

# *Emergency Preparedness Guide*

Are you  
Prepared  
like us?



**MISSISSAUGA**  
Leading today for tomorrow



Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



## Emergency Preparedness Guide

Mississauga's Emergency Management Office is actively involved in preventing, preparing, mitigating, responding to, and recovering the City of Mississauga from emergencies. The office works under the direction of the City's Emergency Management Program Committee and is responsible for the development, implementation, and management of emergency planning initiatives.

One of the main goals of the office is to promote preparedness for all citizens of Mississauga. The purpose of this guide is to further educate citizens on the importance of being prepared and encouraging personal preparedness.



Meet Buzz:

Buzz is a kind-hearted character that is always prepared! Buzz was born on May 3rd, 2009 at the Emergency Management Office at the beginning of Emergency Preparedness (EP) Week.

Meet WeeBee:

WeeBee was born May 6th, 2011, also during EP Week. Together, Buzz and WeeBee travel around the City to meet children and celebrate their birthdays throughout the week.





# Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



## Table of Contents

|  |    |
|--|----|
| What is an Emergency?  | 4  |
| Who should you call during emergencies?                      | 5  |
| • 9-1-1  |    |
| • Non-Emergencies  |    |
| ○ 3-1-1  |    |
| ○ Enersource   |    |
| ○ Enbridge Gas Distribution                                  |    |
| What are the potential disasters in City of Mississauga?     | 8  |
| • Severe weather events                                      |    |
| • Flooding   |    |
| • Health emergencies   |    |
| • Power outage   |    |
| • Technological and industrial hazards                       |    |
| • Hazardous material release                                 |    |
| • Winter storms and winter driving                           |    |
| Before an emergency: how to prepare?                         | 18 |
| • Family emergency kit                                       |    |
| • Home escape plan   |    |
| • Caring for seniors, children and persons with disabilities |    |
| • Caring for pets  |    |
| • Car emergency kit  |    |
| • Know your insurance coverage                               |    |
| During an emergency: what should I do?                       | 25 |
| • Evacuation   |    |
| • Shelter-in-place   |    |



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



|  |    |
|--|----|
| After an emergency: resume to normal   | 28 |
| <ul style="list-style-type: none"><li>• Check on family and friends</li><li>• Coping</li><li>• Clean up procedures</li><li>• Disposal procedures</li><li>• Mould</li></ul>   |    |
| Partners in Emergency Preparedness and Other Services  | 31 |
| <ul style="list-style-type: none"><li>• 3-1-1</li><li>• Region of Peel</li><li>• Mississauga Animal Services</li><li>• Credit Valley Conservation Authority</li><li>• St. John Ambulance</li><li>• Canadian Red Cross</li><li>• Mississauga Amateur Radio Club and Amateur Radio<br/>Emergency Services</li><li>• Enersource</li><li>• Enbridge Gas</li><li>• Trillium Health Partners</li></ul> |    |
| Resources and Contacts   | 37 |
| Appendix: Emergency Kit Checklist  | 39 |



Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



## What is an Emergency?

Under the Emergency Management and Civil Protection Act R.S.O. 1990, an emergency is defined as:

“a situation or an impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident or an act whether intentional or otherwise.”

For the families and communities in Mississauga, an emergency could be any of the following, but not limited to:

- Power outage
- Snow storm
- Lost child
- Chemical spill
- Disease outbreak



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Who should you call during emergencies?

Call **9-1-1** when you need Police, Fire or Paramedic services to respond immediately to:

- A fire
- A medical emergency
- A crime in progress
- A downed power line, if it is a hazard for the public



Only call 9-1-1 if there is immediate danger to human health or property.

In an emergency event, information and instructions from emergency response officials will be made available at regular intervals through the media (television, radio, Internet services).

### **Non-Emergencies**

Non-emergencies are situations where you require help but it is not life-threatening.

For more information on City or Regional program or service, you may call **3-1-1**. You may also dial this service for inquiry regarding events occurring in the City or any City-related information (see Partners in Emergency Preparedness and Other Services).

To inquire about any issue concerning your electricity, call **Enersource** for updates and other relevant information.

Phone number: 905-273-9050



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



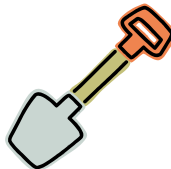
Be prepared for a power or electrical emergency:

- When planting a tree, avoid locations near overhead and underground power lines and consider how large the tree will be at full maturity
- When trimming trees, be aware of the power lines around you
- Citizens working in maintenance or home improvement projects may come into contact with electrical conductors and components (can be buried underground or overhead), which could cause serious or even fatal injuries



Always take a safety-first approach with electrical equipment:

- Pad-mounted transformers (i.e. green boxes) are key components in Enersource's electrical distribution system. Enersource relies on homeowners and local businesses to keep these boxes clear of any obstructions
- Pad-mounted transformers require a minimum clearance of 3 metres in front of the transformer and at least 1.5 metres on the sides in order to gain access to the electrical components for maintenance or emergency work
- Before digging, citizens and contractors are reminded to contact Ontario One Call (see Resources and Contacts), a free 24-hour service that specializes in locating underground cables, at 1-800-400-2255 or visit [www.on1call.com](http://www.on1call.com)





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



To inquire about natural gas utility emergencies, call **Enbridge Gas** if the following conditions exist:

- Smell of natural gas
- Fire that involves natural gas
- A broken gas pipe or meter
- Overheating of natural gas equipment

Phone number: 1-866-763-5427  
(1-866-SMELGAS)



Be prepared in a natural gas emergency:

- If you smell gas or suspect a leak, leave the area and call us at 1-866-SMEL-GAS (1-866-763-5427). This free service is available 24 hours a day, seven days a week
- Never try to put out a gas fire yourself – call 911 or your fire department. Never use water on burning gas
- Make sure everyone in your home knows that natural gas smells like rotten eggs
- Install carbon monoxide detectors and test them regularly Replace batteries when you change your clocks twice a year
- Post emergency phone numbers – doctor, police, fire and utilities by every telephone in your home



Be sensible about using natural gas:

- Don't heat rooms using a gas range or oven. Carbon monoxide gas could build up
- Always turn off your gas appliances when you're not using them
- Make sure rooms with gas appliances have plenty of fresh air

Please visit [www.enbridgegas.com](http://www.enbridgegas.com) for more information.





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



What are the potential disasters in City of Mississauga?

### Severe weather events

Environment Canada's Weather Office issues special alerts during severe weather. These alerts are issued online and through the media.



Environment  
Canada

Environnement  
Canada

Special weather statement (the least urgent of type of events) alerts people that conditions are unusual and could cause concern.

Severe weather watch alerts the public on weather conditions that are favourable for a storm or severe weather, which could cause safety concerns.

Severe weather warning (most urgent; an upgraded form of weather watch) is an urgent message notifying people that severe weather is either occurring or will occur. Warnings are usually issued three to 18 hours in advance, but some severe weather conditions, such as thunderstorms or tornadoes can occur rapidly, leaving room for less than 30 minutes of notice.

For more information please visit [www.weather.gc.ca](http://www.weather.gc.ca).

### Extreme Heat

Extreme heat and high humidity pushes the human body to work harder to maintain a normal core temperature. A heat wave is defined as three or more days of temperatures of 32 degrees Celsius or more. This is particularly dangerous for children, seniors, and people who have special medical concerns. There is the added





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



threat of poor air quality in the summer when extreme heat combines with air pollutants from industry, gas-powered vehicles, and other sources.

What to do during a heat wave:

- Stay indoors, stay out of the sun
- Eat well-balanced, light, and regular meals
- Drink plenty of water
- Limit alcohol and caffeine intake
- Dress in loose-fitting clothes
- Spend the day in air-conditioned buildings (home or public buildings, libraries, malls, movie theatres, etc.)
- Cover windows that receive sun with drapes or shades to reduce the heat entering your home
- Avoid intensive sports or activities under the sun
- Check on family and friends, especially the seniors



## Thunderstorms

Thunderstorms typically produce heavy rain for a brief period, (30-60 minutes) and frequently occur on a warm, humid day. They usually form quickly and travel rapidly and are always accompanied by lightning. Some thunderstorms also produce large hail, damaging winds, flooding rains and tornadoes.

What to do during a thunderstorm:

- Postpone outdoor activities
- Get inside a home, building, or hard-top automobile
- Secure outdoor objects that could blow away or cause damage
- Shutter windows and secure outside doors. If shutters are not available, close window blinds, shades or curtains





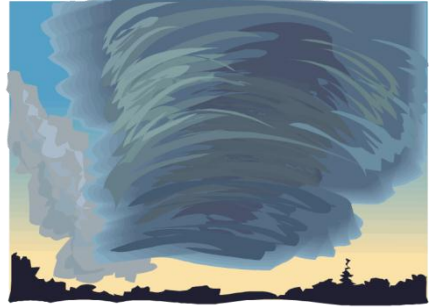
## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Tornadoes

Ontario has an average of 12 tornadoes per year with most occurring between the months of May and September. They cause tremendous destructions and wind speeds of up to 320 km per hour. A tornado may be accompanied by lightning, high winds and hail. Most tornadoes are accompanied with a thunderstorm.



If you are outdoors during a tornado:

- Do not wait until you see the tornado to get inside;
- If you are caught outdoors, lay flat in a nearby ditch or depression and cover your head with your hands;
- Do not get under an overpass or bridge. You are safer in a low, flat location;
- Watch out for flying debris.

What to do during a tornado



- Every effort should be made to get into a solid building
- Stay away from windows, doors and outside walls
- If you are at home, go to the basement or take shelter in a small interior ground-level room such as a bathroom, closet or hallway, or protect yourself by taking shelter under a heavy table or desk



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



- If you are in an office or apartment building, take shelter in an inner hallway or room. Do not use the elevator and stay away from windows. Avoid buildings with free-span roofs, such as gymnasiums, churches and auditoriums
- If you are driving and spot a tornado in the distance, try to get to a nearby shelter. If the tornado is close by, exit your vehicle, go some distance away from it and take cover in a low-lying area like a ditch or culvert. Lie flat, get as close to the ground as possible, protect your head and watch for flying debris. Even the smallest objects can become lethal weapons when driven by a tornado's force

## Flooding

Homeowners, tenants and businesses can take the following precautions to help prevent or lessen the effects of flooding:

- Ensure your sump pump is working; have a back-up pump
- Ensure your eavestroughs, culverts and drainage ditches are clear
- Ensure your insurance policy provides adequate coverage
- Assemble a 72-hour emergency supplies kit



When flooding is imminent, take the following precautions:

- Store emergency food, water and medical supplies
- Move furniture, electrical appliances, equipment and other belongings to higher levels
- Remove or seal hazardous products, like weed killers or insecticides, from areas at risk of flooding
- Remove toilet bowl water and plug basement sewer drains and toilet connection
- Store some sandbags ready to use



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



- Avoid consumption of contaminated water – boil it for ten minutes or use purification tablets
- Shut off power until further instructions, if it can be done so safely
- Keep listening to the radio for information



If you are evacuated:

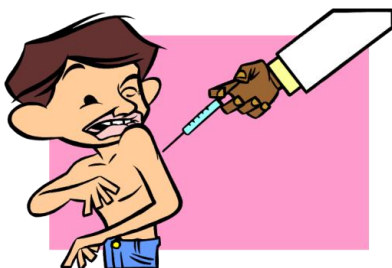
- Follow the routes specified by officials. Don't take short cuts – they could lead to a blocked or dangerous area
- Travel very carefully through flooded areas only if it's absolutely necessary
- Watch out for downed power lines – if you see one, stay away, do not remove any debris, and call 911
- If you are caught in fast-rising water and your car stalls, leave it – save yourself and your passengers

## Health Emergencies

Health emergencies may be caused by the spread of communicable diseases and contaminants in the air, food or water.

Preventing a health emergency:

- Maintain annual immunizations
- If you are ill, stay home and avoid public areas to prevent spreading the disease
- Wash hands frequently and thoroughly with soap and water
- Use hand sanitizer
- Regularly clean and disinfect commonly touched surfaces
- If you sneeze or cough, cover your nose and mouth with a tissue





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



During a health emergency:

- Follow directions provided by Peel Public Health
- Visit [www.peelregion.ca/health](http://www.peelregion.ca/health) for more information
- Contact your health care provider if you feel you may have been exposed to the infectious disease or contaminant of concern or if you are not feeling well



Eating well, getting adequate rest and exercise, and managing stress are key factors to maintain overall good health.

### **Power outage**

Power outages can be caused by severe storms which damage the power lines and equipment. Or, it can be caused by extreme temperatures that overload the electric power system.

What to do before a power outage:

- Store emergency lighting (flashlights, batteries, glow sticks)
- Store battery-operated or crank radio
- Store food that is edible without cooking or those that don't need to be stored in fridges, stock bottled water
- Keep a landline phone in your household





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



What to do during a power outage:

- Unplug all electrical appliances to prevent damage from power surges
- Avoid using candles to prevent burns or fires; use emergency lighting instead
- Do not open the fridge or freezers to maintain cool air inside
- Portable generators should only be used outdoors
- Check on neighbours, children, and seniors

What to do after a power outage:

- Allow electrical system to stabilize before re-connecting tools and appliances
- Check food supply and dispose spoiled items
- Restock emergency kit

Do not cook indoors with a propane or gas barbeque as open flames are dangerous and it can also be a source of carbon-monoxide poisoning.

## Technological and Industrial hazards



Technological and industrial hazards can include hazardous materials incidents and nuclear power plant failures. Chemicals can be hazardous to humans or to the environment if used or released improperly. Hazards can occur during production, storage,

transportation, use, or disposal. Chemical manufacturers are one source of hazardous materials, but there are others, including service stations, hospitals, and hazardous materials waste sites.



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



What to do during a technological or industrial accident:

- Shelter-in-place if directed by officials (see next section)
- Evacuation (if asked by officials)
- Avoid the affected area



When chemicals are being transported, rail, road and air accidents may occur. The large and growing population of Mississauga will increase the risk of transportation accidents since congestion increases the traffic and volume on the roads, railways, and the Pearson International Airport. Congestion and large population are the potential factors for crowd control difficulties and slowed response times.

What to do during a transportation accident:

- Plan alternate routes to and from school or work
- Keep gas tank at least half full
- Avoid affected area
- Follow directions of police
- Listen to the radio for updated information



## Hazardous material release



When a chemical is not properly contained, the chemical's physical and biological properties may pose potential risk to life, health, or property of the community. Hazardous materials may be explosive, flammable, corrosive, reactive, poisonous, biological or

radioactive, or gaseous. A spill, leak, or release can affect many members of the community.





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



Hazardous materials may also be released as a result of a natural disaster or severe weather conditions like earthquakes, floods or transportation accidents. Pipelines can be exposed or ruptured from collapsed embankments, road washouts, bridge collapses and fractures in roadways, causing fires and industrial accidents.

What to do during a hazardous material release:

- Obey instructions from emergency responders and officials
- Shelter-in-place if directed by officials
- Close all windows and doors
- Shut down air conditioners and all other devices that bring in outside air
- If instructed to evacuate the area, do so immediately
- If you are driving, drive away from the affected area, or follow police instructions



## Winter storms and winter driving



Winter storms can lead to cold-related injuries, and potentially death. The risk of cold-related injury varies depending on factors such as temperature, wind speed, length of time spent outdoors, age, wet or dry clothing, etc. Frostbite and hypothermia are the most common injuries. If signs are recognized, move the person a warm place and seek medical help.



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



Avoid using natural gas appliances (i.e. stoves, barbeques) for heating purposes and avoid cooking indoors with a propane or gas barbeque. Not only is an open flame dangerous, it can also be a source of carbon-monoxide poisoning.

What to do during a winter storm:

- Stay indoors
- If going out is a must, dress for the weather and cover exposed body parts with hats, scarves, and mittens

How to prepare for winter driving:

- Use four winter tires
- Maintain gas tank at half full
- Plan ahead, give yourself enough time when travelling
- Advise others of your destination and your trip
- Always remember to service your vehicle regularly
- Check road conditions prior to driving



The Ministry of Transportation provides up to date winter road condition reports during winter months, from end of October to April each year. You may visit the Ministry of Transportation website for the reports and for more information at:

[www.mto.gov.on.ca/english/traveller/conditions/](http://www.mto.gov.on.ca/english/traveller/conditions/)

Or, you may obtain more information by phone:

Provincial Call Centre: 1-800-268-4686

In GTA: 416-235-4686

Provincial TTY: 1-866-471-8929



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Before an emergency: how to prepare?

#### Family emergency kit



An emergency kit is to be used when an event occurs and you are unable to purchase necessities for your daily needs. Family emergency kits should prepare you and your family to be self-sufficient for at least 72 hours. The key to assembling an emergency kit is to have the necessary items packed and stored at a location for all family members to access it when in need.

Items can be stored in an easy-to-carry bag such as a backpack or duffel, not a luggage bag. This kit is not only to prepare and supply your family for a power outage in the winter, but also for when an evacuation is necessary and you have to leave your home immediately. Remember to pack what you or your family members need, as each person has individual needs



Items to include (for full list see Appendix):

- Copies of identification and important documents, such as insurance policies and social insurance numbers
- First aid kit
- Warm blankets
- Extra set of clothes
- Flashlight
- Cash
- Keys
- Photos of family members





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



- Water
- Snacks and non-perishable food
- Cooking and eating utensils
- Utility knife
- Medications for specific family members, include a written list
- Non-prescription drugs
- Hygiene supplies
- Personal supplies such as soap, toothbrush, etc.
- Plastic bags
- Toilet paper, paper towels



### Home escape plan



This plan is used when you have to leave your house immediately because your neighbourhood is in danger. You and your family must know your escape routes – where and how to exit your home safely.

Develop an escape plan by drawing a floor plan of your residence. Mark the location of doors, windows, stairways, and large furniture on a separate page for each floor. Indicate the location of your emergency supplies, your family or individual emergency kit, fire extinguishers, smoke detectors, collapsible ladders, first aid kits, and utility shut-off points.

Next, use a differently-coloured pen to draw a broken line charting at least two escape routes from each room. Finally, mark a place outside of the home where household members should meet in case of emergency. Involve all members of your household in this process.

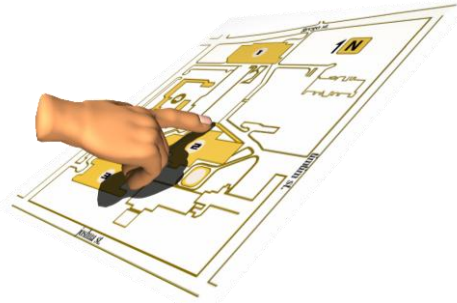


## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



If you live in an apartment, show all family members and tenants where the emergency exits are. Show them where the fire alarm is, and explain when and how to use it. In a fire or emergency, never use the elevators.



Review and practice your home escape plan with all household members at least twice per year. Keep your home escape plan visible where babysitters and children can see it.

Like a fire escape route, make sure all exits are unobstructed and easy to access, not blocked by furniture or other items.

Determine in advance who will be responsible for the children, seniors and other family members who need assistance.

### **Caring for seniors, children, and persons with disabilities**



Seniors and children require extra attention during emergencies. For children, store some toys or activities, such as a drawing book, to keep them occupied during emergencies. For seniors, store extra supply of relevant medications, medical supplies and special equipment, and include a list of all prescription medications.



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



For persons with disabilities, keep storage of necessary supplies that are needed daily, such as a whistle, noise maker, flashlight, pen and paper, denture supplies, and/or personal alarm to draw attention. Also, keep extra batteries for assisted devices, such as hearing aids, and food for guide or service dogs.



### Caring for pets

Make a plan and practice it with your pet. Assemble a pet emergency kit and keep it with the family emergency kit.



If evacuation is necessary, take your pet with you if it is safe to do so. To reduce your pet's stress level, use leashes and carriers. If you cannot take your pet with you, ensure they have access to several days of food and water. Consider giving access to water in a tub or toilet, and place a sign at the front of your home indicating that a pet is inside.

Emergency kit for pets includes:

- Several days' supply of food and water
- ID tag with owner's contact information
- Microchip registration information, if applicable
- Bowl and can opener
- Pet toy and blanket
- Medications
- Copies of medical records
- Recent photo
- Pet carrier for transporting pets
- Leash
- Stoop and scoop bags
- Portable cat litter box and litter





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



To help prepare for your pet, you should also consider compiling an emergency contact list for your pet. This would include a quick list of private pet services with phone numbers that you may need to call in a hurry so that you can leave your pet in their care.



For more information, please visit [www.mypetmississauga.ca](http://www.mypetmississauga.ca).



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Car Emergency Kit

Your vehicle also requires an emergency kit in case a severe weather event hits while you are on the road, or if your car breaks down during extreme cold weather conditions.

Items to include:

- Shovel
- Traction mats
- Booster cables
- Tow rope
- Ice scraper and brush
- Road maps and compass
- Emergency food pack
- Reflecting triangle
- Utility knife
- Cloth and paper towels
- Flashlights and batteries
- Warning light or road flares
- Extra clothing and footwear
- Fire extinguisher
- First aid kit
- Survival blankets
- Windshield washer fluid and anti-freeze



### Know your insurance coverage



Damage from most storms, including hurricanes, tornadoes, wind and hail, are generally covered by insurance. Also, water damage caused by water coming through storm damaged roof and windows, broken pipes or overflowing appliances is usually covered. Other water damage such as sewer backup may or may not be covered. Check your policy carefully.





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



Insurance covers more than damage to your home and contents. Additional living expenses are an example. It pays for the increase in living expenses, including moving expenses, if your home is unfit to live in or you have to move out while repairs are being made.

Did you know the following perils are generally uninsurable?

- Water damage caused by floodwater, such as areas that are prone to floods
- Damage arising from the freezing of indoor plumbing
- Damage from freezing outside the home
- Damage by insects and rodents (e.g., termites, squirrels, mice, rats, racoons)
- Direct damage resulting from the intentional application of heat
- Damage by snow slide, landslide, and other forms of earth movement

What to do if damage occurs:

- Take steps immediately to protect your property from further damage
- Board up holes or shut off water supplies to ensure your belongings are not damaged more than they already have been
- If possible, get your car under a cover
- Save receipts for materials you used
- Any reasonable costs incurred to protect your property will likely be covered by your insurance company.

For free information on car and home insurance, call Insurance Bureau of Canada's consumer information centre at 1-800-387-2880 or visit their website at [www.ibc.ca](http://www.ibc.ca).



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



During an emergency: what should I do?

### Evacuation



Authorities may instruct residents to evacuate for their safety and well-being. Evacuations are needed in situations where the environment is no longer safe to stay in, such as a chemical spill. Therefore, residents and citizens must leave the affected area until further instructed it is safe to return.

If there is a need to be evacuated, you would be given evacuation instructions by:

- Local radio, television or Internet (Check your municipality's website)
- Emergency services driving through your neighbourhood using a loud speaker
- An emergency official knocking at your door

What to do during an evacuation:

- Follow local government instructions
- If you are asked to evacuate, do so promptly
- Take your emergency kit, essential medications, and cellular phone
- If possible, let others know where you're going
- Keep phone lines open for use by emergency workers
- Monitor local media for emergency instructions and current information
- If you are instructed to do so, and know how, shut off water, gas and electricity
- Travel only on routes specified by officials. A shortcut could take you to a blocked or dangerous area



## Is your family prepared?



Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)

If you are evacuated, register with the evacuation/reception centre, regardless whether you decide to stay there or with friends, family, or at a hotel. Registration allows officials to contact you if necessary, and reunite you with your loved ones.

In the Region of Peel, evacuation/reception centres do not allow pets. Be sure to make other arrangements for the care of your pet. Service animals are exempt from this rule.

The length of time you are required to shelter will vary according to the situation. It is important that you stay sheltered until local authorities say it is safe to leave.

### **Shelter-in-place**

Shelter-in-place is the practice of going or remaining indoors to be safe during an emergency. The key is to take immediate shelter. These actions are generally taken during an emergency of an airborne hazardous material release into the air.



What you should do:

- Go indoors immediately and stay there
- Close all windows and doors
- Turn off furnace, air conditioners, exhaust systems, and any ventilation systems

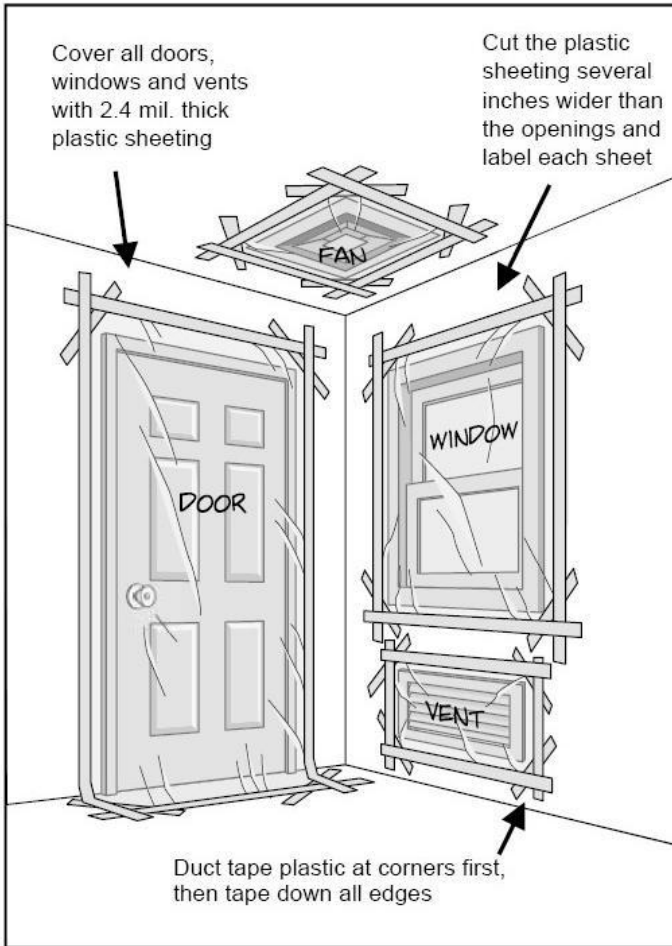


## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



- Go into a room with the least doors and windows, and seal the room if possible
- Listen to your radio or television for more information
- Check your municipality's website.



Source: Greater Sudbury Emergency Management Section



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



After an emergency: resume to normalcy

### Check on family and friends

It is important to contact family and friends to make sure they are safe after surviving an emergency, especially the seniors. Talk to family members and friends, and listen to one another. Immediately after a disaster, try not to make big life changes and achieve a balance between rest and activity. Recognize that the way you react to an event is not unusual.



### Coping

It is not unusual to have physical and emotional reactions to a traumatic event. Emotional problems following a disaster are a result of problems in daily life, not from personal reactions or poor coping skills. Problems can include:

- Dealing with emotional reactions of family members
- Family and marital problems
- Uncertainty about insurance coverage or the need to borrow money due to insurance shortfall
- Discomfort, stress, and lack of privacy of having to live in shelter, damaged homes, motels, or with relatives





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Clean up procedures

Cleaning up from water damage:

- Ventilate wet areas; in the summer, turn on air conditioning for accelerated drying; in the winter, open windows and turn on heating
- Remove standing water from flat surfaces by sponging and blotting
- Transport and remove all electronics to dry environment
- Open drawers and cabinet doors for interior drying
- Freeze books and documents to hinder mildew growth until drying can be performed
- Wash and wipe/scrub all affected or flooded surfaces with detergent and water

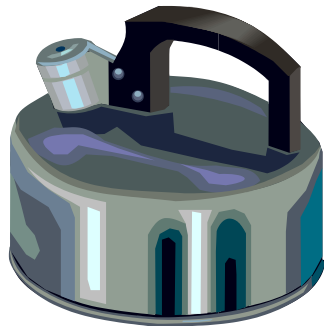


Do not:

- Operate electronics and/or appliances on wet surfaces
- Use heat to dry closed building interiors
- Leave wet fabrics in place

Water supply to use after an emergency:

- Stocked water reserves from emergency kit
- Purify contaminated water through boiling or the use of water purification tablets





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Disposal procedures

What to dispose after an emergency:

- Any materials left on your property from the floodwater
- Spoiled food
- Soiled carpeting or upholstery need to be thrown away if they cannot be thoroughly cleaned and dried within two days
- Insulation materials, particle board furniture, mattresses, stuffed toys, pillows



It is important to replenish emergency kit after it is used to have it ready for the next event.

### Mould

Mould is a fungus that can grow on food and wet areas. Mould may grow in areas of your home that are constantly wet or after a flood. Moulds can cause damage to your property and cause illness. If mould is found in your home clean the area as soon as you can. At first try washing the mouldy items and areas of your home. Use an unscented detergent and water. Remember to wear gloves, a mask, and eye protection. Allow the cleaned area to dry completely. Large areas of mould growth may require professional cleaning. Carpets, furniture, drapes, drywall and other items may not be able to be cleaned and will need to be thrown out.

For more information go to Health Canada's website  
[www.hc-sc.gc.ca](http://www.hc-sc.gc.ca)



Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



## Partners in Emergency Preparedness and Other Services

### Mississauga 3-1-1

3-1-1 is a phone number for single point of access to information about City of Mississauga's services or programs, or to make a request for service. 3-1-1 Customer Service

Advisors answer questions or direct callers to the right business area for further assistance. There are hundreds of City and Regional services accessible by calling 3-1-1. Translation is available through a multilingual interpretation service.



Mississauga's Customer Contact Centre is open Monday to Friday from 7 a.m. to 7 p.m. After hours, emergency dispatch service is available on weekends and overnight from Monday to Friday.

If you are outside city limits, call 905-615-4311.

For more information please visit [www.mississauga.ca/311](http://www.mississauga.ca/311).

### Mississauga Animal Services

#### MISSISSAUGA ANIMAL SERVICES



*... helping people and pets live together in safety and harmony.*

Mississauga Animal Services promotes responsible pet ownership in the Community by encouraging voluntary by-law compliance through education and enforcement. Animal Services responds to animal emergencies 24-7 and reunites lost pets with their owner's through their 24 hour licensing data base and their lost and found reporting system.





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



Animal Services also provides care and a safe place for lost pets until they can be reunited with their families. To ensure the quick and safe return of your pet make sure they are wearing their Mississauga pet licence and report your missing pet to Animal Services at 905-896-5858.

For more information please visit [www.mypetmississauga.ca](http://www.mypetmississauga.ca).

### Region of Peel

The Region of Peel is our municipal partner that provides programs and services to citizens of Mississauga, including Paramedic services, Police services, public health, regional long-term care, garbage collection and recycling, water and sewage treatment, and human services.



Mississauga's Emergency Management office works closely with Peel Region's Emergency Program (PREP) with a collective goal to enhance the City and the Region as a disaster resilient community, a community that is better prepared to respond and recover from a significant emergency.

For more information please visit [www.peelregion.ca/prep](http://www.peelregion.ca/prep).

### Peel 2-1-1 Service

2-1-1 is an integrated telephone and internet-based system providing callers with one-stop information and referrals to local community, social, health and government programs and services.

2-1-1 calls are answered by the Region of Peel's Customer Service Centre. The call will be assessed based on needs of the caller and



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



refer them to the best available resource(s) in the community using a comprehensive database of community services and programs. 2-1-1 assists individuals, families facing barriers due to language or personal circumstances, professionals in business, government and community agencies. Services are available 24 hours a day, 365 days a year in over 150 languages.

For more information please visit [www.211ontario.ca](http://www.211ontario.ca) or [www.peelregion.ca/corpserv/211.htm](http://www.peelregion.ca/corpserv/211.htm).

### **Credit Valley Conservation Authority**



The Credit Valley Conservation (CVC) is one of three Conservation Authorities within the limits of Mississauga. Each Conservation Authority is based on the area of land that is drained by their river(s) and its tributaries. This area of land is known as a watershed.

Conservation Authorities protect people and their properties from flooding and erosion in partnership with municipalities, the Ontario Ministry of Natural Resources and Environment Canada. Conservation Authorities monitor watershed conditions including snowfall and other precipitation, as well as stream flows and water levels.

In order to reduce and prevent the impact of flooding and erosion, Conservation Authorities operate flood control structures, regulate development in risky areas in order to keep people out of harm's way and hope to develop emergency response plans.

For more information please visit [www.creditvalleyca.ca](http://www.creditvalleyca.ca).



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### **St. John Ambulance**



#### **St. John Ambulance**

St. John Ambulance is a charitable, humanitarian organization that provides first aid, CPR and AED training and community services (health and safety). St. John Ambulance is an integral part of the community offering unique and innovative programs such as medical first response, disaster response, health and safety related youth programs, therapy dog services, pet first aid, home caregiver support, car seat safety, and search and rescue.

St. John Ambulance is a charitable, humanitarian organization that provides first aid, CPR and AED training and community services (health and safety). St. John Ambulance is an integral part of the community offering

For more information please visit [www.sjapeel.ca](http://www.sjapeel.ca).

### **Canadian Red Cross**

The Canadian Red Cross Society is a non-profit, humanitarian organization dedicated to improving the lives of the most vulnerable in Canada and throughout the world. Here in Canada, the Red Cross provides a variety of programs such as disaster management relief and response, community health services (including Meals on Wheels, transportation services and a health equipment loan program), refugee services, first aid and CPR training, water safety and swimming programs, and violence and abuse prevention.



**CANADIAN  
RED CROSS**

For more information please visit [www.redcross.ca](http://www.redcross.ca)



Is your family prepared?

Visit the Emergency Management Office at: [www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



## Mississauga Amateur Radio Club (MARC) and Amateur Radio Emergency Services (ARES)

The Mississauga Amateur Radio Club is a non-for-profit organization involved with various public service and emergency preparedness activities, and offers assistance in emergencies.

The Club actively promotes Amateur Radio Emergency Services (ARES), which are the set-up and planning of emergency preparedness infrastructure and the training of members in emergency planning and operations.



The Club has a Field Services Vehicle that can act as an on-site communications control centre for disaster operations and also to coordinate communications during many public service activities.



The primary served agencies of the Mississauga ARES are the Canadian Red Cross and the Ontario Zone Red Cross office, along with City of Mississauga and Region of Peel.

For more information please visit [www.marc.on.ca](http://www.marc.on.ca).

## Enersource

As the energy provider of Mississauga, Enersource serves over 200,000 residential and commercial customers.

They educate the public on electricity safety and offer conservation programs for residential and business customers.



For more information please visit [www.enersource.com](http://www.enersource.com).





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### **Enbridge Inc.**



Enbridge transports, generates and distributes energy. Enbridge Gas Distribution proudly serves the community for more than 160 years. They deliver natural gas safely and reliably to two million homes and businesses by operating over 35,000 kilometers of gas distribution pipelines throughout the province of Ontario. Enbridge Pipeline transports energy through their crude oil and liquids transportation system, which includes a 760mm diameter crude oil pipeline in the hydro corridor adjacent to Hwy 403 through the Mississauga area.

For more information please visit [www.enbridgegas.com](http://www.enbridgegas.com) and [www.enbridge.com](http://www.enbridge.com).

### **Trillium Health Partners**

Trillium Health Partners is a leading hospital comprised of three main sites – Credit Valley Hospital, Mississauga Hospital, and Queensway Health



**Trillium  
Health Partners**  
Better Together

Centre. Trillium Health Partners offer a full range of acute care hospital services, as well as a variety of community-based, specialized programs.

Mississauga’s Emergency Management Office works closely with Trillium Health Partners to ensure the well-being of citizens by sharing information and resources, and by collaboratively joining our efforts to ensure the sustainability of the City.

For more information please visit [www.trilliumhealthpartners.ca](http://www.trilliumhealthpartners.ca).



Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



## Resources and Contacts

City of Mississauga

Emergency Management Office

[www.mississauga.ca/emergencymanagement](http://www.mississauga.ca/emergencymanagement)

905-615-3200

Region of Peel, Peel Regional Emergency Program (PREP)

[www.peelregion.ca/prep](http://www.peelregion.ca/prep)

905-791-7800

Region of Peel, Peel Public Health

[www.peelregion.ca/health](http://www.peelregion.ca/health)

905-799-7700

Emergency Management Ontario (EMO)

EMO leads the coordination, development and implementation of prevention, mitigation, preparedness, response and recovery strategies to maximize safety, security and resiliency of Ontario.

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

416-314-3758

Public Safety Canada

Public Safety Canada develops national policy, response systems and standards for emergency management. They work to protect Canada's critical infrastructure, and works closely with emergency management organizations across Canada to support regional partners and first responders with funds, tools and training.

[www.publicsafety.gc.ca](http://www.publicsafety.gc.ca)

Insurance Bureau of Canada (IBC)

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

Consumer Information: 416-362-9528

Toll-free: 1-800-387-2880



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Environment Canada Weather Office

Environment Canada informs the public about past, current and future weather conditions. Its weather service, the Meteorological Service of Canada, issues regular weather forecasts and severe weather warnings.

[www.weather.gc.ca](http://www.weather.gc.ca)

### Canadian Red Cross

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

905-890-1000

### St John Ambulance

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

905-568-1905

### Enersource

[www.enersource.com](http://www.enersource.com)

905-273-9050

### Enbridge Gas Distribution

[www.enbridgegas.com](http://www.enbridgegas.com)

Emergency Service: 1-866-763-5427 (1-866-SMELGAS)

Non-emergency: 1-877-362-7434 (1-877-Enbridge)

### Ontario One Call – Always Call before your dig!

If you're digging around your home to install a fence, do renovations or plant a tree, call before you dig. Not only is it the law but if your shovel hits an underground pipe or cable, you could get seriously hurt. Or you could cut off essential services to your entire neighbourhood. Contact Ontario One Call at least one week in advance to get free locates of underground facilities.

[www.on1call.com](http://www.on1call.com)

1-800-400-2255



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Appendix: Emergency Kit Checklist

There are six basics you should stock in your kit: water, food, first aid supplies, tools and supplies, clothing and bedding, and special items. Compile these items in an easy to carry bag or duffel.

Remember to pack what you or your family members need, as each person has individual needs. Do you have these items ready?

#### Water

- ✓ Store four litres of water per person per day (two litres for drinking, two litres for food preparation/sanitation)
- ✓ Keep at least a three-day supply of water for each person in your household
- ✓ Store purification tablets or chlorine bleach and an eyedropper to disinfect water

#### Food

- ✓ Store at least a three-day supply of non-perishable food
- ✓ Select foods that require no refrigeration, preparation or cooking and little or no water
- ✓ If you must heat food, pack canned fuel or other heat source. Select food items that are compact and lightweight

Include a selection of the following foods in your 72 Hour Emergency Kit:

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





## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### First Aid Kit may include:

- ✓ First Aid Manual
- ✓ Sterile adhesive bandages (assorted sizes)
- ✓ two-inch sterile gauze pads (four to six)
- ✓ four-inch sterile gauze pads (four to six)
- ✓ Hypoallergenic adhesive tape
- ✓ Triangular bandages (three)
- ✓ two-inch sterile roller bandages (three rolls)
- ✓ three-inch sterile roller bandages (three rolls)
- ✓ Scissors
- ✓ Tweezers
- ✓ Heat Packs
- ✓ Rubbing Alcohol
- ✓ Moistened towelettes
- ✓ Antiseptic or antiseptic towelettes
- ✓ Thermometer
- ✓ Tongue depressor (two)
- ✓ Tube of petroleum jelly or other lubricant
- ✓ Assorted sizes of safety pins
- ✓ Cleansing agent/soap
- ✓ Vinyl gloves (two pair)
- ✓ Small (hand) clean towels sealed in a plastic bag
- ✓ Non-prescription drugs
- ✓ Pain relievers (i.e. acetaminophen)
- ✓ Anti-diarrhoea medication
- ✓ Sunscreen (SPF 30)
- ✓ Antacid (for stomach upset)
- ✓ Laxative
- ✓ Non-prescription antihistamines for allergic reactions

### Personal care items

- ✓ Toothpaste and brushes
- ✓ Dental floss
- ✓ Feminine napkins
- ✓ Soap and shampoo
- ✓ Cotton swabs



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



- ✓ Deodorant
- ✓ Toilet paper, towelettes
- ✓ Razor
- ✓ Shaving cream
- ✓ Lip balm

### Tools and supplies

- ✓ Mess kits or paper cups, plates and plastic utensils
- ✓ Battery operated radio and extra batteries and/or wind up/crank radio
- ✓ Flashlight and extra batteries and/or wind up/crank flashlight
- ✓ Cash or traveller's cheques, credit cards, change
- ✓ Non-electric can opener, utility knife
- ✓ Fire Extinguisher (small canister, ABC type)
- ✓ Tube tent/shelter
- ✓ Duct tape
- ✓ Pliers
- ✓ Compass
- ✓ Matches in a waterproof container
- ✓ Aluminium foil
- ✓ Plastic storage containers
- ✓ Signal flare
- ✓ Paper, pencil
- ✓ Sewing kit
- ✓ Medicine dropper
- ✓ Shut-off wrench to turn off household gas and water
- ✓ Whistle
- ✓ Plastic sheeting
- ✓ Map of your community
- ✓ Liquid detergent
- ✓ Plastic garbage bags, ties (for personal sanitation use)
- ✓ Plastic bucket with tight lid
- ✓ Household chlorine bleach, unscented
- ✓ Hammer and nails / crowbar
- ✓ Lantern and fuel, candles



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



- ✓ Emergency blanket
- ✓ Mosquito repellent
- ✓ Rope
- ✓ Shovel
- ✓ Corded telephone
- ✓ Emergency heat source
- ✓ Camp stove
- ✓ An extra set of car & house keys

### Clothing and bedding

- ✓ Include at least one complete change of clothing and footwear per person
- ✓ Sturdy shoes or work boots
- ✓ Rain gear
- ✓ Blankets or sleeping bags
- ✓ Hat and gloves, scarves
- ✓ Underwear
- ✓ Sweaters

### Special items

- ✓ Remember family members with special needs, such as infants, seniors, and/or persons with disabilities or chronic illnesses

### For Baby

Remember to store supply of infant formula for infants under 9 months of age who are not fully breastfed. For infants under 4 months of age the risk of illness is increased if bottles and nipples cannot be boiled. Powdered infant and liquid concentrate formulas need to be made with water that has been boiled. It may be safer to use an open cup to give infant formula as they are easier to clean than a bottle.

- ✓ Baby Food
- ✓ Diapers
- ✓ Diaper wipes
- ✓ Hand sanitizer



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



- ✓ Baby clothes with extra layers of clothing for warmth depending on season
- ✓ Medications
- ✓ Toys

### For children and adults

- ✓ Prescription and non-prescription medications (seven-day supply)
- ✓ Contact lenses and supplies
- ✓ Denture needs
- ✓ Extra eye glasses
- ✓ Hearing aids and batteries
- ✓ Entertainment – games and books

### Important family documents

Keep these records in a waterproof, portable container or a bank safety deposit box:

- ✓ Will, insurance policies, contracts, deeds, stocks and bonds
- ✓ Passport, social insurance cards, health cards, immunization records
- ✓ Bank account numbers
- ✓ Credit card account numbers and companies
- ✓ Inventory of valuable household goods, important telephone numbers
- ✓ Family records (birth, marriage, death certificates)
- ✓ Current photos of family members in case you are separated in an emergency
- ✓ Medic Alert bracelet



## Is your family prepared?

Visit the **Emergency Management Office** at:  
[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)



### Car survival kit

Every driver should carry a survival kit in his or her vehicle. Here are some important items to consider:

- ✓ Cell phone
- ✓ Booster cables
- ✓ Vehicle fluids (windshield washer fluid, gas-line antifreeze, motor oil, transmission oil, power steering fuel, brake fluid, anti-freeze, and rags for wiping dipsticks so fluid levels can be checked properly)
- ✓ An approved container able to hold up to four litres of gasoline
- ✓ Emergency flares and/or emergency triangles. If you ever have to use them, remember to place them at least 15 metres away from your car to give other drivers adequate warning of the problem
- ✓ Sand, salt or kitty litter during winter. This comes in handy when stuck and wheels are spinning on ice
- ✓ Emergency food pack
- ✓ Shovel and axe or hatchet
- ✓ A mini air compressor to help inflate a flat tire and/or puncture seal gels
- ✓ A tire gauge for measuring the air pressure in your tires
- ✓ Spare fuses. Carry an assortment that includes at least one of 7.5, 10, 15, 20, 25 and 30 amp fuses
- ✓ A flashlight and spare batteries
- ✓ Tool kit, including a good quality screwdriver set, pliers, small hammer, utility knife, ratchet
- ✓ socket set, a four-way wrench, Vice-Grip pliers, rolls of electrical and duct tape
- ✓ First aid kit
- ✓ A blanket; emergency foil blankets are best
- ✓ An emergency candle and camping matches
- ✓ Road maps
- ✓ Ice scraper and brush
- ✓ Fire extinguisher (ABC type)

# Bee Prepared!

[www.mississauga.ca/EmergencyManagement](http://www.mississauga.ca/EmergencyManagement)

