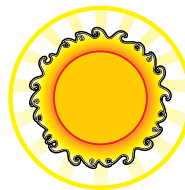
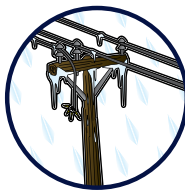


CITY OF BRAMPTON

EMERGENCY MEASURES

EMERGENCY PREPAREDNESS

GUIDE



BRAMPTON
Flower City
brampton.ca





BE PREPARED FOR 72 HOURS

The City of Brampton Emergency Measures Office works closely with emergency responders, community partners and the public to engage in comprehensive disaster planning.

In a major disaster, emergency responders and the City may need to attend to the immediate needs of the affected population. It could take 72 hours or longer for certain vital services to be restored to the balance of the city.

It is important to be prepared to take care of yourself and your family for at least the first 72 hours. The tools and resources provided in this guide offer steps you can take right now, to help prepare yourself and reduce the stress and impact of a major emergency on you and your family. This guide offers information, ideas and resources to help you prepare your home, workplace and community during an emergency.



EMERGENCY MEASURES GUIDELINE

As a general guideline, there are six factors you should consider to take control of emergencies:

1. Learn how to be ready

- understand the hazards and risks in your community
- know what to do during an emergency to stay safe

2. Plan what to do

- create a family disaster plan identifying your needs

3. Train and practise

- take a first aid course or other available training
- practise your disaster plan and ensure your family understands it

4. Supplies and equipment

- organize and stockpile enough of what you will need for at least 72 hours

5. Protect your home

- evaluate and improve the safety of your home, including performing periodical maintenance checks

6. Safeguard finances

- ensure that you have adequate insurance coverage and cash on hand





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* Available in alternate formats upon request.

COMMUNICATION

How to Seek Assistance During Emergencies

When should you call 9-1-1?

- to report a fire
- to report a crime
- to save a life
- to report any emergency where people or property are at risk, such as:
 - downed power lines
 - criminal activity
 - fire
 - injuries and life-threatening emergencies

In a situation like a power outage where there is no immediate danger to human health or property, non-emergency numbers can be used.

What you should know when dialing 9-1-1

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

What you can do to help 9-1-1 help you

- remain calm and speak clearly
- identify which emergency service you require (police, fire or ambulance) and be prepared to provide the following information:
 - a description of what is happening
 - the location
 - your name, address and telephone number

Please remain on the line to provide additional information as requested.

Do Not Hang Up Until the Call Taker Tells You To Do So.



How to Seek Assistance During Non-Emergencies

When should you call 3-1-1?

3-1-1 provides a single point of contact and direct access for citizens to all non-emergency local municipal government information, programs and services provided by the City of Brampton and the Region of Peel.

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

Representatives from the City of Brampton and the Region of Peel are available 24 hours a day, seven days a week, to respond to your requests by assisting you directly or connecting you with the right people. This service is available in more than 150 languages using telephone interpretation.

When should you call 2-1-1?

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



Tip

It is important to have your house numbers visible from the street. This will help emergency personnel find you as quickly as possible.

Tip

Children should learn how and when to call 9-1-1 and what information to provide when calling.



HOW TO PREPARE FOR EMERGENCIES

STEP ONE

Recognize the Risks and Hazards in Brampton

In 2007, the City of Brampton was designated an International Safe Community by the World Health Organization. However, there are existing hazards that can pose potential risks to the community.

The top four hazards that are likely to affect the City of Brampton:

1. Health emergencies
2. Weather-related emergencies
3. Transportation accidents, involving hazardous materials (rail, road, air)
4. Hazardous materials accidents at fixed sites

Health Emergencies

Any incident which may have the potential to develop into an outbreak will be monitored closely by Peel Health. In general, outbreaks develop from infectious disease incidents. Health emergencies may be caused by the spread of communicable disease and contaminants in air, food or water.

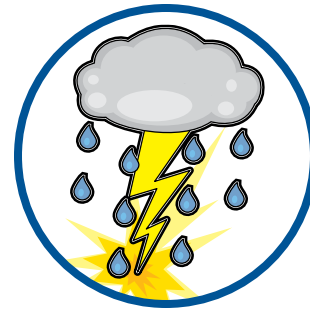
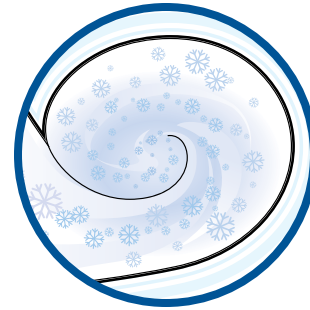
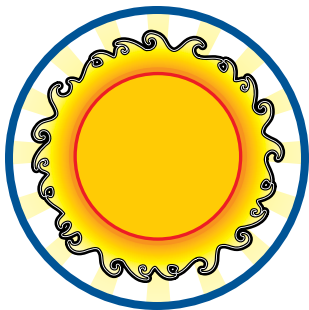
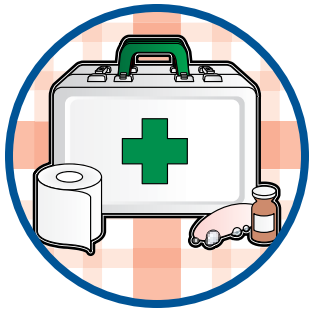
It is important that suspected and confirmed communicable diseases be reported to a doctor. Trained public health personnel will follow up and investigate. Health advice and information, such as prevention and intervention strategies, will be provided to the public.

Weather-Related Emergencies

Severe Weather

Brampton is at high risk for the following weather conditions: severe wind, heavy snowfall, extreme heat and cold, freezing rain, severe thunderstorm and floods.

When severe weather threatens, Environment Canada issues special alerts that notify those in affected areas so they can take steps to protect themselves and their property from harm. These public alert bulletins are issued through the media, as well as through Environment Canada's Weatheradio service and website.



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

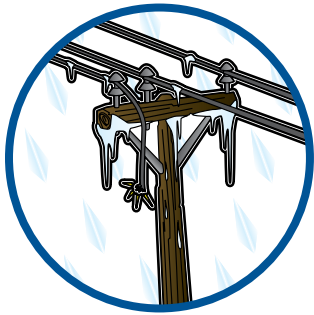
- **Special Weather Statement** the least urgent type of alert is issued to let people know that conditions are unusual and could cause concern
- **Watch** alert you about weather conditions that are favourable for a storm or severe weather, which could cause safety concerns
- **Warning** as certainty increases about the path and strength of a storm system, a watch may be upgraded to a warning, which is an urgent message that severe weather is either occurring or will occur

Before the storm:

- choose your shelter area: stay indoors in a building, basement, storm cellar or a closet beneath the stairs and stay away from outside walls and windows
- make sure you have access to a battery-powered radio and flashlight since electricity often fails during a severe storm
- prepare your emergency kit
- reduce hazards by trimming branches and trees, reducing the danger of them falling on your house
- check and clear drainage system around the house to decrease likelihood of flooding from heavy rain
- plan a meeting place and a system of communication among your family members to ensure safety
- for winter seasons, consider an alternate heat source, such as a gas fireplace or wood-burning stove

Tip

For winter seasons, consider stocking up on heating fuel, ready-to-eat food and battery-operated flashlights and radio, with extra batteries.



After the storm:

- listen to the media and follow instructions
- if family or neighbours are injured or trapped, call 9-1-1 and provide assistance if this can be done safely
- stay away from damaged areas
- if there are loose or damaged power lines, stay away and call 9-1-1 immediately
- report conditions such as broken sewer and water mains
- do not use the telephone or cell phones, except in real emergencies as these systems may be overloaded
- avoid driving – debris, broken power lines and washed out roads and bridges will make driving dangerous after a storm
- if power has been off for several hours, dispose of spoiled items in the fridge and freezer



Floods

- avoid consumption of contaminated water – boil it for ten minutes or use purification tablets
- check the household for damaged furniture or soaked items – items may need to be disposed of to avoid the formation of mould
- carpets must be dried within the first two days
- carpets, walls, drywall, wood paneling and insulation must be disposed of if soaked
- if it can be done safely, shut off power until further instruction
- ventilate or dehumidify the house until it is completely dry

Tip

Tape clear food wrap to walls or basement floor in your house to test if the house has dried out. If the house has not dried, condensation will form.



Power failure:

This can be caused by severe storms which damage the power lines and equipment or by extreme temperatures that overload the electric power system.

Preparedness measures:

- prepare your emergency kit based on the 72 hour principle
- emergency lighting: flashlights with batteries, lanterns
- try to keep an analog/landline phone in your household
- have access to a battery-operated radio and monitor news and updates
- smoke alarms and carbon monoxide alarms should be battery-operated as a backup procedure

During power failure

- unplug all electrical appliances to prevent damage from power surges
- portable generators can only be used outdoors, in a ventilated area
- do not put candles on or near anything that will burn and never leave unattended
- check on neighbours, especially the elderly

Resumption of power supply:

- make sure all appliances have been unplugged then switch on the main electric switch
- allow the electrical system to stabilize before re-connecting tools and appliances
- do not use flooded appliances and electrical outlets
- check the food supply and dispose of spoiled items
- reset clocks, timers and alarms
- restock emergency kit for future use

Tip

Check the food in the refrigerator after a power outage for some items may need to be disposed of.

Transportation Accidents Involving Hazardous Materials (Rail, Road, Air)

Transportation accidents involving hazardous materials are a concern. In Brampton, we need to be prepared for rail, road and air accidents. Growth of the city will increase the risk of transportation accidents as congestion increases the traffic and volume on the roads, railways and at Pearson International Airport. Severe weather conditions also pose a risk for transportation accidents.

Rail carriers in this area include GO Transit, Via Rail Canada and freight trains that carry hazardous goods. An accident involving a train traveling through our region could result in a derailment or collision. However, the greatest risk associated with freight trains is a spill of hazardous materials, which may contain dangerous chemicals or cause fires.

Transportation accidents involving aircraft are very rare but their impacts are high, especially if they involve the transportation of hazardous materials.

The two significant effects of transportation accidents are human injury and death, and hazardous material release. As the city becomes more populated, there is potential for crowd control difficulties and slow response times due to congestion. The worst type of accident would involve mass casualties and a hazardous material release. The presence of hazardous materials would slow any response to the injured for fear of exposing emergency personnel.

Tip

Never store cleaning solutions, paint products or pesticides near an open flame (e.g., pilot light, lit candle, fireplace, wood burning stove, etc.) Although you may not be able to see or smell them, vapour particles in the air could catch fire or explode.

Preparedness measures:

- be prepared to shelter-in-place (please consult page 20)
- plan alternate routes to and from work, school and other important destinations
- keep your gas tank at least half full at all times should you get stopped or delayed in traffic

Response measures:

- obey instructions from local emergency response officials and pay attention to media for updates
- avoid the affected area
- if the affected area is close to home, you may receive instructions for an evacuation



Hazardous Materials at Fixed-Sites

Hazardous chemicals are prevalent in industries, in our homes, cars, places of work and pipelines. When not properly contained, the chemical's physical and biological properties may pose potential risks to the community. Hazardous materials may be explosive, flammable, corrosive, reactive, poisonous, biological or radioactive, as well as solid, liquid or gaseous. Exposure to hazardous materials can exist on many levels – at home, as part of your work or as a result of a major spill, leak or release that can affect a large geographical area.

Hazardous materials may also be released as a secondary 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. These may cause fires and industrial accidents.

Response to a chemical release in the city:

- during an industrial chemical release, stay away from the area
- obey directions of emergency responders
- be prepared to shelter-in-place (please consult page 20)
- an evacuation order may be issued - have your emergency kit ready and be prepared to leave your home
- keep track of symptoms, which may not appear immediately, and communicate them to medical personnel

Tip

If you suspect a chemical substance release, avoid breathing any of the fumes and evacuate as quickly as possible.



To prevent home accidents:

- avoid maintaining a large supply of chemicals – only small amounts
- make use of community recycling centres to dispose of unneeded chemicals
- keep products containing hazardous materials in their original containers and never remove the labels unless the container is corroding
- corroding containers should be properly disposed of
- never store hazardous products in food containers
- follow manufacturer's instructions for the proper use of household chemicals
- never mix household hazardous chemicals or waste with other products
- never smoke while using household chemicals
- never store inflammable chemicals near sites of ignition
- keep all medicines, cosmetics, cleaning products and other household chemicals out of sight and out of reach of children, use child-resistant packaging
- replace the caps tightly after using products

Response to a household chemical spill:

- ventilate the area, open all windows and doors
- clean up any chemical spill immediately - use rags to clean up the spill and wear gloves and eye protection
- dispose of rags by wrapping them in a newspaper and placing them in a sealed plastic bag in your trash can
- dispose of hazardous materials following directions for the associated chemical
- take household hazardous waste to a local collection program

The following are symptoms of toxic poisoning to monitor for - if they occur, seek medical aid immediately:

- difficulty breathing
- irritation of the eyes, skin, throat or respiratory tract
- changes in skin colour
- headache or blurred vision
- dizziness
- clumsiness or lack of coordination
- cramps or diarrhea

Tip

Check in on your neighbours during emergencies, especially if there are elderly involved.



Gas Pipelines

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

Damaging underground services can have serious consequences such as personal injury, loss of essential services, expensive restoration costs and potential legal actions. Most importantly, you will be creating a risk for you, your family and your neighbours.

Recognizing unauthorized activity or abnormal conditions is a method of preparedness. Accidental damage can be caused by excavation, construction, farming activities or even homeowner construction and maintenance. Awareness is crucial in preventing pipeline accidents. You should report to authorities immediately if you see any suspicious activity or unauthorized construction near pipelines. No one should conduct blasting, digging, ditching, drilling, leveling or plowing near an underground pipeline.

Call 9-1-1 for the following conditions:

- the smell of gas
- when a carbon monoxide detector alarm activates
- fires that involve natural gas
- a broken gas pipe or meter

Ontario One Call is a call centre that will make arrangements to locate all the underground utilities on your property. Call before you dig! Call toll-free: 1.800.400.2255

Tip

Never touch wires lying on the ground.



STEP TWO

Plan Your Family's Response to Emergencies

Constructing a household plan will help you and your family know what to do during emergencies. Every member of the family should participate in this planning process, allowing everyone to understand the need to prepare. Regular revisions and updates should take place to keep the plan current and also to act as a refresher. This document should be found in an easy to remember location, perhaps accompanying the emergency kit.

Evacuation

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

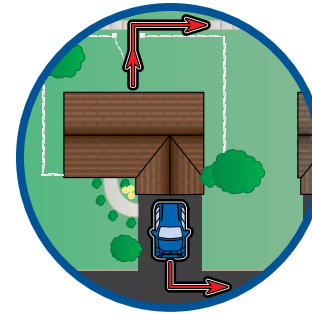
- emergency services personnel in your neighbourhood or at your door
- local radio, television or the Internet

When an evacuation order is issued:

- take your emergency kit, essential medications and cellular phone
- shut off water, electricity and gas if requested by authorities
- take your pets with you, if possible
- lock your home

Tip

Have some cash ready for emergencies as debit or credit cards may not be usable during emergencies.



Family escape plan:

- when an evacuation has been issued, you must leave your home immediately with your emergency kit
- if you suspect a threat in your house or neighbourhood, such as a fire emergency, evacuate immediately and notify the police and authorities from a safe place
- know your escape routes – where and how to exit your home safely
- have a communication plan: emergency contacts should include how to reach all your family members and an out-of-area contact (family friend or relative) to be contacted if separation occurs. If time permits:
 - call your out-of-town contact and tell them where you are going and when you expect to arrive. Once settled in a safety shelter, notify them, along with current status of other family members
 - notify your family members and friends when you left and where you are
- develop a floor plan noting emergency exits. The floor plan should:
 - locate doors, windows, stairways and large furniture to be aware of
 - indicate the location of emergency kit, fire extinguishers, smoke alarms, first aid kits and utility shut off points
 - determine at least two escape routes from each room where possible
 - mark a meeting point outside your home
 - determine a location, such as a friend or relative's home, if family members are away from home at the time of evacuation
- practise evacuation procedures with all household members at least twice a year
- the plan should be visible to regular visitors, such as babysitters
- 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 young and elderly that may need assistance
- make arrangements with a neighbour or friend to evacuate pets if family members are not home

Tip

Always keep copies of important documents in case of loss or damage.



Safe home instructions:

- make sure the smoke detector and fire extinguisher are fully functional and maintenance checks are performed regularly
- if you are in a high-rise building, know where the fire alarm manual stations are located
- all capable adults should know the following information:
 - location of fire extinguisher and how to use it
 - location of the water valve and electrical box, how to shut them off and utility company contact number
 - location of the gas valve, how to shut it off, and utility company contact number – it should be shut off only by order of authorities
 - location of floor drain, which should be clear of boxes or furniture
- Children should know the following:
 - how and when to dial 9-1-1
 - how to reach their out-of-town contact person
 - location of the emergency kit

In case of a major emergency:

- follow family escape plan
- take your emergency kit
- ensure your own safety before assisting others
- monitor news broadcast through radio or television for information from authorities – follow their instructions
- stay put until it is safe or until you are ordered to evacuate

Tip

Have at least one battery-operated radio and a battery-operated flashlight in your household.



STEP THREE

Prepare Emergency Kits

Emergency kits prepare you and your family to be self-sufficient for at least 72 hours. Your household may possess most or all of the following items but the key is to make sure they are organized and easy to find. A question to consider: would you be able to find your flashlight if a power outage occurred at this moment?

An evacuation kit should be assembled in an easy-to-carry bag, perhaps using a backpack or duffel bag. Updating this kit seasonally (summer vs winter) is also a great way to refresh yourself and your family of the plan. The purpose of this kit is to be prepared for situations where you have to leave your house immediately. The kit itself should be in an accessible place, such as the hall closet. All members of your household should be able to locate the emergency kit.

Evacuation kit should include:

- copies of identification and important documents
- first aid kit
- warm blanket
- flashlight
- cash or change
- water and snacks
- medication

Water:

- four litres per person, per day (two litres for consumption, two litres for basic hygiene)
- store water in metal containers or original bottles – never use a container that held toxic substances
- check expiry dates and rotate supplies as necessary
- to purify water to ensure it is safe to drink, boil for 10 minutes or use purification tablets

Tip

Update your emergency kit seasonally.





Food:

- non-perishable or canned foods
- staples: sugar, salt, pepper, spices
- high-energy foods: peanut butter, jelly, crackers, granola bars, trail mix
- comfort foods: cookies, hard candy, cereals, hot chocolate, tea bags, instant coffee
- food for infants, seniors and those with special diets
- can opener and disposable utensils
- food should be stored in tightly sealed, waterproof containers
- check expiration dates, rotate stock as necessary

Medications:

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

Copies of personal identification and important documents:

- driver's licence
- health card and social insurance numbers
- passport, immunization record
- family records, such as birth certificate, marriage certificate
- legal documents
- insurance policies, bank account and credit card numbers, wills

Other items for emergency purposes:

- keys, money
- inventory of valuable household goods
- photos of family members in case you get separated
- important telephone numbers

First aid supply and personal care:

- purchase a complete first aid kit and first aid manual
- non-prescription drugs (pain relievers, anti-diarrhea medication, antacids, etc.)

Tip

Regularly rotate food supply in emergency kits.



Personal care and sanitation:

- feminine hygiene supplies
- personal supplies (toothpaste, soap, etc.)
- bucket or trash can, as an emergency toilet
- re-sealable plastic bags

Basic supplies and tools:

- disposable cooking and eating utensils
- plastic garbage bags, duct tape, paper towels
- aluminum foil, re-sealable plastic bags
- battery-operated radio
- lantern
- flashlight and batteries
- utility knife, can and bottle opener
- pliers, screwdriver, wrench
- pens, paper, pencils
- shovel, signal flares, whistle
- fire extinguisher
- road maps and compass
- toilet paper, towelettes
- emergency blankets

Clothing:

- at least one complete change of clothing for each person
- rain gear, sturdy shoes or boots
- hats, gloves, scarves
- thermal underwear
- bedding: blankets and sleeping bags

Tip

Consider one portable kit for each member of your family.



Persons with special needs:

- list of individuals to contact during an emergency
- extra supply of relevant medications, vitamin supplements, medical supplies, special equipment and other contingency supplies
- detailed list of all prescription medications
- extra supply of medication, rotate regularly
- flashlight, whistle, noisemaker, and/or personal alarm to draw attention
- assisted devices and batteries
- heavy gloves and latex-free gloves
- pens and paper

Winter driving survival kit for your vehicle:

- shovel, traction mats, tow chain, booster cables
- windshield washer fluid, fuel-line anti-freeze, ice scraper and brush
- road maps and compass
- emergency food pack
- cloth and paper towels
- flashlights, matches, candle in a can to warm hands or use as emergency light
- warning light or road flares
- extra clothing and footwear
- fire extinguisher
- first aid kit
- survival blankets



Tip

For winter season driving, always keep your gas tank at least half full, and have extra windshield washer fluid.



PLAN FOR PETS

Depending on the nature of the emergency, the City of Brampton may establish shelters to provide basic assistance to the public. Pets may not be permitted in shelters due to health regulations. It is essential as a pet owner to develop a plan of action for the care of your pets. If pets are left behind during an evacuation, make sure they have ready access to several days' worth of food and water in a tub or toilet. Place a sign outside your home, visible to others, which indicates a pet is inside. If pets are to be evacuated, leashes and carriers can prevent them from bolting in panic while they are being transported and help reduce their stress levels.

Emergency kit for pets (to be stored with family's emergency kit):

- several days' supply of food and water
- bowl and can opener
- pet toy and blanket
- medications, medical records, all vaccinations and veterinarian information, registration and adoption documents
- recent photo
- ID tag with owner's contact information
- muzzle or copy of licence, if required
- microchip registration information, if available
- carrier for transporting the pet
- leash

Tip

Contact motels and hotels in communities outside of your area to find out if they will accept pets in an emergency.



SHELTER-IN-PLACE



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

The basics:

- go indoors immediately and stay there
- close all windows and doors
- turn off furnace, air conditioners and exhaust systems
- listen to your radio or television for information

An accident may cause a hazardous material to enter the air. Unless the hazardous material is flammable, emergency response professionals recommend that you stay indoors until you receive instructions to leave. Once you are inside, there are several things you can do to help your building protect you.

- go indoors to reduce exposure levels and stay there
- close all doors, outside doors and every door inside the building
- close all windows
- do not use kitchen vents or bathrooms vents
- shut down air conditioners, fans or machines which bring in outside air
- do not use fireplaces and close all dampers
- do not operate the clothes dryer
- reduce or avoid smoking
- cover window openings with plastic, held by duct tape - you may want to pre-cut pieces of plastic for this purpose
- turn on and monitor your radio, television or the Internet for information and instructions
- do not leave the building until told to do so
- do not use the telephone - leave the phone lines open for emergency personnel

Tip

Practice Shelter-in-Place as you would for an emergency evacuation and family escape plan.

RESOURCES

City of Brampton Emergency Measures Office
905.874.2911
www.brampton.ca/prepared

Peel Region Emergency Preparedness
www.peelregion.ca/pep

Canadian Centre for Emergency Preparedness
www.ccep.ca

Canadian Red Cross
www.redcross.ca

Environment Canada Weather Office
www.weatheroffice.gc.ca

Environment Canada Weather and Meteorology
www.ec.gc.ca/meteo-weather

Emergency Management Ontario
www.emergencymanagementontario.ca

Government of Canada – Get Prepared
www.getprepared.gc.ca

Salvation Army
www.salvationarmy.ca

St. John Ambulance
www.sja.ca





CONTACTS

City of Brampton Emergency Measures Office
905.874.2911
beminfo@brampton.ca

For the following offices and services, please call 3-1-1:

- City of Brampton
- Region of Peel
- Fire and Emergency Services
- Peel Regional Police
- Peel Public Health and Peel Regional Paramedic Services
- Brampton Animal Services
- Brampton Transit
- Brampton Works and Transportation (Roads and Traffic)

Crime Stoppers

TIPS 1.800.222.TIPS (1.800.222.8477)
www.222tips.com

Peel Region Emergency Response Team (24 Hours)

Chemical/Hazardous Spill Response, Public Works, Environmental Concerns
905.791.7800

Ontario One Call – Call Before You Dig!

1.800.400.2255
www.on1call.com

Environment Canada

General Inquiries 416.739.4826
Today's Weather 416.661.0123
www.weatheroffice.gc.ca

Utilities: Electricity, Water & Water Heaters

Hydro One Brampton 905.840.6300
www.hydroonebrampton.com

Utilities: Natural Gas

Enbridge Emergency Service (24/7 toll-free)
1.866.SMELGAS (1.866.763.5427)
www.enbridge.com

Utilities: Cable TV, Home Phone, Internet Access

Rogers 1.888.764.3771
Bell Canada 1.800.668.6878

Telehealth Ontario

1.866.797.0000

Telehealth Ontario is a free, confidential telephone service you can call to get health advice or general health information from a registered nurse.

GO Transit

416.869.3200
Toll-free 1.888.GET.ON.GO (1.888.438.6646)
TTY 1.800.387.3652

Rail Safety

Orangeville/Brampton Railway 705.734.1275
Canadian Pacific Railway 1.800.795.7851
Canadian National Railway 1.800.465.9239





EMERGENCY MEASURES OFFICE

905.874.2911 BEMINFO@BRAMPTON.CA

