



BE DISASTER READY!



72 Hours of
Preparedness



DOUG MARTIN,
MAYOR



Emergency Preparedness

The Town of Fort Erie is no stranger to emergency situations. Most will recall the October 2006 storm event or the Blizzard of '77. We understand the importance of ensuring the safety of our residents during emergencies, that can occur suddenly and without much advance warning.

The Town is fortunate to have a dedicated team of emergency responders and organizations that come together during these trying times. However, it is important that you and your family understand how to be prepared when emergency situations arise. Studies show that households should be self-reliant for 72 hours and this booklet has been created, with the assistance of the CEMC Niagara, to help your family by providing survival tips that will help you stay calm and safe during an emergency.

I would encourage you to read through this booklet and put together a plan ahead of time that will help keep you and your family safe and secure.

Yours truly,

Doug Martin, Mayor

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Partners in Emergency Preparedness

Emergencies are defined as situations caused by the forces of nature, an accident, an intentional act or otherwise that constitutes a danger to the Fort Erie or Niagara area, its residents and visitors. These situations require a controlled and coordinated response by a number of agencies, both government and private, that is distinct from routine operations.

In the event of a large scale emergency, a team of qualified professionals from various Municipal departments, Fire Services, Niagara regional Police, Emergency Medical Services and Niagara Region work together to coordinate the emergency response.

We wish to acknowledge the following for their on-going participation and support:

- Our first responders – Fire, Police and Niagara Emergency Medical Services (NEMS)
- Niagara’s Community Emergency Management Coordinators (CEMC)
- Niagara Health System
- Volunteer Organizations including Canadian Red Cross – Niagara, Salvation Army, Victim Services Niagara and ARES Amateur Radio
- Utility Providers
- Industry CAER (Community Awareness Emergency Response), Chemical Producers Association
- Niagara Peninsula Municipalities and Niagara Region
- Emergency Management Ontario

The 9-1-1 Emergency Number

DO call 9-1-1 when:

- You require the immediate response of police, fire and/or an ambulance
- You have a life threatening situation
- You need to report a fire or other dangerous situation
- A crime is in progress

DO NOT call 9-1-1 during an emergency to:

- Locate relatives
- Ask about the availability of gas at local pumps, or local services
- Find out the location or availability of shelters and other services
- Find the non-emergency numbers for fire, police or ambulance

Unnecessary calls are a serious issue because they delay 9-1-1 communicators from dealing with emergency calls.

During an emergency, listen to your radio for information and instructions from your emergency response officials. Local radio stations include:

610 CKTB (AM)
97.7 HTZ (FM)

710 CJRN (AM)
105.1 The River (FM)

91.7 CIXL (FM)
105.7 EZ Rock (FM)

Non Emergency Numbers

Niagara Regional Police 905-688-4111
www.nrps.com

Niagara Region 905-685-1571
www.niagararegion.ca

Utilities

Bell Canada 905-310- 2355
Canadian Niagara Power Inc. 905-871-0330
Enbridge Gas 1-800-461-0998
Town of Fort Erie – water/wastewater 905-871-1600

Other Important Numbers:

Call Before you Dig! 1-800-400-2255
Environment Canada Weather Forecast 905-562-3409
Roads Report 1-800-268-4686
Telehealth Ontario 1-866-797-0000

The Niagara Region and the area municipalities are working together to ensure current accurate information during a significant event is available to the public. The Public Inquiry Call Centre will provide that information. Today there is a recorded message with current information and in the near future, call takers will be on hand to respond to your inquiries. The call centre numbers are:

905-708-4636 or 1-800-241-0224

What you and your family can do to plan for emergencies

Preparing for an emergency is important and something the whole family can do. By taking a few simple steps, you can become better prepared to face a range of emergencies and minimize the impact on yourself and your family.

Make sure everyone in your family knows what to do before, during and after an emergency. Meet as a family to develop your plan and put together an emergency kit. If you live alone, develop a plan and talk with neighbours and friends about your plan.

Keep emergency numbers handy

Keep a list of key telephone numbers and addresses near the phone.

Choose an out of town contact

Select someone who lives out of town to be your family's contact point during an emergency. Plan to contact this person in case you are separated from your family during the emergency. This person should live far enough away that they won't be impacted by the same emergency. Ensure that everyone memorizes the contact's name and information.

Develop a home escape plan

Develop an escape plan by drawing a floor plan of your residence. Plan two emergency exits from each room of your home. Show everyone in your family where the emergency exits are located. Show them where the fire alarm is, and explain when and how to use it.

Practice emergency evacuation drills with all household members at least twice per year.

Keep your home escape plan visible where babysitters and children can see it. Be sure to include your entire household when making your home escape plan.

Tip: In any emergency, never use the elevators as they may not work if the power goes out.

Prepare a Family Emergency Kit

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

Although 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 should you need to evacuate (leave your home).

Keep your kit in a backpack or suitcase with wheels in an easy-to-reach, accessible location such as a front hall closet. Ensure that everyone in the household knows where the emergency kit is located.

Water

- Store at least a three-day supply of water for each member of your family
- Include small bottles that can be carried easily in case of an evacuation order
- Change your stored water supply every six months to ensure it stays fresh

Tip: A normally active person needs to drink at least two litres of water each day. It is a good idea to have at least four litres per person per day to provide additional water for washing, cooking, etc.



Ways to Purify Water:

1. Boiling water for one minute is an effective method of disinfection. Improve the taste by pouring it back and forth between two containers which puts oxygen back into it.
2. Purification tablets are inexpensive and available at most sporting goods stores and some drugstores.

Food

Store at least a three day supply of non-perishable food and select foods that require no refrigeration, preparation or cooking and little or no water. See "Power Outages" for information on how to keep your food stored safely if the power goes.

Select food items that are compact and lightweight such as:

- Ready-to-eat canned meats, fruits and vegetables
- Canned/tetra packed juices, milk and soup
- Staples such as sugar, salt, pepper, spices
- High energy foods (peanut butter, jelly, crackers, granola bars, trail mix)
- Foods for infants, elderly people or people on special diets
- Comfort/stress foods – cookies, hard candy, sweetened cereals, instant coffee, tea bags, hot chocolate



Tip: Don't forget a manual can opener, disposable utensils and non-perishable food for your pets.

First Aid Supplies

Purchase a complete first aid kit and first aid manual. Add personal care items such as toothpaste and soap, and a supply of non-prescription drugs such as:

- Pain relievers (e.g. acetaminophen)
- Anti-diarrhea medication
- Sunscreen (SPF 30 or higher)
- Antacid
- Laxative

If you must leave your home in an emergency, be sure to take prescription drugs with you as well as your MedicAlert bracelet or identification.



Clothing and Bedding

- One change of clothing and footwear (sturdy shoes or work boots) per person
- Rain gear
- Blankets or sleeping bags
- Hat, gloves and scarves

Special Items

- Photocopies of important family records and documents in a waterproof, portable container
- List of medications including dosage and frequency
- Some cash in smaller bills and change for payphones
- Photos of family members in case you are separated
- Spare house and car keys

Tools and Supplies

- Battery-operated or wind up radio and flashlight (extra batteries)
- Candle
- Duct tape
- Compass
- Whistle
- Matches in waterproof container
- Plastic sheeting
- Paper and pen
- City map (for locating shelters)
- Emergency blanket
- Pocket knife or multi-tool
- Playing cards

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

Pre-packaged kits:

Various pre-packaged emergency kits can be purchased at local retailers.

Canadian Red Cross kits are available at www.redcross.ca or by calling the Niagara Branch at 905-680-4099

For Individuals with Disabilities/Special Needs

- If you use a mobility device, include a tire patch kit, can of seal-in-air product, supply of inner tubes, pair of heavy gloves and a spare deep-cycle battery for motorized wheelchair or scooter.
- If you have a visual impairment, include an extra white cane, talking or Braille clock and any reading devices/assistive technology to access information.
- If you have a hearing impairment include extra writing pads and pencils for communication, pre-printed key phrases you would use during an emergency and extra batteries for assistive devices.
- Assistive devices and any other contingency supplies unique to your special needs.

Additional information for Emergency Preparedness for people with disabilities/special needs is available at www.ontario.ca/emo or www.forterrie.on.ca – click on the Accessibility Advisory Committee web page.

Pets

Prepare a pet emergency kit and keep it with your family kit. Include the following:

- Food and water
- ID tag and photo of you and your pet
- Emergency contact list of pet friendly hotels/motels outside your area, friends, relatives and your veterinarian
- Carrier large enough to transport your pet.

Prepare now. Don't wait for an emergency to happen. Make your plan and create your kit to prepare yourself and your loved ones.

On The Road

Carry a Car Survival Kit – every driver should carry booster cables, vehicle fluids, emergency flares, “survival” candle, a blanket and first aid equipment. Always remember to keep your vehicle serviced and keep the gas tank at least half full.

Tip: The Car Survival Kit should also include a highway help sign, available through the Canadian Association of Chiefs of Police Highway Help Program.

If you have a medical problem while driving or are stranded without a cell phone or are in an unserviced cellular area, the highway help sign safely and clearly communicates your need for help to passing motorists. It is a fully reflective “Call Police” sign that attaches to the outside of your vehicle and is clearly visible from both directions, day and night and in most weather conditions.

The sign also sends a message to anyone with criminal intent that the police may only be moments away. For more information call 1-888-466-5486 or visit www.highwayhelp.com.

In an emergency situation where you must pull off the road:

- Pull your vehicle completely off the road
- Turn your emergency flashers on
- Roll the driver’s window down halfway, hook the sign on the window, and roll the window back up
- Lock all doors and remain in the vehicle
- Open a window one centimetre for ventilation
- If someone other than a police officer approaches your vehicle, **DO NOT** open the windows further or unlock the doors

If you see a “CALL POLICE” highway help sign:

- Note the location of the vehicle. DO NOT stop
- Use your cellular telephone to call the OPP (dial *677) or the Niagara Regional Police (dial 9-1-1)
- If you do not have a cellular phone, stop at the nearest gas station or store to use a pay phone

Always pull to the right for emergency vehicles when you hear the siren or see their lights flashing.

Tip: When the lights are NOT working, a traffic light intersection becomes a four-way stop.

If you are driving in emergency conditions:

- Have a cellular phone with you
- Keep the radio on to hear important information
- Follow the routes specified by officials
- Don't take short cuts; they could lead you to a blocked or dangerous area
- Watch for fallen power lines, debris, damaged bridges/roads and dangling wires
- If your car gets stuck, remain calm and stay in your car
- Keep fresh air in your car by opening the window slightly on the sheltered side, away from the wind
- You can run the car engine about 10 minutes every half-hour if the exhaust system is working well
- Beware of exhaust fumes and check the exhaust pipe periodically to make sure it is not blocked with snow. Remember, you cannot smell potentially fatal carbon monoxide fumes.

In a flooding emergency:

If you must walk or drive in a flooded area, make sure you are on firm ground.

- Travel very carefully, and only if absolutely necessary through flooded areas
- Roads may be washed away or covered with water
- If you come across a barricade or a flooded road, take a different route
- If you are caught in fast rising waters and your car stalls, leave it and save yourself and your passengers

Know what to do during an emergency

Stay calm
Help the injured, if possible
Listen to the local radio or television station
Monitor the internet

Specific Emergency Situations

Keep your family emergency survival kit ready and listen to the broadcast media via your radio, TV or Internet. The following tips relate to specific types of emergencies.

Winter Storms

When a winter storm watch is in effect, listen to the radio or television for information or instructions.

- When a winter storm hits, stay indoors
- If you must go outside, dress for the weather
- If you must travel during a snowstorm, do so during the day and let someone know your route and arrival time
- Make sure you have your emergency car kit

Lightning

If you can hear thunder, you are close enough to the storm to be struck by lightning. Seek shelter immediately and stay there for 30 minutes after the last rumble.

If you are outside:

- If caught in the open, do not lie flat but crouch in the leap frog position and lower your head; you do not want to be the tallest object in the area
- Take shelter in a building or depressed area such as a dry ditch or a culvert but never under a tree
- Do not ride bicycles, motorcycles or golf carts, or use metal shovels or golf clubs as they conduct electricity
- If swimming or in a boat, get back to shore immediately
- If you are in a car, stay there but pull away from trees which could fall on you

If you are inside:

- Stay indoors but away from windows, doors, fireplaces, radiators, stoves, sinks, bathtubs, appliances, metal pipes, telephones (landlines) and other materials which conduct electricity
- Unplug radios, televisions and computers and use battery or crank powered radio instead
- Do not go out to rescue the laundry as the clothesline conducts electricity

Power Outages

A power outage can leave you without heating/air conditioning, lighting, hot water or running water. Do not call 9-1-1.

During a power failure:

- Remember that meat, dairy and frozen foods can be hazardous if not stored properly
- Use up perishables and foods from the refrigerator first, then use foods from the freezer, then non-perishables
- A full freezer keeps food frozen for about two days; covering with blankets will provide extra insulation
- The refrigerator will keep food cool for four to six hours, depending on the kitchen temperature
- For emergency cooking, use a barbeque, charcoal grill or camp stove, outside only; heat food indoors using candle warmers, chafing dishes and fondue pots

Remember, during a POWER OUTAGE:

- **Cordless phones will not work**
- **VOIP (voice over IP) phones will not work**
- **You should make sure you have a cell phone charger that works in your car**
- **Inner connected wire smoke alarms will not work in your house unless you have a battery back-up system**
- **Sump pumps should have a battery back-up or you should have a gas-powered generator available**
- **If you are in an apartment:**
 - **emergency lighting will work for only a limited time**
 - **elevators will not work**
 - **fire alarm system batteries may not last more than 10 hours**

Flooding

- Move pets, as well as furniture, electrical appliances, equipment and other belongings to higher levels.
- Make sure basement windows are closed
- Remove or seal hazardous products like weed killers or insecticides.
- Remove toilet bowl water and plug basement sewer drains and toilet connection.

Tornadoes

Tornadoes are rotating columns of wind. Warning signs of a tornado include severe thunderstorms, hail, dark sky and greenish clouds.

At home:

- Go to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway or protect yourself by taking shelter under a heavy table or desk
- Stay away from windows and outside walls and doors

In an apartment or office:

- Take shelter in an inner hallway or room, ideally in the basement or the ground floor
- Do not use the elevator and stay away from windows
- Avoid buildings such as gymnasiums, churches and auditoriums with free-span roofs

In a car:

- Take shelter elsewhere, such as a building with a strong foundation.
- If no shelter is available, lie down in a dry ditch, away from cars or mobile homes.
- If the tornado is close by, get out of your car and take cover in a low-lying area. Get as close to the ground as possible, protect your head and watch out for flying debris.

Hazardous Spills

In a hazardous spill emergency you may be asked to evacuate or to shelter in place. Listen for instructions from local emergency response officials.

Earthquakes

Knowing what to do during an earthquake will help you remain calm and be better prepared to protect yourself and help others.

- If you are indoors, stay there, take cover under a heavy table, desk or any solid furniture and hold on. In a hallway, crouch down against an inside wall.
- Avoid doorways. Doors may slam shut and cause injuries.
- Protect your head and face. Move away from windows, glass partitions, mirrors, fireplaces, bookcases; all furniture and light fixtures.
- If in a wheelchair, lock the wheels and protect the back of your neck and head.
- Do not use elevators. If you are in an elevator during an earthquake, hit the button for every floor and get out as soon as you can.
- Take cover immediately wherever you are when an earthquake starts and stay there until the shaking stops.
- Expect aftershocks – they may occur for some time after the initial quake.

Evacuation

For your protection, it may become necessary to evacuate an area impacted by an emergency. If there is a need to be evacuated, you would be notified by an emergency official knocking at your door and providing evacuation instructions; emergency services driving through your neighbourhood providing evacuation instructions over a loud speaker or via evacuation instructions provided over the local radio, television or Internet.

An emergency evacuation centre may be set up to provide shelter and food to people affected by the emergency.

Tip: Keep phone lines open for use by emergency workers and monitor local radio broadcasts for emergency instructions and current information.

If you have to evacuate:

- Keep phone lines open for use by emergency workers and monitor local radio broadcasts for emergency instructions and current information
- Do not assume an evacuation will last only a few hours; plan to evacuate with enough items to keep your family comfortable for at least three days
- If you are instructed to do so, shut off water, gas and electricity
- Make sure you have your car emergency kit and keep your car fueled
- If you have time, leave a note (in a mailbox if you have one) telling others when you left and where you went
- If you are evacuated, register with the reception centre so that you can be contacted and reunited with your family and loved ones
- If you are going somewhere other than the reception centre, advise the centre of your whereabouts
- **Be sure to take the following items with you:**
 - **Your emergency plan**
 - **Your emergency kit**
 - **Eyewear (glasses/contact lenses)**
 - **Identification (and other personal documents)**
 - **Cell phone (charger and extra batteries)**

- **Public inquiry telephone numbers**
- **Food and water**
- **Medication**
- **Toiletries**
- **Extra clothing**
- **Keys**
- **Paper/pencils/pens**
- **pets**

Shelter in Place:

“Shelter in Place” is the practice of going or remaining indoors during the release of an airborne hazardous material, as opposed to evacuating the area.

- DO NOT attempt to go through smoke or fumes
- Move out of the path of smoke or fumes and seek shelter inside a house or automobile and remain indoors. (This can reduce your exposure to 1/10th of that outdoors)
- Close all exterior and interior doors so that you “compartmentalize” your house
- Wet towels under the doors will help prevent smoke or fumes from entering your house
- If fumes do threaten you, cover your mouth and nose with a wet handkerchief or towel
- Close windows and use duct tape to cover window openings
- Shut down air conditioners, fans, etc. which bring in outside air
- Do not use bathroom vents, kitchen vents, fireplaces (close dampers) or clothes dryer
- Set thermostats so air conditioners, furnaces and hot water heaters will not come on

- Monitor your radio, television or Internet for additional information
- Only evacuate if told to do so – staying indoors with the house closed up is the most effective action you can take

Coping with a disaster:

What you and your family might experience

During, or following a traumatic event, it is not unusual to have physical and emotional reactions. To help you cope:

- Recognize that the way you react to the event is not unusual
- Try not to make big life changes
- Talk to family members and friends
- Listen to one another and help each other with daily tasks
- Try to achieve a balance between rest and activity
- Seek counseling to help cope with the emotional trauma associated with disasters

Children and emergencies

Children's fears and anxieties are very real to them and should be taken seriously. Parents can help by:

- Encouraging children to express themselves through play or drawing
- Talking about what happened, and what's being done
- Comforting young children with physical care, holding and hugging
- Keeping the family together as much as possible
- Giving children information they can understand

After An Emergency

Do not re-enter your home unless authorities advise you it is safe to do so.

Upon re-entering your home:

- Leave your home if you suspect/smell a natural gas leak when you arrive. From another location, call 9-1-1 and request the fire department which will notify the gas company.
- Check for blown fuses and look for short-circuits in your home wiring and equipment – if you suspect a problem, call your utility company
- Report any emergency situation to the local police or fire department
- Notify your insurance agent or broker if your property is damaged

Re-entering your home after a flood:

- If children must be present during the clean-up operations, supervise them closely
- Before entering a flooded building, check for foundation damage and make sure all porch roofs and overhangs are supported
- If your basement is full of water, drain it in stages, about a third of the volume of water per day; (draining too quickly can cause structural damage)
- Using a dry piece of wood, turn off the electricity at the main breaker or fuse box
- Wear rubber gloves/boots and protective eyewear when cleaning
- Do not use wet appliances or motors unless a qualified electrician has serviced them
- Contact your local heating repair company to inspect your furnace and chimney

- Do not use your regular water supply or septic system until it has been inspected and declared safe to use
- Check to see that sewage lines are intact before flushing toilets
- Report damaged water, sewage and gas lines to the proper authorities
- Dispose of all contaminated food

For More Information on Preparing your Plan contact your municipality or:

Town of Fort Erie:

www.forterie.on.ca 905-871-1600

Niagara Region Emergency Planning:

www.niagararegion.ca905-685-1571

Emergency Management Ontario:

www.emergencymanagementontario.ca416-314-3723

Public Safety Canada:

www.publicsafety.gc.ca

Canadian Red Cross:

www.redcross.ca

Salvation Army:

www.salvationarmy.ca

Disclaimer: The information contained in this publication has been developed from many sources and is intended to be a guide only. The Regional Municipality of Niagara and the Town of Fort Erie is not responsible for any errors or omissions.

Personal Record of Important Information

Nearest Relative:

Name:	
Address:	
Telephone:	Day:
	Evening:
	Cell:

Family work numbers:

1.	
2.	

Family cell phone/pager numbers

1.	
2.	

Family out-of-area contact:

Name:	
Address:	
Telephone:	Day:
	Evening:
	Cell:

Children’s School(s)/Day Care Provider

--

Family Physician

--

Emergency Reunion/Meeting Locations

1. Outside your home:

--

2. Away from the neighbourhood in case you cannot return home, meet at

Address:	
Telephone:	

Other

During a disaster, your local media outlets will provide residents with phone numbers to call to access updates on the situation and for personal safety advice. This same information will be available on Regional and municipal websites, Facebook and Twitter. Look for it and jot it down here:

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Tip: In Case of an Emergency, monitor activities through your local media outlets for on-going news, updates and information.

Our **emergency survival kit** is located:

Shut off switches for **heating and ventilating** equipment and **utilities** are marked with a _____ and are located:

Gas: Switch location: _____

Provider: _____

Electricity: Switch Location: _____

Provider: _____

Water Valve: Location: _____

Provider: _____

Other: _____

Caution: if you turn off the gas, it can only be turned back on by a professional from the gas company.

Our Insurance Company is: _____

Policy # _____ Agent: _____

Phone: _____

Additional Notes:

EMERGENCY NUMBERS:

Fire Department & Ambulance:	911
Niagara Regional Police:	905-871-2300
	TTY: 905-688-1466
Ontario Provincial Police (OPP):	1-888-310-1122
	TTY: 1-888-310-1133
Poison Control:	1-800-268-9017

LOCAL SERVICES:

Fort Erie Accessible Specialized Transit (FAST):	905-871-4655
Community Care and Access Centre Niagara:	1-800-263-5480
(Home Care) – St. Catharines:	905-684-9441
Information Niagara:	211
Niagara Region Seniors Community Programs:	905-984-2621
Meals on Wheels:	905-871-9366
Epilepsy Niagara:	905-353-1096
Head Injury Association:	905-871-7789
Lupus Foundation:	905-894-4611
St. John's Ambulance:	905-871-7488
Community Living:	905-871-6770
Fire Department Administration:	905-871-1600
	Ext. 2601
