

# EMERGENCY PLAN

## Be prepared. Stay safe: Home emergency plans

Every Ottawa resident should have a home emergency plan in place for their safety. In the middle of an emergency, having all your key information in one place will be a huge time saver and provide peace of mind. Think of this as your playbook for how you and your family will respond during a crisis.

Use this guide to fill out the essential information you need to be prepared for any emergency. Print and keep a copy in your home emergency kit. You may want to store a duplicate copy in another place—like your vehicle or workplace — so you have it on hand when you most need it. Keep an electronic version on your computer (on your computer or smartphone) if you completed your plan online.

### HOUSEHOLD RESIDENT DETAILS

List the name and contact information for each person in your household. Include everyone's health number and medical needs, like medications or medical conditions.

Name, phone & email	Health number	Medical needs

## CONTACTS FOR HEALTHCARE PROVIDERS

Name	Role	Phone	Email

## HEALTH AND SPECIAL MEDICAL NEEDS

While you may live independently and worry-free most of the time, being prepared for unique needs that may maintain your health in an emergency like a power outage is vital. For example, a power outage with no backup plan could mean a medical device you need is not charged or inoperable.

In addition to your family, establish a support network of neighbours, friends, relatives, healthcare providers, and co-workers who understand your unique needs. Include details in your emergency plan about your medical conditions, allergies, surgeries, family medical history, medications, health screenings, recent vaccinations, emergency contacts and insurance information. Include special needs for all household members in the plan:



### HOT TIP:

Pharmacies may be closed for some time, even after an emergency. Consider talking to your doctor about having an extra two-week supply of medications and medical supplies on hand. Include prescriptions, medical documents, and the health information above that you can store in your emergency kit.

## PLAN FOR CHILDREN

If an emergency occurs during school hours, you may need to be in contact with your children's school or daycare.

You may need someone to pick your children up from daycare or school. Make sure the school or daycare has up-to-date contact information for you and other adults you have authorized on the pick-up list at the school or daycare. Make sure to provide any special instructions for pick-up (teacher/caregiver, school/daycare address, meeting place):

## PLAN FOR PETS

If you are a pet owner, your pets are important family members. Make sure they are part of your plan. The most important thing you can do to protect your pets is to take them with you if you need to evacuate. This requires planning, as pets are not allowed in some public shelters or hotels. Plan to bring your pets to a relative or a friend's home, or identify a "pet-friendly" hotel, boarding facility, or emergency shelter in advance.

**List the name, breed, colour (or identifying marks) and animal registration:**



### HOT TIP:

Not only should you have food and water for yourself and your family in your household emergency kit. Make sure you have food and water stored in your kit for your pet(s).

## EMERGENCY EXITS

You and your family should make a main plan and an alternate plan showing all the exit routes from your home—consider each bedroom.

If you or someone in your home is unable to use the stairs, have a plan in place and ensure your neighbours are aware so they can help in an emergency.

You may also consider identifying an evacuation route from your neighbourhood in case you need to leave in a hurry:

## EMERGENCY MEETING PLACES

If the emergency calls for you and your family to evacuate your home, have an agreed-upon emergency meeting place. Make sure all family members know where it is and can make it to that place, even if they are children and unattended.

Your family may not be together when an emergency occurs. Have a plan for how to meet or contact one another and discuss what you would do in different situations. Identify safe places where everyone should meet if you cannot go home, or you need to evacuate from your home.

### Safe meeting place near home:

### Safe meeting place outside the immediate neighbourhood:

## HOUSEHOLD LOGISTICS DETAILS

**In addition to your 72-hour emergency kit, it is essential that you have other details and equipment in place and have a good understanding of the working mechanics of your home.**

Ensure you have working smoke alarms and carbon monoxide detectors throughout your home — check them twice a year. It helps if you also have a working fire extinguisher — ensure that everyone in your family knows where it is stored and understands how and when to use it. Make sure you check the expiry date on your extinguisher. You can always contact your local fire department for more information.

It is also a good idea to have a well-stocked first aid kit in an accessible place in your home (in addition to the one in your emergency kit).

Complete the following section so your family or roommate(s) know where these items are in case of an emergency:

### **Emergency kit:**

### **Fire extinguisher(s):**

### **First aid kit:**

You should also know how and where to access your home's utilities and whom to contact in an emergency.

Electricity provider	Phone	Email	Electrical panel location

Water provider	Phone	Email	Water valve location

Natural gas provider	Phone	Email	Gas valve location

Propane provider	Phone	Email	Gas valve location



**HOT TIP:**

A grab-and-go bag is a small emergency kit that's easy to take with you in case you need to leave immediately. It should be light and easy to carry but contain a few essentials, like some food and water, a phone charger and battery pack, a flashlight with extra batteries, a small first aid kit and personal medications, some cash, a hand-crank radio and copies of our emergency plan and your important documents.

## EMERGENCY CONTACTS

Identify someone who lives in your community, whom you know well and whom you trust. You could choose a good friend, a relative or a neighbour. NOTE: Be sure to discuss and get agreement from each person before you list them as an emergency contact.

### Local contact

Name	Relationship	Phone	Email

You should also identify an emergency contact who lives further away, outside your community. This person should live far enough away that they won't be affected by the same emergencies. That way, if local communications networks aren't working, everyone in your home can contact the same person, gather information and check in.

### Outside of community contact

Name	Relationship	Phone	Email

Below is a list of vital numbers and sources for the information you may need to reach out to or rely on during an emergency. Add others that are relevant to your community.

### Local emergency numbers for Ottawa

- Call **9-1-1** to report life-threatening emergencies
- **Ottawa Police — 613-236-1222**
- **Hydro Ottawa Outage line — 613-738-0188**
- **Enbridge — 1-866-763-5427**
- **City of Ottawa — 3-1-1**
- **Emergency Management Ontario — 647-329-1100 / Toll-free 24-Hour line: 1-800-565-1842**
- **Other:**



**HOT TIP:**

If you spot a downed wire, please stay back at least 10 metres (33 feet) and call 911.

## LEGAL AND FINANCIAL DETAILS

### Insurance

Company	Phone	Email	Plan number(s)



## Banking details

Bank	Phone	Email	Account number(s), mortgage, etc

## Lawyer

Lawyer name	Phone	Email	Key information

## Rental details

List the contact information for your landlord, property manager or housing official.

Name	Phone	Email



### **HOT TIP: MAKE COPIES OF IMPORTANT DOCUMENTS**

Make copies of birth and marriage certificates, passports, licences, wills, land deeds and insurance. Take photos of family members in case a missing persons record is created. Keep them in a safe place, both inside and outside your home. You might want to put them in a safety deposit box or give them to your out-of-town emergency contacts.

## LOCAL INFORMATION SOURCES

Be aware of local, reliable and trustworthy sources for emergency information and updates. Consider local media, and reliable mass communications vehicles. We've provided a few to get you started.

### Websites:

- [hydroottawa.com/en](http://hydroottawa.com/en)
- [ottawa.ca/en/health-and-public-safety/emergency-preparedness#](http://ottawa.ca/en/health-and-public-safety/emergency-preparedness#)
- [ottawapolice.ca/Modules/News/search.aspx](http://ottawapolice.ca/Modules/News/search.aspx)
- [cbc.ca/news/canada/ottawa?cmp=DM\\_SEM\\_NEWS\\_OTTAWA\\_RSA](http://cbc.ca/news/canada/ottawa?cmp=DM_SEM_NEWS_OTTAWA_RSA)
- [ici.radio-canada.ca/ottawa-gatineau](http://ici.radio-canada.ca/ottawa-gatineau)
- [ledroit.com/](http://ledroit.com/)

### Social media sources:

Twitter services:

- [@OttawaPolice](https://twitter.com/OttawaPolice)
- [@ottawacity](https://twitter.com/ottawacity)
- [@hydroottawa](https://twitter.com/hydroottawa)
- [@OttFire](https://twitter.com/OttFire)
- [@OttawaHealth](https://twitter.com/OttawaHealth)

Twitter media:

- [@CBCOttawa](https://twitter.com/CBCOttawa)
- [@iciottgat](https://twitter.com/iciottgat)
- [@ctvottawa](https://twitter.com/ctvottawa)
- [@global\\_ottawa](https://twitter.com/global_ottawa)
- [@OttawaCitizen](https://twitter.com/OttawaCitizen)
- [@LeDroitca](https://twitter.com/LeDroitca)
- [@1047\\_FM](https://twitter.com/1047_FM)

Facebook:

- [@cityofottawa](https://www.facebook.com/cityofottawa)
- [@HydroOttawa](https://www.facebook.com/HydroOttawa)
- [@ottawahealth](https://www.facebook.com/ottawahealth)
- [@CBCOttawa](https://www.facebook.com/CBCOttawa)
- [@iciottawagatineau](https://www.facebook.com/iciottawagatineau)

### Radio stations:

- CBC Radio One — 91.5FM
- CBOF ICI — 90.7FM
- CFRA News Talk — 100.3FM / 580AM
- CityNews Ottawa — 101.1FM / 1310AM
- 104,7 FM Outaouais — CKOF-FM — 104.7FM



### HOT TIP:

You should check your kit twice a year to ensure food safety, battery power, etc. An easy way to remember is to schedule your Emergency Kit refresh to happen when you change your clocks in the spring and fall.