



**Are you  
ready?**

**Plan • Prepare • Be aware**



# Office of Emergency Management

The City of Ottawa's Office of Emergency Management ensures the safety of residents, businesses and visitors in case of emergency. It provides and coordinates effective emergency and disaster response management and leads City services, residents, and businesses in preparing for, responding to and recovering from emergencies while ensuring delivery of essential services.

It's not unusual for a large emergency response to involve services from multiple City departments. In our everyday lives, large-scale emergencies and disasters seem like a remote possibility. But the truth is that natural disasters, industrial or environmental accidents and service disruptions can happen anywhere at any time.

**In Ottawa, it is a good idea to be prepared for emergencies such as:**

- Freezing rain
- Earthquake
- Snowstorm or blizzard
- Electrical emergency
- Tornado
- Explosion or fire
- Windstorm
- Urban flood
- Landslide
- Extreme heat

## Plan now

While the City does its part, you need to be ready to take care of yourself and your family for at least **72 hours**. It's difficult to think clearly and logically in an emergency. Plan now, when you have time to be thorough.

Visit the City's website, [ottawa.ca](http://ottawa.ca), for emergency preparedness information for the whole family.

# Know what to do

The following steps will help you develop a personal or family emergency plan:

1. Create an emergency communications plan
2. Establish a meeting place
3. Assemble an emergency preparedness kit
4. Learn about your community emergency plans, arrangements and authorities
5. Check on the emergency plan of your children's school or daycare centre
6. Learn basic first aid techniques
7. Learn when and how to shelter in place or evacuate

**In an emergency, it is critical to have several pre-assembled emergency kits such as:** a basic kit, important family documents, emergency food and water, a special needs kit and an emergency kit for your car.

Making each of these kits is easy and quick; you probably already have most of the items you need.

All your emergency kits should contain adequate supplies to keep **you and your family self-sufficient for at least three days (72 hours)**.

Assemble your supplies together in waterproof, portable containers and store them in an easily accessible location.



## Basic emergency preparedness kit

- Battery-operated or crank radio
- Flashlights and extra light bulbs
- Batteries
- Cash or traveler's cheques
- Utility knife
- Rope and shovel
- Hand sanitizer
- Small fire extinguisher; ABC type
- Tube tent
- Blankets/sleeping bags
- Plastic sheeting and duct tape
- Candles and matches/lighter
- Extra house and car keys
- Clothing and footwear (one change per person; more for children)
- Toilet paper and other personal supplies
- First aid kit
- Backpack/duffel bag
- Plastic garbage bags, ties
- Disinfectant, chlorine bleach
- Map of area
- Adjustable wrench, to shut off household gas and water
- Whistle (in case you need to attract attention)
- Playing cards, games, paper, pencils

## Important family documents

- Insurance policies, contracts, deeds, stocks and bonds
- Passports, immigration papers
- Social Insurance Numbers
- Immunization records
- List of prescriptions
- Bank account numbers
- Credit card account numbers and companies
- Inventory of valuable household goods
- Important telephone numbers
- Family records (birth, marriage, death certificates)
- Photos of family members in case you are separated

## Emergency food and water kit

Choose foods that are easy to store, are non-perishable, do not require refrigeration and take little or no water to prepare.

Store food in screw top jars or sealed containers and always check for spoilage before use. Ensure store-bought drinking water and non-perishable foods have not expired. Put household drinking water in clean, disinfected containers with secure lids; record the date and replace every 6 months.

## Your food kit should contain

- Grain products** (cold, dry and hot cereals; bread sticks; rice; couscous; crackers; pretzels; noodles/pasta; rice cakes; melba toast; granola bars; cookies)

- Meat and alternatives** (canned meat and fish; canned soup, stew or pasta with meat; canned beans, peas, lentils; peanut butter; instant refried beans; textured vegetable protein; sunflower seeds and nuts)
- Non-perishable milk products** (skim milk powder; canned evaporated 2% milk; soy or rice beverage; packaged or canned pudding)
- Vegetables and fruit** (canned or jarred vegetables and fruits; fruit and vegetable juices; dried fruit; apple sauce; tomato sauce)
- Other foods** (canned or packaged meals; pasta sauce mixes; bouillon cubes; honey/jam; instant coffee, tea or hot chocolate)
- Additional supplies** (cutlery; cups; plates; manual can opener; bottle opener; waterproof matches or lighter; garbage bags)

## Your water kit should contain

- At least two litres of drinking water per adult per day.
- At least two litres of water per person per day for cleaning and cooking.
- At least a three-day supply of water for each person in your household.
- Purification tablets or unscented liquid household chlorine bleach and an eyedropper.
- Extra water for children, nursing mothers, people who are ill and during hotter times of the year.

# Emergency special needs kit

A special needs kit will help ensure everyone's unique needs are provided for in the event of an emergency, when regular sources of assistance may be interrupted.

Prepare a special needs kit for family members with special needs, such as infants, older adults or people with disabilities.

## Your kit should contain

- For infants:** jarred baby food; instant cereal or formula; sterilized water to make formula; baby bottles; disposable diapers; extra clothing; snowsuit; medication
- For older adults:** special medications; dentures; eyeglasses; hearing aids; batteries; copies of prescriptions
- For people with disabilities:** extra batteries for wheelchairs and other personal care equipment; oxygen; medication; catheters; food for service dogs

## Emergency car kit

Try to keep your gas tank half-full to full at all times. Assemble supplies in a portable container and store it in your trunk.

## Your kit should contain

- Cell phone
- Booster cables
- First aid kit
- Road maps
- Methyl hydrate to de-ice the fuel line
- Shovel



- Ice scraper and brush
- Sand (or kitty litter)
- Blankets
- Candles in a deep can
- Waterproof matches
- A tow chain
- Warning light or flares
- Flashlight
- Extra hats, coats and footwear
- Rain wear
- Non-perishable food and drinking water
- Fire extinguisher
- A cloth or paper towels
- Extra fuel for car stored in a safe place and in an approved container;  
not a large quantity

# Pet emergency preparedness

Just as an emergency preparedness kit can help keep you and your family safe, a pet emergency preparedness kit can help ensure the safety of that special member of your family. It is best to keep everything stored in sturdy containers that can be accessed and carried easily.

## Your pet emergency preparedness kit should contain

- A blanket or pet bed
- A few toys
- A secure carrying cage to transport your pet. Clearly label the cage with your name and contact information, your veterinarian's name and contact information and any special requirements your pet may have. In case you are out of your home for an extended period of time or become separated from your pet, try to include the phone number of a friend or relative outside your immediate area.
- A record of vaccinations and any medications your pet may be taking and related medical records.
- Store enough food and clean water to last at least three days in watertight containers.
- Information on your pet including feeding schedules or behavioural issues in case they are placed in foster care or you need to leave them with a friend or relative.
- A manual can opener, spill-proof food dishes and other feeding supplies.
- Newspaper, cat litter, wood chips or any other sanitary supplies.
- Up-to-date identification tags should be securely fastened to your pet's collar.
- Current photos and descriptions of your pets.

- A leash, harness or muzzle as required by your pet.
- A list of animal friendly places including hotels, friends and relatives or boarding facilities that might be able to shelter animals in emergencies.

For more information on pet emergency preparedness, including tips for planning ahead and caring for your pet before and after a disaster, visit [ottawa.ca](http://ottawa.ca).

## Protective measures

### Know what to do in an emergency situation

These four (4) Protective Measures can help residents, businesses, and visitors to protect themselves before, during, and after an emergency situation in order to eliminate or reduce an immediate threat to life, public health or safety.

**Lockdown:** A response to an immediate threat inside a facility. Daily routine is suspended.

**Secure Facility:** A response to an immediate or imminent threat or hazard external to a facility. Exterior doors should be secured. Exit from the facility is strongly discouraged.

**Shelter in Place:** A response to a threat or hazard external to a facility (typically atmospheric or environmental in nature). Exterior doors should be closed. Exit from the facility is discouraged.

**Evacuation:** A response to an immediate or imminent threat or hazard whereby individuals are instructed to proceed to a safe location.

## Stay informed

- **Call or text your emergency contact (i.e. family, friends and co-workers)** Let them know you are safe and where you are located.
- **Use your cell phone only as necessary.** Silence your phone and keep it handy in case of a life-threatening emergency.
- **Monitor the radio, television, or credible social media for instructions.** Do not leave your shelter or safe area unless directed by officials and it is safe to do so.

## Are you ready to shelter-in-place?

In the event of an emergency in your community, local emergency officials may instruct you to shelter-in-place.

Shelter-in-place means to shelter where you are: at home, work, school or car, usually just for a few hours. Plan ahead, practice and share your emergency plans with your family.

If you are advised to shelter-in place, please listen to the radio, watch television or follow credible social media sources for instructions and updated advice from local emergency officials. Please follow their instructions.

### At home

- Remain calm.
- Go and stay inside with your children and pets. If your children are at school, the school will take the appropriate steps to shelter them.
- Close and lock all windows and exterior doors.
- Get your emergency preparedness kit.
- Go to a room with few or no windows.
- If you have a fireplace, close the damper.

- Bring your pets with you and make sure they have additional food and water.
- Make sure there is a hard-wire telephone (a land line) in the room you select.
- If you are unable to move from a bed or chair and assistance is not available, protect yourself with a blanket or pillow from falling objects.

## **At work**

- Remain calm.
- Ask all staff, customers and visitors to stay inside the building.
- Close and lock all windows and exterior doors.
- Know your place of work's emergency plan and follow it.

## **In your car**

- Remain calm.
- If you are close to home, your office or a public building, go there immediately and follow their emergency plan.
- If you are unable to get to your home or a building quickly and safely, pull your car over to the side of the road.
- In hot weather, attempt to stop under a bridge or in a shady spot to avoid becoming overheated.
- Turn off the engine and stay inside your vehicle.
- Have your emergency car kit in your car.
- Close all windows and vents.
- Listen to the radio for updated advice and instructions from local emergency officials.
- Stay where you are until you are instructed it is safe to get back on the roads.

# Are you ready to evacuate?

Local emergency officials issue evacuation alerts and orders when there is a threat of an emergency or disaster. Evacuation may be necessary in the event of flooding, severe weather, fires, hazardous contaminant releases and radiological events.

When you are told to evacuate, it is not the time to decide what to do and what to take with you. Planning ahead is important; identify where you can go in the event of an evacuation.

Try to have more than one option such as the home of a friend or relative in another town, a hotel or a shelter.

Local emergency officials have good reason to make an evacuation request. Follow their instructions. The amount of time you have to evacuate depends on the emergency or disaster.

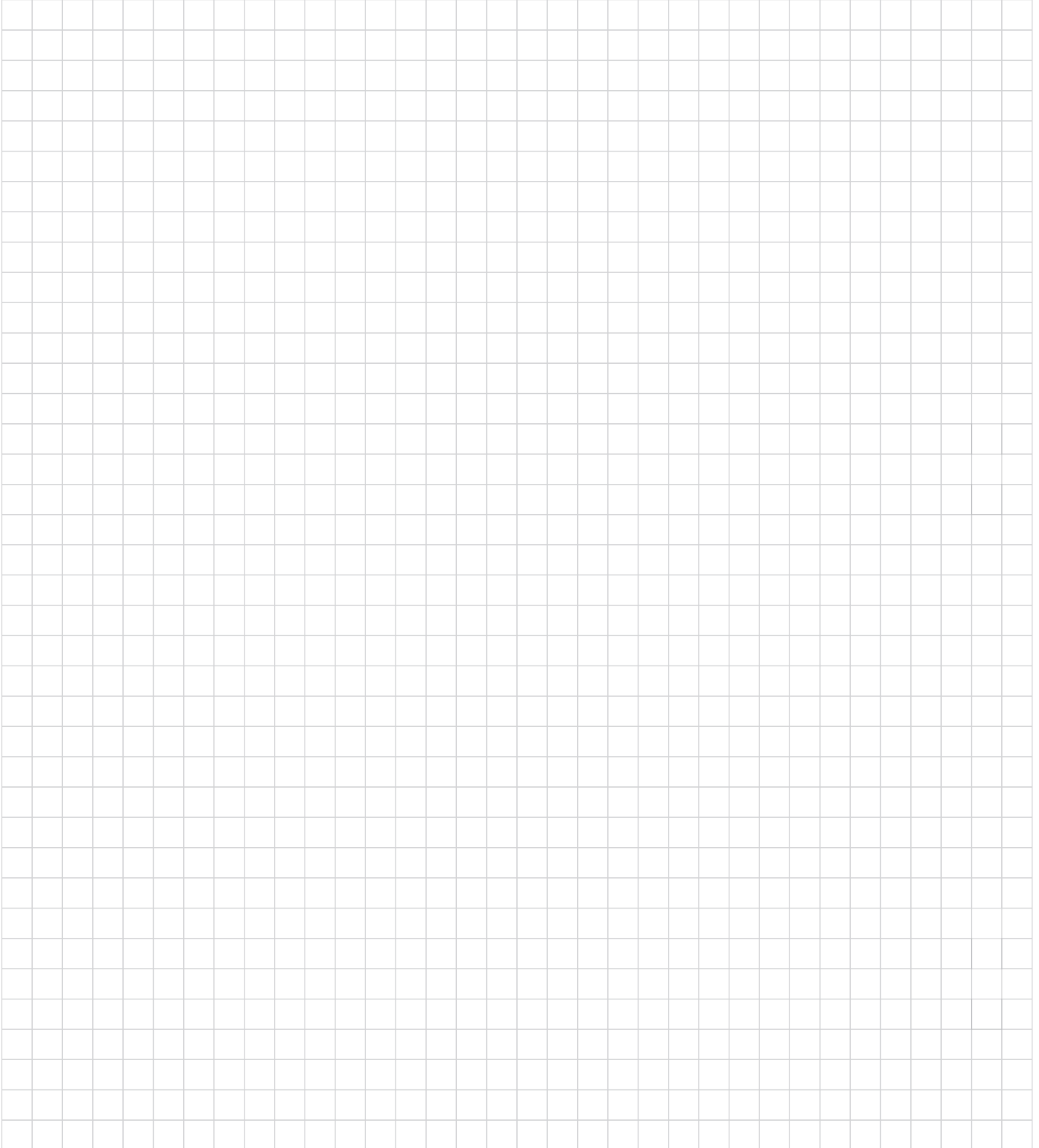
## Remember these important tips

- Remain calm.
- Monitor radio, television or credible social media for advice and instructions from local emergency officials.
- Leave immediately, if told to do so.
- Take your emergency preparedness kits with you.
- Contact or leave a note for family members indicating that you have left and where you have gone.
- Call a designated out-of-town relative or friend so they can tell loved ones that you are safe.
- Wear clothing appropriate for the weather conditions.
- Sturdy shoes, long pants and long-sleeved shirts can protect you from the elements.

- Make arrangements for your pets.
- Unplug all electrical equipment.
- Secure your home by closing and locking all windows and doors.
- If instructed, shut off water, gas and electricity.
- Keep a full tank of gas in your car if an evacuation seems likely. Plan to take one car per family to reduce congestion and delays.
- Do not speed and only use routes specified by local authorities. A shortcut or other roads could lead to restricted, closed or dangerous routes.
- Stay away from downed power lines.
- Report to the nearest **Emergency Reception Centre** to register with the **Canadian Red Cross**. The location will be provided when you are evacuated.
- Stay informed and wait for instructions on when you can return.

# Create an Escape Plan for your home

Draw a plan of your home. Show all the doors and windows that can be used as exits in case of emergency, including a fire.





# Communication is key

In the event of an emergency, the City of Ottawa will provide important information and updates to affected residents in a variety of ways:

- Radio and television news
- The City's website, **ottawa.ca**
- The City's Twitter account, **@OttawaCity**
- Your City Councillor
- Door-to-door visits from volunteers or City staff
- Public information meetings in affected neighbourhoods

## Look out for each other

Have a conversation now with neighbours, friends and family members about how to stay in touch with each other in the event of an emergency. Plan to check-in with each other in the event that one of you lives in a community that is affected by an emergency.

## Equipment to have on hand

- Battery or crank powered radio
- Fresh batteries
- Prepaid phone card
- Mobile phone charger
- Landline telephone that uses a copper phone line to connect your phone to the network. Phones using Voice-over Internet Protocol (VoIP) technology will not work if the internet is out of service.

# Responding to stressful events

After an emergency or disaster, here are just some of the things you may be experiencing:

- A variety of feelings, such as being dazed, numb, sad, helpless and anxious
- Bad memories or dreams
- Avoidance of places or people that remind you of the disaster
- Trouble sleeping, eating, or paying attention
- Short temper
- A change in how you act with your friends and family
- In spite of tragedy, some people just feel happy to be alive

These are normal reactions to stress and it may take time before you feel better and life returns to normal. Give yourself time to heal.

## Things you can do

Focus on what needs to happen today and what can wait until tomorrow.

Try to:

- Follow a normal routine as much as possible.
- Eat healthy meals and stay hydrated. Be careful not to skip meals or to overeat.
- Exercise and stay active.
- Help other people in your community as a volunteer.  
Stay busy.
- Accept help from family, friends, co-workers, or clergy. Talk about your feelings with them.

- Limit your time around the sights and sounds of what happened.  
Don't dwell on TV, radio, or newspaper reports on the tragedy.

The **Distress Centre** is available 24/7 to take your call: **613-238-3311**  
For more on **Responding to stressful events** visit **[ottawapublichealth.ca](http://ottawapublichealth.ca)**

## **Important contact information**

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