

Emergency Preparedness Guide

City of Mississauga Emergency Preparedness

Overview

Emergencies can happen any time and your best approach is to be prepared. During an emergency, we all have a role to play. This guide provides you with information, tools and important steps you can take to ensure you and your family are prepared for emergencies.

Emergencies can arise from human-caused, technological or natural hazards. Regardless of the type of emergency, the City of Mississauga has comprehensive emergency plans and programs in place to ensure that essential services remain available. The nature and scope of an emergency determines which emergency plan or plans are activated.

In the event of a large-scale emergency, a team of qualified professionals from the City, Region of Peel and non-government organizations work together to coordinate emergency response services. The City has an Emergency Management Program Committee made up of senior leadership that meets regularly to ensure that the City has an effective emergency management program, including continuous training of personnel, testing through emergency exercises and annual plan reviews. The Office of Emergency Management is responsible for the completion of all emergency management program elements which include prevention/mitigation, response, recovery and preparedness activities.

The City's level of emergency preparedness results from the dedication and cooperation of many partnering departments, agencies and organizations:

- > Mississauga Fire & Emergency Services
- > Office of the Fire Marshal and Emergency Management
- > 3-1-1 Citizen Contact Centre
- > Region of Peel
- > Peel Regional Police
- > Peel Regional Paramedic Services
- > Greater Toronto Airports Authority
- > Local conservation authorities
- > Local hospitals and school boards
- > Volunteer organizations (Canadian Red Cross, Salvation Army, St. John Ambulance, etc.)
- > Local utilities (Alectra, Enbridge, etc.)
- > Neighbouring municipalities





Step 1: Make a Plan

What you can do to plan for emergencies

The first step to being prepared is to make sure everyone in your household knows what to do before, during and after an emergency. Have a meeting to discuss how you can prepare for an emergency and create a plan. An important part of your plan is establishing a network of people (family, friends, coworkers and neighbours) who can assist you during an emergency – such as providing you with important information or helping you safely evacuate from a building. If you live alone, develop a plan for yourself with links to neighbours and friends. If you know a neighbour who might need assistance during an emergency, let them know that you can help.

Keep a copy of your plan in a safe and easy-to-find place, such as your Emergency Kit.

The following sections provide more information on what your plan should include.

Be Prepared: Take the Steps

The role of the City of Mississauga and its partners is to work together to coordinate emergency response services and provide assistance to those in need.

Your role is to ensure you are prepared to take care of yourself and your family for up to three days following an emergency. Being prepared helps to ensure first responders can focus their attention on those in immediate need during an emergency.

To prepare yourself and your household for an emergency, we recommend you complete the following three steps:

- 1 **Make a plan**
- 2 **Build a kit**
- 3 **Be informed**

The following pages cover various aspects of each of these steps. For more information, please visit mississauga.ca/emergencymanagement.



*Establish a network of
people who can assist you
during an emergency.*

Have a Communications Plan

When an emergency occurs, everyone in your household may not be together. It is important to prepare a communications plan so everyone knows how to contact one another.

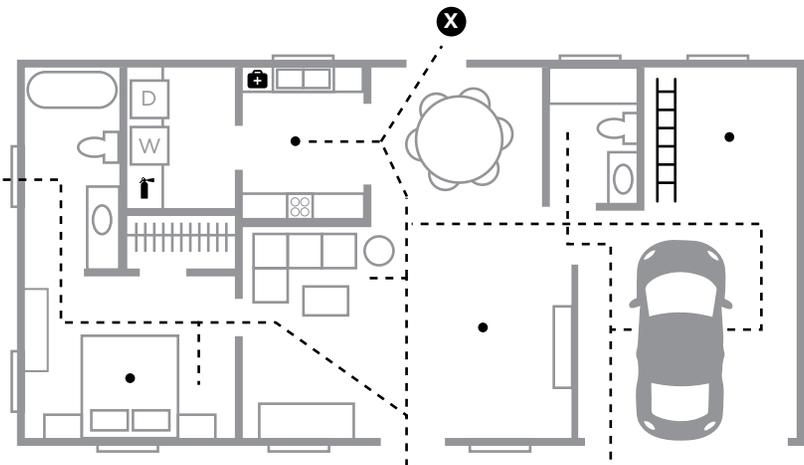
- > Maintain an easily accessible list of key telephone numbers and addresses.
- > During an emergency, keep the phone line open by using it for urgent calls only.
- > Arrange meeting spots with family and friends to support each other. For example: a neighbour's home (for an incident such as a house fire) and a location arranged with someone geographically separated from you (for a community evacuation).
- > Ensure you identify an emergency contact on your mobile device. Some smartphones have an emergency contact feature or a health app that enables a medical I.D.
- > If your device does not have the features listed above, take a screenshot of your emergency contact and save it to your lock screen or program an In Case of Emergency (I.C.E.) number into your cellphone to make it easier for emergency responders to assist you.



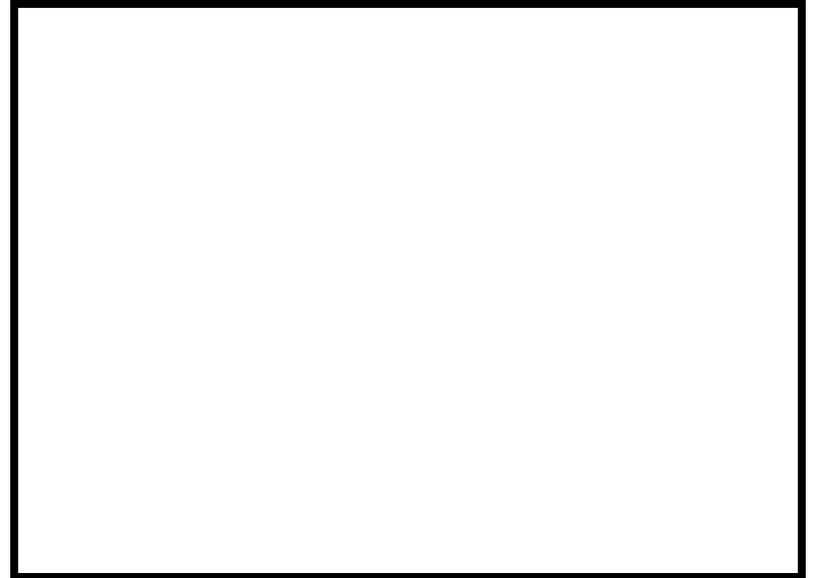
Develop a Home Escape Plan

Begin by drawing a floor plan for each level of your home. Use a black or blue marker to draw the location of doors, windows, stairways and large furniture for each level. Indicate the location of emergency supplies, fire extinguishers, smoke detectors, carbon monoxide detectors, ladders, first-aid kits and utility shut-off points.

- > Use a coloured pen to draw a broken line outlining at least two escape routes from each room.
- > Mark a place outside of the home where household members should meet in case of an emergency.
- > If you live in an apartment, know the location of the emergency exits. Ensure your family knows where the fire alarm is and explain when and how to use it. Never use elevators as they may not work if the power goes out.
- > Practice emergency evacuation drills with all household members at least twice per year.
- > Keep your home escape plan visible where babysitters or children can see it.
- > For further information on how to develop a home escape plan, contact Mississauga Fire & Emergency Services at 905-615-3777.



Draft your own here >



High-Rise Emergency Preparedness: Property Managers

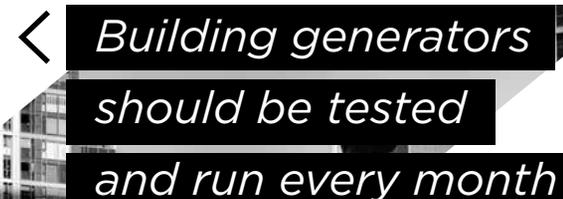
Property managers are responsible for ensuring high-rise buildings are safe and that their residents/tenants are aware of safety protocols.

- > High-rise properties are required to maintain a “Persons Requiring Assistance During Evacuation List” and ensure this list is updated on an annual basis. During a building emergency, this list is provided to first responders that identify the locations of vulnerable residents or those who may need assistance to evacuate.
- > As per the Ontario Fire Code, building generators should be tested and run every month. Generators provide emergency lighting and power to life-safety systems in the event of a power failure. Building superintendents and on-site security personnel should be trained on how to manually start emergency generators.
- > Every high-rise building is required to have an approved fire safety plan in order to ensure its life-safety systems are ready to respond. The plan provides detailed instructions on the fire code requirements, what property managers must follow for daily, weekly, monthly and annual testing, and how inspections of building life-safety systems should be conducted – such as generators; heating, ventilation, and air conditioning (HVAC); and building security systems.
- > Building information sessions should be held annually to help residents understand processes and make informed decisions in the event of a building emergency. These sessions and emergency drills must be officially documented.
- > Building staff should practice their own emergency procedures every three months, at minimum.

High-Rise Emergency Preparedness: Residents

If you live in a high-rise building, the following information will help you be prepared in the event of an emergency.

- > If you or someone from your household requires assistance in the event of an evacuation, you must notify your property manager to ensure they are aware. Residents requiring assistance during a building evacuation may include anyone who has reduced mobility, hearing or vision loss, or a disability related to communication, cognition or intellectual development.
- > In some buildings, a power failure may prevent potable water from reaching units above the fourth floor. Ensure your household has 4L per person per day of stored bottled water in the event of a prolonged power outage.
- > Ensure your home is protected by a working smoke alarm on every storey and outside every sleeping area, that batteries are changed once a year, and when you hear the low-battery warning beep. Never remove the batteries from these devices without replacing them.
- > In the event of a medical emergency, contact 911 and notify building security to ensure first responders can easily reach your unit. If the building does not have on-site security, have a neighbour or family member go downstairs to let first responders into the building.
- > If you have questions about building safety, speak to your property manager and request a copy of the building’s fire safety plan. This document provides detailed instructions for tenants and building staff on fire and emergency procedures.



◀ *Building generators
should be tested
and run every month*



Evacuation Planning

For your protection, you may be notified that it is necessary to evacuate an area impacted by an emergency. Emergency officials may notify you by knocking at your door, driving through your neighbourhood with a loud speaker, and/or an Alert Ready message on supported mobile devices, local radio, television or Internet. If a community emergency requires residents to leave their homes, the City may open reception centres at one or more of the City's community centres.

Always be prepared for an evacuation. Adults should know how to shut off their home's gas, water and hydro. Keep these safety tips in mind:

- > Keep vehicles fuelled at all times.
- > Prepare/update vehicle emergency and family emergency kits, and advise the other family members of their location.
- > Always have cellphones charged and in an easy-to-reach location in case you must evacuate your home.

If you expect to be evacuated during an emergency:

- > Keep phone lines open for use by emergency workers and monitor local radio, TV, and Internet for emergency instructions and current information.
- > Do not assume an evacuation will last only a few hours, take your emergency kit with you.
- > If it is safe to do so, shut off water, gas and electricity in your home. If not, evacuate your home, but do not go back inside until a utility company has confirmed it is safe.
- > Follow instructions from officials and evacuate promptly if asked. Travel only on routes specified by officials, as a shortcut could take you to a blocked or dangerous area.
- > 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 authorities at the designated reception centre, which serves as a record that you have safely left the impacted area. If you are staying somewhere other than a designated reception centre, register with the reception centre as it helps create an accurate record of evacuees. Once registered, you will be provided with help or services you may need and authorities will be able to reconnect you with family and community support.
- > Do not re-enter your home unless authorities advise you that it is safe to do so.

Upon re-entering your home after an evacuation:

- > Check for blown fuses/breakers and look for short-circuits in your home wiring and equipment. If you suspect a problem, call a certified electrician.
- > Report any emergency situation to the local police or fire department.
- > Notify your insurance agent or broker if your property is damaged.
- > If you suspect/smell a natural gas leak, leave immediately. Call 911 from another location and request the fire department, who will notify the gas company.
- > If you shut off the gas to your home, contact your local utility to turn the gas back on. There may be a fee associated with restarting your gas service. Do not attempt to turn your gas on yourself.



*During emergencies:
shut off water, gas and
electricity in your home.*

Shelter-in-Place

Shelter-in-place is the practice of going or remaining indoors during the release of an airborne hazardous material or other toxic substance, rather than evacuating the area.

- > In the event of an emergency outside of a high-rise, building staff will shut down building air intakes and utilize the building's emergency voice communications system to make an announcement.
- > Do not attempt to pass through smoke or fumes.
- > Move out of the path of smoke or fumes and seek shelter inside a building or car, and remain indoors – this can reduce your exposure significantly.
- > Close and lock all exterior doors in your home. Placing wet towels under the doors will help prevent smoke or fumes from entering your home. If you do encounter fumes, cover your mouth and nose with a towel.
- > Close and lock all windows and use duct tape to cover window openings (you may want to have pre-cut pieces of plastic to cover windows).
- > Shut down air conditioners, fans and other devices that bring in outside air. Do not use bathroom or kitchen vents, fireplaces (close dampers) or clothes dryers.
- > Set thermostats so that air conditioners and furnaces will not turn on. Hot water heaters must also be turned off manually (depending on your model).
- > If possible, shelter inside an above ground interior room (like a bathroom) without windows and seal the door with duct tape, and place a wet towel under the door. This will minimize air exchange from the outside. Remember to bring your shelter-in-place/emergency home kit with you.

- > Monitor the radio, television or Internet for additional information, and instructions about when it's safe to open windows and doors, and go outside.
- > Only evacuate if told to do so; staying indoors with the house closed up is the most effective action you can take.
- > When travelling, stay away from the emergency area, as you may hinder rescue and recovery efforts.
- > Always be prepared to stay in your house (shelter-in-place). Responsible adults should:
 - Have a roll of duct tape for medical, waterproofing, repair or shelter building purposes.
 - Save old towels for use under doors.
 - Know how to shut down the air conditioner, heating and ventilating equipment.
 - Know how to close dampers.
 - Prepare shelter-in-place/emergency home kits



Have a Plan for Family and Pets

Home health care patients

People who receive home health care and/or personal support should discuss emergency plans with their caregiver or home care agency. They should also check with their physician if prior arrangements are required for evacuation to a hospital. People receiving care or personal support in their homes should discuss emergency plans with their case manager and their home care agency.

Pets and service animals

Include your pet and/or service animal in your home escape plans and identify who is in charge of evacuating pets. In any emergency, your safety must be the first priority and you may need to evacuate without them. If you need to go to a reception centre, know where to take your pet(s) as they are not permitted to accompany you. Only service animals with proper documentation are permitted in reception centres. Make plans with family or friends who can house your pet(s) or with your veterinarian/local kennels. Since you may not be home when an evacuation order happens, find out if a trusted neighbour would be willing to take your pet(s) and meet you at a prearranged location.

Make sure you have enough food and water stored for your pet or service animal for a minimum of three days. Always include pets and service animals in your home escape plan to ensure they can safely join you when evacuating your home during an emergency. Make sure their identification tags (including your contact information) are visible and have a copy of their service animal documentation.



*Include your pets
and/or service animals
in your home escape plan.*

Check your insurance

Make sure you have adequate insurance coverage for a range of risks that might occur in your area. Keep an inventory of all your possessions listing approximate costs, serial numbers and a short description of valuable items. Taking pictures and/or videos of your possessions is also recommended. Once you have completed your list, discuss it with your insurance provider to ensure that you have adequate coverage and also ensure that you know the 24/7 phone number to start a claim.



Step 2: Build an Emergency Kit

Build a three-day kit to use during an emergency evacuation of your home or community and ensure everyone in your home knows where to find it. Don't forget to check your kit twice a year to refresh food, water and medication, and restock any supplies you may have used or that have expired.

Your kit should include the following items into an easy-to-carry container(s), such as a backpack, duffle bag or suitcase on wheels:

- > Flashlight (test monthly)
- > Chargers for electronic devices
- > Portable power bank for electronic devices
- > Battery-operated or crank radio
- > Spare batteries
- > First-aid kit
- > Flameless candles and batteries
- > Spare car keys
- > Cash
- > Important papers (copies of identification, insurance policies)
- > Non-perishable food (that does not need to be refrigerated) and bottled water (12 litres of water per person)
- > Items needed to open food (such as a manual can opener)
- > Clothing and footwear

- > Blankets or sleeping bags
- > Toilet paper and other personal hygiene items
- > Medication (especially prescription)
- > Eyewear (glasses/contacts)
- > Whistle (to attract attention, if needed)
- > Playing cards (or other quiet games/toys)
- > Paper, pencils and pens
- > Map of your community (for locating reception centres)
- > A copy of this guide
- > Tools and supplies

◀ *Always have your
cellphone charged
and accessible.*



Water

Store at least a three-day supply of water for each member of your family. A normally active person needs to drink at least two litres of water each day, so store four litres per person per day as a start to provide additional water for washing and other essential activities.

Children, nursing mothers and people who are ill require more water. Store water in clean, food-grade containers. Never ration water; drink the amount you need and try to find more. Minimize your body's water needs by reducing activity. Change your stored water supply every six months to ensure it stays fresh.

How to purify water

During an emergency situation, if you have no water supply or have used your existing supply, you may need to purify water, if you're unsure of its quality. Here are three purification methods you can try:

- 1 Boiling water for one minute is an effective method of disinfection. You can improve the taste by pouring it back and forth between two containers.
- 2 Chlorination uses liquid chlorine bleach to kill microorganisms. Add six drops of newly purchased liquid household bleach (unscented, four to six per cent chlorine) per 4.55 litres (one gallon) of water. Stir well and let the water stand for 30 minutes before using it. If the water is cloudy, filter it through a clean cloth, paper towel or coffee filter. If you are going to make infant formula with the water, let the water stand overnight, cover with a clean paper towel or a loose lid, in a cooler/refrigerator before using. Do not use scented, colour safe or bleaches with added cleaners.
- 3 Purification tablets release chlorine or iodine. They are inexpensive and available at most sporting goods stores and some drugstores.

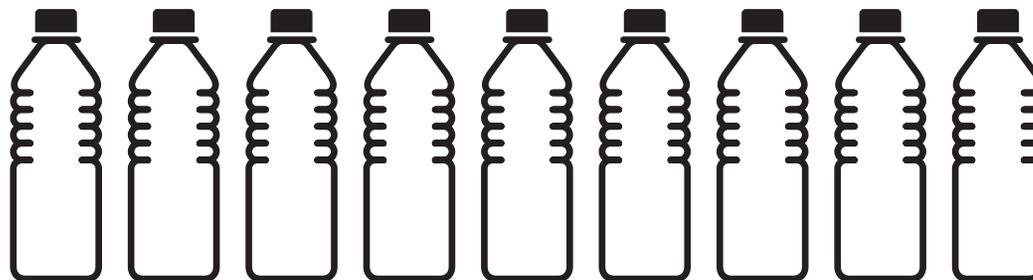
Food Supply

Store at least a three-day supply of non-perishable and select foods that do not require refrigeration, preparation/cooking or little to no water. Individuals with special diets and allergies will need particular attention, as will babies, toddlers, nursing mothers and older adults. Select food items for your emergency kit that are compact, lightweight and have a long shelf life, such as:

- > Ready-to-eat canned meats, fruits and vegetables
- > Canned juices, milk and soup (if powdered, store extra water)
- > Ready-to-eat cereals and uncooked instant cereals
- > Sugar, salt, pepper and spices
- > High-energy foods (peanut butter, jam, crackers, granola bars and trail mix)
- > Cookies, hard candy, sweetened cereals, instant coffee, tea bags and hot chocolate
- > Non-perishable food for your pets

If you must heat food, you may want to include a camping stove in your emergency kit (outdoor use only).

Do not use propane stoves or barbecues inside due to the risk of carbon monoxide poisoning.



First-aid Supplies

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

- > Pain relievers
- > Anti-diarrhea medication
- > Sunscreen (SPF 30 or higher).
- > Antacid
- > Laxative
- > Epi-pen for allergic reactions

Clothing and Bedding

- > Extra clothing and footwear per person (sturdy shoes or work boots)
- > Rain gear (rainboots, umbrella, rain coat/poncho, etc)
- > Hats, gloves and scarves
- > Thermal underwear
- > Sweaters
- > Blankets, sleeping bags and pillows

Special Items

Keep important family records and documents in a waterproof, portable container or a bank safety deposit box, including:

- > Photo ID (passport, driver's license)
- > Health card
- > Bank account, credit card numbers and a small amount of cash
- > Recent photos of family members in case you are separated
- > Insurance policies

Preparing Kits for Individuals with Disabilities

Your kit should include items required by members of your household and a minimum three-day supply for each. Store back-up equipment, such as a manual wheelchair, at a neighbour's home, school or your workplace. Items to consider in kit include:

- > Medications and a copy of prescriptions
- > Food items appropriate to disability or dietary restrictions
- > Food for service animals and their documentation
- > Assistive devices, such as hearing aids, oxygen, catheters, plus other special equipment that might be needed
- > Batteries
- > Glasses or corrective lenses
- > List of all medical supplies and special equipment, including the style and serial numbers of medical devices, such as pacemakers
- > Contact list



Keep the shut-off switch for oxygen equipment near your bed for easy access.



Make copies of your ID and store in your kit.

Assembling Your Vehicle Emergency Kit

All drivers should keep a kit in their vehicle in case they get stuck on the road due to an emergency. At minimum, your kit should include:

- > Booster cables
- > Car charger for electronic devices
- > First-aid kit
- > Road maps
- > Methyl hydrate or gas line anti-freeze to de-ice the fuel line
- > Ice scraper and snow brush
- > Sand or kitty litter (for tire traction)
- > Blankets
- > Candles in a deep can
- > Waterproof matches
- > Tow rope (30 ft.)
- > Warning light or flares
- > Highway help sign
- > Flashlight (test monthly)
- > Extra hats, coats and footwear
- > Rain wear
- > Food bars (granola, chocolate, etc.)
- > Fire extinguisher (small canister, ABC type)
- > Gloves



Check the kit >
twice a year to
ensure freshness.

Assembling Your Pet and Service Animal Kit

Listed below are the basic items everyone with a pet or service animal should have prepared in advance to keep their animal comfortable during the stress of an emergency situation. Keep all items in a transportable bag that is easy to access should you need to evacuate your home. Check the kit twice a year to ensure freshness of food, water and medication (three-day supply of each), and to restock any supplies you may have borrowed from the kit. The kit should include:

- > Bottled water and food
- > Paper towels, manual can opener and food bowls
- > Medications with a list identifying reasons (e.g. medical condition, dosage and frequency)
- > Leash/harness/muzzle
- > Blankets/towels and favourite toy
- > Plastic bags
- > Litter pan, litter and scooper
- > Up-to-date ID tag with your phone number (microchipping is also recommended) and veterinarian contact information
- > Medical records, including current vaccinations (most boarding facilities will not accept pets without them)
- > Current photo of your pet or service animal in case they get lost or separated from you
- > Information on pet's feeding schedule, behavioural/medical concerns and special instructions in case they need to be boarded
- > List of boarding facilities or friends/relatives your pets could stay with (emergency shelters are typically designated for people only, except for service animals)
- > Service animal documentation
- > Copy of pet licence

Step 3: Stay Informed

How will you know if an emergency is occurring? In the event of a threatening, upcoming or actual emergency situation, the following sources will provide you with updates and information that can help keep you and your family safe.

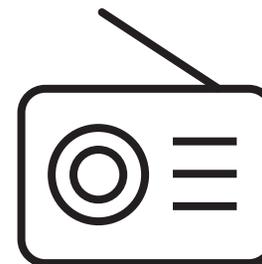
City of Mississauga Website and Social Media

To obtain information about the emergency status of the City of Mississauga, alerts will be featured online on the homepage of mississauga.ca and on its Twitter channel, [@citymississauga](https://twitter.com/citymississauga).

The City will communicate information about emergencies and emergency preparedness using this channel, including information related to emergency alerts and declarations. During an emergency, these accounts will be monitored and updated as required. As a reminder, Twitter should not be used to report emergencies or anything that requires an immediate response.

Media

To keep informed during an emergency situation, monitor local media on TV, radio or the local newspaper online (website or social media).



Alert Ready

Alert Ready is Canada's emergency alerting system that delivers critical and potentially life-saving alerts to Canadians through:

- > Television
- > Radio
- > Supported mobile devices

If life threatening conditions require you to take action, the City can request that the Province issue an Alert Ready notification to provide you with information about the situation and recommended actions. The Province and Environment Canada may also use the system to issue alerts about nearby hazards.

If you receive an alert through Alert Ready, stop, read, listen and respond as directed by the issuing authority and alert message. To learn more about the Alert Ready, visit alertready.ca.

Weather Warnings

- > Environment Canada: weather.gc.ca
- > The Weather Network: theweathernetwork.com

Traveller's Information

- > Ontario 511
- > Current Road Conditions from Ontario Ministry of Transportation
- > Travel Health Advisories from Public Health Agency of Canada

Tips for Specific Emergencies

There are a variety of different hazards that may affect Mississauga. Make sure your household is aware of the potential hazards and risks in your area, including personal emergencies such as a house fire or basement flooding. The following sections provide preparedness tips and information for specific emergencies that may occur.

Winter Storms

- > When a winter storm watch is in effect, monitor the radio, television or Internet for information or instructions.
- > When a winter storm hits, stay indoors and make sure you have enough heating fuel.
- > 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 expected arrival time.

Recognizing Cold-related Injuries and How to Treat Them

The risk of a cold-related injury varies depending on the temperature, wind speed, length of time outdoors, age, physical conditions and whether clothing is wet or dry.

- > **Frostbite** is a common cold-related injury and has a numbing effect, so you may not be aware that you are frostbitten.
 - Warning signs include a stinging or aching feeling, followed by numbness; skin that feels waxy and cold; and skin that turns red, then gray, white, yellow or blue.

Recommended treatment: if you are (or you see someone that is) experiencing frostbite, move to a warm place and call 911. If the feet are frostbitten, avoid walking. Handle the area gently; never rub it and wait for medical help to arrive. Do not try to rewarm the frostbitten area.

- > **Hypothermia** occurs when your body loses heat faster than it can produce it. Heat loss occurs more rapidly when you are wet.
 - Warning signs include increased shivering, slurred speech, impaired judgement and poor muscle coordination.

Recommended treatment: gently move to a warm place and call 911. Remove wet clothing and wrap in blankets or put on dry clothing. If you or the person you're helping is conscious, offer a warm, non-alcoholic drink and avoid caffeine.





Lightning

Remember: when thunder roars, go indoors! If you can hear thunder, you are within striking distance of lightning. Take shelter immediately. Each year, lightning kills approximately 10 Canadians and injures approximately 100 to 150 others.

If you are outside:

- > If caught in the open, crouch in a leapfrog position and lower your head; you do not want to be the tallest object in the area – do not lie flat.
- > Take shelter in a building or depressed area, such as a dry ditch or culvert, but never under a tree.
- > Do not ride bicycles, motorcycles or golf carts or use metal objects as they conduct electricity.
- > If swimming or in a boat, get back to shore immediately.
- > If riding a horse, dismount and return to the barn/shelter as soon as possible.
- > If you are in a car, stay inside and pull away from trees which could fall on you.

If you are inside:

- > Keep away from windows, doors, fireplaces, radiators, stoves, sinks, bathtubs, appliances, metal pipes, landline telephones (you can use a cellphone) and other materials which conduct electricity.
- > Unplug radios and televisions, and use a battery or crank powered radio instead.
- > Do not go out to retrieve laundry from a clothesline, as it conducts electricity.

Power Outages

- > Do not call 911.
- > In the winter, if a power outage leaves you without heat for some time, prevent pipes from freezing and bursting by draining them and shutting off the main water supply. Before you drain your pipes, you may first want to collect water in clean containers for emergency drinking and cleaning purposes.
- > Open all faucets, including your hot water heater. If you have an electric hot water heater, drain the hot water heating system by turning it off and leaving the valves open.
- > Add plumbing antifreeze or recreational vehicle winterizing solution to the toilet and other pipes and traps with standing water. If you have a septic tank, antifreeze could damage it so pump the chemical from the plumbing fixtures and pipes before they are refilled with water.
- > Do not drink water to which you have added antifreeze. If your pipes do freeze, do not attempt to thaw them yourself – contact a qualified professional.
- > If you have no running water and wish to continue to use your toilet, fill your bathtub using an alternate water source (e.g. snow or water from a creek). After using the toilet, pour a bucket of water in the tank, then flush.

During a power failure:

- > Remember that meat, dairy and frozen foods can be hazardous if not stored properly.
- > Try to use perishable food from the refrigerator first, then food from the freezer and non-perishable food last.
- > The refrigerator will keep food cool for four to six hours, depending on the kitchen temperature; keep the door shut as much as possible.

- > A full freezer keeps food frozen for approximately two days; a half-full freezer for one day. Covering frozen food with blankets will provide extra insulation.
- > Post a list of contents to minimize opening the freezer.
- > For emergency cooking, use a barbeque, charcoal grill or camp stove, outdoors only; heat food indoors using candle warmers, chafing dishes or fondue pots.

Basement Flooding

Move pets, furniture, electronics, equipment and other belongings to higher levels. Make sure basement windows are closed. Remove or seal hazardous products (like weed killers or insecticides).

- If your basement is flooding and you have no emergency generator to power a sump pump or other means to pump the basement, move all furniture and anything of value to a dry location and turn off the power supply to prevent damage when the power turns back on.

Re-entering your home after a flood

Floodwater may be heavily contaminated with sewage and other pollutants that can pose a serious health hazard. Report your flood to the City by calling 311 and also contact your insurance company as soon as possible. For more information and to download a copy of A Residential Guide to Flooding Prevention and Recovery, visit web.mississauga.ca/publication/residential-guide-to-flood-prevention-and-recovery

- > Before entering a flooded building, check for foundation damage and make sure all porch roofs and overhangs are supported.
- > Keep children and pets away from flooded areas and contaminated items.
- > When cleaning, wear clothing that covers your skin, as well as rubber gloves/boots, masks and protective eyewear.

- > If it is safe to do so, turn off the electricity at the main breaker or fuse box using a dry piece of wood.
- > Dry your home as quickly as possible to prevent further damage and mould growth.
- > Do not use wet appliances or motors unless a qualified electrician has inspected them.
- > If you experience severe water levels in your basement, contact a professional damage restoration company to help drain the water slowly to prevent structural damage.
- > 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.
- > Do not use water devices in your home, such as toilets, showers, washing machines and sinks until flood water has been removed from your house.
- > Report damaged water, sewage and gas lines to the proper authorities.
- > Dispose of all contaminated food and other materials.
- > If water is infiltrated the home, consult with your utility provider before turning power back on.



Summer Storms

Summer storms can bring heavy rain, high winds, hail, intense lightning and even tornadoes, all of which can damage property and threaten lives.

- > Remain indoors.
- > During a tornado, go to the basement or get under a heavy table or desk. Stay away from windows, outside walls and doors.
- > If you can't get inside, find shelter or crouch in a ditch, culvert or under a bridge with your feet together and your head down.
- > In an electrical storm, take shelter. Assume a sitting position. Never lay flat. If outside, keep away from trees, hilltops, water, electrical lines and other sources that conduct electricity. A vehicle can be a safe place.
- > For information and updates, tune into local media, mississauga.ca and social media.

Hazardous Spills

During a hazardous spill (or fire resulting from a spill) you may be evacuated or told to shelter-in-place. Listen for instructions from local emergency response officials as described in step one of this document.

Road Emergency

If the traffic signal is not functioning at an intersection, the first vehicle to arrive and stop has the right-of-way. If two or more vehicles stop at the same time, then the vehicle on the right has the right-of-way. If you are driving during an emergency situation:

- > Keep the radio on to hear important information and always have your cellphone with you. Do not use your cell phone while driving.

- > Follow the routes specified by officials. Do not take shortcuts, as 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 and check the exhaust pipe periodically to make sure it is not blocked with snow. (remember: you cannot smell potentially fatal carbon monoxide gas).

If the road is flooded:

- > Travel carefully and only if absolutely necessary. Never drive through a flooded roadway as it may be washed away. Make sure you are on firm ground.
- > If you come across a barricade or flooded road, take a different route.
- > If you are caught in quickly rising waters and your car stalls, leave it and save yourself and your passengers.



Coping with a disaster

During or following a traumatic event, it's normal to have physical and emotional reactions. To help you cope:

- > Stay calm. 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 counselling to help cope with the emotional trauma associated with disasters.
- > If you are experiencing a mental health crisis, contact Crisis Outreach and Support Team at 1-888-811-2222, go to the nearest hospital or call 911.
- > Help the injured, if possible.
- > Keep abreast of news either online, radio or on television.

Helping Children

Fears and anxieties are real to children and should be taken seriously. Parents/guardians can help by:

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

911 versus 311: who do I call?

Call 911 when:

- > You require immediate response from police, fire or an ambulance.
- > You must report a life-threatening situation.
- > You need to report a fire or other dangerous situation.
- > A crime is in progress.

Call 311 when:

- > You need to obtain information about an emergency.
- > You want to ask about the availability of local services.
- > You need to find the location or availability of shelters or Regional services.
- > You need non-emergency phone numbers for fire, police or paramedics.

311 will only connect you with the City of Mississauga when you call from within the City during its business hours. If you are located elsewhere, call 905-615-3200.

Multi-language service is available on both 911 and 311.

ADDITIONAL TIPS

- > **Ensure that emergency responders can find your address.**
- > **Post your house number at the front of your home where it is clearly visible from the street.**
- > **Install a light fixture above house numbers.**
- > **Use large, plain numbers instead of script or other hard-to-read lettering.**
- > **Use colours that contrast, such as black and white.**

Contact Information

Non-Emergency Numbers

City of Mississauga

311 or 905-615-3200 (if outside city limits)
TTY: 905-896-5151
mississauga.ca

Region of Peel

311 or 905-791-7800
Toll free: 1-888-919-7800
peelregion.ca

Mississauga Fire & Emergency Services

311 or 905-615-3777

Peel Regional Police

905-453-3311
905-453-2121 (automated attendant)
TTY: 905-451-1196
Crimestoppers: 1-800-222-TIPS (1-800-222-8477)
peelpolice.ca

Emergency hazardous spill response

To report an emergency involving a spill of any material, call 911.
For non-emergency incidents, contact the City of Mississauga at 311 or 905-615-3200.

Rail safety

To report an emergency involving rail traffic, call 911.
For non-emergency incidents, call:
Canadian National Railway: 1-800-465-9239
Canadian Pacific Railway: 1-800-716-9132

Pipeline safety

To report emergency situations, call 911.
For non-emergency incidents, call: 1-888-982-7222.

Utilities

Bell Canada: 1-866-310-2355
Alectra: 905-273-7425
Enbridge Gas: 1-866-763-5427

Transit

MiWay: 905-615-4636 or 311
Transhelp: 905-791-1015
TTY: 905-615-3886



Other Important Numbers

Ontario One Call: 1-800-400-2255

Weather Information: 416-661-0123

Roads Report: 1-800-268-4686

Telehealth Ontario: 1-866-797-0000

Canadian Mental Health Association Crisis Line:
1-833-456-4566

COAST (for mental health crises): 289-748-0123
or 1-888-811-2222 (toll free)

Other Emergency Management Resources

Region of Peel

peelregion.ca/prep

Office of the Fire Marshal and Emergency Management

647-329-1100 or 1-800-565-1842 (toll free)

Twitter: @OntarioWarnings

ontario.ca/emo

Public Safety Canada

613-944-4875 or 1-800-830-3118 (toll free)

TTY: 1-866-865-5667

publicsafety.gc.ca

Canadian Red Cross

905-890-1000

redcross.ca

Public Weather Alerts

weather.gc.ca/warnings

Personal Record of Information

In the event that you need help, consider completing this section so others know who to contact.

Local contact

Name: _____

Address: _____

Telephone: _____

Emergency contact

Name: _____

Address: _____

Telephone: _____

Family work numbers

1 _____

2 _____

Family cellphone numbers

1 _____

2 _____

Family out-of-area contact

Name: _____

Address: _____

Telephone: _____

Children's school(s)/
childcare provider: _____

Hospital: _____

Family physician: _____

