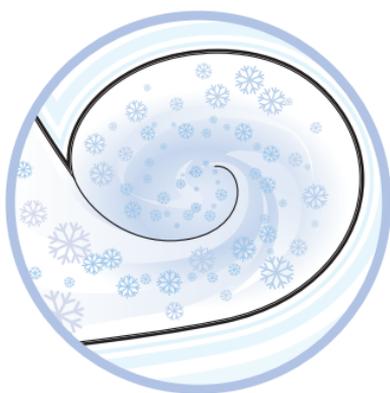
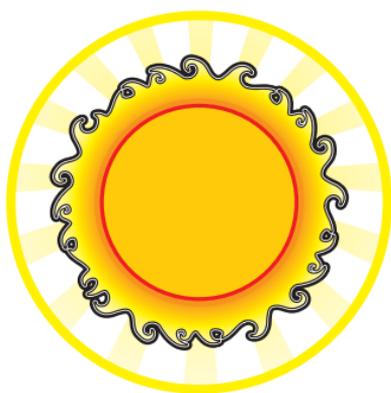




Emergency Preparedness Guide





BRAMPTON EMERGENCY MANAGEMENT OFFICE (BEMO)

Working with emergency responders, community partners and the public, BEMO develops and manages comprehensive emergency response plans for the City of Brampton. BEMO provides emergency planning, public education, information on business continuity, exercises and drills and staff and volunteer training.

BEMO offers personalized training for residents and community groups, tailoring each presentation to participants' needs. For more information on how to provide your group, workplace or volunteers with emergency preparedness training, contact BEMO at bemo@brampton.ca.

- KNOW THE RISKS**
- MAKE A PLAN**
- HAVE KIT**

BE PREPARED FOR 72 HOURS

The City of Brampton Emergency Management Office works closely with emergency responders, community partners and the public to engage in comprehensive emergency planning. In a major disaster, emergency responders and City staff need to attend to the immediate needs of the affected population. It could take 72 hours or longer for certain vital services to be restored.

It's important to be prepared to take care of yourself and your family for at least 72 hours. The tools and resources provided in this guide offer steps you can take to help prepare yourself and reduce the stress and impact of a major emergency on you and your family.

This guide offers information, ideas and resources to help you prepare your home, workplace and community for an emergency.

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WEATHER-RELATED EMERGENCIES

SEVERE WEATHER

Severe weather can occur at any time. Severe weather conditions we could face in Brampton include: heavy wind, heavy snowfall, extreme heat and cold, freezing rain, severe thunderstorms and floods.

Environment Canada issues special alerts notifying those in affected areas to take steps to protect themselves and their property from harm. These public alert bulletins are issued through the media, as well as through Environment Canada's Weather radio service and website – www.ec.gc.ca/meteo-weather.

The type of alert used depends on the severity and timing of the weather:

SPECIAL WEATHER STATEMENT	Least urgent type of alert, lets people know that conditions are unusual and could cause concern.
WATCH	Weather conditions that are favourable for a storm or severe weather. Could cause safety concerns.
WARNING	An urgent message that severe weather is either occurring or will occur.

Did you know?

During a sustained heat alert, the City of Brampton supports residents by providing access to public facilities where they can cool off, including Recreation Centres, Libraries and City Hall.



EXTREME COLD WEATHER

Winter weather conditions in Brampton can include snow, hail, freezing rain and extreme cold.

Extreme cold over a long period of time can be very dangerous. Take extra precautions with children and pets as they can become colder, faster. In cases with prolonged power outages find warming centres to stay warm.

Do:

- Wear layers of warm clothing
- If you must travel - let people know where you are going
- Keep nourished with food and drink
- If stranded in a vehicle, run motor every ten minutes for heat and open window occasionally for fresh air. Tie a bright cloth to car for visibility

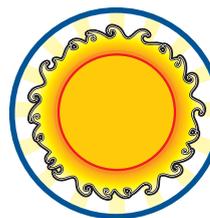
Don't:

- Don't go outside or drive
- Don't walk home if you have car problems, stay with your car



Did you know?

During the winter season, you should stock up on heating fuel, ready-to-eat food, battery-operated flashlights and have a radio with extra batteries.



HEATWAVE

Prolonged exposure to heat can be hazardous to your health. Seniors and young children are particularly at risk. Check in on friends and family who you feel are vulnerable.

Do:

- Drink a lot of fluids – especially water
- Stay indoors
- Wear lightweight, light-coloured clothing
- Keep pets indoors or where it is cool, keep their water dishes full at all times

Don't:

- Don't do strenuous activity – do not run, bike or do yard work when it is extremely hot outside
- Don't drink alcoholic or high-caffeine drinks
- Don't eat high-protein foods



FLOOD

Flooding is common in the spring and summer. With snow melting, large amounts of water can accumulate. Major rainstorms can cause flooding, streams and rivers can overflow without warning, and sewers may back-up.

Before a flood:

- Prepare your emergency kit
- Ensure that water and melting snow have somewhere to drain
- Ensure catch basins are clear of debris
- Check with your insurance provider for what kind of coverage you have for flood damage
- Monitor radio, TV and social media for updates

If flooding occurs:

- Report high levels of water in rivers, residential streets and low-lying areas to the City of Brampton Call Centre at 3-1-1 or email 311@brampton.ca
- Don't drink or wash in flood waters
- Stay away from rivers and creeks that are flooded and take extra precautions with children and pets
- Don't walk or drive through flooded roads – water accumulation can compromise the safety of sidewalks and streets
- Don't enter closed buildings or secured areas

Electrical safety during a flood:

- Never step into a room where water may be in contact with electrical outlets
- Never attempt to turn off power if you must walk through water to do so
- Call **Alectra Utilities at 1-833-253-2872** to shut off power.

After flooding:

- Ensure proper cleanup of your home and property to protect against long-term risks of mold and seepage
- Don't walk or drive through flooded streets



STORM

Before the storm:

- Prepare your emergency kit
- Choose your shelter area: indoors in a building, basement or storm cellar that is away from outside walls and windows
- Have access to a battery-powered radio and flashlight
- Reduce hazards by trimming branches and trees
- Check and clear drainage system around the house
- Plan a meeting place and a system of communication among your family members to ensure safety
- Monitor radio, TV and social media for updates

After the storm:

- If family or neighbours are injured or trapped call 9-1-1
- Stay away from damaged areas
- If there are loose or damaged power lines, stay away and call 9-1-1
- Report conditions such as broken sewers and water mains to 3-1-1
- Avoid driving – debris, broken power lines and washed out roads and bridges make driving dangerous after a storm

TORNADO



Tornados are high-speed winds that can cause damage, injury or even death. They often appear as dark clouds and are followed by severe thunderstorms and rain.

Do:

- Close all windows and doors, secure any loose objects
- If in a house, go to the basement
- If in an apartment, go to the smallest room
- If in a car, stay in the car and pull to the side of the road

Don't:

- Don't go near windows or doors
- Don't stand near hydro poles or trees
- Don't go outside
- Don't touch any electrical appliances



POWER FAILURE

Power failures can happen in extreme weather or with disruptions in hydro services. They can last minutes or days and it's important to be prepared. Make sure all emergency kits are stocked with flashlights and batteries.

Preparedness measures:

- Wear loose-fitting, lightweight clothing in the summer
- Stay warm with blankets and heavy clothing in the winter
- Keep yourself nourished with food and drink
- Have access to a battery-operated radio and monitor news and updates
- Smoke alarms and carbon monoxide alarms should be battery-operated as a back-up procedure

During power failure:

- Unplug electrical appliances to prevent damage from power surges
- Portable generators can only be used outdoors in a well-ventilated area
- Do not put candles on or near anything that will burn and do not leave candles unattended
- Check on neighbours, especially the vulnerable

Did you know?

You should check refrigerated foods after a power outage as some items may have spoiled and need to be thrown out.



EARTHQUAKE

Earthquakes can be a violent and sudden emergency that can impact people, buildings and road safety.

Do:

- Stay indoors
- Take cover under sturdy furniture
- Stay away from windows and bookcases

Don't:

- Don't try to leave a shaking building
- If outside, don't go near buildings, structures or hydro wires
- Don't go near buildings after the earthquake, there could be aftershocks



FIRE

The best way to combat a fire is through prevention. Ensure your family has a home escape plan that is practiced. Every floor should have a smoke alarm. A carbon

monoxide detector should be located on each floor where people sleep. These should be tested every month and batteries changed every year. Your family should practice a home escape plan annually.

Always keep matches, candles and fire devices away from children.

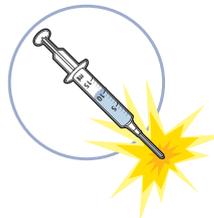
Do:

- Get everyone outside immediately including pets
- Stay low to the floor
- If clothes catch fire, Stop, Drop and Roll, covering your face
- Call 9-1-1 when safely outside

Don't:

- Don't stay if there is a fire in your house
- Don't open a door if the handle is hot
- Don't use an elevator if you live in an apartment building

HEALTH EMERGENCIES



Epidemic

In a large city it's easy for sickness and disease to travel quickly. Peel Public Health closely monitors any incident

that may potentially develop into an outbreak. Ensure that you and your family are prepared by keeping immunization up-to-date and inform a doctor about any suspected and/or communicable diseases.

Do:

- Wash your hands often
- Cover your mouth when you sneeze or cough
- Keep immunization up-to-date

Don't:

- Don't go to work or school if you are sick
- Don't share food or drink with others



HAZARDOUS MATERIALS

Hazardous chemicals are present in industrial areas, our homes, cars, places of work and pipelines. When not properly contained, these materials can be harmful to people and the environment. Accidents are more likely to occur in areas where chemicals are stored and transported.

Preventing home accidents:

- Store only small amounts of chemicals
- Use community recycling centres to dispose of unnecessary chemicals (including paint)
- Keep products containing hazardous materials in their original containers
- Never store hazardous products in food containers
- Follow manufacturer's instructions for the proper use of household chemicals
- Never mix household hazardous chemicals or waste with other products
- Keep all chemicals out of the reach of children and pets

If a household chemical spill occurs:

- Ventilate the area, open all windows and doors
- Clean up any chemical spill immediately – use rags to clean up the spill, wear gloves and eye protection
- Dispose the rags by wrapping them in a newspaper, place them in a sealed plastic bag and take to the local collection facility
- Dispose of hazardous materials by following directions of the associated chemical
- Take household hazardous waste to a local collection program

Response to a chemical release in the city:

- Stay away from the area and seek shelter away from odour or gas clouds
- Obey directions of emergency responders – do not stay to watch
- Be prepared to shelter-in-place (see page 13)
- An evacuation order may be issued – have your emergency kit ready and be prepared to leave your home
- Keep track of any physical irregularities and communicate them to medical personnel
- If outside, hold a cloth over your mouth and nose



Did you know?

You should check on your neighbours during emergencies, especially if they are vulnerable.

TRANSPORTATION ACCIDENTS

In Brampton we need to be prepared for rail, road and air accidents. Severe weather conditions also pose a risk for transportation accidents.

Rail carriers in this area include GO Transit and VIA Passenger Rail. Freight trains may carry hazardous goods.

Accidents involving aircraft are very rare but their impacts are high, especially if it involves transporting hazardous materials.

Prepare:

- Plan alternate routes to and from work, school and other important destinations
- Keep your vehicle's gas tank at least half full at all times in case you get stopped or delayed in traffic
- Prepare to shelter-in-place (see page 13)

Respond:

- Obey instructions from local emergency response officials and monitor the media for updates
- Avoid the affected area
- If the affected area is close to home, you may receive instructions for an evacuation

GAS PIPELINES

Services that are buried underground include gas pipelines, electrical services, telephone and cable TV, as well as water and sewer pipes.

Damaging underground services can have serious consequences such as personal injury, loss of essential services, expensive restoration costs and potential legal actions.

Recognizing unauthorized activity or abnormal conditions is a method of preparedness. Accidental damage can be caused by excavation, construction, farming activities or even homeowner construction and maintenance.

Report suspicious activity or unauthorized construction near pipelines to authorities immediately.

Ontario One Call is a call centre that will make arrangements to locate all the underground utilities on your property. Call before you dig: Call 1.800.400.2255 or visit www.on1call.com.

Call 9-1-1 if the following occurs:

- Smell of gas
- Carbon monoxide detector alarm activates
- Fires that involve natural gas
- Broken gas pipe or meter



MAKE A PLAN

IN CASE OF A MAJOR EMERGENCY

Follow your family emergency plan

Use your emergency kit

Ensure your own safety before assisting others

Monitor news through radio or television for information from authorities

Stay put until it is safe or until you are ordered to evacuate

Plan your family's response to emergencies

A family emergency plan will help everyone know what to do before, during and after an emergency. Every member of the family should participate in the planning. Regular revisions and updates should take place to keep the plan current and act as a refresher.

FAMILY EMERGENCY PLAN

SAFE	<ul style="list-style-type: none"> • Have working smoke detectors, fire extinguishers and carbon monoxide detectors • Ensure they are working with regular checks
HOME	<p>Adults need to know:</p> <ul style="list-style-type: none"> • Location of fire extinguisher and how to use it • How and when to shut off water valve and electrical box • Gas valve location and how and when to shut it off • Location of floor drain, and to keep it clear of boxes or furniture
INSTRUCTION	<p>Children should know:</p> <ul style="list-style-type: none"> • How and when to dial 9-1-1 • How to reach their out-of-town contact person • Location of the emergency kit

HAVE A COMMUNICATION PLAN

Emergency contacts should be included in your kit so you can reach family members.

Out-of-town contact

- A family friend or relative should be appointed and contacted if separation occurs
- If time permits call your out-of-town contact and tell them where you are going and when you expect to arrive.
- Once settled in a safety shelter, notify them, along with current status of other family members

PREPARING FOR AN EMERGENCY

- Have an emergency kit ready
- Have a pet/service animal emergency kit ready
- Monitor weather conditions
- Post emergency phone numbers near the telephone
- Plan for transportation
- Label wheelchairs, walkers and canes with owner's name
- Plan in advance for shelter alternatives for you and your pet
- Practice evacuation procedures with all household members twice a year and post plan where it is visible to regular visitors, such as babysitters
- Make all exits easy to access, not blocked by furniture or other items
- Determine in advance who will be responsible for young children and those in need of assistance
- Arrange with a neighbor or friend to evacuate pets if family members are not home

HAVE A HOME ESCAPE PLAN

Develop a map with a floor plan for emergency exit. It should contain:

- Location of doors, windows, stairways and large furniture
- Location of emergency kit, fire extinguishers, smoke alarms, first aid kits and utility shut off points
- Plan at least two escape routes from each room where possible
- Mark a meeting point outside your home
- Pick a location, such as a friend or relative's home, if family members are away from home at the time of an evacuation

DURING AN EMERGENCY

- Know your escape routes – where and how to exit your home safely
- Call neighbours and emergency contact if you need help
- If trapped in a high-rise building, wave a white cloth from your balcony or window



Did you know?

You should have at least one battery-operated radio and a battery-operated flashlight in your house.



People with disabilities and special needs:

For these residents, emergency preparedness should be specific to the individual. Incorporate specific accommodations into your emergency response plan. These unique emergency preparedness measures should be specific both to the type of disability and individual's need.



MAKE A PLAN

HAVE A KIT

EVACUATION

During some emergencies, you may be asked to evacuate. The City of Brampton may set up a reception centre to provide shelter and food to people affected. Evacuation instructions will be announced through one or more of the following:

- Emergency responders in your neighbourhood or at your door
- Radio, TV and social media

In an evacuation situation:

- Take your 72-hour Emergency Kit
- Shut off water, electricity and gas if requested by authorities and it is safe to do so
- Lock your home

SHELTER-IN-PLACE



Shelter-in-Place is the practice of going or remaining indoors to be safe during an airborne hazardous material release into the air. Unless the hazardous material is flammable stay indoors.

The basics:

- Go indoors immediately and stay there
- Close all windows and doors
- Turn off furnace, air conditioners and exhaust systems
- For information, monitor radio, TV or social media

Do:

- Cover window openings with plastic, held by duct tape - you may want to pre-cut pieces of plastic for this purpose
- Reduce or avoid smoking
- Close all dampers
- Dial 9-1-1 only in an emergency

Don't:

- Don't use fireplace
- Don't operate clothes dryer
- Don't leave the building until instructed



Emergency kits prepare you and your family to be self-sufficient for at least 72 hours. Your household may possess most or all of the following items but in an emergency you may not have time to gather them.

Assemble your kit in an easy-to-carry bag, like a backpack or duffle bag. Updating this kit seasonally (summer vs. winter) is a great way to remind yourself and your family of the plan.

There are two purposes to this kit:

- 1) To be prepared for situations where you have to evacuate your house immediately
- 2) To be prepared to shelter-in-place

The kit should be in an accessible place, such as the hall closet. All members of your household should be able to locate the emergency kit. Your kit should include all of your family's necessities. You should also have a kit for pets/ service animals.



Did you know?

You need to be able to find your flashlight in the dark.



HAVE A KIT

A 72-HOUR EMERGENCY KIT NEEDS:

Copies of identification and important documents:

- Driver's licence
- Health card and social insurance numbers
- Passport, immunization record
- Family records, birth certificates, marriage certificate
- Legal documents, wills
- Insurance policies, bank accounts, credit card numbers

Medications:

- Make copies of all prescriptions and keep a minimum one week supply of medications in your kit
- Rotate medication supply

Water:

- Four litres per person per day (two for consumption, two for basic hygiene)
- Store water in metal containers or original bottles – never use a container that held toxic substances
- Purify water to ensure it is safe to drink – boil for ten minutes or use purification tablets

Food:

- Non-perishable or canned foods
- High-energy foods: peanut butter, dried fruits, crackers, granola bars, trail mix
- Store food in tightly sealed, waterproof containers
- Food for infants, seniors and those with special diets
- Can opener and disposable utensils
- Check expiry dates and rotate supplies as necessary

First aid supply and personal care:

- First aid kit and first aid manual
- Non-prescription drugs (pain relievers, anti-diarrhea medication, antacids, etc.)
- Personal hygiene items
- Bucket or trash can, as an emergency toilet

Did you know?

You should minimize the amount of water needed by reducing strenuous activity.

Other items to include:

- Keys, money
- Inventory of valuable household goods
- Photos of family members in case you get separated
- Important telephone numbers

Basic supplies and tools:

- Battery-operated radio
- Flashlight and batteries
- Utility knife, can and bottle opener
- Emergency blankets
- Disposable cooking and eating utensils
- Plastic garbage bags, duct tape, paper towels
- Aluminum foil, re-sealable plastic bags
- Pliers, screwdriver, wrench
- Pens, paper, pencils
- Corded telephone
- Shovel, signal flares, whistle
- Fire extinguisher
- Road maps and compass
- A complete change of clothing per person
- Rain gear, sturdy shoes or boots
- Hats, gloves, scarves, thermal underwear

Persons with special needs:



- List of individuals to contact during an emergency
- Extra supply of relevant medications (rotate regularly), vitamin supplements, medical supplies, special equipment and other contingency supplies
- Detailed list of all prescription medications
- Flashlight, whistle, noisemaker, and/or personal alarm to draw attention
- Assistive devices and batteries
- Heavy gloves and latex-free gloves
- Pens and paper



HAVE A KIT



PLAN FOR PETS

Depending on the emergency, the City of Brampton may establish shelters to provide basic assistance to the public. Pets may not be permitted in shelters due to health regulations.

It is essential to care for your own pet with an emergency kit. If pets are left behind during an evacuation, make sure they have easy access to several days worth of food and water in a tub, toilet or large dish.

Place a sign outside your home, visible to others, indicating a pet is inside. If pets are to be evacuated, leashes and carriers can prevent them from bolting in panic during transportation and reduces their stress levels. If you are not present during an emergency, have a system in place for friends or neighbours to care for your pet.

Emergency kit for pets should be stored with the family's emergency kit and include:

- Several days supply of food and water
- Bowl and can opener
- Pet toy and blanket
- Medications, medical records, all vaccinations and veterinarian information, registration and adoption documents
- Pet carrier
- Leash
- Recent photo with name and age of pet
- ID tag with owner's contact information
- Muzzle and copy of license, where required
- Microchip registration information, if available



WINTER DRIVING EMERGENCY KIT

It is important to keep an emergency kit in your vehicle. Winter storms can come on quickly and it's important to be prepared. An emergency kit for your vehicle should be stored in the vehicle and include:

- Shovel, traction mats, tow chain, booster cables
- Windshield washer fluid, fuel-line anti-freeze, ice scraper and brush
- Road maps and compass
- Emergency food pack
- Cloth and paper towels
- Flashlights, matches, candles to warm hands or use as emergency light
- Warning light or road flares
- Extra clothing and footwear
- Fire extinguisher
- First aid kit
- Emergency blankets



Did you know?

Your gas tank should always be at least half full.



9-1-1 IS FOR EMERGENCIES



Where people or property are at risk, such as:

- Fire
- Injuries and life-threatening emergencies
- Downed power lines
- Criminal activity



Did you know?

Children should learn how and when to call 9-1-1 and what information to provide when calling. They should learn where to find non-emergency numbers for the local police station.

Report a fire

Report a crime

Save a life

When dialing 9-1-1:

- At home, you can dial 9-1-1 direct
- At a business or other location, you may need to dial an outside line before dialing 9-1-1
- At a pay phone a 9-1-1 call is free
- When using a cell phone, be prepared to give the exact location of the emergency
- For TTY access (Telephone Device for the Deaf) press the spacebar announcer key repeatedly until a response is received
- If the caller does not speak English, they must stay on the line while the 9-1-1 operator contacts the telephone translations service

Help 9-1-1 help you:

- Remain calm and speak clearly
- Identify which emergency service you require (police, fire or ambulance) and be prepared to provide the following information:
 - o Description of what is happening
 - o Location
 - o Name, address and telephone number

DO NOT HANG UP UNTIL THE 9-1-1 OPERATOR TELLS YOU TO DO SO.



Did you know?

It's important to have your house numbers visible from the street. This will help emergency responders find you quickly.

NON-EMERGENCY ASSISTANCE

In a situation where there is no immediate danger to human health or property, non-emergency numbers can be used. These numbers can be found on page 21.

When should you call 3-1-1?



Dialing 3-1-1 in the City of Brampton provides a single point of contact and direct access for residents to all non-emergency local municipal government information, programs and services.

You may call 3-1-1 anytime with inquiries about parking, garbage and recycling, tax payments, water bills, recreation programs, building permits and more.

Representatives from the City of Brampton and the Region of Peel are available 24 hours a day, seven days a week. This service is available in more than 150 languages using telephone interpretation.



Did you know?

At times when 3-1-1 wait times are long, you may submit service requests by emailing 311@brampton.ca

When should you call 2-1-1?



2-1-1 provides information on local community, social, health and government programs and services. For more information, please visit www.peelregion.ca/corpserv/211.htm.



City of Brampton Emergency Management Office	@BEMOprepared www.brampton.ca/prepared
City of Brampton	905.874.2000 @citybrampton www.brampton.ca
Brampton Fire and Emergency Services	905.874.2700 @BramptonFireES www.brampton.ca
Peel Regional Police	905.453.3311 @peelpolicemedia www.peelpolice.ca
Peel Regional Paramedics	905.791.7800 ext.3951 @peel_paramedics www.peelregion.ca/paramedics
Peel Region Emergency Response Team – 24 hours – To report a hazardous spill:	905.791.7800
St. John Ambulance – Peel Branch	905.568.1905 @SJApeel www.sjapeel.ca
Canadian Red Cross	1.800.418.1111 @redcrosscanada www.redcross.ca
Alectra Utilities	1.833.253.2872 alectrautilities.com/
Enbridge Emergency Service	1.866.763.5427 www.enbridgegas.com
Rogers	1.888.764.3771
Bell Canada	1.800.668.6878
Environment Canada Weather Office	weather.gc.ca/
Office of the Fire Marshal and Emergency Management	www.emergencymanagementontario.ca
Public Safety Canada	www.getprepared.gc.ca
Ontario One Call – Call before you dig!	1.800.400.2255 www.on1call.com
Telehealth Ontario Free, confidential health information	1.866.767.0000 www.health.gov.on.ca
Crime Stoppers Crime Tip Hotline	1.800.222.8477 www.222tips.com

72-HOUR EMERGENCY KIT CHECKLIST

- | | |
|---|--|
| <input type="checkbox"/> Food | <input type="checkbox"/> Important papers (identification) |
| <input type="checkbox"/> Water | <input type="checkbox"/> Manual can opener |
| <input type="checkbox"/> First aid kit | <input type="checkbox"/> Change of clothing and footwear |
| <input type="checkbox"/> Flashlight and batteries | <input type="checkbox"/> Blankets/sleeping bags |
| <input type="checkbox"/> Radio and batteries | <input type="checkbox"/> Toilet paper |
| <input type="checkbox"/> Extra batteries | <input type="checkbox"/> Personal hygiene items |
| <input type="checkbox"/> Corded telephone in case of blackout | <input type="checkbox"/> Medication |
| <input type="checkbox"/> Candles and matches/lighter | <input type="checkbox"/> Backpack/duffle bag |
| <input type="checkbox"/> Extra car keys | <input type="checkbox"/> Whistle |
| <input type="checkbox"/> Cash | <input type="checkbox"/> Playing cards |

EMERGENCY CONTACT LIST

Mom's Cell: _____

Mom's Work: _____

Dad's Cell: _____

Dad's Work: _____

School: _____

School: _____

Daycare: _____

Local Contacts: _____

Nearest Relatives: _____

Out-of-Town Contacts: _____

Outside-of-House Meeting Place: _____

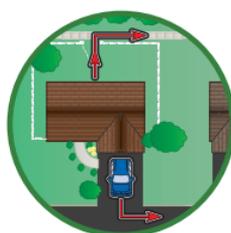
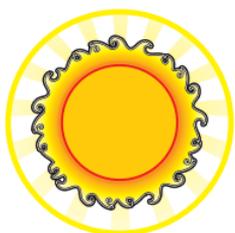
Neighbourhood Meeting Place: _____

Out-of-Town Meeting Place: _____

Insurance Company: _____

Family Doctor: _____

Pharmacy: _____



2015-2535



Contact BEMO for more information

3-1-1 X @BEMOprepared

www.brampton.ca/prepared