

Your *Emergency Preparedness Guide*



Office of Public Safety

72 HOURS

ARE YOU PREPARED?

If an emergency happens in your community, it may take emergency workers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72 hours.

Emergencies can be stressful. However, if you take the time now to prepare you will be better able to cope. Learn how quick and easy it is to become better prepared to face a range of emergencies, anytime, anywhere.

Use this guide to create your own emergency plan and 72 hour emergency kit.

Emergency preparedness involves three basic steps:

- 1. Know the risks**
- 2. Make a plan**
- 3. Create an emergency kit**

Our Preparedness Partners





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KNOW THE RISKS

Although the impacts of various disasters can be similar, knowing the risks in your region can help you better prepare.

In Prince Edward Island, each of our seasons brings with it specific hazards. Throughout any year Islanders may experience hurricanes, blizzards, ice storms, and forest fires. Coastal areas are subject to flooding and storm surges. In addition to natural disasters there are other types of risks such as power outages, industrial accidents, major transportation accidents and acts of terrorism.

The following list contains some of the natural risks and other hazards monitored by the Prince Edward Island Emergency Measures Organization.

- Blizzards
- Power outages
- Ice Storms
- Hurricanes / Tropical Storms
- Storm Surges
- Winter Storms
- Hazardous Material Accidents



MAKE A PLAN

By definition, emergencies happen when we don't expect them. Suddenly, you need to think about your children at school, elderly parents across town or a neighbour that lives alone. If phones don't work, or some neighbourhoods aren't accessible, what will you do?

Having an emergency plan will save time and make real situations less stressful.

The following pages provide valuable information to help you create your plan. At the back of the book, you can record your contact and personal information. Make sure to share it with your family or others who can provide assistance. Keep this document in an easy-to-find place. You may want to photocopy it and keep a copy in your vehicle, at work, or give to a family member and your personal supports.



AT HOME

Your household may consist of a dual or single parent family with many or few family members, extended families, a senior living alone, students sharing accommodations, newcomers, seasonal residents, and so on. Every household needs an emergency plan to help everyone know what to do in case of an emergency.

Your emergency kit should be personalized for your household. Make sure to consider all family members when you are creating the kit. Take into consideration special medical needs, children, pets, and seniors.

AT WORK

Learn about the emergency evacuation plans in your place of work and know what you are responsible to do. You may want to bring some basic supplies to work in case you need to stay there during an emergency. You may want to have things such as toiletry items, non perishable food, water, and other personal items on hand.



AT SCHOOL/DAY CARE

If you have children you should inquire with the school or day care facility about their emergency plans. Find out how they will contact families during an emergency and where they will go if they need to evacuate. Ensure your contact information is up to date and that the required authorization has been given for a designated person to pick up your children if you are unable to go yourself.

PET/SERVICE ANIMAL

Plan for evacuations

The best way to protect your pet in an emergency is to bring it with you. Most evacuation shelters will only accept service animals. Make a list of where your pet can be taken in case you need to evacuate. This list can include:

- Hotels that accept animals during emergencies
- Boarding centres and animal shelters
- Animal clinics
- Family members and friends



Preparing for emergencies

Make sure each animal wears a collar and identification tag at all times. Tags and collars can come off or become lost. Consider having a microchip inserted as a permanent ID.

If you move, change phone numbers or relocate your pet to another home, don't forget to update the contact information with your microchip company.

During an emergency

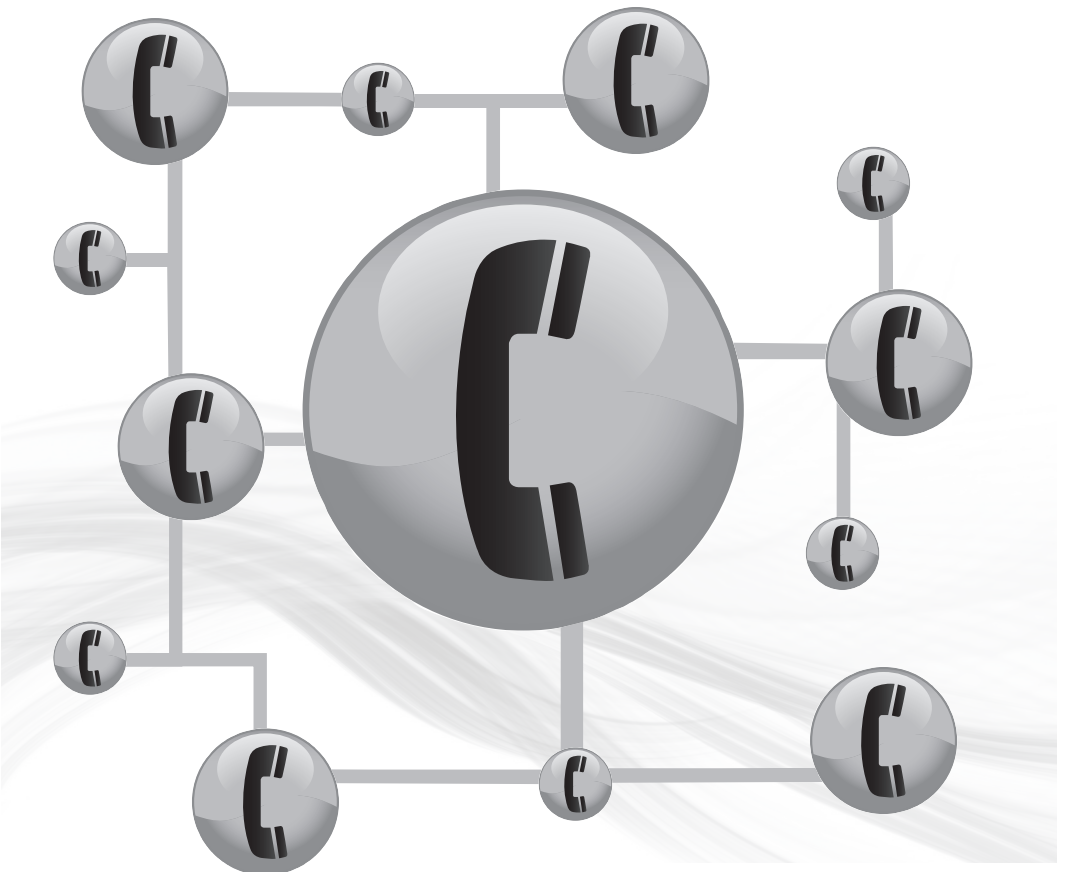
- Keep your pet inside during severe weather. Animals are very sensitive to sudden changes in temperature. Never leave a pet outside or tethered during a storm.
- Separate cats and dogs. Keep smaller pets such as hamsters away from larger animals. Even if they usually get along, stress can lead to unusual behavior.
- Keep newspaper inside for hygiene purposes. You may want to feed your pet some wet food in order to help keep it hydrated and reduce the amount of water it may need.
- If ordered to evacuate, take your pet with you if possible. If you must leave your pets in the house, do not tie them up outside or cage them. Leave a sign in the window/door indicating what animals are inside.



PERSONAL SUPPORT NETWORK

If you live alone, have any special health needs, or don't have family members that will be checking up on you it is important to create a personal support network or "buddy" system. By doing this you can be sure that on a regular basis and during an emergency someone will check up on you and provide assistance when needed. Your support system can include a neighbour or friend(s). Arrange for more than one buddy, and offer to be someone else's buddy.

You should provide a copy of your emergency plan to your support network and if possible give them a spare set of keys for both your home and vehicle.



CONTACT INFORMATION

Once a year review your contact information, practice your evacuation plans, change the batteries in your smoke detectors and carbon monoxide detectors, and change the food, water and batteries in your emergency kits. Write yourself a reminder to update your emergency plan one year from now.

Be sure to complete all the sections that apply to you and your family in the back of this document. Photocopy that section of the document and share with your personal network. Don't forget to keep a copy at your workplace.

Arrange for each family member to call, e-mail or text the same out-of-town contact person in case of an emergency. Choose an out-of-town contact that lives far enough away that he or she is unlikely to be affected by the same emergency. If you are new to Canada or have recently moved to a new area, make arrangements through friends, cultural associations or community organizations.



SPECIAL HEALTH REQUIREMENTS

If you don't have family members living with you, or someone close by, you should establish a personal support network of friends, relatives, health care providers, co-workers and neighbours who are aware of your health care requirements and any assistance you may need during an emergency. Make sure that your personal support person(s) is aware of any special needs and will check on you during an emergency.

Write down details about:

- allergies
- emergency contacts
- medical conditions
- medications
- insurance information
- recent vaccinations

Keep a copy of this information in your emergency kit, and give a copy to your personal support person(s). If appropriate give your support person a spare key to your home.

The list on the next page provides some additional tips if you have special health needs or have a disability.



Tips for people with disabilities or with special health needs.

- Make sure your kit is easily accessible and easy to carry
- Tag or mark all your special needs equipment including instructions on how to use and/or move each piece of equipment
- If you have food/drug allergies or any medical condition wear a MedicAlert bracelet
- Maintain a list of any food/drug allergies and all medications. Specify the medical condition being treated, the generic name, dosage, frequency and location of pharmacy
- If you rely on any life sustaining equipment or if you require regular attendant care, ask the people identified as your personal support network or buddy system to check on you immediately if an emergency occurs and have an emergency plan, especially during a power outage
- During an emergency, if your support network is unable to help, ask others for help and inform them of your special needs so that they can assist you
- Be aware that experiencing an emergency can be very stressful and can worsen some medical conditions



MOBILITY

Mobility limitations may make it difficult for a person to use stairs or to move quickly over long distances. Limitations may include reliance on mobility equipment such as a wheelchair, walker, crutches, walking cane, or a service dog. People with a heart condition or respiratory difficulties may also have limited mobility.

Tips

- If you use an electric wheelchair or scooter and live or work in a multi level building, request that an emergency evacuation chair be stored near a stairwell on the same floor where you work or live, so that responders and co-workers can readily access it to help you evacuate.
- People who require the use of an evacuation chair should designate a primary and backup contact to assist them in the event of an evacuation. Create an evacuation plan in collaboration with the building manager or with your employer. Make sure to practice using the chair.
- In your health checklist, identify areas of your body that have reduced sensation so that these areas can be checked for injuries after an emergency, if you cannot do so yourself.



Recommended additional items for kit

- tire patch kit
 - can of seal-in-air product (to repair flat tires on your wheelchair or scooter)
 - supply of inner tubes
 - pair of heavy gloves (to protect your hands while wheeling over glass or other sharp debris)
 - latex-free gloves (for anyone providing personal care to you)
 - spare deep-cycle battery for a motorized wheelchair or scooter
 - lightweight, manual wheelchair as a backup to a motorized wheelchair (if feasible)
 - spare catheters (if applicable)
 - your power outage backup plan
 - other: _____
-



SAFE HOME INSTRUCTIONS

Make sure you have a working smoke alarm and carbon monoxide detector installed on each level of your home. It is recommended that you also install a smoke detector in every bedroom. You should also have a well-stocked first aid kit to treat minor injuries. If you live in an apartment, know where the fire alarms and at least two emergency exits are located.

Make sure you have a fire extinguisher on every level of your home, including one in your kitchen. Everyone in your home should know where to find the fire extinguisher and all capable adults and older children should know how to use it. Check the instructions regarding the lifetime of your fire extinguisher. Your local fire department can provide more information and advice.

Older children and adults should know how to turn off your home's water, electricity and gas. Make large, easy-to-see signs for water and gas shut-offs as well as for the electrical panel.

Emergency exits

You should plan a main exit and an alternate exit from each room in your house or apartment. If you live in a building with an elevator, **DO NOT USE THE ELEVATOR** during a fire. If you are physically unable to use the stairs, make sure you notify emergency personnel and a neighbour, before an emergency occurs.

It is important to keep all entrances to your home accessible. Immediately following a snowfall shovel away snow and make sure your civic address sign is visible. Remember, emergency personnel can't help you if they can't find you or get to you.

Identify safe places where everyone in your household should meet if you cannot go home or you need to evacuate. Cell phones may not be working and you may not be able to contact each other. Make sure everyone knows the meeting place.

IN AN EMERGENCY

- Get your emergency kit.
- Make sure you are safe before assisting others.
- Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions.
- Stay put until all is safe or until you are ordered to evacuate.



EVACUATIONS

Authorities will ask you to leave your home only when they have reason to believe that you may be in danger.

If you are ordered to evacuate, take your emergency kit, ID for each family member and copies of essential family documents with you. Use travel routes specified by local authorities.

If you have time, call or e-mail your out-of-town contact. Once you are safe, let him/her know. Tell your contact if any family members have become separated. If possible, leave a note telling others when you left and where you are.

Take pets with you. Lock your home. Follow instructions from authorities. Do not return home until authorities advise that it is safe to do so.



STAYING IN TOUCH

- Being able to communicate with family, friends and emergency responders during an emergency is critical. Keep in mind that communication devices may not work properly during an emergency.
- If possible, use text messaging, email or social media, as these may work even when phone service has been disrupted.
- If you must use a phone, keep your conversation brief to convey only vital information. This will save the battery life of your mobile phone and leave lines open for emergency use.
- If you are unable to complete a call, wait ten seconds before redialing to help reduce network congestion.
- Keep extra batteries or a charger for your mobile device in your emergency kit. Consider getting a solar-powered, crank, or vehicle phone charger, or if you do not have a cell phone, keep a prepaid phone card in your kit.
- If you have been evacuated you can use the call forward feature on your phone to forward calls to another phone.
- If you do not have a hands-free device in your car, stop driving or pull over to the side of the road before texting, making a call or using the device. It is the law.
- Keep your contacts up to date on your phone and in your plan.
- Cordless phones rely on electricity and will not work during a power outage. If you have a landline, have at least one corded phone in your home.

Additional tips for smartphones

- Save your safe meeting location(s) on your phone's mapping application.
- Conserve your battery by reducing the screen's brightness and closing apps you are not using.
- To reduce network congestion immediately after an emergency, avoid using your mobile device to stream videos, download entertainment, or play video games.

Information sources

Sign up for Public Alerts issued, in an emergency, by email from the PEI Office of Public Safety. You can sign up at www.gov.pe.ca/publicalerts . Contact your municipality to see if they offer an alerting service as well.



HELPING KIDS PREPARE

- Teach your children what to do in case of a fire. Make sure they know your home civic address number.
- Make a family emergency plan, and prepare an emergency kit together.
- Make sure your kids know what to do at school if an emergency happens.
- Teach them about natural hazards like hurricanes, severe thunderstorms, ice storms, and blizzards and what to do when they occur.

Helping kids cope

Children in particular can experience acute stress in an emergency, and may react in unpredictable ways. Help children cope by making them feel safe.

- Take their fears seriously and tell them that it's okay to be scared.
- Explain the events as best you can in language they will understand.
- Tell your kids what you think and feel. Doing so helps them feel less alone if they know that their feelings are similar to yours.
- Maintain familiar routines, like mealtimes and regular bedtime hours.

Did you know...

Younger children may cry, whine, or wet the bed in emergency situations. Older children may experience an intense fear of injury or separation anxiety. Other common reactions include a fear of the dark, physical pain and eating or sleeping problems.

Sometimes you may need help. Talk to a professional such as a psychologist or social worker, who can help children understand and cope with these unfamiliar emotions.



**911
EMERGENCY**

Teach children to use 9-1-1

Teaching your children how to use 9-1-1 is crucial and could save their lives or yours. Here are four simple steps for teaching your children, no matter how old they are, how to use 9-1-1:

1. Explain the 9-1-1 service, and when it should be used.
2. Teach them to assess the risks before dialing 9-1-1.
3. Explain what type of information to give once they have called 9-1-1.
4. Ask questions or role play with children to make them more familiar with the concept, without frightening them.

1) Explain what 9-1-1 is and when it should be used

First, children should be taught when to call 9-1-1. Let them know that they can call this service at any time to report a crime, report a fire or save a life. Teach them to call 9-1-1 if they think that one or more people are in danger or are seriously injured. Assessing this kind of situation may not be obvious to children, so use concrete examples. If your children are young, use simple words. For example, you could say: "If you see someone lying on the ground not moving, find an adult immediately." "If no one is around, call 9-1-1."

If someone close to you has a particular health problem, you should explain it to your children. Describe the symptoms and tell them what to do in case this person is not feeling well.

2) Assess the risks before calling 9-1-1

Next, help your children to determine whether it is safe to call 9-1-1 from where they are. Remind them that they must be in a place that is safe before calling 9-1-1. For example, tell them

that if there is fire in a room or anywhere in the house, they must leave the house first, and then call 9-1-1 by cell phone or from a neighbour's house.

Explain to your children that calling 9-1-1 is not a game or a joke. Tell them that every second counts when someone is in danger. An unnecessary 9-1-1 call could prevent someone who is truly in danger from getting help.

3) What to say to the 9-1-1 operator

Explain to your children what will happen when they call 9-1-1. Tell them that someone (a man or a woman) will ask them whether they need police, fire or an ambulance, the location of the incident, and the phone number. Again, if your children are young, use words that are easy to understand (such as "ambulance" instead of "paramedic"). If your children are very young, briefly explain what each service can do in emergencies or instruct them to tell the person on the line that they need help right away.

4.) Practice

Practice with them by asking questions or using role play activities. Have them describe the emergency situation and say where they are. Make sure kids know their home civic address.

The caller will always be asked the location of the emergency first, followed by the name, location and phone number of the caller. You may also be asked additional information regarding the incident such as if the person needing help is a male or female and their age

It is important children can be as accurate and as clear as possible when calling 9-1-1.

YOUR EMERGENCY KIT

In an emergency, you will need some basic supplies. You may need to get by without power or tap water for several days. Be prepared to be self-sufficient for at least 72 hours.

You may have some of the items already, such as food, water and a battery-operated or crank flashlight. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark?

Make sure your kit is easy to carry and everyone in the household knows where it is. Keep it in a backpack, duffle bag or suitcase with wheels, in an easy-to-reach, accessible place, such as your front-hall closet. If you have many people in your household, your emergency kit could get heavy. You may want to separate some of these supplies into different backpacks. That way, your kit will be more portable and each person can personalize his or her own grab-and-go emergency kit.

The following pages outline the items you should include in your emergency kits.



BASIC EMERGENCY KIT

- water – at least two litres of water per person per day; include small bottles that can be carried easily in case of an evacuation order
- food that won't spoil, such as canned food, energy bars and dried foods (replace food and water once a year)
- a manual can-opener
- crank or battery-powered flashlight (and extra batteries - replace batteries once a year)
- crank, battery-powered radio (and extra batteries)
- first aid kit
- extra keys to your car and house
- some cash in smaller bills, such as \$10 bills and change for payphones
- a copy of your emergency plan and contact information
- items such as prescription medication, infant formula, equipment for people with disabilities, or food, water and medication for your pets or service animal (personalize according to your needs)
- keep a corded phone in your home. Cordless (landline) phones will not work during a power outage.

Recommended additional items

- two additional litres of water per person per day for cooking and cleaning
- candles and matches or lighter (place candles in deep, sturdy containers and do not burn unattended)
- change of clothing and footwear for each household member
- sleeping bag or warm blanket for each household member
- toiletries
- hand sanitizer
- utensils
- garbage bags
- toilet paper
- water purifying tablets
- basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- a whistle (in case you need to attract attention)
- duct tape (to tape up windows, doors, air vents, etc.)

If you think your water is contaminated, check with the local authorities for details. When in doubt, do not drink the water. Keep some cash on hand. Automated bank machines and their networks may not work during an emergency. You may have difficulty using debit or credit cards.

PET/SERVICE ANIMAL EMERGENCY KIT

- sturdy crate or carrier
- strong leash or harness (and a spare, just in case)
- your pet's regular food (one week supply) and some canned food to supplement water intake.
- water for at least 72 hours (4L/day per average dog, 1L/day per average cat)
- bowls and can opener for food
- newspaper, paper towels, plastic bags, litter, and/or litter box
- special medications, dosage (1 week supply), and veterinarian's contact information
- pet file (include recent photo of the animal, your emergency numbers, copies of any licenses, and vaccination records, microchip number and any service animal official documentation)
- pet first-aid kit
- blanket and toy



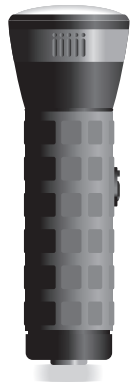
EMERGENCY VEHICLE KIT

- blanket
- candle in a deep can and matches
- extra clothing and shoes
- first aid kit with seatbelt cutter
- flashlight (crank or battery-powered). Replace batteries once a year.
- food that won't spoil (such as energy bars)
- list of contact numbers
- radio (crank or battery-powered). Replace batteries once a year.
- small shovel, scraper and snowbrush
- warning light or road flares
- water
- whistle

Recommended additional items

- antifreeze, windshield washer fluid
- fire extinguisher
- road maps
- sand, salt or cat litter (non-clumping)
- tow rope and jumper cables

Include other items according to your needs.



YOUR EMERGENCY PLAN

This Emergency Plan belongs to:

Personal and Contact Information

Safe meeting place near home:

Safe meeting place outside neighbourhood:

School/Daycare phone number:

Child pick-up alternate person #1 (name and number):

Child pick-up alternate person #2 (name and number):

PET INFORMATION:

Location for pets: _____

Phone: _____

Veterinarian: _____

Phone: _____

EMERGENCY NUMBER

To report a fire, report a crime or save a life call 9-1-1.

Poison Control: 1-800-565-8161

NON – EMERGENCY NUMBERS

Police: _____

Fire: _____

Health Clinic: _____

Doctor: _____

Doctor: _____

Doctor: _____

Out of Town Contact #1:

Name: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

Email: _____

Home address: _____

Out of Town Contact #2:

Name: _____

Home Phone: _____

Work Phone: _____

Cell Phone: _____

Email: _____

Home address: _____

Insurance Company Contacts

Home Insurance: _____

Agent/Company Name: _____

Phone: _____

Policy Number: _____

Private Medical Insurance: _____

Agent/Company Name: _____

Phone: _____

Policy Number: _____

Vehicle Insurance: _____

Agent/Company Name: _____

Phone: _____

Policy Number: _____

HOME INFORMATION:

Fire extinguisher location:

Water shut off location:

Electrical panel location:

Utility company phone number:

Furnace shut off location:

Floor drain location:

Sump pump location: (Always make sure the area near the drain and sump pump is clear.)

IMPORTANT PERSONAL INFORMATION

List any prescription information for you and/or family members.

Prescription # _____

Name of Medication: _____

For (name of person): _____

Prescription # _____

Name of Medication: _____

For (name of person): _____

Prescription # _____

Name of Medication: _____

For (name of person): _____

Prescription # _____

Name of Medication: _____

For (name of person): _____

ALLERGIES:

Person: _____

Allergy: _____

Person: _____

Allergy: _____

Person: _____

Allergy: _____

OTHER SPECIAL NEEDS: (include name and describe)

SPECIAL DIET REQUIREMENTS: (include name and describe)

HEALTH CARD INFORMATION:

Name: _____

Number: _____

Name: _____

Number: _____

Name: _____

Number: _____

Name: _____

Number: _____



PERSONAL SUPPORT NETWORK

(family members, home care, neighbours etc.)

#1 Name: _____

Relation: _____

Address: _____

Phone (home): _____

Phone (business): _____

#2 Name: _____

Relation: _____

Address: _____

Phone (home): _____

Phone (business): _____

#3 Name: _____

Relation: _____

Address: _____

Phone (home): _____

Phone (business): _____

For more information on emergency management contact:

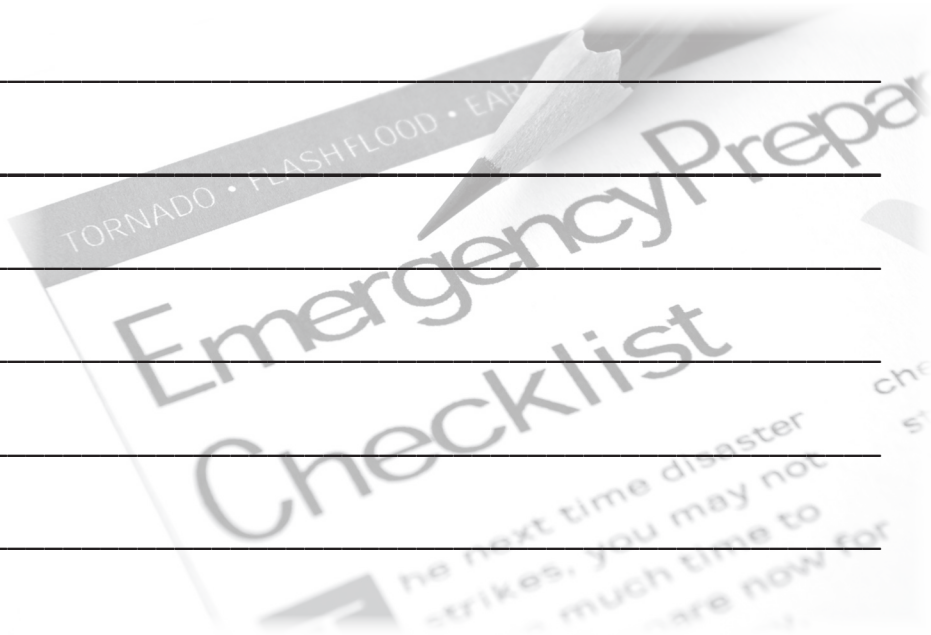
**PEI Office of Public Safety -Emergency Measures Organization
you can call us at:**

- 1 902- 894-0385
- 1 877-894-0385
- Or visit us at www.peipublicsafety.ca
- PEI Office of Public Safety on facebook and twitter @PEIPublicSafety
- Sign up for public alerts www.gov.pe.ca/publicalerts

Include these sites in your emergency plan and bookmark them for quick access:

- Material source – Government of Canada - Public Safety Canada’s website on emergency preparedness, www.GetPrepared.ca
- Environment Canada: www.ec.gc.ca
- The Canadian Hurricane Center: www.ec.gc.ca/ouragans-hurricanes

Notes:



Your *Emergency Preparedness Guide*



Office of Public Safety