

BE PREPARED:  
**EMERGENCY  
PREPAREDNESS  
GUIDE**



AURORA | EAST GWILLIMBURY | GEORGINA | KING | MARKHAM | NEWMARKET | RICHMOND HILL | VAUGHAN | WHITCHURCH-STOUFFVILLE





## Executive Summary

In York Region, extreme weather events such as floods, tornadoes, power outages and winter storms are just some of the possible emergencies we face.

This emergency preparedness guide provides essential information and tips to help individuals, families and organizations prepare for, respond to and recover from emergencies and disasters. It also includes guidance on other important aspects of emergency preparedness, such as how to create a family emergency plan, assemble a 72-hour emergency kit and a useful list of local emergency contact information.

In addition, this guide offers advice on how to stay informed about potential emergencies. This includes information on emergency alert systems, weather notification apps and other communication tools.

By being prepared, we can reduce the impacts of disasters and help keep our communities strong, safe and resilient.

## Land Acknowledgement

"We acknowledge that York Region is located on the traditional territory of many Indigenous peoples including the Anishinaabeg, Haudenosaunee, Huron-Wendat and Métis peoples and the treaty territories of the Haudenosaunee, Mississaugas of the Credit First Nation and Williams Treaties First Nations. Today this area is home to many diverse Indigenous Peoples, and we recognize their history, spirituality, culture and stewardship of this land. We also acknowledge the Chippewas of Georgina Island First Nation as our closest First Nation community."

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# Start planning before an emergency

Emergencies are often unpredictable, but you can still plan for them. You never know when you may need to leave the house in a hurry, whether it's to evacuate because of a flood or get to the emergency room. You may also need to stay at home for a few hours (or days) without power, water or heat.

We have provided simple ways you can prepare now—so you can take action in the moment—for a tornado, flood, ice storm or other common emergency.

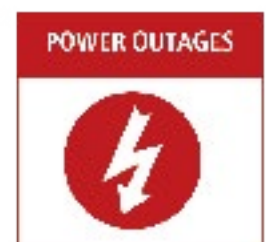
Here's what we cover in the sections below:

- Know the risks and how to prepare for them
- Make family emergency plans
- Build emergency kits for sheltering-in-place, evacuating or staying in your vehicle
- Stay connected and informed about the weather, emergency updates, your family and insurance
- Plan for children, seniors, those with disabilities and pets

## Know the risks and how to prepare for them

York Region works in partnership with its local municipalities to identify and assess the top hazards that could result in emergencies within our communities.

Emergencies common to York Region with the greatest risk to our communities include floods, hazardous materials incidents, power outages, severe summer storms, tornadoes and winter storms. It is important to know what they are and how to prepare for different situations.



The following includes easy ways to prepare in advance for several emergencies common to York Region with the greatest risk to our communities.

## Air Quality

Plan ahead by knowing the best time of day to be physically active and when to reduce or reschedule strenuous outdoor activity. You can do this by checking the Air Quality Health Index (AQHI) at [AirQualityOntario.com](http://AirQualityOntario.com), where you can also sign up for alerts.

If you have heart or lung conditions, talk to your physician about additional ways to protect your health.

## Extreme Heat

Extreme heat can be a serious health threat. High temperatures, high humidity, a lack of shade and minimal air movement – both indoors and outdoors – can put you at risk for heat-related illnesses. These illnesses range from minor heat rashes and muscle cramps to hot weather emergencies like heat stroke and heat exhaustion.

During extreme heat, air quality can also be impacted which can increase the risk of impacts to health. While everyone can feel the impacts of extreme heat, some people are at an increased risk due to age, health or personal circumstances. This includes children, seniors and those who have chronic diseases, mental illness, dementia, limited mobility or other medical conditions.

People who are living in isolation or are experiencing homelessness are also at a higher risk. Environment and Climate Change Canada issues heat warnings when temperatures are expected to reach a minimum of 31°C or a humidex of 40. York Region Public Health notifies the public and its partners when hot and humid weather could negatively affect health. Check regularly on family, friends and neighbours during hot and humid conditions.

### Prepare for extreme heat

Take the following measures:

- If you are taking medication, check with your doctor or pharmacist regarding possible side effects during extreme heat
- Check local forecasts for the temperature, humidex, UV index and air quality
- Weather-strip doors and windows to keep cool air inside
- Cover windows that receive morning or afternoon sun with drapes, shades, awnings or blinds, which can reduce the heat that enters a home



### Staying connected

To receive weather forecasts and alerts from Environment and Climate Change Canada, download the WeatherCAN App to your mobile phone.





### Build a Rain Garden

Consider building a rain garden planted with a deep-rooted native species so stormwater can be absorbed into the earth slowly. By directing stormwater from your downspouts, it won't go directly into the storm sewer and you won't have to water your garden as often.

To learn how to build your own rain garden, visit [trca.ca](http://trca.ca).

## Floods

The risk of flooding increases every year with changing rainfall patterns, more extreme storms and rapid snow melt due to climate change.

Historically, flood damage has the highest impact recovery costs based on insurance industry information which is why all levels of government work to reduce flooding impacts. Also, flood-contaminated water can carry bacteria and disease that can impact human health.

By planning ahead and taking sensible precautions, you can do your part to protect your home and health by helping minimize flood damage.

### Before the water rises: Be prepared for flooding

If you are a homeowner, tenant or business owner, please take the following precautions to help prevent or lessen the effects of future floods:

- Ensure your sump pump is working; have a battery back-up
- Clear eaves troughs, catch basins, culverts and drainage ditches
- Review your insurance policy to ensure you are adequately covered
- Ensure your insurance coverage includes sewer back-up insurance
- Assemble a 72-Hour Emergency Kit (see page 12 for details)



## Hazardous Materials Incidents

Hazardous materials are substances (liquids, solids and gases) that pose a potential risk to life, health or property if released into the environment. They are part of our everyday lives – everything from chemicals used in industry to household cleaners to the transportation of dangerous goods. These materials can be hazardous when not handled or contained in a safe manner.

Determine how close you are to major highways, rail lines, pipelines or factories that may produce or transport hazardous materials. If you are close, you may need to protect yourself if there was an accident and hazardous materials were released.

In the unlikely event that a hazardous materials release occurs, follow these tips to stay safe and secure:

- If you witness (or smell) a hazardous materials incident, call 9-1-1 and report it immediately
- Move as far away as you can from the impacted area, upwind from potential hazardous fumes
- Do not approach, touch or consume any spilled liquids or contaminated materials, food or water
- Seek immediate medical attention if you are experiencing adverse health symptoms
- If you have come into contact with any hazardous material, get it off your body as soon as possible
- Monitor radio, television and other local news sources for updates and instructions

### If directed to shelter in place

- If you are in a building, bring your family and pets inside
- Go into a room with the fewest openings (preferably with a water source) to minimize exposure
- Take your phone and charger cables with you and any medications
- Be aware of hazardous smoke, fumes or vapor clouds; to prevent outside air from entering indoors you may be directed to seal the space
- If in a vehicle and unable to seek shelter in a building, keep windows and vents closed and shut off the air conditioner or heater if possible

## Nuclear Power Plant Emergency

People are exposed to small amounts of radiation every day, both from naturally occurring sources such as elements in the soil and medical sources like x-rays and radiation treatments.

In the very unlikely event of a serious accident at the Pickering or Darlington Nuclear Generating Stations, rest assured that a release of radioactive material can generally be controlled. There are many essential safety mechanisms within the facility to allow for the radiation to be contained, usually for up to seven days.

If an incident were to happen in your community, such as the release of radioactive material, you would be notified about what to do, such as sheltering in place or evacuating.

### Even though a nuclear emergency is unlikely, protect yourself and your family by following these tips:

- Build a 72-hour emergency kit, including duct tape, scissors and plastic sheeting (see page 12 on what to include in your emergency kit)
- Make a Family Emergency Plan (see page 9)
- Visit [ontario.ca](http://ontario.ca) for information about nuclear incidents
- Sign up for public alerting at [ontario.ca/emo](http://ontario.ca/emo)

If an accident at a nuclear power plant were to release radiation, the Province of Ontario would send an emergency alert through one or more of these channels: Alert Ready, warning sirens or the telephone alerting system. Emergency bulletins would also be issued through local radio and television stations and social media.







## Power Outages

Power outages are very common and occur when there is failure in structures and systems that generate and bring electricity to your home or business.

### **Before the lights go out – prepare for power outages:**

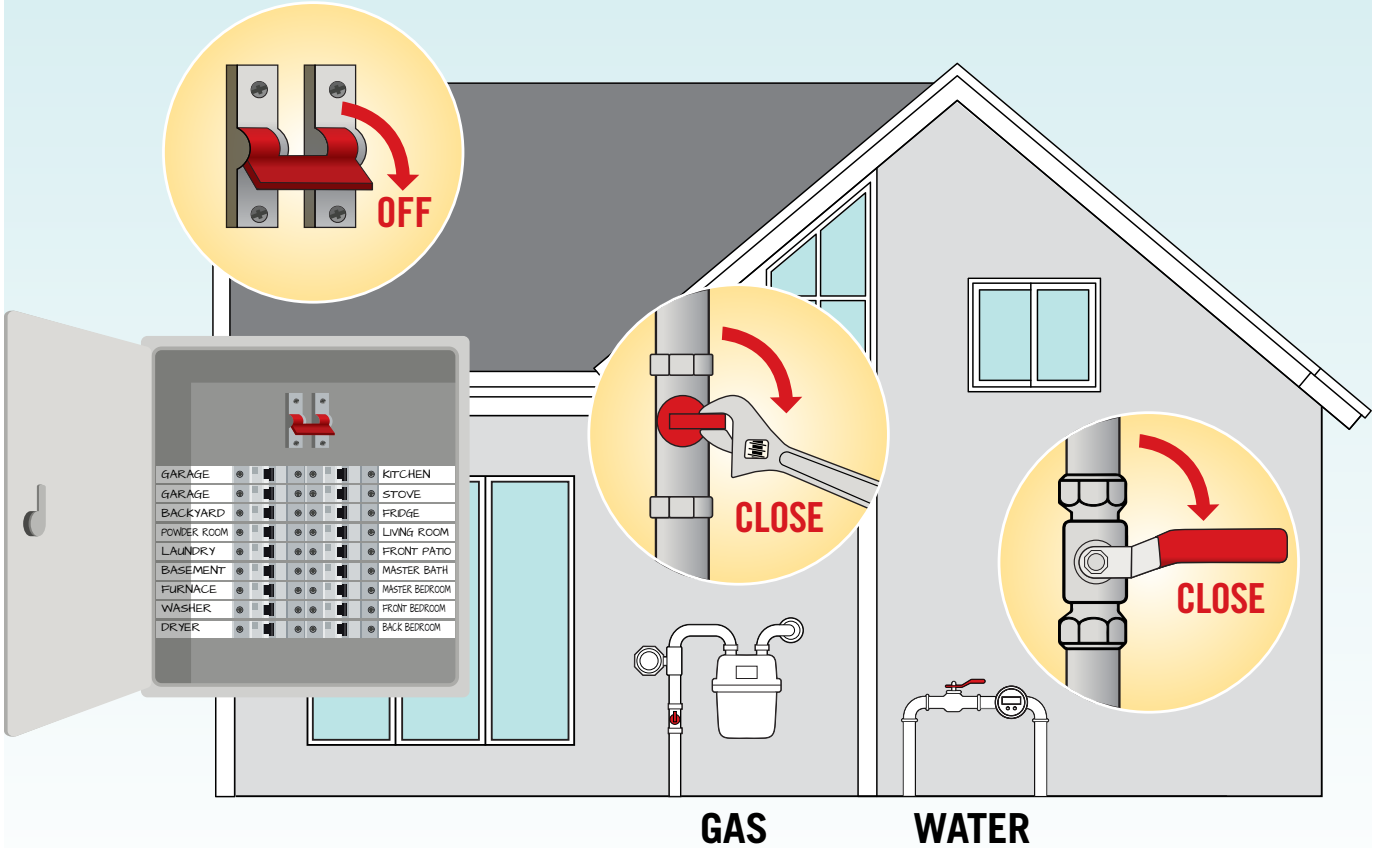
- Use surge protectors to protect valuable electronics like computers and home entertainment systems
- Know how to safely shut-off your electricity, water and gas if directed to do so (and if any special tools are needed – see “Shut Off Your Utilities” below)
- Keep your vehicle with no less than a half-tank of gas at all times because gas stations are electrically operated and won’t work during a power outage
- Have back-up light sources such as flashlights with batteries in all major rooms of your house
- Have a corded telephone that will work without home power (cordless phones will not work without electricity)
- Know how to release your electric garage door opener and how to open the door without electricity (some openers have a battery back-up)
- Have a cooler on-hand that can be filled with ice or freezer blocks for cold food storage, if needed
- If you depend on home oxygen (or other life-sustaining equipment), always have a back-up that does not rely on power (such as battery back-up). Contact your service provider for options
- Save your hydro provider’s info, including social media for future reference (see page 36 for a full listing of local utility contact information)



# How to Shut Off Your Utilities

- 1. Label electrical box, plus shutoff valves for water and gas
- 2. Practice shutting off water; replace defective parts
- 3. For gas shutoffs, consult your local provider; only turn off gas as directed
- 4. If you have time, unplug appliances and shut off water and electricity – individual breakers first, then main circuit
- 5. If you smell gas, **leave**; call 9-1-1 or your utility provider

## ELECTRIC



## Severe Summer Storms

Severe summer weather is caused by high- and low-pressure systems coming together and can result in dangerous and damaging storms.

### Thunderstorms and lightning

Thunderstorms can be accompanied by hail, lightning, high winds, heavy rain and can also spurn tornadoes. Thunderstorms are usually short and over within an hour, although a series of thunderstorms can last for several hours.

Be prepared for severe thunderstorms and lightning by listening to local news and checking weather reports. Plan to take cover indoors, if needed.

### Tornadoes

A tornado is an extremely powerful, dangerous, funnel-shaped wind vortex that comes into contact with the ground and causes damage. Tornado season runs from March to October with peak activity in late June or early July. These dangerous storms leave a path of destruction in their wake and an average tornado can leave a trail of damage six kilometres long.

Signs of a tornado include a dark greenish sky, large hail, often with little rain, visible cloud rotation, a funnel cloud hanging towards the ground, visible debris field where funnel touches the ground and a rumbling or whistling sound.

### How to be prepared for a tornado

- Pay attention to local weather stations for weather watches and warnings
- Make a family emergency plan and have practice drills so everyone knows what to do
- Pick a safe place in your home for household members to gather during a tornado, preferably a basement; make sure it is away from external doors, windows and outside facing walls
- If you are in a highrise building, pick a place in a hallway in the centre of the building; talk to your building superintendent or manager and know your building emergency plan
- Have a 72-hour emergency kit that allows your family to be self-sustaining for at least three days (see page 12)

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**Pro tip:** Check your insurance policy to find out what is covered and what is not, such as windblown damage or surface flooding.

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## Lightning Myths and Facts

### Myth #1:

Lightning never strikes the same place twice.

### Fact:

It can strike the same place repeatedly, especially if it is a tall, pointy isolated object like a skyscraper.

### Myth #2:

Your car's rubber tires can protect you by insulating you.

### Fact:

You are protected by your car's metal sides and roof. Convertibles and motorcycles do not protect you from lightning.

### Myth #3:

If you touch a lightning victim, you'll be electrocuted

### Fact:

Human bodies do not store electricity. If you come across a lightning victim, call 9-1-1 and give them first aid or CPR.

**Remember; if thunder roars, go indoors!**





## Winter Storms

Winter storms are linked to the deaths of more than 100 people every year in Canada. Winter storms include blizzards, ice storms, freezing rain, strong winds, extreme cold and major snowfalls. It's important to listen to local news and weather reports for information on changing weather conditions.

### At home

- Winterize your home by:
  - Insulating walls and attics
  - Caulking and weather-stripping doors and windows
  - Installing storm windows or covering windows with plastic
- Buy rock salt and sand to melt ice and improve traction on sidewalks and driveways
- Have shovels and snow removal equipment handy
- Have an alternative heat source such as a fireplace, wood burning stove or a generator, so you can keep one room in your home warm

### On the road

- Prepare your vehicle for winter weather
- Keep your gas tank nearly full and always have windshield washer fluid more than half-full
- Winterize your emergency car kit with warm clothing and blankets
- Bring a fully charged cell phone and always have a cell phone charger in case you need to call for help

### In rural areas

- You may want to string a lifeline between your house and any outbuildings which you may have to visit during a storm
- Install snow fences to reduce drifting snow on roads and paths which could block access to homes, barns and animals' feed and water



# Making Family Emergency Plans

## Be prepared in 10 easy steps:

- 1** Meet with your household to discuss the dangers of possible emergency events in your community.
- 2** Plan how your family would stay in contact if separated by identifying an out-of-town contact such as a relative or family friend.
- 3** Plan where your family could stay if you had to leave your home quickly; can you take your pet there? This could be the home of a relative or good friend outside of your area. If the emergency is widespread, you cannot go to your neighbours as they will be facing the same situation you are.
- 4** Know how to turn off water, gas and electrical power; see page 6 for more information on how to turn off utilities in your home.
- 5** Post emergency contact numbers in a common household area such as the bulletin board or fridge.
- 6** Take a Basic First Aid and CPR class through St. John Ambulance (York Region branch) or learn CPR through the Heart and Stroke Foundation of Canada (or an accredited CPR agency in your area).
- 7** Review property insurance policies to make sure they are current and meet your needs (type of coverage, amount of coverage, hazards covered).
- 8** Think about the needs of any household members who have disabilities or special health considerations; you may have to take extra steps to ensure their comfort and safety in an emergency.
- 9** Protect family records such as passports and birth certificates by keeping them in a waterproof and fireproof safe, and/or scan and save important documents on a flash drive.
- 10** Make emergency kits ahead of an emergency.



## Household members with specific needs

### Children

During emergencies, your child looks to you for your guidance and comfort. The calmer you are, the calmer they will be. Here are a few tips for parents:

- Talk with your child about emergencies common to your community
- Have your child help you put together your family emergency plan, your 72-hour emergency kit and go-bag (include items for babies and toddlers)
- During and after the emergency, talk about what is happening in a way they will understand it; explain the problem and what is being done to correct it
- Do not dismiss their fears or anxieties; let children know they can ask questions
- Listen to what they have to say; be patient with them
- Monitor what they watch on TV and the internet; news coverage can have distressing images and information

### Seniors

An emergency situation or an evacuation can be a frightening and confusing time. It is important that seniors be educated about the potential for emergencies, the steps to take to be prepared and the programs and services available to help get them through the emergency and return to their regular routine.

Seniors that live on their own need to have supplies in a 72-hour emergency kit in case they need to shelter-in-place. In case they need to evacuate, they should have the following items packed in a go-bag in advance:

- Assistive devices such as canes, walkers, hearing aids, breathing apparatus
  - Prescription eyeglasses and footwear
  - Extra dentures and cleanser
  - Extra medication, supplements and a list of their prescriptions
  - Personal identification and list of numbers and names for doctor(s), case worker(s), senior's group contact person
- York Region provides free Personal Medical Information Kits to help seniors manage their health information. These kits can be requested through Access York by calling 1-877-464-9675 or emailing [accessyork@york.ca](mailto:accessyork@york.ca)

### Persons with disabilities

Some persons have disabilities that should be considered when planning for emergencies. The Government of Ontario has a comprehensive guide specifically for persons with disabilities. You can read the guide at [Ontario.ca/emergencypreparedness](https://ontario.ca/emergencypreparedness) or scan the QR code.



## Pets

The family pet is an important member of your household and should be included in your emergency plan. It is also important to add pet supplies to your go-bag or make a separate pet kit in case you need to evacuate.

Pre-pack these basics:

- Copies of important pet records such as rabies shots
- Small amount of any prescription medication
- Leash, blanket and toys
- Small amount of food, water bottle and bowl

### If you are not able to take your pet

Determine who can look after your pet if you need to evacuate to a place that does not accept pets.

Print and complete a pet record (see page 38) before an emergency happens. If you are unable to take your pet with you during an emergency evacuation, tape this record inside your window. It provides emergency responders with your contact information and details about your pet.







## Build a kit to shelter at home, evacuate or stay in your vehicle

Being prepared is easier than you may think and doesn't have to cost a lot. Whether you need to stay at home during a power outage, evacuate your home because of a flood or need to stay in your vehicle due to a winter storm, we have you covered.

### Shelter at Home: 72-Hour Kit or "Stay Bin"

A 72-hour kit or "stay bin" is a three-day stash of essentials in case you need to shelter at home without power, water or heat. This could happen if there was a power outage, debris or ice build-up on the roads or other emergencies.

It's important for all households to have a kit as some emergency situations leave families without electricity or clean water in their homes. Stores, businesses and schools may also be closed.

Your household can build a comprehensive kit in four easy steps:

1. Choose a backpack, bin or box to keep most of the items all together.
2. Decide what everyone (including infants, seniors and pets) would need if you could not leave your home for three days.
3. Make sure there is enough of each item (for example, water and food), depending on how many people are in your family.
4. Place the kit somewhere everyone can access and make sure everyone knows where – near the front door beside your go-bag is ideal.

## Checklist: What You Need in Your Survival Kit/Bag

Use this handy checklist to pull together your 72-Hour Kit, Go-Bag and Car Kit.

Items	72-Hour Kit (3-Day)	Go-Bag	Car Kit
Radio and flashlight (or candles with matches) - battery or crank operated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
First aid kit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whistle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small amount of non-perishable emergency food/snacks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Four litres of water per person, per day	<input type="checkbox"/>	<input type="checkbox"/>	
Current family photos	<input type="checkbox"/>	<input type="checkbox"/>	
Medication (prescription and over-the-counter)	<input type="checkbox"/>	<input type="checkbox"/>	
Money, cash	<input type="checkbox"/>	<input type="checkbox"/>	
Set of clothing for each person	<input type="checkbox"/>	<input type="checkbox"/>	
Baby supplies and/or pet supplies	<input type="checkbox"/>	<input type="checkbox"/>	
Copies of important documents, address book	<input type="checkbox"/>	<input type="checkbox"/>	
Personal care items, toothbrush and toothpaste	<input type="checkbox"/>	<input type="checkbox"/>	
Land line home phone (does not require power to work)	<input type="checkbox"/>		
Address book	<input type="checkbox"/>		
Board games	<input type="checkbox"/>		
Booster cables			<input type="checkbox"/>
Road map			<input type="checkbox"/>
Approved gas container (4 litres; empty)			<input type="checkbox"/>
Small tool set; duct tape			<input type="checkbox"/>
Emergency flares or triangles			<input type="checkbox"/>
Sand, salt or kitty litter during winter			<input type="checkbox"/>
Air compressor and/or puncture seal gels; tire gauge			<input type="checkbox"/>
Fire extinguisher			<input type="checkbox"/>
Ice scraper and brush			<input type="checkbox"/>
An emergency blanket			<input type="checkbox"/>





## Evacuate: Go-bag

Evacuation instructions often come with little warning, so it is important to include plans for evacuation as part of a family, business and neighbourhood emergency preparedness plan.

You may have to leave your home quickly due to flooding or tornado damage. By assembling your go-bag before an emergency happens, you can grab the bag with essential items already packed and not have to look for items in a hurry.

When assembling your go-bag, use a large duffel bag or knapsack to pack the comforts of home such as your own clothes, medicine and personal items.

## Stay In Your Vehicle: Emergency Car Kit

If you drive, be sure to carry an emergency car kit in your trunk in case you need to stay in your vehicle due to a winter storm, flood or other situation. You can either make your own roadside emergency kit or buy one from retail stores with an automotive section, automobile associations and online.



## Know Your Insurance Coverage

Damage from most storms, including hurricanes, tornadoes, wind and hail, is generally covered by insurance. Water damage caused by water coming through storm damaged roofs and windows, broken pipes or overflowing appliances is also usually covered.

Other water damage such as sewer backup may, or may not, be covered.

Insurance often 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.

If a generator is hardwired into your electrical panel, notify your insurance representative and ensure the work was done by a qualified professional.

Be prepared. Protect your financial assets. Discuss your insurance needs with an agent, broker or insurance representative.





# What to do if you receive an emergency notification

Receiving an extreme weather alert or emergency notification can be distressing. York Region regularly updates its Emergency Preparedness resources to give you the information you need to protect yourself, your family and your property. Listed below are guidelines on what you should do in the event of receiving an extreme weather alert or emergency notification. The sections below break down what to do for each type of situation.

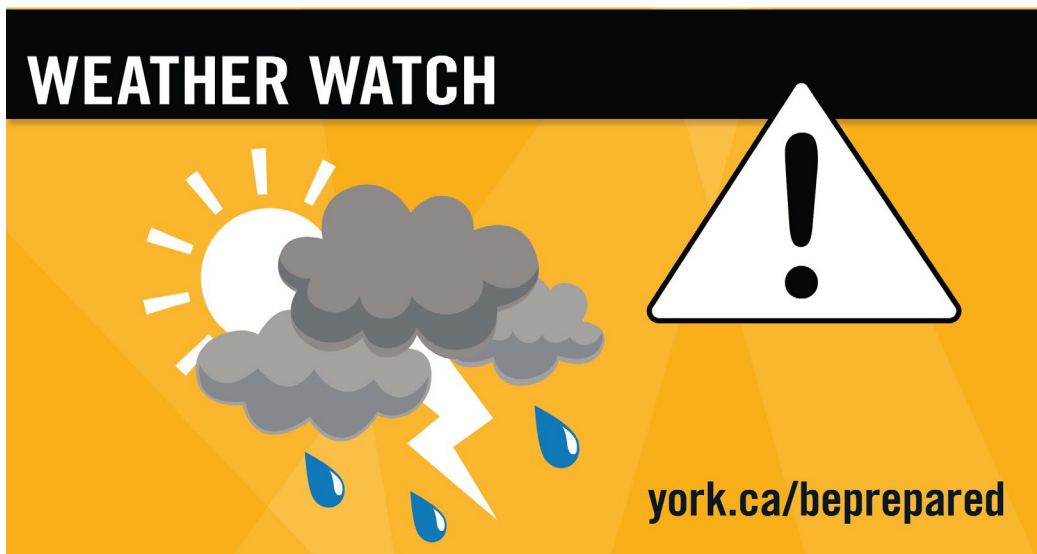
## **Stay informed and connected**

During an emergency, continue monitoring conditions using the WeatherCAN App and stay informed about updates from local authorities through local news channels (you can scan the QR code on page 2 to download the WeatherCAN App directly to your mobile phone).

Call your family and friends to check in on them and let them know if you are okay. A listing of contact information for local municipalities, fire departments and more is listed on page 36 of this guide.



## What's the difference? Weather watch vs. warning



### “Have a plan”

**WATCH** means there is an area-wide risk of a storm occurring but does not mean the storm **WILL** happen.

A **WATCH** means the probability for severe weather is high so monitor weather reports. Everyone in an area identified by a **WATCH** should be careful and be ready to act quickly if a storm occurs.



### “Take action!”

**WARNING** means severe weather exists within an area now or will happen soon.

Everyone in an area identified by a **WARNING** should monitor local weather conditions and take cover or evacuate immediately.

## Air Quality

Air pollution can have serious health impacts on children, seniors and people with heart or breathing problems like lung or heart disease. If you have heart or lung conditions, talk to your physician about additional ways to protect your health.

If there is a significant air quality event (wildfire, industrial fire) you may be directed to evacuate or shelter in place. For more information on sheltering in place and sealing your space, please refer to the *Hazardous Materials Incidents* section on page 4.

You can sign up for air quality alerts at [airqualityontario.com](http://airqualityontario.com) and learn more about outdoor air quality at [york.ca/health](http://york.ca/health)

## Extreme Heat

During extreme heat:

- Check local weather conditions and warnings
- Check regularly on family, friends or neighbours during hot and humid conditions
- Stay hydrated by drinking plenty of cool liquids, especially water, before feeling thirsty
- Avoid drinks containing alcohol or caffeine
- Do not leave people or pets unattended in a car

## Staying Cool Outdoors

- Schedule outdoor physical activities in the morning and evening hours when it is cooler
- Reduce activity and rest often in shaded areas
- Wear lightweight, light-coloured, loose-fitting clothing made of breathable fabric
- Reduce sun exposure by wearing a wide-brimmed, breathable hat or use an umbrella
- Wear sunglasses with UV protection and sunscreen with an SPF of 30 or higher

## Staying Cool Indoors

- Stay in cool, well-ventilated areas
- Close blinds and curtains to reduce the heat coming into your home
- Fans are only effective when circulating cooler air; open a window or door if using a fan to bring in cooler air
- If your home is not air conditioned, consider spending the warmest part of the day in air-conditioned buildings such as libraries, shopping malls and other community facilities; visit your local municipality's website for more information on where you can stay cool in your area (see page 35 for municipal contact information)
- Take cool showers or baths, or wet your hands, face and the back of your neck
- Prepare meals that don't need to be cooked in the oven

## Floods

If a flood warning has been issued for your area, follow the advice and instructions from emergency response authorities. Monitor your local weather conditions and be prepared to evacuate at a moment's notice. Ignoring the warning could jeopardize the safety of your family or those who may have to rescue you.

Take these precautions to ensure your family and property are protected:

- Have emergency food, drinking water and medical supplies on-hand
- Move furniture, electronics, appliances, equipment and/or other items off the floor where possible
- Remove or seal hazardous products like cleaning chemicals
- Remove toilet bowl water and plug basement sewer drains and toilet connections
- Be prepared to evacuate your home or vehicle as requested by authorities
- Have sandbags ready to use (available from hardware stores) and know how to stack them



## Power Outages

A power outage occurs when the systems that generate and bring electricity to your home or business fail in some way. It can be caused by a strain on the electrical system (through overuse), failure in the plants that generate power (something stops working) or damage to the systems that bring power to your home or business (power lines break or towers are damaged).

### If you receive a thunderstorm alert stating power outages are expected, prepare by:

- Listening to your local news for updates and instructions from officials
- Visiting the power outage maps of your hydro provider in York Region. These include Alectra, Hydro One and Newmarket Tay Power (NT Power); a full listing of contact information is provided on page 36
- Locating your 72-hour emergency kit
- Putting flashlights with batteries in major rooms
- Fully charging your phone and phone charger while you have power
- Disconnecting all surge-prone electronics such as laptops, TVs and microwaves
- Shutting your freezer and fridge doors completely
- Filling a cooler with ice or freezer blocks for cold food storage, if needed
- Opening your electric garage door if you think you will need to access your car or garage during the power outage (and knowing how to shut it manually)



### How to save your mobile phone battery

- Charge it while you have power
- Turn on power savings mode
- Use social media for updates
- Record an "I'm OK" message on voicemail
- Limit voice calls – text message is best

## Severe Summer Storms

### Thunderstorms and lightning

Lightning can strike anywhere within the same area that thunder sound travels. If you can hear thunder, you can be struck by lightning and should seek shelter immediately. There is no safe place outdoors during a thunderstorm. If thunder roars, go indoors!

Environment Canada hosts a lightning danger map to track areas at greatest risk of being struck by lightning in the next 10 minutes. You can find this map by visiting [weather.gc.ca/lightning](http://weather.gc.ca/lightning)

Pay attention to local weather stations for weather watches and warnings.

#### If outside:

- Stay away from trees, telephone poles, wires, fences or anything metal
- Seek a low-lying area and don't stand near anything made of metal

#### If indoors:

- Stay away from appliances or equipment — anything that will conduct electricity including sinks, tubs and showers
- Avoid using a telephone that is connected to a landline

#### If driving or boating:

- Do not park under tall objects that could topple
- Do not stop or exit vehicle if there are power lines down nearby
- If in a boat, get to shore and find shelter



## Tornadoes

What to do when there is a tornado watch or warning

### A tornado WATCH – “Have a plan”:

- Stay tuned to your local weather station for updated information
- Be careful and be ready to put your family emergency plan into action quickly if a tornado warning is announced
- If you are not at home, determine the safest place to shelter if a tornado occurs

### A tornado WARNING – “Take action”:

#### If outside:

- Take shelter immediately (never wait until you see a tornado)
- Don't go under an overpass or bridge; you're safer in an open flat area
- If you cannot find shelter, lie flat in a ditch and cover your head with your hands
- Get as close to the ground as possible and watch for flying debris (small objects become dangerous projectiles when carried by tornado winds)
- If you are driving and see a tornado, get to a nearby shelter or travel away from the tornado
- Do not use your car as a shelter; debris may come through the windows or the vehicle may be lifted away

#### If indoors:

- Stay tuned to your local weather station for updated information
- Go to your basement, cold cellar or take shelter in a small interior windowless ground floor room (such as a bathroom, closet or hallway)
- Put as many walls as possible between you and the outside
- Shelter under a sturdy piece of furniture
- Use your arms to protect your head and neck

#### If at the office or apartment building:

- Take shelter in an inner hallway or room (ideally in the basement) or ground floor
- Do not use the elevator and stay away from windows
- Avoid large rooms that are not supported in the middle such as gymnasiums, churches and auditoriums



## Winter Storms

Pay attention to local weather stations for updated information and Environment Canada for specifics on severe storm conditions, storm maps, weather warnings and public weather alerts. Be aware of other hazards that may follow a severe winter weather event such as power outages or surface flooding.

During the storm, avoid going outside or unnecessary travel. If you must go outside, protect yourself from the elements with proper clothing and watch for signs of

hypothermia and frostbite. If you must travel somewhere, find out the road conditions before driving or venturing outdoors and drive safely.

### **If outdoors - on a farm:**

- Bring livestock indoors and make sure they have plenty of water and food
- If you must go to the outbuildings, dress for the weather



# How to stay safe during an emergency

Emergencies can happen at any time to anyone. Protecting yourself and your loved ones will depend on the hazard, but these tips can help you manage emergencies and disasters safely.

## When to call 9-1-1

Calling 9-1-1 provides instant access to emergency services. It should only be dialed when immediate police, fire or paramedic response is needed, such as:

- Someone else is seriously injured or sick
- There is unexpected smoke, fire or a carbon monoxide or a smoke alarm goes off
- Seeing an assault, motor vehicle collision causing injuries or if someone may be in danger (you hear screaming or gunshots)



- A crime is in progress, or you know of a serious crime that has just occurred
- The smell of natural gas in your home (a rotten egg odour) — evacuate the house immediately and call 9-1-1

If 9-1-1 is overwhelmed with non-emergency calls, then true emergency calls will have more difficulty getting through and that delays any emergency response.

If your situation is NOT an emergency, call a non-emergency number for information instead. For example, a power outage or severe weather event (where there is no immediate danger to life, health or property). You can view a full listing of municipal contact information for non-emergency numbers on page 35.

You can also add the York Regional Police (YRP) non-emergency line at 1-866-876-5423 to your contact list in case you need to report:

- A crime with no suspect or when no suspect is present, like fraud or cyber crime
- A non-emergency like missing property
- Suspicious circumstances that may indicate criminal behaviour or threat to public safety

## Evacuating from your home

If a flood, fire, hazardous materials spill or another emergency poses a potential threat to your safety, health or property, local authorities will directly notify you to evacuate as long as it is safe to do so.

When evacuation instructions are issued, stay calm and pay attention to instructions from first responders and/or local officials carried over social media or broadcast media such as television or radio.

### General guidelines:

- Try to seek shelter with friends or relatives located outside of the affected area, when possible
- If you are not able to stay with other family or close friends outside of the evacuation area, you will be directed to the nearest reception centre or emergency shelter which could be a community centre, school or hotel

### When leaving home:

- Take your pets, a pet go-bag and your own emergency go-bag
- If instructed by local officials to do so, turn off power and water to your home
- Close and lock your windows and doors
- If safe to do so, leave a note taped to your door informing others when you left and where you went
- Follow the route authorities recommend; don't take shortcuts to the reception centre or shelter, as they may be blocked or expose you to dangerous hazards
- If you need a ride, ask a neighbour or check with your local municipality as it may be providing transportation (buses)
- If safe to do so, check on your vulnerable neighbours to:
  - Make sure they are aware of the situation
  - Check if they need your help with any special needs or from emergency responders

If you are evacuated to a reception centre, you will be asked to register so you can be contacted and reunited with your family and loved ones if they cannot contact you directly.

## Sheltering in place

Any time you are instructed or required to stay indoors because of an emergency situation you are sheltering in place. Sheltering in place may be short-term, such as going to a safe room while a tornado warning is in effect, or if there is a release of hazardous materials in the area near your building. It may also be long-term, requiring you to stay in your home for several days without electricity following a severe storm.

Actions required to shelter in place depend on the emergency you are facing. Here are the common steps:

- Bring your family and pets inside
- Lock doors, close windows, air vents and fireplace dampers
- Turn off fans, air conditioning and forced air heating systems
- Go into an interior room with few or no windows, if possible
- Take your 72-hour emergency kit unless you think it has been contaminated
- You may be asked to seal your windows if there has been a release of hazardous materials

Local authorities may not immediately be able to provide information on what is happening and what you should do. However, you should watch TV, listen to the radio or check the Internet often for official news and instructions as they become available.





## What to do during specific emergencies

Find out what to do during specific emergencies such as how to drive during a flood, a winter storm, during power outage and others.

### Floods: Safe driving

- Only follow routes specified by authorities; don't take shortcuts that could be dangerous
- You may encounter closed roads; never drive around barricades due to washed out roads or those that are water-covered
- If caught in fast rising waters and your car stalls, leave it and save yourself and your passengers
- Shortly after a power outage, stop signs may be placed temporarily at designated traffic light intersections
- Stop signs override the four-way stop rule and create a two-way stop instead

### Hazardous materials incidents

Be aware of hazardous smoke, fumes or vapor clouds:

- If you witness (or smell) a hazardous materials accident, call 9-1-1 and report it
- Seek immediate medical attention if you are experiencing adverse health symptoms
- Move away (up wind) from the incident site to minimize the risk of exposure or contamination
- Follow instructions from emergency first responders through social media and other local news sources; you may be asked to evacuate the area or shelter in place until it is safe to go outside
- Monitor radio or television news for updates and instructions

### If indoors – seal the space

- If you are in a building, bring your family and pets inside
- Go into a shelter room above ground with the fewest openings to the outside
- Do not bring outside air inside:
  - Close all windows and doors and turn off the furnace and/or air conditioner
  - Shut off all vents and close fireplace dampers
  - In large buildings, set ventilation systems to 100% re-circulation so no outside air is drawn into the building; if not possible, turn off the system



**If outdoors:**

- Move upstream/upwind/uphill as hazardous fumes and gases are generally heavier than air
- Get as far away as you can from the danger area
- Do not approach or touch any spilled liquids, airborne mists or solid chemicals
- Try not to inhale gases, fumes and smoke; cover your mouth with a cloth
- Stay away from accident victims until the hazardous material has been identified
- Avoid eating or drinking any food or water that may be contaminated

**If outdoors – in a vehicle:**

- Stop and seek shelter in a permanent building, if possible
- If that is not possible, stay in your vehicle
- Keep windows and vents closed and shut off the air conditioner or heater

**Seal the space**

- Seal all windows, doors and air vents with plastic sheeting and duct tape
- Place damp towel or clothes along the base of the door
- Improvise and use what you have on hand to seal gaps so that you create a barrier between yourself and any contamination





## Nuclear power plant emergency

There are no active nuclear power plants located within York Region. However, if you received an Alert Ready text, a message through the telephone alerting system or hear warning sirens for a nuclear emergency occurring near you, tune into local radio and television stations and social media for the Province of Ontario's emergency bulletins. These bulletins will:

- Identify if a concern exists and where it is happening
- Advise on precautionary and protective measures
- Announce when the emergency is over

### Be prepared to take the following steps if instructed:

- Evacuate your home or remain indoors to minimize exposure to the radiation source
- If you are advised to evacuate, keep car windows and vents closed; use re-circulating air
- If remaining indoors, turn off the air conditioner, ventilation fans, fireplace dampers, gas stoves, furnace and other air intakes
- Shield yourself by placing heavy, dense material between you and the radiation source; . go to a basement or other underground area, if possible
- Stay out of the incident zone; most radiation loses its strength fairly quickly

## Power outages

When power outages occur, follow these tips to stay safe and secure:

- Refer to your hydro provider's website or social media for current outage information and power restoration timelines; York Region hydro providers include Alectra, Hydro One and Newmarket Tay Power (NT Power); you can find a listing of these provider's contact information on page 36
- Prevent carbon monoxide poisoning:
  - NEVER use outdoor grills, smokers or barbecues indoors to cook or as a source of heat; they are a fire hazard and they release deadly carbon monoxide gas
  - NEVER operate any fuel burning equipment (including generators) inside your home, basement, garage or other enclosed area (they release deadly carbon monoxide gas)
  - Shut off the gas going to your gas fireplace, if it is power vented, to prevent any gas from burning
  - If you start to feel sick, dizzy, or weak while using gas powered equipment, turn off the item immediately, get to fresh air right away and seek medical attention
  - If you smell unusual odours such as gasoline, natural gas or propane, immediately leave the property and call your local gas company and fire department
- If you are on private drinking water, use an alternative source of potable water (commercially bottled water)

## Food safety

If the door is kept closed as much as possible, a fridge without electrical power will keep food cool for four to six hours. Ice can also help keep the fridge's contents cool. A full upright or chest freezer will keep contents frozen for approximately two days. A freezer that is half-full will keep food frozen for one day. Avoid opening and closing the freezer door as food will last longer when the freezer door is closed.

- Make sure raw meat, poultry or fish are wrapped very well and placed in the coldest section of your refrigerator
- Partial thawing and refreezing may reduce the quality of some food, but it will remain safe to eat
- Discard food items that have come into contact with raw meat juices
- If you plan to eat refrigerated or frozen meat, poultry, fish or eggs while they are still at safe temperatures, it is important that each item is thoroughly cooked to a safe minimum internal temperature to ensure that any foodborne bacteria are destroyed
- If raw food has leaked during thawing, clean and disinfect the areas the food has touched; do not reuse the cloths you have used for clean-up until they have been disinfected by washing in hot water

- Throw out perishable food in your refrigerator (meat, fish, cut fruits and vegetables, eggs, milk and leftovers) after four hours without power or a cold source like dry ice
- Throw out any food with an unusual odour, colour or texture
- When in doubt, throw it out

## Other tips

- Only use camping equipment outdoors and be sure to store fuels safely
- Turn off appliances not required (electric range and washer/dryer), as appliances left on during an outage will start up when electricity is restored
- If using candles for heat and light, only use safe candle holders and never leave burning candles unattended
- Power outages caused by flooding can lead to electrical shocks or electrocution; stay safe by staying out of floodwaters as much as possible, wear rubber boots, shut off power in flooded areas at the breaker box and notify your power company

## What if you see a downed powerline?

- Do not touch it
- Stay back at least 10 metres – the length of a school bus
- Call 9-1-1 immediately

## What if a powerline falls on your vehicle?

- Stay inside your car, so long as it is safe to do so
- Call 9-1-1 immediately
- Honk or roll down your window to warn others to stay away
- Keep your hands inside the vehicle – do not touch anything or anyone in contact with the ground
- Remain in your vehicle until emergency responders and/or utility workers tell you it's safe to exit







### Driving during a power outage (four-way stops):

- A traffic light intersection becomes a four-way stop when signal lights are not working
- The first vehicle to arrive and stop has the right-of-way
- If two or more vehicles stop at the same time, the vehicle on the right has the right-of-way and can proceed through the intersection first
- A flashing red light means you must stop and proceed when clear; be careful as cross-traffic may have a flashing amber light which does not require vehicles to come to a full stop
- Temporary stop signs may be placed at a traffic light intersection and override the four-way stop rule creating a two-way stop instead

### Portable generator safety:

- ALWAYS read the owner's manual before operating
- Keep your generator outdoors and away from doors, windows, vents and air conditioning units
- Use a proper rated extension cord (in good condition)
- NEVER add fuel while a generator is hot or running (fire hazard)
- NEVER connect a generator to a wall outlet or electric circuit panel unless a qualified electrician has wired your home for a generator
- When power is restored, only turn on what you need to give the system a chance to stabilize

## Severe summer storms

### If outside:

- Stay away from trees, telephone poles, wires, fences or anything metal
- Seek a low-lying area and don't stand near anything made of metal

### If indoors:

- Stay away from appliances or equipment; anything that will conduct electricity including sinks, tubs and showers
- Avoid using a telephone that is connected to a landline

### If driving or boating:

- Do not park under tall objects that could topple
- Do not stop or exit vehicle if there are power lines down nearby
- If in a boat, get to shore and find shelter

## Tornadoes

### If outside:

- Take shelter immediately (never wait until you see a tornado)
- Don't go under an overpass or bridge; you're safer in an open flat area
- If you cannot find shelter, lie flat in a ditch and cover your head with your hands
- Get as close to the ground as possible and watch for flying debris (small objects become lethal weapons when carried by tornado winds)
- If you are driving and see a tornado, get to a nearby shelter or travel away from the tornado
- Do not use your car as a shelter; debris may come through the windows or the vehicle may be lifted away

### If indoors:

- Stay tuned to your local weather station for updated information
- Go to your basement, cold cellar or take shelter in a small interior windowless ground floor room (such as a bathroom, closet or hallway)
- Put as many walls as possible between you and the outside

- Shelter under a sturdy piece of furniture
- Use your arms to protect your head and neck

**If at the office or apartment building:**

- Take shelter in an inner hallway or room (ideally in the basement) or ground floor
- Do not use the elevator and stay away from windows
- Avoid large rooms that are not supported in the middle such as gymnasiums, churches and auditoriums

## Winter storms

**Driving during winter weather:**

- Have an emergency car kit
- If travelling, do so during the day; let someone know your route, departure and estimated arrival time
- Keep your gas tank almost full and always have windshield washer fluid more than half-full
- Use gas line anti-freeze in extreme cold weather events

**If your car is 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
- Run the car engine about 10 minutes every half-hour if the exhaust system is not obstructed (potentially fatal carbon monoxide fumes have no smell)
- Keep moving, exercise hands and feet periodically
- Keep watch for traffic or searchers

**At home - fireplace or woodstove safety**

- Keep combustibles away from fireplaces and handle hot ashes with care
- Inspect walls for excessive heat during prolonged usage
- Watch for smoke coming into the room due to a damper issue or chimney blockage
- Ensure dampers and chimneys are clean and in good working order; older homes are often at risk of chimney fires if there is creosote buildup in the chimney



## Know the signs of hypothermia and frostbite

Serious health problems can result from prolonged exposure to the cold, such as frostbite and hypothermia. If you are outdoors during a winter storm or extreme cold, dress warmly in layers, stay active to maintain body heat and avoid exposing your skin to the cold as much as possible.

Frostbite mostly impacts areas where circulation is poorer, such as the nose, ears, cheeks, chin, fingers and toes. Warning signs of frostbite include affected areas turning reddish in colour, followed by a stinging or aching feeling. Affected areas may also turn white or waxy prior to becoming numb.

### To treat someone with frostbite:

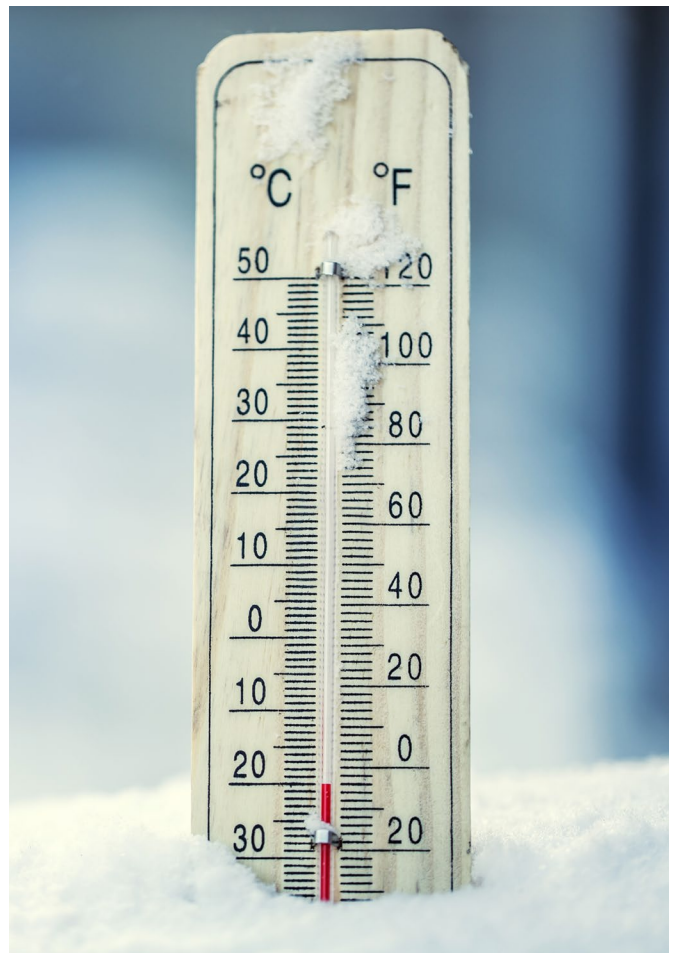
#### Do

- Remove the person from the cold
- Remove any wet clothing
- Wrap them in a blanket
- Rewarm affected areas with body heat
- Call 911 for severe frostbite or frostbite over large areas of the body and watch for signs of hypothermia

#### Do Not

- Rub or massage the affected area as this may cause damage to the tissue
- Use heating pads or blankets as affected areas may be numb and could get burned
- Re-warm if a person will be exposed to the cold again and there is a chance for re-freezing

Hypothermia, or low body temperature, is the result of exposure to cold conditions. Hypothermia is the most serious cold weather injury which can lead to brain damage and even death. Hypothermia usually occurs in extremely cold temperatures but can also occur at more moderate temperatures if a person loses heat due to exposure or submersion in water. Signs of hypothermia include increased shivering, slurred speech, impaired judgement and poor muscle co-ordination. For infants, look for cold reddish skin and low energy.



### To treat a person with hypothermia:

#### Do

- Move them to a warm room and call 911
- Handle gently
- Remove any wet clothing
- Begin gentle body re-warming by using:
  - Warm and dry blankets or clothing
  - Skin to skin contact

#### Do Not

- Take a shower or hot bath
- Use heating devices, such as blankets or pads
- Give hot drinks

For more visit on staying safe during cold weather, visit [york.ca/extremecold](http://york.ca/extremecold)





# How to recover after an emergency

Listed below is information about how to recover after an emergency, including:

- Returning home safely and what to do after specific emergencies
- How you might feel
- Helping your community recover

## Returning home safely

If you were evacuated from your home during an emergency, care should be taken when re-entering your home. Remain safely sheltered, outside the evacuation area, until told by authorities it is safe to return.

- Stay tuned to local radio and TV stations for advice and instructions
- Drive only when necessary and be careful as streets may be obstructed by debris or loose / dangling power wires (report them immediately to the local power company)
- Throw out perishable food in your refrigerator (meat, fish, cut fruits and vegetables, eggs, milk and leftovers) after four hours without power or a cold source like dry ice; if you are unsure whether an item is spoiled, be food safe and throw it out
- If raw food has leaked during thawing, clean and disinfect the contaminated areas; do not reuse the cloths you have used for clean-up until they have been disinfected by washing in hot water

Be aware of potential dangers and watch your step as debris, broken bottles and boards with nails could be scattered.

Additional information about returning home after a specific emergency is available below.

## Returning Home After a Flood

Do not return home until authorities have deemed it safe to do so. Take care when re-entering your home after a flood, as water may be heavily contaminated with sewage and other pollutants that can pose a health hazard. Assume that everything touched by floodwater has been contaminated and must be cleaned and disinfected or thrown away.

Be sure to take the following precautions:

- Check building for foundation damage and make sure all overhangs are supported
- Use a dry piece of wood to turn off electricity at main breaker or fuse box
- Ensure all your utilities (gas, hydro, water) are off and/or safely reconnected by your provider
- Inspect for damage inside your house
- Check for signs of mould, leaks or excessive moisture; wet drywall and ceiling tiles should be discarded as there is a greater chance they may have mould growing on them

- Drain basement water by one-third of the volume of water per day (draining quickly can structurally damage your home)
- Never use wet appliances unless a qualified serviceperson has deemed them safe
- Contact a heating repair company to inspect your furnace and chimney

There are a number of safety precautions to follow when cleaning up, including:

- Wear rubber gloves, rubber boots and protective eyewear when cleaning up
- Dispose of all contaminated food
- Use undiluted household bleach (5.25%) when preparing a disinfectant solution  
Where possible, scrub small areas of mould with water and mild detergent, dry the area quickly and completely by opening windows and doors to provide plenty of fresh air
- Consult a professional for help with cleaning areas of mould greater than one square metre

## Well water

Those on private wells or surface water impacted by the flood are reminded that they should continue to use an alternative water source until they confirm their water is safe for use.

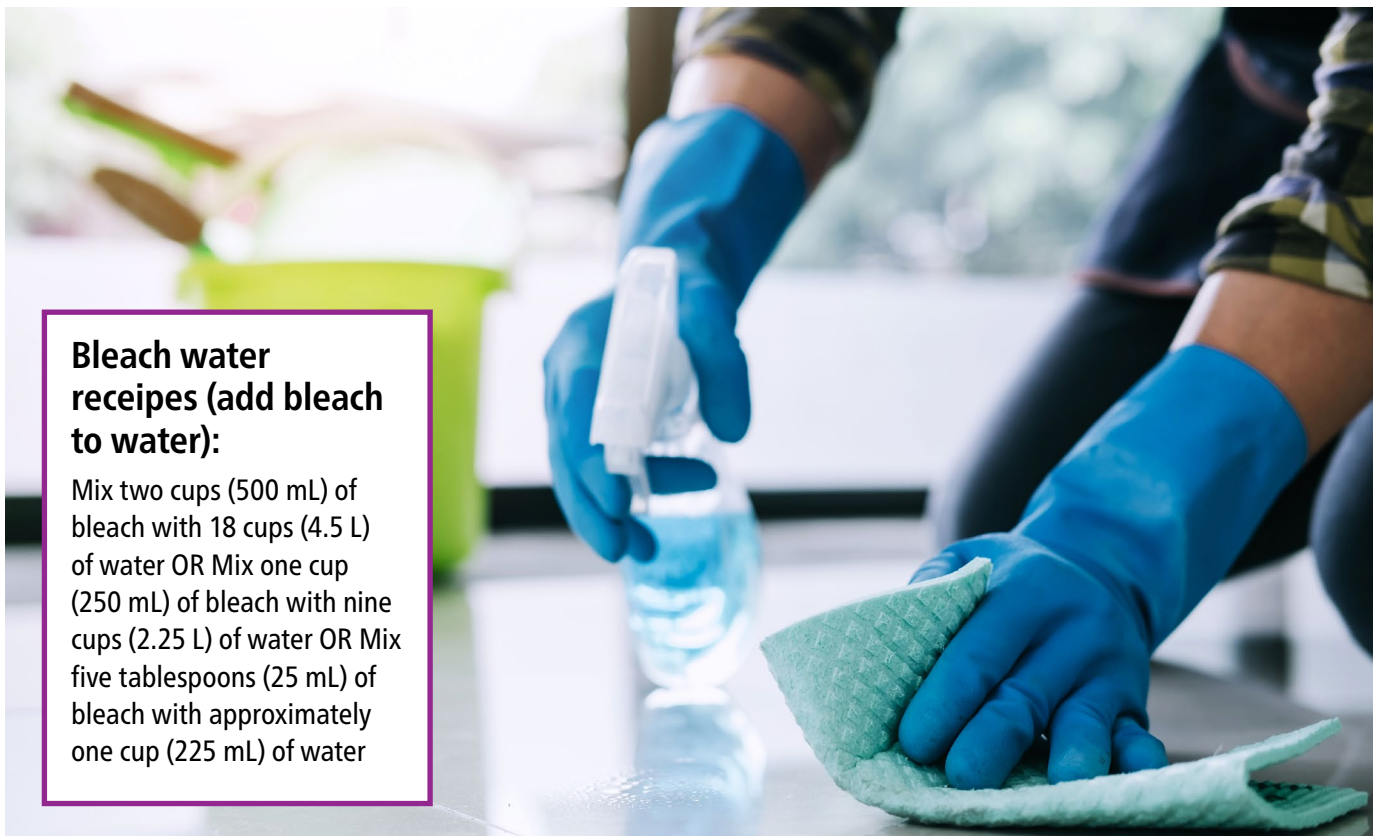
After the flood waters recede, all residents with private water systems should:

- Assess their wells/surface water intake to check for flood waters and damage
  - There should be no floodwater immediately surrounding the well
  - The ground around the well may have eroded during flooding, possibly creating unsafe conditions for surface water and allowing contaminants to enter the well
- Flush the well of any floodwater

Drinking water systems that have been impacted by a flood should first be flushed of any floodwater. Then the well and internal plumbing needs to be disinfected. Finally, the drinking water should be tested for bacteria and found to be safe to drink before using again.

### Bleach water recipes (add bleach to water):

Mix two cups (500 mL) of bleach with 18 cups (4.5 L) of water OR Mix one cup (250 mL) of bleach with nine cups (2.25 L) of water OR Mix five tablespoons (25 mL) of bleach with approximately one cup (225 mL) of water





## Power Outages

### When power is restored:

- Only turn on what you need to give the system a chance to stabilize
- Don't risk eating spoiled food by immediately discarding it from your fridge and freezer; for more information on food safety related to a power outage, see page 26
- Reset your clocks, timers and alarms
- Replace any items used from your 72-hour kit

## Severe Summer Storms

### After the storm is over:

Continue to be careful, stay tuned to the weather and follow directions from local authorities, if required.

## Tornadoes

### After a tornado has touched down

- Monitor media and social media for information about how to get help, if needed
- Check for gas leaks in your home; if you smell gas (a rotten egg odour), evacuate the house immediately and call 9-1-1
- Always follow instructions provided to you by your local gas company and local emergency responders
- DO NOT approach or touch any liquid or vapour cloud that might have come from a gas line leak or chemical leak
- Remove your car or any equipment that could be a potential ignition source; this includes smoking, lighting a match or using electronics (cell phones, pagers, flashlights, keyless entry remotes and vehicle alarms)
- Check for blown fuses, circuit breakers or short-circuits in your home wiring and equipment (if a problem exists, call an expert)
- Be mindful of any debris, damage to homes, buildings, roads, bridges
- Notify your insurance agent or broker if your property is damaged

## Winter Storms

### After the storm is over

Continue to be careful, stay tuned to the weather and follow directions from local authorities, if required.

## Other considerations

### What if there is damage?

Take immediate steps to protect your property from further damage. If it is safe to do so, take photos of the damage. Board up holes, shut off water supplies and if possible, get your car under cover.

Save receipts for materials you use. Any reasonable costs incurred to protect your property may be covered by your insurance company. Advise your insurance representative about your loss as soon as possible. For free information on car and home insurance, call the Insurance Bureau of Canada Consumer Information Centre at 1-800-387-2880 or visit [ibc.ca](http://ibc.ca)

You may also be eligible to apply for financial help from the Disaster Recovery Assistance for Ontarians (DRAO) program. It is a program that can help you recover costs after a natural disaster, but not intended to replace insurance coverage.

You can learn more by visiting [Ontario.ca](http://Ontario.ca)

### How you might feel

Large-scale events like a natural disaster or traumatic event can affect every aspect of our lives. It is important to acknowledge this will impact each of us differently and know where to get support if needed.

People who have been through a natural disaster may experience a confusing range of emotions – fear, shock, anger, survivor guilt, grief and sadness. Common effects that may result from the initial reaction include panic reaction, exhaustion and physiological responses such as muscle strain and headaches. These effects can last for weeks and months following a traumatic event.

Other common reactions include:

- Feeling exhausted for no reason
- Difficult or broken sleep patterns
- Lack of energy for normal activities

- Difficulty concentrating on or remembering everyday tasks
- Feeling overwhelmed by normal demands of work and home
- Becoming easily irritated by little things, such as noise
- Abuse of alcohol or drugs, particularly in reaction to difficult emotions or for help in falling asleep

## Learning to cope

Just as we are all impacted differently, we too will find our own ways to cope. Honour the time you need to build back that emotional resilience and start the healing process. Here are some steps you can take to promote your own physical and emotional healing:

- Engage in activities you enjoy
- Spend time with good friends and loved ones
- Eat healthy foods and get plenty of rest
- Exercise regularly and listen to your body's needs
- Refrain from using cigarettes, alcohol and drugs
- Talk to others who have experienced a similar event
- Reach out to spiritual leaders and doctors who can also provide good sources of support
- Talk about your feelings with family and friends and share the above information with them so they can also understand your experience
- Talk to others who experienced the event as they may have similar feelings and insight

## Getting support

If you are struggling after experiencing a traumatic event, visit [cmha.ca](http://cmha.ca) to find supports near you. If you are experiencing a mental health emergency, call 1 (855) 310-COPE or visit [yssn.ca/310-cope](http://yssn.ca/310-cope)

## Helping your community recover

Do you want to help your community recover? You can do this by donating or volunteering.

### Donate

The most sensible and efficient way you can help people in need after a disaster is to donate money to a reputable volunteer agency involved in disaster relief.

Before donating any goods, including food or clothing, make sure they are actually needed by confirming with the agency or local officials. Unneeded items overwhelm the recovery effort and may go to waste.

### Volunteer

Many volunteer agencies may be brought in to help during a disaster, each one providing a different service. Here are a few tips about volunteering:

- Volunteer with a recognized disaster response organization (such as the Red Cross or St. John Ambulance) before a disaster happens
- Do not go directly to volunteer at a relief organization, hospital or disaster site during or immediately following an emergency
- Wait for instructions from local officials, or check with specific organizations as to their needs
- Be prepared to provide information on what skills and training you can offer

Be patient. Immediately following a disaster, many people are often waiting to volunteer. Remember there may be a greater need for volunteers in the weeks and months following a disaster.



# Municipal Contact Information

Stay connected and up-to-date about York Region emergencies through:

Your local municipality's website and social media channels\*

- Provincial alerts to your mobile phone ([alertready.ca](http://alertready.ca))
- Broadcasts on Greater Toronto Area (GTA) radio and television stations
- Public alerts - be prepared to stop, listen and respond

\*Social media channels are not monitored 24/7

## AURORA

Website: [aurora.ca](http://aurora.ca)  
Twitter: @Town\_of\_Aurora  
Facebook: /townofaurora  
Phone: 905-727-1375

## EAST GWILLIMBURY

Website: [eastgwillimbury.ca](http://eastgwillimbury.ca)  
Twitter: @townofeg  
Facebook: /TownofEastGwillimbury  
Phone: 905-478-4282

## GEORGINA

Website: [georgina.ca](http://georgina.ca)  
Twitter: @georginatown  
Facebook: /TownofGeorgina  
Phone: 905-476-4301

## KING

Website: [king.ca](http://king.ca)  
Twitter: @KingTownship  
Facebook: /townshipofking  
Phone: 905-833-5321

## MARKHAM

Website: [markham.ca](http://markham.ca)  
Twitter: @cityofmarkham  
Facebook: /cityofmarkham  
Phone: 905-477-7000

## NEWMARKET

Website: [newmarket.ca](http://newmarket.ca)  
Twitter: @townofnewmarket  
Facebook: /TownOfNewmarket/  
Phone: 905-895-5193

## RICHMOND HILL

Website: [richmondhill.ca](http://richmondhill.ca)  
Twitter: @myRichmondHill  
Facebook: /myRichmondHill  
Phone: 905-771-8800

## VAUGHAN

Website: [vaughan.ca](http://vaughan.ca)  
Twitter: @City\_of\_Vaughan  
Facebook: /thecityofvaughan  
Phone: 905-832-2281

## STOUFFVILLE

Website: [townofws.com](http://townofws.com)  
Twitter: @townofws  
Facebook: /wstouffville  
Phone: 905-640-1900

## YORK REGION

Website: [york.ca](http://york.ca)  
Twitter: @YorkRegionGovt  
Facebook: /YorkRegionGovt  
Phone: 1-877-464-9675

**For all Police,  
Fire and Medical  
Emergencies  
call 9-1-1**



## Non-Emergency Contacts

### Paramedic Services

Phone: 1-877-800-7924

### York Regional Police (YRP)

Phone: 1-866-876-5423

TTY (for the deaf or hard of hearing):  
1-800-668-0398

Vulnerable Person Registry:

Phone: 1-866-876-5423 ext. 6877

Email: [vpr@ypr.ca](mailto:vpr@ypr.ca)

### Ontario Poison Centre

Phone: 1-800-268-9017

### AccessYork

Phone: 1-877-464-9675

[york.ca](http://york.ca)

TTY (for the deaf or hard of hearing):  
1-866-512-6228 or 905-895-4293

### York Region Health Connection

Phone: 1-800-361-5653

TTY (for the deaf or hard of hearing):  
1-866-512-6228

### York Region Emergency Management

Phone: 1-877-464-9675 ext. 71219

Email:

[Emergency.Management@york.ca](mailto:Emergency.Management@york.ca)

## Hospitals

### Mackenzie Health

10 Trench Street, Richmond Hill

Phone: 905-883-1212

### Southlake Regional Health Centre

596 Davis Drive, Newmarket

Phone: 905-895-4521

### Markham Stouffville Hospital

381 Church Street, Markham

Phone: 905-472-7373

### Cortellucci Vaughan Hospital

3200 Major MacKenzie Dr W, Vaughan

Phone: 905-417-2000

## Fire Departments

### AURORA

Phone: 905-895-9222

### EAST GWILLIMBURY

Phone: 905-853-8842

### GEORGINA

Phone: 905-476-5167

### KING

Phone: 905-833-2800

### MARKHAM

Phone: 905-415-7521

### NEWMARKET

Phone: 905-895-9222

### RICHMOND HILL

Phone: 905-883-5444

### VAUGHAN

Phone: 905-832-2281

### STOUFFVILLE

Phone: 905-640-9595

## Other

### Environment and Climate Change Canada

Website: [ec.gc.ca](http://ec.gc.ca)

App: WeatherCAN

### Government of Canada

Website: [getprepared.gc.ca](http://getprepared.gc.ca)

### Insurance Bureau of Canada

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

### Emergency Management Ontario (EMO)

Website: [ontario.ca/emo](http://ontario.ca/emo)

### Ontario's Emergency Alerting System

Website: [alertready.ca](http://alertready.ca)

### Public Safety Canada

Website: [publicsafetycanada.gc.ca](http://publicsafetycanada.gc.ca)

### Alectra

1-833-ALECTRA (1-833-253-2872)

Website: [alectrautilities.com](http://alectrautilities.com)

### Hydro One

1-800-434-1235

Website: [d8bkcndcv6jca.cloudfront.net](http://d8bkcndcv6jca.cloudfront.net)

### Newmarket Tay Power (NT Power)

905-895-2309 (select option 3)

Website: [ntpower.ca/outages/outage-map](http://ntpower.ca/outages/outage-map)

## Emergency Contact List

### HOME INFORMATION

Home address: \_\_\_\_\_  
Home phone No.: \_\_\_\_\_  
Cell phone #: \_\_\_\_\_  
House colour: \_\_\_\_\_  
Landmarks: \_\_\_\_\_  
Meeting place during an emergency: \_\_\_\_\_  
\_\_\_\_\_

### NON-EMERGENCY CONTACTS

EMS/Paramedics: 1-877-800-7924  
Fire Department: \_\_\_\_\_  
Poison Control: 1-800-268-9017  
Family Doctor: \_\_\_\_\_  
Pediatrician: \_\_\_\_\_  
Dentist: \_\_\_\_\_  
Hospital: \_\_\_\_\_  
Pharmacy: \_\_\_\_\_  
Vet: \_\_\_\_\_

### INSURANCE CONTACTS

Medical Insurance Co: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Policy: \_\_\_\_\_  
  
Home Insurance Co: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Policy: \_\_\_\_\_  
  
Auto Insurance Co: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Policy: \_\_\_\_\_

### For all Police, Fire and Medical Emergencies call 9-1-1

- Provide:
- Your name
  - Address of the accident
  - Description of the emergency
  - Time that it happened

### FAMILY CONTACTS

Name: \_\_\_\_\_  
Home No.: \_\_\_\_\_  
Mobile No.: \_\_\_\_\_  
Work No.: \_\_\_\_\_  
  
Name: \_\_\_\_\_  
Home No.: \_\_\_\_\_  
Mobile No.: \_\_\_\_\_  
Work No.: \_\_\_\_\_

Name: \_\_\_\_\_  
Home No.: \_\_\_\_\_  
Mobile No.: \_\_\_\_\_  
Work No.: \_\_\_\_\_

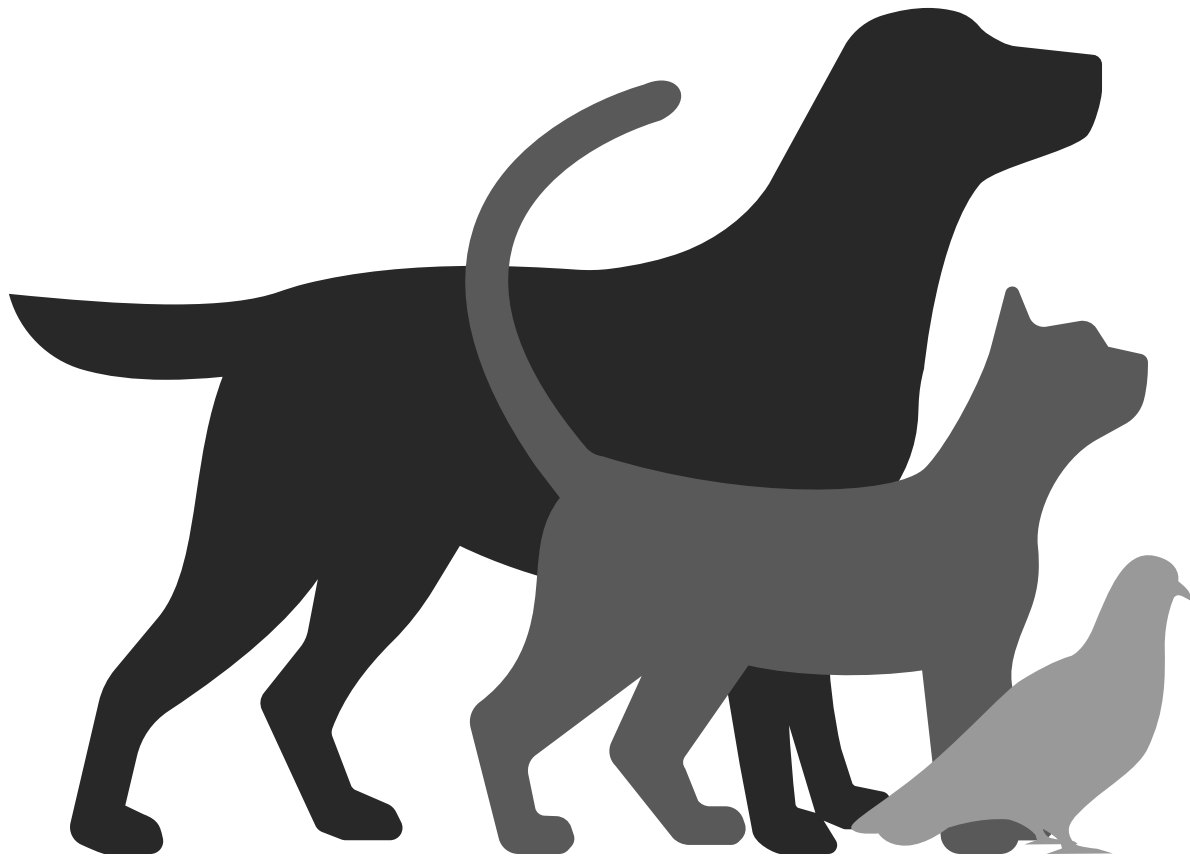
### UTILITY CONTACTS

Electric: \_\_\_\_\_  
Water: \_\_\_\_\_  
Gas: \_\_\_\_\_  
Cable: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Other: \_\_\_\_\_



# IN CASE OF EMERGENCY

Please  
Save  
Our Pets



Dog

Cat

Bird

Other

**Pet's temperament:**

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**Emergency number:**

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## **HOW TO CONTACT US:**

THE REGIONAL MUNICIPALITY OF YORK  
EMERGENCY MANAGEMENT

1-877-464-9675

[emergency.management@york.ca](mailto:emergency.management@york.ca)

[york.ca/BePrepared](http://york.ca/BePrepared)

Accessible formats or communications supports are available upon request. Please contact: 1-877-464-9675