members to talk about their experience and their feelings, especially children
- Contact other family members to let them know that you are safe

## Food Safety

During a power outage, food kept in the refrigerator or freezer may become unsafe to eat. The following tips can help ensure food is stored safely:

- Keep your refrigerator and freezer doors closed to maintain the temperature inside:
  - without power, the refrigerator will keep food cool for 4 to 6 hours, a completely full freezer will keep food frozen for about 48 hours, and a half-full freezer will keep food frozen for about 24 hours
- Throw out perishable foods such as meat, fish, poultry, eggs and leftovers that have been at temperatures above 4°C for more than two hours
- Foods that have thawed in the freezer may be refrozen if they still contain ice crystals or are at 4°C or below
- Partial thawing and refreezing may reduce the quality of some food, but food will remain safe to eat
- If possible, add bags of ice to the refrigerator and freezer to keep temperatures cooler for a longer period
- Discard any items in the freezer or refrigerator that have come into contact with raw meat juices
- Evaluate each food item separately and if in doubt, throw it out
- Contact your doctor or pharmacist for information about proper storage of medication that requires refrigeration, such as insulin

For more information about when to keep and when to throw out refrigerated foods, visit Food Safety at Home on the Toronto Public Health website (<http://www.toronto.ca/health>).



# Important numbers and websites

### If people or property are at risk call 911:

- DO NOT call 911 if it is not an emergency
- Call 311 to get assistance finding shelter and other services

### City of Toronto:


- City of Toronto website: [toronto.ca](http://toronto.ca)
- Call 311

During a major emergency, follow the City on Twitter @TorontoComms or @TorontoOEM for up to date information.

### Weather warnings and updates:

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

### To Report a Power Outage:

- Toronto Hydro Power Disruption Hotline  
**416-542-8000**  
**outageTO.com**  
 @TorontoHydro

### Always call to report possible gas leaks (smell of rotten eggs):

- Enbridge Gas Distribution Emergency Number  
**1-866-763-5427**

### Non-Emergency Phone Numbers:

- Fire: **416-338-9000**
- Police: **416-808-2222**





# INFORMATION SHEET

## In Case of Emergency Call 911

### CONTACT INFORMATION

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Address \_\_\_\_\_ Apt. \_\_\_\_\_

City \_\_\_\_\_ Postal Code \_\_\_\_\_

Main Phone \_\_\_\_\_ Alt. Phone \_\_\_\_\_

Health Card \_\_\_\_\_ Birth Date \_\_\_\_\_

Primary Language(s) \_\_\_\_\_ Gender  M  F

**Advanced Care Directive** On file with \_\_\_\_\_  
(personal or religious request or other medical order)

### Emergency Contact 1 \_\_\_\_\_

Main Phone \_\_\_\_\_ Alt. Phone \_\_\_\_\_

### Emergency Contact 2 \_\_\_\_\_

Main Phone \_\_\_\_\_ Alt. Phone \_\_\_\_\_

### Primary Care Provider \_\_\_\_\_

(the name and position of the person who provides you the most frequent medical care)

Phone \_\_\_\_\_

### RELEVANT MEDICAL HISTORY

- |   |  |                                      |
|---|--|--------------------------------------|
| <input type="checkbox"/> Cardiac <small>(angina, heart attack, bypass, pacemaker)</small> | <input type="checkbox"/> Asthma  | <input type="checkbox"/> Cancer      |
| <input type="checkbox"/> Stroke/TIA   | <input type="checkbox"/> COPD <small>(emphysema, bronchitis)</small>             | <input type="checkbox"/> Alzheimer   |
| <input type="checkbox"/> Hypertension <small>(high blood pressure)</small>                | <input type="checkbox"/> Seizure <small>(convulsions)</small>                    | <input type="checkbox"/> Dementia    |
| <input type="checkbox"/> Congestive heart failure   | <input type="checkbox"/> Diabetic <small>(Insulin/Non Insulin Dependant)</small> | <input type="checkbox"/> Psychiatric |
| <input type="checkbox"/> Other: _____   |  |                                      |



## MEDICATIONS

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_
11. \_\_\_\_\_
12. \_\_\_\_\_
13. \_\_\_\_\_
14. \_\_\_\_\_
15. \_\_\_\_\_

## MEDICAL ALLERGIES

- No known allergies       Penicillin       ASA  
 Sulpha       Codeine  
 Other \_\_\_\_\_

## SPECIAL CONSIDERATIONS

- Communicable Infection/Disease \_\_\_\_\_  
Other \_\_\_\_\_  
Hospital affiliation \_\_\_\_\_  Extensive history  
 Specialty (Dialysis, neuro, etc.) \_\_\_\_\_

## MOBILITY / SENSORY

- Dentures       Visual       Hearing  
 Mobility issues (cane/wheelchair/walker/motorized scooter/prosthetic limb)

Completed by \_\_\_\_\_

Date \_\_\_\_\_



# Make the *Right* Call

**211**

Information and referral helpline to community, social, government and non-emergency health services

**211Ontario.ca**

**311**

Information on City services and programs

**toronto.ca/311**

**911**

During any emergency where people, property or the environment are at risk

**toronto.ca/emergency**

**Free to use.**

Available in 100+ languages.





[toronto.ca/oem](http://toronto.ca/oem)