

# Your **Emergency** **Preparedness** GUIDE



**Know the risks**



**Make a plan**



**Prepare a kit**



**IS YOUR FAMILY  
PREPARED?**



Public Safety  
Canada

Sécurité publique  
Canada

**Canada**

# 72 hours Is your family prepared?

## Your emergency preparedness guide

You should be prepared to take care of yourself and your family for a minimum of 72 hours. If a disaster happens in your community, it may take emergency workers some time to get to you as they help those in desperate need.

By taking a few simple steps today, you can become better prepared to face a range of emergencies – anytime, anywhere. Use this guide to create your own emergency plan. Use the checklists to build a 72-hour emergency kit. These basic steps will help you to take care of yourself and your loved ones during an emergency.

## Our partners

This publication was developed in collaboration with:



Canadian Association  
of Chiefs of Police



Canadian Association  
of Fire Chiefs



Canadian Red Cross  
Croix-Rouge canadienne



St. John Ambulance



Giving Hope Today

This publication is also available in multiple formats (audio, Braille, large print and diskette). To order, please call:

**1 800 O-Canada (1 800 622-6232)**

**TTY: 1 800 926-9105**

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## STEP

# 1



## Know the risks Know your region

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Although the consequences of disasters can be similar, knowing the risks specific to your region can help you prepare yourself better. Across Canada we face a number of hazards, from earthquakes in British Columbia, to blizzards in Nunavut, to hurricanes in New Brunswick. In addition to natural disasters there are other types of risks, such as blackouts, industrial or transportation accidents, and the possibility of acts of terrorism on Canadian soil.

The following list contains natural risks and other hazards. Check off the risks that are most likely in your community.

- Blackout
- Blizzard
- Drought
- Earthquake
- Flood
- Hazardous materials and spills
- Hurricane
- Industrial accident
- Infectious disease outbreak
- Landslide or avalanche
- Storm
- Terrorism
- Tornado
- Transportation accident
- Tsunami or storm surge
- Wildfire
- Severe Weather (heat/cold)
- Other \_\_\_\_\_

To learn more about emergency preparedness, or to order self-help publications on planning for earthquakes, storms, power outages and other risks, call:

**1 800 O-Canada (1 800 622-6232)**

**TTY: 1 800 926-9105**

Monday to Friday, 8 a.m. to 8 p.m. local time

Or visit: **[www.GetPrepared.ca](http://www.GetPrepared.ca)**

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## STEP

# 2



## Make a plan

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Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency.

Remember, your family may not be together when a disaster occurs. Plan how to meet or contact one another and discuss what you would do in different situations.

Use the following pages to create your plan. Most of this information can be filled out on your own. You may need to get some information from your municipality.

Keep this document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). You might also want to make a photocopy of this plan and keep it in your car and/or at work.

**Safe idea: Learn about first aid. You could save a life.**

Along with making emergency plans and preparing an emergency kit, knowing first aid could save a life. Contact your local Canadian Red Cross or St. John Ambulance to find out about first aid courses offered in your area.

## Household plan

### Escape routes

Plan emergency exits from each room of your home. Try to think of two possibilities for each room. If you live in an apartment, do not plan to use the elevators. Also, identify an escape route from your neighbourhood in case you are ordered to evacuate.

### Emergency exits from home:

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## Escape route from neighbourhood:

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**Tip:** Make sure that everyone in your home knows how to get out quickly. Practice at least once a year with everyone.

## Meeting places

Identify safe places where everyone should meet if they have to leave home during an emergency.

## Safe meeting place near home:

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## Safe meeting place outside immediate neighbourhood:

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**Tip:** The meeting place near your home should be on the same side of the street as your house. This way you don't need to cross the street into traffic or in front of fire trucks or ambulances during an emergency.

### **Safe idea: Make copies of important documents**

Make copies of birth and marriage certificates, passports, licences, wills, land deeds and insurance. Keep them in a safe place inside your home. As well, keep copies in a safe place outside your home. You might want to put them in a safety deposit box or give them to friends and family who live out of town.

# Children

Ask your children's school or daycare about their emergency policies. Find out how they will communicate with families during an emergency.

Find out what type of authorization the school or daycare requires to release your children to a designated person if you can't pick them up yourself.

Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

Designated person 1: \_\_\_\_\_ Phone: \_\_\_\_\_

Designated person 2: \_\_\_\_\_ Phone: \_\_\_\_\_

# People with special health needs

Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs.

Write down details about your medical conditions, allergies, surgeries, family medical history, medications, health screenings, recent vaccinations, emergency contacts and insurance information.

Talk to your doctor about preparing a grab-and-go bag with a two-week supply of medications and medical supplies, if possible. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.

## Health information:

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## Medications and medical equipment:

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## Grab-and-go bag location:

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# Plan for pets

Remember that pets are not allowed in some public shelters or hotels because of certain health regulations. Also, some people might be allergic to and/or frightened by your pets. Plan to take your pets with you to a relative or friend's home, or identify a "pet-friendly" hotel or pet boarding facilities in advance.

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

**Tip:** Don't forget to put pet food and water in your emergency kit.

# Plan for specific risks

What should you do in case of an earthquake? Flood? Blackout? Write down instructions for the risks that are most likely to occur in your region.

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The Government of Canada provides a series of self-help publications on specific emergencies. They can be downloaded at [www.GetPrepared.ca](http://www.GetPrepared.ca) or ordered free of charge by phoning **1 800 O-Canada (1 800 622-6232)**  
**TTY: 1 800 926-9105.**

# Neighbourhood safety plan

Work with your neighbours to make sure everyone is taken care of in your neighbourhood. Identify people who might need extra help during an emergency. Assign "block buddies" to take care of each other.

# Emergency contact information

Photocopy this list. Put a copy close to your telephone. If possible, program these phone numbers into your home phone and cell phone.

## Local emergency numbers

Fire, police, ambulance: 9-1-1 (where available)

Other: \_\_\_\_\_

## Non-emergency numbers

Police: \_\_\_\_\_

Fire: \_\_\_\_\_

Health clinic: \_\_\_\_\_

Other contact numbers: \_\_\_\_\_

## Out-of-town contact

Name: \_\_\_\_\_

Home phone: \_\_\_\_\_

Work phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Home address: \_\_\_\_\_

### Tips:

- Plan for each family member to call or e-mail the same out-of-town contact person in the event of an emergency.
- Choose an out-of-town contact who lives far enough away that he or she will probably not be affected by the same event.
- If you are new to Canada or don't have an out-of-town contact person, make arrangements through friends, cultural associations or local community organizations.

## Family

Name: \_\_\_\_\_

Home phone: \_\_\_\_\_

Work phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Home address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Friend/Neighbour

Name: \_\_\_\_\_

Home phone: \_\_\_\_\_

Work phone: \_\_\_\_\_

Cell phone: \_\_\_\_\_

E-mail: \_\_\_\_\_

Home address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Family doctors

Patient's name: \_\_\_\_\_

Doctor's name: \_\_\_\_\_ Phone: \_\_\_\_\_

Patient's name: \_\_\_\_\_

Doctor's name: \_\_\_\_\_ Phone: \_\_\_\_\_

## Insurance agent/company

Agent's/company's name: \_\_\_\_\_

Phone: \_\_\_\_\_

# Safe home instructions

Make sure you have a working carbon monoxide detector, smoke detector and fire extinguisher. If you live in an apartment or are staying in a hotel, know where the fire alarms are located.

Everyone in your home should know where to find the fire extinguisher. All capable adults and older children should know how to use it.

Older children and adults should know how to turn off your home's water, electricity and gas. Make large, easy-to-see signs for water and gas shut-offs as well as for the breaker panel or fuse box.

Teach children how and when to dial 9-1-1. Teach children how to call the out-of-town contact person. Ensure your children know where the emergency kit is located.

### Fire extinguisher

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

### Water valve

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

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

Utility company phone number: \_\_\_\_\_

### Electrical box

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

Utility company phone number: \_\_\_\_\_

**Gas valve**

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

Shut-off instructions (only shut off gas when authorities tell you to do so):  
\_\_\_\_\_

Utility company phone number: \_\_\_\_\_

**Floor drain**

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

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

# Emergency instructions

## When to call 9-1-1 (where available)

Report a fire.

Report a crime.

Save a life.

For non-emergency calls, use the seven-digit numbers listed in your local phone book for police, fire and paramedic services.

## In case of a major emergency

Follow your emergency plan.

Get your emergency kit.

Make sure you are safe before assisting others.

Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions.

Stay put until all is safe or until you are ordered to evacuate.

## Evacuation orders

Authorities will not ask you to leave your home unless they have reason to believe you are in danger.

If you are ordered to evacuate, take your emergency kit, essential medications, copies of prescriptions, personal identification of each family member, copies of essential family documentation and a cellular phone with you, if you have one.

Use travel routes specified by local authorities.

If you have time, call or e-mail your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.

If you have time, leave a note telling others when you left and where you are.

Shut off water and electricity if officials tell you to.

Leave natural gas service 'on' unless officials tell you to turn it off. (If you turn off the gas, the gas company has to reconnect it. In a major emergency, it could take weeks for a professional to respond. You would be without gas for heating and cooking.)

Take pets with you.

Lock your home.

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## STEP

# 3



## Prepare a kit

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In an emergency you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours.

You may have some of the items already, such as a flashlight, battery-operated radio, food, water and blankets. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark?

Make sure your kit is easy to carry. Keep it in a backpack, duffel bag or suitcase with wheels, in an easy-to-reach, accessible place, such as your front hall closet. Make sure everyone in the household knows where the emergency kit is.

### Basic emergency kit

- Water – at least two litres of water per person per day. Include small bottles that can be carried easily in case of an evacuation order
- Food that won't spoil, such as canned food, energy bars and dried foods (remember to replace the food and water once a year)
- Manual can-opener
- Flashlight and batteries
- Candles and matches or lighter (remember to place candles in sturdy containers and to put them out before going to sleep)
- Battery-powered or wind-up radio (and extra batteries)
- First aid kit
- Special items such as prescription medications, infant formula and equipment for people with disabilities
- Extra keys for your car and house
- Some cash in smaller bills, such as \$10 bills (travellers cheques are also useful) and change for payphones
- A copy of your emergency plan and contact information

## Recommended additional items

- A change of clothing and footwear for each household member
- Sleeping bag or warm blanket for each household member
- A whistle (in case you need to attract attention)
- Garbage bags for personal sanitation
- Toilet paper and other personal care supplies
- Safety gloves
- Basic tools (hammer, pliers, wrench, screwdrivers, fasteners, work gloves)
- Small fuel-driven stove and fuel (follow manufacturer's directions and store properly)
- Two litres of water per person per day for cooking and cleaning.



## Pre-packaged kits:

Canadian Red Cross kits are available at [www.redcross.ca](http://www.redcross.ca).

St. John Ambulance and Salvation Army kits can be purchased from the following retailers:

|                  |                  |                                   |
|------------------|------------------|-----------------------------------|
| Zellers          | Save-On-Foods    | Value Drug Mart                   |
| Home Outfitters  | IGA              | Apple Drugs                       |
| Rexall           | MarketPlace IGA  | Rxellence Professional Dispensary |
| Pharma Plus      | Thrifty Foods    | Quality Foods                     |
| Canadian Tire    | Buy-Low Foods    | TSC Stores                        |
| London Drugs     | Nesters Market   | Jean Coutu                        |
| Overwaitea Foods | G&H Shop 'N Save |                                   |

**Tip:** Automated bank machines and their networks may not work during an emergency or blackout. You may have difficulty using debit or credit cards.

## Basic car kit

If you have a car, prepare a small kit and keep it in the vehicle

The basic kit should include:

- Food that won't spoil (such as energy bars)
- Water
- Blanket
- Extra clothing and shoes
- Candle in a deep can and matches
- First aid kit with seatbelt cutter
- Warning light or road flares
- Small shovel, scraper and snowbrush
- List of contact numbers

## Recommended additional items to keep in your car

- Sand, salt or cat litter (non clumping)
- Antifreeze, windshield washer fluid
- Tow rope and jumper cables
- Fire extinguisher
- Roadmaps, whistle and flashlight

## Prepare now

**Don't wait for an emergency to happen. There are simple things you can do now to prepare yourself and your loved ones. By simply reading this guide, you are well on your way.**

**Complete this guide one evening this week or during the weekend.**

**Make your plan and prepare your kit.**

**Write yourself a reminder to update your emergency plan one year from now. On this date next year, review your contact information, practice your emergency evacuation plans, change the batteries in your smoke detector and carbon monoxide detector and restock the contents of your kit.**

# National resources

To learn more about emergency preparedness: [www.GetPrepared.ca](http://www.GetPrepared.ca)

To order additional copies of this publication, or publications on planning for earthquakes, storms, power outages and other risks, call:  
1 800 O-Canada (1 800 622-6232) TTY: 1 800 926-9105  
Monday to Friday, 8 a.m. to 8 p.m. local time

## Environment Canada Weather Office

[www.weatheroffice.ec.gc.ca](http://www.weatheroffice.ec.gc.ca)

Check the blue pages in your local phone book under Weather for weather reports and forecasting available by phone.

## Safe Canada

[www.safecanada.ca](http://www.safecanada.ca)

Comprehensive federal, provincial, territorial and municipal safety information for all citizens.

## Canadian Red Cross

[www.redcross.ca](http://www.redcross.ca)

Prepare for Life. Learn how to prepare and plan from a world leader in Disaster Management and First Aid. The Canadian Red Cross is part of the largest humanitarian organisation that aims to help the most vulnerable in neighbourhoods in Canada and around the world.

## St. John Ambulance

[www.sja.ca](http://www.sja.ca)

Saving Lives – At work, home and play. As Canada's standard for excellence in first aid and CPR services, St. John Ambulance offers innovative programs and products, ensuring Canadians can be prepared.

## Salvation Army

[www.SalvationArmy.ca](http://www.SalvationArmy.ca)

The Salvation Army brings relief to people around the world through its emergency and disaster services. Ready to deploy its resources at very short notice, our disaster units immediately work to reduce physical harm and help victims regain control of their lives.