Emergency Preparedness Guide

Hastings County

Supporting People & Our Communities

OFFICE OF THE WARDEN
AND C.A.O. – CLERK
Tel : 613-966-1311
Fax: 613-966-2574
www.hastingscounty.com

COUNTY OF HASTINGS

COUNTY
ADMINISTRATION
BUILDINGS
235 PINNACLE ST.
POSTAL BAG 4400
BELLEVILLE, ONTARIO
K8N 3A9

Thank you for taking the time to review the important information enclosed in this Emergency Preparedness Guide. Hastings County is here to help you plan and remain safe throughout an emergency situation. The Hastings County Community Control Group is a team of professionals who will assist the emergency response services of our 14 municipalities and two separated cities during a large scale emergency. The team can assist by coordinating emergency services, providing emergency social services and coordinating any other agencies that may respond to assist municipalities in an emergency.

This year, the Emergency Preparedness theme is ***"Be Emergency Ready – Stay Connected"*** As part of the national alerting system Alert Ready (www.alertready.ca), starting April 6, 2018 all wireless service providers are required to ensure public alerting is broadcast to all compatible handheld devices over the LTE network, providing Canadians with warnings about threats to public safety and what precautions they need to take to protect themselves. You are encouraged to learn more about Alert Ready and to take steps to ensure that you are prepared to react and respond quickly in an emergency.

If each of us participates in emergency readiness, a tragedy or disaster may interrupt, but not destroy the quality of life we enjoy in Hastings County.

Yours truly,

Warden Rodney Cooney
Hastings County

SUPPORTING PEOPLE AND OUR COMMUNITIES

Table of Contents

How You Can Plan For Emergencies.....5

72-Hour Survival Kit.....6

Car Survival Kit.....8

Pet Emergency Survival Kit.....9

Prepare Your Kit.....10

Public Alerting - Alert Ready.....11

Using Technology in an Emergency.....12

Feature Hazard: Know Your Hazards.....13

Evacuations.....16

Get To Know Your Paramedics.....18

The Role of Hastings County in an Emergency.....20

Family Emergency Plan.....21

Community Links.....23

Municipal Contact Information.....Back Cover

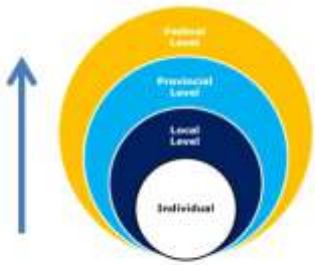
@HastingsEM

Know the Risks, Reduce them Together!!!

EVERYONE has a role to play in being prepared for an emergency. Individuals and families should have an emergency kit with enough supplies for at least 72 hours. They are responsible for having a plan in place in the event they are required to evacuate their home – a plan that includes a safe place for all family members (including pets!) to go. They are responsible for knowing their hazards and ensuring their homes and cottages are prepared and protected.
Municipalities are required to have an emergency plan and program in place to respond to large scale emergencies. These programs include ensuring the public is aware of their hazards and has the information they need to prepare for them. During an emergency, available municipal resources will be directed to protect critical infrastructure (roads, water, hydro, etc) and to response to those with immediate life safety issues.

The pages of this Emergency Preparedness Guide will assist individuals with fulfilling their responsibilities in an emergency. Remember – EMERGENCY PREPAREDNESS STARTS WITH YOU!

PROTECTING YOUR SAFETY BEGINS AT HOME



EMERGENCY MANAGEMENT IS A BOTTOM UP RESPONSIBILITY….it starts with YOU!!

How You Can Plan for Emergencies

Be Prepared!
Make sure everyone in your family knows what to do before, during and after an emergency. As a family, make a plan and discuss how you can best prepare for the most likely hazards that will affect your home. If you live alone, make a plan for yourself and make sure you talk about it with your neighbours and friends. This Guide will provide you with information, lists and templates to use to make sure you are prepared for any emergency.

Make a Plan
Keep a list of emergency phone numbers handy. Put a copy of important phone numbers in your "Ready to Go" bag (Page 17). Select a friend or family member who lives a distance away from you to be the contact person in the event you are separated from your family. Make sure everyone in the family has this person's phone number – put a copy in purses, briefcases, school backpacks, etc or make sure it is stored in electronic devices such as iPods, cellphones or laptops. You can also include floor plans that include where exits and escape routes from each room. There is also a spot to include the location of your "Ready to Go" kit.

Don't forget your pets!! Make sure you have Pet Emergency Kit (pg 9) and have a list of pet friendly hotels, kennels, veterinarians or friends who can take your animal or who you can stay with if you need to evacuate your home.

Prepare your Kit
Make sure you have supplies in your home to be self sufficient for AT LEAST 72 hours. You should also prepare a "Ready to Go" (pg 17) kit that has all the supplies and information you will need if you have to evacuate quickly, a Pet Emergency Kit (pg 9) and a make sure your car has a Car Survival Kit (pg 8) in case you are stranded or need to travel a long distance.

Know your Hazards
Make a list of all the hazards that may affect you and your home. Contact your local Community Emergency Management Coordinator for information on the top local hazards in your community. Find out how you can prevent, mitigate or prepare for these hazards to make sure your family can remain safe and calm during an emergency.

72-Hour Survival Kit

Food and Water

- ☐ 3-5 gallons of water (4 litres per adult, per day)
- ☐ Canned or freeze-dried foods
- ☐ One manual can opener
- ☐ Instant drink and juices
- ☐ Water purifying tablets

Warmth and Shelter

- ☐ Tent/Trailer or other shelter
- ☐ Wool-blend blanket or sleeping bags
- ☐ Emergency reflective blanket
- ☐ Lightweight stove & fuel / camp stove (to be used OUTDOORS ONLY)
- ☐ Hand and body warm packs
- ☐ Poncho (a large garbage bag can make a great rain poncho)

Tools and Equipment

- ☐ Pocket knife
- ☐ Flashlight, lantern or candles including windproof / waterproof matches
- ☐ Shovel, hatchet or axe
- ☐ Sewing kit
- ☐ Nylon rope and duct tape
- ☐ Cooking utensils
- ☐ Radio and batteries or crank radio
- ☐ First aid kit
- ☐ Pen / pencil and writing pad
- ☐ Whistle to make noise with
- ☐ Hand sanitizer
- ☐ Water resistant duffel bag or tote to store everything in

72-Hour Survival Kit

Special Items

Keep copies of important family records and documents in a waterproof and fireproof, portable container.

- ☐ Passports
- ☐ Health cards
- ☐ Drivers' licences
- ☐ Birth certificates
- ☐ Bank account and credit card numbers
- ☐ A small amount of cash
- ☐ Photos of family members in case you are separated in an emergency
- ☐ Games and toys for children
- ☐ Extra keys for house and car(s)
- ☐ Cell phone, battery charger and car adaptor (keep battery charged!)

Don't put your life at risk by waiting and trying to gather items when the emergency requires you to leave your home immediately!

Car Survival Kit

- ☐ Shovel
- ☐ Sand or kitty litter
- ☐ Traction mats
- ☐ Tow chain
- ☐ Compass
- ☐ Cloth or roll of toilet paper
- ☐ Warning light or road flares
- ☐ Extra clothing and footwear
- ☐ Emergency food pack
- ☐ Booster cables
- ☐ Ice scraper and brush
- ☐ Matches and a “survival” candle in a deep can (to warm hands, heat drink, or use as emergency light)
- ☐ Fire extinguisher
- ☐ Extra windshield washer fluid
- ☐ Fuel-line antifreeze
- ☐ Road maps
- ☐ Flashlight
- ☐ First-Aid kit
- ☐ Blanket (special “survival” blankets are best)
- ☐ Duct tape

Pet Emergency Survival Kit

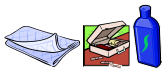
- ☐ 72-hour supply of food, bowls and can opener
- ☐ 72-hour supply of bottled water
- ☐ Blankets/towels (more than one in case they get soiled)
- ☐ Small toy
- ☐ Leash, muzzle, harness
- ☐ Litter pan, litter, plastic bags and scooper
- ☐ Pet carrier for transportation
- ☐ Medical records, especially proof of vaccinations (most boarding facilities will not accept pets without proof of current vaccination records)
- ☐ Medications and pet first aid kit
- ☐ Current photo of pet in case they get lost
- ☐ Information on your pet's feeding schedule, behavioural/medical concerns and special boarding instructions
- ☐ List of boarding facilities in your area, hotels/motels that accept pets, and friends and relatives that you and your pet can stay with (pets are generally not allowed inside emergency shelters designated for people, with the exception of service animals such as guide dogs)
- ☐ I.D. tag (microchipping also recommended)

Prepare Your Kit

Prepare your survival kits by putting a few items in it each month:

Flashlight, radio, duffel bag/tote

JANUARY



Blankets, first aid kit, hand sanitizer

FEBRUARY

Cash, spare keys, important papers

MARCH

Food & water, medication and utensils

APRIL

Camp stove, whistle, home emergency plan

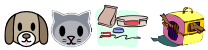
MAY

Duct tape, matches, basic tools

JUNE

Toiletries, spare clothes, games

JULY



Pet Kit – picture, supplies, carrier

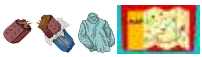
AUGUST

Car Kit – Flashlight, first aid kit, blanket

SEPTEMBER

Car Kit – fluids for car, booster cables, survival candle/matches, shovel

OCTOBER



Car Kit – non-perishable food (granola bars), warm clothes, maps

NOVEMBER

Great Job! You've completed your kits! Now help friends and family learn how they can do theirs!

DECEMBER

ALERT READY
EMERGENCY ALERT SYSTEM

STOP. LISTEN. RESPOND.

Wireless

In addition to TV and radio, Alert Ready will be sending emergency alerts to cell phones and wireless devices that are compatible with Wireless Public Alerting (WPA).
To check if your phone is compatible, go to:
https://www.alertready.ca/wireless/#carriers

If your phone is not compatible, you can subscribe to receive emergency alerts by email, SMS texts and social media. To find out how, visit:
https://www.emergencymanagementontario.ca/english/stayconnected/stayconnected.html

Alert Ready in Ontario

Alert Ready in Ontario is part of a national service designed to deliver critical and potentially life-saving emergency alert messages to Canadians. Emergency alerts are distributed on radio, TV and compatible wireless devices (as of April 6th) to help ensure that Ontarians have the critical information they need in emergencies to take necessary precautions to protect themselves and their families.
Follow us on Twitter and Facebook to get the latest emergency information and tips on how you can prepare for an emergency.
For more information about Alert Ready including frequently asked questions, visit www.alertready.ca.

Using Technology During a Disaster

We rely on technology more and more to keep in touch with our family, friends, and colleagues with a click of a button. But what happens in the event of a major emergency? Suddenly these tools can become vital in helping you and your family deal get in touch and stay informed. So here are some tips on the use of technology in an emergency:

- If possible, use non-voice channels like text messaging, email or social media.
- These use less bandwidth than voice communications and may work even when phone service doesn't.
- If you must use a phone, keep your conversation brief and convey only vital information to emergency personnel and/or family. This will also conserve your phone's battery.
- Unable to complete a call? Wait 10 seconds before redialing to help reduce network congestion. Note, cordless phones rely on electricity and will not work during a power outage. If you have a landline, keep at least one corded phone in your home.
- Keep extra batteries or a charger for your mobile device in your emergency kit. Consider getting a solar-powered, crank, or vehicle phone charger. If you don't have a cell phone, keep a prepaid phone card in your emergency kit.
- Keep your contacts up to date on your phone, email and other channels. This will make it easier to reach important contacts, such as friends, family, neighbours, child's school, or insurance agent.
- If you have a smartphone, save your safe meeting location(s) on its mapping application.
- Conserve your smartphone's battery by reducing the screen's brightness, placing your phone in airplane mode, and closing apps you are not using. You never know how long a power outage will last!

Remember, in an emergency or to save a life, call 9-1-1 for help. You cannot currently text 9-1-1. If you are not experiencing an emergency, do not call 9-1-1. If your area offers 2-1-1 service or another information system, call that number for non-emergencies.

KNOW YOUR HAZARDS

The following are some common hazards that are experienced throughout Hastings County.

Power Outage

- ☐ If prolonged, prevent pipes from bursting by draining them and turning off main water supply
- ☐ Turn off appliances that automatically come back on when power is restored
- ☐ Keep a phone that does not require electricity
- ☐ Open fridge and freezer doors as little as possible to preserve food.
- ☐ Never camp stoves, burners or barbecues indoors. They can produce dangerous levels of carbon monoxide.
- ☐ If using candles, never leave them unattended.

Extreme Cold

- ☐ Dress warmly in layers and stay dry
- ☐ Cover face and mouth to protect lungs from cold air
- ☐ Avoid overexertion when shoveling snow. Take breaks
- ☐ Always let people know when are travelling in inclement weather. Give them your route and expected arrival time. Keep an emergency car kit in your vehicle and the gas tank half full at all times
- ☐ Inside, only use heating equipment approved for indoor use
- ☐ Keep combustible materials away from portable heater
- ☐ Be careful not to overload electrical circuits.

Extreme Heat

- ☐ Stay in the shade. When in the sun, use minimum SPF 15 sunscreen
- ☐ Wear light coloured, lightweight and loose fitting clothes
- ☐ Drink plenty of water and avoid alcohol and caffeine
- ☐ Avoid strenuous activity
- ☐ NEVER leave children or pets in a car unattended for any length of time.
- ☐ Listen to the radio for locations for cooling centres in your neighbourhood.
- ☐ Be sure and check on your neighbours or those who may be at risk to extreme heat:
  - Children and seniors
  - People with chronic health issues
  - Outdoor workers

Thunderstorms

- ☐ If outdoors, get inside. If that's not possible, squat low to the ground. Do not lie down
- ☐ Take shelter in a ditch or low depression if unable to shelter in a building
- ☐ If in a boat or in the water, get back to shore immediately
- ☐ Avoid handling electrical equipment, faucets, telephones, etc. Lightning can follow wires and pipes
- ☐ If you are in a car, stay there.

Tornados

- ☐ Go to the basement or interior room on the ground floor such as a washroom or closet.
- ☐ Stay away from windows and exterior walls
- ☐ If outdoors, get inside if possible. If not, take cover in a ditch or recessed area

Floods

- ☐ Move furniture and valuables from lower levels to higher ones
- ☐ Make sure basement windows are closed
- ☐ Seek higher ground if water is rising rapidly
- ☐ For more information about conditions throughout the province, check www.ontario.ca/flooding

Health Emergencies

- The Hastings and Prince Edward County Health Unit is a valuable resource during many types of health related emergencies, as well and food and water safety issues.
- Public Health works in concert with local emergency planning groups, hospitals and paramedic services to manage any health related issue that may arise.
- For more information, you can contact HPECHU at (613-966-5500 ext 677 Belleville and 613-332-4555 Bancroft or http://www.hpechu.on.ca

REMEMBER: Listen to local radio for information during an emergency regarding evacuations, safety tips and where to get more information. You can also subscribe for various types of emergency alerts.

Weather Alerts – www.theweathernetwork.com. You can follow them on Twitter, download a desktop program or an app that delivers weather information right to your mobile device.

Other Emergency Information in Ontario – You can subscribe to e-mail alerts to emergencies happening in the Province of Ontario at: www.ontario.ca/emo. You can also follow them on Twitter.

Evacuations

What should you do if ordered to evacuate?

- ☐ Offer to assist neighbours who may not be able to evacuate on their own. **If possible, make these arrangements in advance**
- ☐ Take your family **Ready-to-Go kit. (see details on next page)**
- ☐ Evacuate the area affected by the emergency exactly as directed. Remain calm, do not speed and obey official directions as some roads may be closed or rerouted
- ☐ Don't take shortcuts. Doing so might lead you to a blocked or dangerous area
- ☐ During some evacuations, you may be asked to report to a reception centre. These may be set up to check people and vehicles for contamination, record evacuee contact information or arrange for temporary housing. **Even if you have somewhere else to go in long term evacuations, consider attending the shelter for registration and inquiry purposes**
- ☐ Listen to media reports to stay informed about further announcements from your local emergency officials

When arriving at a reception centre operated by Hastings County Community and Human Services, staff greeting you will be clearly identified as someone who can help you. If you require medical assistance, notify staff immediately.

You and your family will be required to register with your full name and contact information. This will assist in reuniting you with any family members you may have been separated from. You will be issued a photo ID and will be asked to sign in and out if you leave the centre for any reason.

Evacuations

Evacuation and reception centres typically provide food, shelter, clothing, emergency financial assistance and other personal supports. It also acts an agent for family reunification and as a location to obtain information about the emergency. If the emergency requires an overnight stay, cots, blankets and comfort kits may be provided by the Canadian Red Cross.

Hastings County Community and Human Services also works closely with agencies and volunteer groups throughout the County to provide these services. Hastings-Prince Edward Public Health, Canadian Red Cross, Salvation Army and many other community groups will also be available to provide valuable support during an emergency.

READY TO GO KIT

- ☐ Change of clothes
- ☐ Copies of ID, insurance papers and important documents
- ☐ Toiletries (toothbrush, toothpaste, soap, hairbrush, deodorant, etc)
- ☐ Cash
- ☐ Spare keys
- ☐ Extra medication and copies of prescriptions
- ☐ Copy of important phone numbers (family, work, daycare, vet, etc)
- ☐ First Aid kit
- ☐ Flashlight with batteries
- ☐ Non-perishable snacks and a some bottled water or water purification kit

Get To Know Your Paramedics

Hastings County has been the provider of all paramedic services since January 1st, 2003. There are 5 separate bases located in Bancroft, Madoc, Quinte West and 2 in Belleville as well as a post in Tweed. Since January 1st 2004, they also provide all paramedic services for Prince Edward County, and has a station in Picton.

Hastings-Quinte Paramedic Services is comprised of a team of well qualified paramedics committed to achieving and delivering the highest medical standards. By responding to emergencies in a coordinated and efficient manner, the people of Hastings and Prince Edward County can be confident in the quality of patient care provided.

Hastings-Quinte Paramedic Services has two levels of paramedics - Primary Care Paramedics (PCP) and Advanced Care Paramedics (ACP). The Primary Care Paramedic is a community college graduate of a two-year Paramedic Program and has obtained provincial certification. The Advanced Care Paramedic (ACP) must successfully complete approximately one full year of post-graduate education in addition to the two-year PCP Program. In addition to Provincial certifications, both levels of paramedics must be certified by the regional paramedic program of eastern Ontario to perform delegated medical acts. Both Primary and Advanced care paramedics are trained in critical thinking under emergent conditions to provide emergency patient care. All paramedics carry emergency medical equipment and medication.

Get To Know Your Paramedics

Preparing for the arrival of paramedics

- Remain calm and get organized
- Unlock and open the front door – paramedics look for easy access into the home. Preferable to use entrance ways without multiple stairs or narrow passages
- Turn on the lights, inside and outside of the home
- Ensure your house number is clearly displayed
- Whenever possible, vehicles should be removed from the driveway
- Clear a path to the patient
- Secure any pets
- Extinguish any smoking materials
- Gather all patient medications and/or lists of medications
- Have the patients Ontario Health Card ready
- Gather all pertinent medical info – i.e DNR orders, recent prescriptions
- Be ready to leave the home – in some cases paramedics may require a family member to accompany them during transport: i.e. a child or baby

The Role of Hastings County in an Emergency

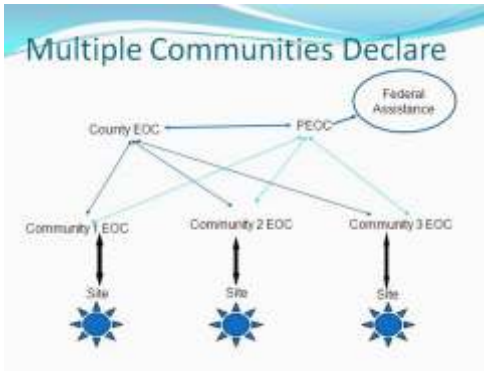
Non-Emergency Support and Activities

Hastings County supports its member municipalities and the separated cities prior to an emergency by participating with them and supporting them in exercises, training and public education and awareness initiatives. The County is also required to conduct their own training and exercise for the County Control Group as well as developing and delivering public education and awareness information.

Emergency Support and Activities

In the event of a single municipality activating their emergency plan, Hastings County provides support by sending representation from Hastings-Quinte Paramedic Service and Community and Human Services as part of municipal emergency plans.

In the event of a large scale, multiple municipal emergency situations, Hastings County will activate its County Control Group to provide assistance and support by coordinating resources, liaising with provincial and federal partners through the Provincial Emergency Operations Centre (PEOC), non-governmental stakeholders and providing County services to the municipalities as requested, such as paramedic services and emergency social services.



If you would like to request a presentation on personal preparedness or emergency management in Hastings County, or you have any questions regarding emergency planning in Hastings County, contact Leanne Latter, Emergency Planning Coordinator at: 613-966-1311 x2500 or latterl@hastingscounty.com.

Family Emergency Plan Template

Remember: the objective of a family emergency plan is to be prepared to be self-sufficient for a minimum of 72 hours as well as being able to reunite and have a plan in the event of an evacuation.

Out of Area Contact (A person far enough away so as not to be affected by the same situation – someone each member of the family can call or e-mail in case of an emergency) **Name:** **Address:** **Telephone:** (home): (work): (cell): **E-mail address:**	**Temporary Accommodation** (a place where your family will be able to stay for a few days in case of evacuation). **Location:** **Telephone:** **Telephone:** **E-mail address:**
Emergency Meeting Place (A place for your family to meet if you are all in different locations when your home is evacuated, such as work or school) **Location:** **Alternate Location:**	

Give a copy of this plan to each family member, your emergency contact, child's school, etc

Family Contact Info

Family Member	Usual Weekday location	Contact Information

Special Health information:

_____

_____

_____

Insurance/Security Company contact information:

_____

_____

_____

Ready to Go bag location:

_____

_____

Separate location for pets to be cared for (if required) and contact information:

_____

_____

_____

Pet Emergency Kit location:

_____

_____

Give a copy of this plan to each family member, your emergency contact, child's school, etc

For more information, visit these websites:

www.hastingscounty.com

http://www.hydroone.com/stormcenter3/

www.getprepared.ca

www.emergencymanagementontario.ca

www.theweathernetwork.com

http://weather.gc.ca/warnings/index_e.html?prov=son

www.ontario.ca/flooding

http://forms.hpechu.on.ca/web/

Municipal Emergency Contact Information

Town of Bancroft: Pat Hoover, 613-332-2442, 33 Chemaushgon St., Bancroft
phoover@nhfire.ca

Township of Carlow-Mayo: Arlene Cox, 613-332-1760, 3987 Boulter Road, Boulter
carlowmayo@xplornet.ca

Municipality of Centre Hastings: Cathie Lahey-Francis, 613-473-4030, 7 Furnace St., Madoc
francisconnection@sympatico.ca
Information: www.centrehastings.com/emergency_preparedness.htm

Town of Deseronto: Curtis Markland, 613-396-2440, 331 Main Street, Deseronto
cmarkland@deseronto.ca Information: www.deseronto.ca

Township of Faraday: Dawn Switzer, 613-332-3638, 29860 Hwy 28 South, Bancroft
clerk@faraday.ca

Municipality of Hastings Highlands: Pat Pilgrim, 613-338-2811 ext. 266, 33011 Hwy. 62 N.
cao@hastingshighlands.ca

Township of Limerick: Jennifer Trumble, 613-474-2863, 89 Limerick Lake Road, Gilmour
clerk@township.limerick.on.ca

Township of Madoc: Lynn Reid, 613-473-2677, 15651 Hwy 62, Madoc
facility@madoc.ca

Municipality of Marmora and Lake: Tony Brownson, 613-472-2748, 7 Matthew Street, Marmora t.brownson@marmoraandlake.ca

Township of Stirling-Rawdon: Derrick Little, 613-395-0214, 98 East Front Street, Stirling
firechief@strling-rawdon.com Information: www.stirling-rawdon.com

Township of Tudor and Cashel: Bernice Crocker, 613-474-2583, 371 Weslemkoon Lake Road, Gilmour
clerk@tudorandcashel.com Information: www.tudorandcashel.com

Municipality of Tweed: Betty Gallagher, 613-478-2535, 255 Metcalf Street, Tweed
bettyg@twp.tweed.on.ca

Township of Tyendinaga: James Oliver, 613-396-1660, 859 Melrose Road, Shannonville
firechief@tyendinagatownship.com Information: www.tyendinagatownship.com/ems.php

Township of Wollaston: Dylinna Brock, 613-337-5731, 90 Wollaston Lake Rd, Coe Hill
dylinna@bellnet.ca

City of Quinte West: John Whelan, 613-392-2841 ext. 7464, 65 Dundas Street West, Trenton
johnw@city.quintewest.on.ca Information: www.city.quintewest.on.ca

City of Belleville: Mark MacDonald, 613-962-2010, 169 Front Street, Belleville
Information: www.city.belleville.on.ca (search under City Hall, Fire Dept.)
mmacdonald@city.belleville.on.ca

Hastings County Community Emergency Management Coordinator: Doug Socha
613-771-9366 x224 (Office) or sochad@hastingscounty.com
http://www.hastingscounty.com/emergency-services/emergency-preparedness.html