

MVCA EMERGENCY PREPAREDNESS GUIDELINES

The following guide is provided by the Manotick Village & Community Association (MVCA) and is designed as a reference only. The information contained herein represents the current best practice to follow in an emergency and is gleaned from Municipal, Provincial and Federal guidelines. The MVCA will update this information annually.

There are three sections contained in this guide, each serving to highlight distinct aspects of a complete emergency plan. These include:

- **What to do during an emergency**
- **Making a plan**
- **Making an emergency kit**

During an emergency

In the event of a disaster or major emergency, the City of Ottawa has a plan and a trained team working for you 24 hours a day, 365 days a year.

The City's Comprehensive Emergency Plan outlines the roles and responsibilities of all involved in ensuring that essential services are provided during an emergency. It sets out the roles and responsibilities of the Mayor and City Councillors, and of City departments. It also spells out coordination with community agencies - area hospitals, local school boards, utilities such as gas, hydro and telephone, and the Canadian Red Cross Society.

Do you have a plan? Learn how to cope during an emergency, how to prepare for the impacts of an emergency and what to do if disaster strikes.

Be prepared. Have these numbers handy in case of an emergency.

Life-threatening Emergency or Crime in Progress

Call 9-1-1

Other Emergencies

Call 613-236-1222
TTY 232-1123

Ottawa Fire Service (Manotick Station)

Call 613- 692-8231

City of Ottawa General Information Line

Call 3-1-1
TTY 613-580-2401

Toll-Free 1-866-261-9799
Contact Us: [City of Ottawa Contact Page](#)

RESOURCES

To learn more about emergency preparedness, visit www.GetPrepared.ca or on your mobile device at m.GetPrepared.ca

To order additional copies of this publication, call:

1 800 O-Canada (1-800-622-6232)
TTY: 1-800-926-9105

Environment Canada Weather Office

www.weatheroffice.gc.ca

1-900-565-4455; a \$2.99 per-minute charge applies

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

Canadian Red Cross

www.redcross.ca

613-740-1900 or check for your local branch phone number.

St. John Ambulance

www.sja.ca

613-236-7461 or check for your local branch phone number.

Toll-free: 1-888-840-5646

Salvation Army

www.SalvationArmy.ca

416-425-2111 or check for your local branch phone number.

HYDRO Ottawa

613-738-6400

HYDRO ONE

1-888-664-9376

ENBRIDGE Gas

1-877-362-7434

Office of Emergency Management (Ottawa)

613-580-2424 x29428

WHAT TO DO IN CASE OF AN EMERGENCY

During an emergency, your best protection is preparation. Knowing what to do will help you stay safe and better control the situation.

The following information will help you prepare for specific emergencies, including:

- Power Outage
- Severe Winter Storm
- During an Earthquake
- Severe Lightning Storm
- Flood
- Heat Emergency
- Infectious Disease Outbreak
- Water Contamination Emergency
- Hazardous Chemical Release

Power Outage

Turn the thermostat(s) down to minimum and turn off all appliances, electronic equipment and tools to prevent injury, damage to equipment and fire. Power can be restored more easily when the system is not overloaded.

Use a flashlight. If you must use candles, be sure to use proper candleholders. Never leave lit candles unattended.

Generators are an option for backup electricity, however:

- They should never be used indoors
- They require frequent maintenance (including frequent oil changes)

- They must be installed and connected to your main panel (not directly to your wiring system) by a qualified electrician. Get any such installation inspected by the Electrical Safety Authority (613-225-7600).

Severe Winter Storm

If a power or fuel outage is prolonged as it was during the Ice Storm of 1998, stay in your home as long as you are safe, warm and can feed yourself.

It is easier to keep a smaller space warm. During the Ice Storm, some families stayed in their well-insulated basements, or closed off most rooms but a few, and managed to keep quite warm.

During an Earthquake

If you are in a building, stay inside. Stay away from windows. Shelter under a heavy desk or table and anchor yourself by holding on tightly. If you can't get under something strong, flatten yourself against an interior wall, and protect your head and neck.

If you are outside, go to an open area. Move away from buildings or any structure that could collapse. Stay away from power lines and downed electrical wires.

If you are in a vehicle, stop the vehicle and stay in it. Avoid bridges, overpasses or underpasses, buildings or anything that could collapse on you and your vehicle.

Severe Lightning Storm

If you are in a building, stay inside. Stay away from windows, doors, fireplaces, radiators, stoves, metal pipes, sinks or other electrical charge conductors. Unplug TVs, radios, toasters and other electrical appliances. Don't use the phone or other electrical equipment.

If you are outside, seek shelter in a building, cave or depressed area. If you're caught in the open, crouch down with your feet close together and your head down. Don't lie flat; by minimizing your contact with the ground you reduce the risk of being electrocuted by a ground charge. Keep away from telephone and power lines, fences, trees and hilltops. Get off bicycles, motorcycles, and tractors.

If you are in a vehicle, stop the vehicle and stay in it. Don't stop near trees or power lines that could fall.

Flood

Turn off basement furnaces and the outside gas valve. Shut off the electricity. If the area around the fuse box or circuit breaker is wet, stand on a dry board and shut off the power with a dry wooden stick.

Never try to cross a flood area on foot. The fast water could sweep you away.

If you are in a vehicle, try not to drive through floodwaters. Fast water could sweep your vehicle away. If you are caught in fast rising waters and if your vehicle stalls, leave the vehicle.

Heat Emergency

A heat warning is automatically declared when Environment Canada forecasts a humidex of 40°C or more for at least two consecutive days. Extreme heat can cause dehydration, heat exhaustion, heat stroke and even death. The very young, the old and the chronically ill are at greatest risk. However, anyone can suffer from heat-related illnesses, especially in the early summer when people have not yet acclimatized.

Risk factors for heat-related illness include living on the third floor or higher, not having air conditioning, not drinking enough or drinking fluids that promote dehydration, such as coffee, caffeinated soft drinks, and alcohol. Medications like anti-Parkinson's drugs and antidepressants can also make one more vulnerable to heat.

During a heat emergency, you should be drinking plenty of fluids, try to find access to air-conditioning at least 2 hours a day, wear light coloured clothing, including a hat, and, if possible, cool down in the shade or in a pool.

Infectious Disease Outbreak

In case of a respiratory (airborne) infectious disease outbreak, the most important thing to do is to listen to the radio and follow recommendations to prevent and contain the spread of the disease.

Respiratory infections are generally spread by small droplets in the air that can settle on surfaces. To prevent the spread:

- Cover your mouth when you cough/sneeze (with a tissue or into your elbow).
- Wash your hands frequently, or use an alcohol-based hand cleaner.
- Limit your contact with others.
- When contact is necessary, keep at least a metre away from others.
- Clean surfaces and contact points (contact points include door knobs, counters, and other high traffic areas).

A widespread infection may call for major public health measures, including:

- Limiting public gatherings
- Vaccination clinics
- Antibiotic clinic

Water Contamination Emergency

In case of water contamination, the most important thing to do is to listen to the radio and follow recommendations to prevent and contain the spread of the disease.

If you experience diarrhea and vomiting for more than one day, or if there is any blood in the diarrhea, call your family physician.

If you suspect City water is contaminated, it must be brought to a rapid, rolling boil for at least one minute before being consumed.

This includes water for drinking, baby formula, juice, cooking, ice cubes, washing food and brushing teeth. Bottled water can be used as an alternative.

Remember: a home water softener or water filtration device will NOT remove bacteria from the water. Boiled or bottled water are the only safe alternatives.

If your well water is contaminated by bacteria or parasites, bring the water to a rapid rolling boil and boil for at least one minute before using it for drinking, making infant formula and juices, cooking, making ice, washing fruits and vegetables, and brushing teeth. Bottled water can be used as an alternative.

Contaminated well water should not be consumed until it is determined to be potable through laboratory analysis.

Water samples should be taken from the well on a regular basis - at least three times a year and after heavy rains, or after any work is done on the well or plumbing system - to ensure the water is potable.

Hazardous Chemical Release

In the case of a hazardous chemical release, do not approach the scene of the release. Back off as quickly as possible. Listen to the advice of local officials on the radio or television to determine what steps you will need to take to protect yourself.

People who may have come into contact with a biological or chemical agent may need to go through a decontamination procedure before receiving medical attention.

If you have been exposed, or think you might have been, wait at a safe distance for direction from the authorities. If you have left the scene, and have exposure or symptoms, contact the Poison Information Centre for advice. In Ottawa, the number for the Poison Information Centre is 1 (800) 268-9017. Take steps to avoid contaminating others.

How to cope during an emergency

It is normal to feel stress during an emergency situation, and even well after the emergency is over. If you are informed and prepared, you can greatly decrease the stress you feel, and help others do the same.

Normal reactions

Normal reactions to a disaster include fear, increased worry, feeling generally tense, sleeplessness, loss of appetite, and difficulty concentrating. These symptoms should pass once the situation is back to normal.

Staying informed

Keep informed. Unnecessary fears can often lead to panic. Avoid this by finding out as much as you can about what is happening. Take things day by day and rely on your social network.

Medication

If you suffer from a mental health problem and are taking medication, continue to take your medication. Make sure you keep your medication with you.

Maintaining mental health

If you have had a history of mental health problems or are currently feeling emotionally fragile (for example, feeling overly nervous, irritable and depressed), a disaster could bring about a return of your symptoms or a worsening of your present symptoms. If you feel you cannot cope, get help from a mental health professional. If you are feeling suicidal, go to an emergency room immediately.

Helping children cope

Children can also feel stress. This may include unexplained physical complaints, becoming cranky, and acting out.

There are ways to help children deal with stress. Give them things to do such as activities that let them move around. Talk to them and let them talk about how they feel. Offer them healthy food on a regular basis. Provide them with quiet time. Be aware that children may be overexposed in television reporting to graphic pictures of families like theirs who are in danger.

Helping others

If you notice that a family member, friend or neighbour is very distressed and is not getting better, encourage that person to seek help. In extreme cases, contact an Emergency Room and discuss the situation with a mental health professional for advice.

Impact of an emergency

A large-scale emergency could impact you, your family and your community in a number of ways. The information below will help you prepare for the effect of an emergency on:

- Telephone Service
- Water and Sewer Systems
- Health Services
- Pets and Animals
- Gas and Diesel
- Emergency Reception Centres
- 9-1-1 Service
- Emergency Communications

Telephone Service

In an emergency, don't use the telephone unless it is absolutely necessary. Emergency crews will need all available lines. This includes cell phones.

Call 9-1-1 to report life-threatening medical emergencies, a crime in progress, or a fire. If you need an ambulance, police or the fire department, call 9-1-1 immediately.

If there is a power outage and you can't use your telephone, you should have a back-up plan. For example, you, a member of your family or a neighbour might have a cell phone. In an emergency, the City may enlist the assistance of City and utility vehicles and taxis to watch out for people in need of help.

Water and Sewer Systems

If you depend on electricity to pump water from a well, it makes sense to have enough water stored to get you through three (3) days without power. Keep large bottles of water in storage

in case you need them. You need at least two litres of drinking water per adult per day. Extra water is needed for cooking and washing.

If you don't have heat, you may have to turn off your water and drain your pipes to prevent them from freezing. In fact, the air temperature inside your home should never be lower than 8°C to prevent freezing.

To drain your pipes:

1. Shut off the water supply to your house.
2. Starting at the top of the house, open all taps and flush toilets several times.
3. Go to the basement and open the drain valve.
4. Drain your hot water tank by attaching a hose to the tank drain valve and running it to the basement floor drain.
5. If you drain a gas-fired water tank, the pilot light should be turned out - the local gas supplier should be called to re-light it.

Health Services

- If you have a friend or relative in a nursing home, check with the administrator to find out what their contingency plans are. Ask if they have a backup generator, and have a designated relocation site in case they have to evacuate.
- If you or a member of your family depends on medical devices that require uninterrupted power, you should have contingency plans yourself in the form of batteries or a generator, and a backup plan to relocate to another facility if the power fails.
- Make sure your contingency plans include taking care of elderly or disabled relatives and neighbours.
- If you have medication you take on a regular basis, always have a two weeks' supply on hand in case of an emergency. Follow all directions and replace medication as necessary to ensure that it does not expire.
- Have a list of your prescriptions for medications, eyeglasses and hearing aids, in case you need to have them refilled or replaced. It is a good idea to have your pharmacist print a list for you every six months or when your prescriptions change.

Pets and Animals

- When you are considering where you and your family will go if you have to leave your home, don't forget to consider the needs of your pets and other animals in your care, particularly if you can't take them with you.
- Prepare a portable pet supply kit to take along if you can take your pets with you.

Gas and Diesel

- Try to keep your vehicle's gas tank at least half full. In winter, it's best to keep it topped up.
- Do not attempt to store bulk supplies of fuel.
- If you do need to store fuel, store it:
 - In approved containers
 - In limited quantities
 - In a well-ventilated area
 - Away from sources of ignition

Emergency Reception Centres

- Emergency Reception Centres will be opened by the City should an emergency be declared. You can go there to get information, to stay warm (during a winter power outage) or keep cool (during a heat emergency), and for comfort and food.
- Locations will be broadcast on local emergency radio and TV stations should an emergency situation occur.
- Know where you will go if you must leave your home and discuss this in advance with family, friends and your emergency contact. As a last measure, plan to go to an emergency reception centre, which will be set up if, and where, the emergency dictates.
- In general, you should stay in your home as long as you are safe, warm and can feed yourself.

9-1-1 Service

- 9-1-1 is the universal, easy to remember number that is available 24 hours a day to connect you to Police, Fire, or Paramedic services in an emergency. This multilingual service can be accessed for free at any telephone.
- 9-1-1 should only be used for life-threatening medical emergencies, if there is a crime in progress, or to report a fire.
- All non-life-threatening emergency calls should be directed to the seven-digit number listed in the phone directory for Police, Fire and Paramedic services. See the Red Pages in your phone book for these numbers.

Emergency Communications

- In an emergency situation, don't use the telephone unless it is absolutely necessary. Emergency crews will need all available lines. Tune into your local radio or television station for updates.

- Make sure you have a battery-operated or windup radio to stay in touch if there is no power. Check the best before date on batteries, store them out of the radio, and replace as necessary.

MAKE A PLAN

Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency. It will take you about 20 minutes to make your plan. Your family may not be together when an emergency occurs. Plan how to meet or how to 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 and province/territory about their emergency plans.

A list of provincial emergency management agencies is available at the end of this guide.

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 office to find out about first aid courses in your area.

Keep this document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). Photocopy this plan and keep it in your vehicle and/or at work. If you completed your plan online, keep an electronic version on your computer.

Household plan - Emergency exits

Draw up a floor plan of your home that shows all possible exits from each room. Plan a main exit route and an alternate exit route from each room. If you live in an apartment, plan to use the stairs instead of the elevators. If you are unable to use the stairs, notify emergency personnel ahead of time. Also, identify an evacuation route from your neighbourhood in case you need to leave in a hurry (and think of more than one option).

Workplace

Learn about the emergency evacuation plans in place and what you will need to do. You may want you have some basic supplies at work, such as water and food that won't spoil, in case you need to stay put for a while. Check with your employer about workplace emergency plans, including fire alarms, emergency exits, meeting points, and designated safety personnel or floor wardens.

Children

Ask your children's school or daycare about their emergency policies. Find out how they will contact 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.

SAFE IDEA

Make copies of important documents

Make copies of birth and marriage certificates, passports, licenses, wills, land deeds and insurance. Take photos of family members in case a lost persons record is created. Keep them in a safe place, both inside and 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.

Meeting places

Identify safe places where everyone should meet if you cannot go home or you need to evacuate.

Safe meeting place near home: _____

Safe meeting place outside immediate neighbourhood:

Evacuation routes from neighbourhood: _____

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

Designated person 1: _____

Phone: _____

Designated person 2: _____

Phone: _____

School contact information: _____

Plan for pets

In case of an evacuation, remember that pets are not allowed in some public shelters or hotels. In case of an evacuation, prepare to take your pets with you to the home of a relative or friend, or take steps to identify pet-friendly hotels or pet boarding facilities in your area and further away from home.

Location and contact information: _____

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:

- Accommodation needs Insurance information
- Allergies Medical conditions
- Emergency contacts Medication
- Family medical history Recent vaccinations
- Health screenings Surgeries

Keep a copy of this information in your emergency kit, and give a copy to your personal support network.

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

Your emergency preparedness guide

Health information:

Medication and medical equipment:

Grab-and-go bag location:

Plan for specific risks

Public Safety Canada offers brochures on specific risks, such as earthquakes, power outages, floods and severe storms. Download your free copies at www.GetPrepared.ca.

Neighbourhood safety plan

Work with your neighbours to identify people who may need extra help during an emergency. To help make sure everyone is taken care of, assign “block buddies.”

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.

Emergency numbers

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

Other: _____

Non-emergency numbers

Police: _____

Fire: _____

Health clinic: _____

Poison control: _____

Other contact numbers: _____

Out-of-town contact

Name: _____

Home phone: _____ Work phone: _____

Cell phone: _____ Email: _____

Home address: _____

Family

Name: _____

Home phone: _____

Work phone: _____

Cell phone: _____

Email: _____

Home address: _____

Friend/neighbour

Name: _____

Home phone: _____

Work phone: _____

Cell phone: _____

Email: _____

Home address: _____

TIP

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 alarm and carbon monoxide detector, and restock your kit(s). Change the batteries, food and water in your emergency kits once a year.

Family doctors

Patients' names: _____

Doctors' names and phone numbers: _____

Insurance agent/company

Agent's/company's name: _____

Phone: _____

Home and Vehicle Policy numbers: _____

Home security system

Company's name: _____

Phone: _____

Safe home instructions

Make sure you have a working carbon monoxide detector, smoke alarm, fire extinguisher and well-stocked first aid kit. If you live in an apartment, or if you are staying in a hotel, know where the fire alarms and emergency exits are located.

Make sure you have a fire extinguisher on every level of your home, including one in your kitchen. Everyone in your home should know where to find the fire extinguishers. All capable adults and older children should know how to use it. See instructions regarding the lifetime of your fire extinguisher and check with your local fire department for more information.

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 electrical panel.

TIPS

Arrange for each family member to call, email or text the same out-of-town contact person in case of an emergency. Choose an out-of-town contact who lives far enough away that he or she is unlikely to be affected by the same event. If you are new to Canada or have recently moved to a new area, make arrangements through friends, cultural associations or community organizations.

Teach children how and when to dial 9-1-1 as well as how to call the designated out-of-town contact.

Locations of fire extinguishers:

Water valve location:

Utility company phone number: _____

Electrical panel location:

Utility company phone number: _____

Gas valve location:

Utility company phone number: _____

(Shut off gas only when authorities tell you to do so.)

Floor drain location:

(Always make sure the drain area is clear of boxes, furniture, etc., in case of flooding.)**Emergency instructions**

Call 9-1-1 (where available) to report a fire, a crime or to save a life.

For non-emergency calls, use the ten- digit numbers listed in your local phone book, or this emergency plan, for police, fire and other health services.

TIP

Limit phone calls to urgent messages only.

Keep calls short to free up the lines for others.

When notifying emergency services of your location, provide the exact street or civic address and nearest intersection.

In an 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 that you may be in danger.

If you are ordered to evacuate, take your emergency kit, your wallet, personal identification for each family member and copies of essential family documents with you. Bring a cellular phone and spare battery.

TIP

For the gas and water valves, keep shut-off instructions close by and read them carefully.

Use travel routes specified by local authorities.

If you have time, call or email your out-of-town contact. Tell them here 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 possible, leave a note telling others when you left and where you are. Shut off water and electricity if officials tell you to do so.

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.

Take pets with you. Lock your home. Follow instructions from authorities.

If you go to an evacuation centre, register your personal information at the registration desk. Do not return home until authorities advise that it is safe to do so.

GET AN EMERGENCY KIT

TIP

- Keep a corded phone in your home, as most cordless phones will not work during a power outage.
- Crank, battery-powered radio (and extra batteries) or a Weather radio
- First aid kit
- Extra keys to your vehicle and house
- Some cash in smaller bills, such as \$10 bills and change for payphones
- A copy of your emergency plan and contact information
- 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 food, water and a battery operated or crank flashlight. 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 and everyone in the household knows where it is. Keep it in a backpack, duffle bag or suitcase with wheels, in an easy-to-reach, accessible place, such as your front-hall closet. If you have many people in your household, your emergency kit could get heavy.
- It's a good idea to separate some of these supplies in backpacks.
- That way, your kit will be more portable and each person can personalize his or her own grab-and-go emergency kit.

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 (replace food and water once a year)
- Manual can-opener
- Crank or battery-powered flashlight (and extra batteries). Replace batteries once a year

If applicable, other items such as prescription medication, infant formula, equipment for people with disabilities, or food, water and medication for your pets or service animal (personalize according to your needs)

Recommended additional items

Two additional litres of water per person per day for cooking and cleaning

Candles and matches or lighter (place candles in deep, sturdy containers and do not burn unattended)

Change of clothing and footwear for each household member

Sleeping bag or warm blanket for each household member

Toiletries

Hand sanitizer

Utensils

Garbage bags

Toilet paper

TIPS

When in doubt, do not drink water you suspect may be contaminated. Check with your municipality or local authorities for details.

Keep some cash on hand, as automated bank machines and their networks may not work during an emergency. You may have difficulty using debit or credit cards.

Household chlorine bleach or water purifying tablets

Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)

A whistle (in case you need to attract attention)

Duct tape (to tape up windows doors, air vents, etc.)

Pre-packaged kits

Canadian Red Cross kits can be purchased at www.shop.redcross.ca.

Various kits and supplies are also available for sale from other commercial entities.

Emergency vehicle kit

Prepare a small kit and keep it in your vehicle.

The basic kit should include:

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

Recommended additional items to keep in your vehicle

Antifreeze, windshield washer fluid

Fire extinguisher, sand, salt or cat litter (non-clumping)