



City of / Ville d'
Elliot Lake
EMERGENCY PREPAREDNESS GUIDE



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Introduction

Emergencies can happen any time, anywhere. They occur in communities and cities around the world, and they have the potential to put your health, safety, and security at risk.

The good news is you don't have to be caught off guard. There are simple steps you can take to help protect yourself and your loved ones before, during and after an emergency. This guide is designed to help you prepare and know what to do if an emergency occurs.

You can be “emergency ready” by making sure you have:

- A plan so that you and your family know what to do in an emergency.
- An emergency kit with food, water and supplies to last at least 72 hours.
- Insurance to help protect your home and family.

Depending on the nature of the emergency:

- You may need to look after yourself and family for up to 72 hours after an emergency occurs.
- Emergency services may not be able to reach you immediately or they may have to focus their initial efforts elsewhere.
- You may need to evacuate your home with little or no notice.
- You may have to remain in your residence with little or no access to external sources of food, water, and other supplies.



911 & Emergency Contacts

When should you call 911?

Call **911** when you need **Police, Fire** or **Paramedic** services to respond immediately!

Call 911 in the event of:

- Fire
- Serious injuries
- Life-threatening emergencies
- Gas leaks
- Criminal activity

Do not call 911 for:

- Minor, non-life-threatening injuries
- Ask about current road or weather conditions
- Find out when electricity and gas services will return

Find the non-emergency numbers for police and fire on **page 5**.

Note: In the event of an emergency, information and instructions from emergency response officials will be made available through the media and the City's official websites (television, radio, internet services, etc.).

Non-Emergency Contacts

Fire Services

Elliot Lake Fire Department 705-848-3232

Report a Forest Fire 310-FIRE (3473)

Police Services

Ontario Provincial Police 1-888-310-1122

Hospitals and Clinics

St. Joseph's General Hospital 705-848-7181

Elliot Lake Family Health Team 705-461-8882

Public Health

Algoma Public Health 705-848-2314

Emergency Afterhours 705-254-6611

Ontario Poison Control 1-800-268-9017

Health811 811 (TTY: 711)

Government Resources

City Hall 705-848-2287

Public Works after hrs 705-915-0357

Service Canada 1 800-622-6232

Service Ontario 1 800-267-8097

Terry Sheehan, MP Office 705-848-8080

Bill Rosenberg, MPP Office 705-842-6556

Utilities

Hydro One 1-888-664-9376

Report an Outage, 24/7 1-800-434-1235

Enbridge Gas 1-866-763-5427

Bell Canada Report a Downed Line 1-888-870-3911

Community Resources

Information & Referral to Community, Social, Health, & Government Services

Dial **211** or 1-866-686-0045

Counseling Centre of East Algoma 705-848-2585

Victims Services of Algoma 705-945-6905

Kids Help Phone 1-800-668-6868 or Text "CONNECT" to 686868

Canadian Red Cross 1-800-850-5090

Provincial Road Conditions and Construction info Dial 511

Environment Spill Reporting 1-800-268-6060

Canadian Anti-Fraud Centre 1-888-495-8501

Transit

Taxi Plus 705-461-6161

Union Taxi 705-848-7111

Huron Lodge Handi-Lift 705-848-2019

Step 1: Make a Plan

Thinking ahead will help reduce the stress of an emergency. Make sure everyone in your family knows what to do before, during, and after an emergency. Set up a family meeting this week to discuss how you can best prepare for an emergency. If you live alone, develop a plan for yourself with links to neighbours.

Make a Phone List

Make a master list of family and emergency numbers then ensure everyone in your household has a copy. See page 19 for a template. The list should include at least one out-of-area contact in case local phone and mobile networks are overwhelmed. Call the out-of-area contact if you find yourself separated from family. Let them know where you are, how you are doing, and arrange a future check-in time. Advise family members to do the same so everyone stays connected.

Pick a Meeting Place

Decide where you will meet family members during an emergency. Gathering at home is ideal, but if you cannot get there, agree on a secondary location. A neighbour's house, library, or community centre are options.

Plan for Your Kids

If you have young children, you need to consider what happens if you cannot make it to their school or daycare. Identify people who could pick them up in the event you cannot. Notify the school or daycare of who has authorized to pick-up your children and make sure your kids know as well.

Plan for Your Pets

Make a plan for your pets in case you have to evacuate your home. Pets are generally not allowed in emergency shelters; therefore, it is a good idea to explore your options now instead of waiting until an emergency occurs. Make sure your emergency kit and grab-and-go bag have items for your pets. See page 21 for a checklist.

Develop an Escape Plan

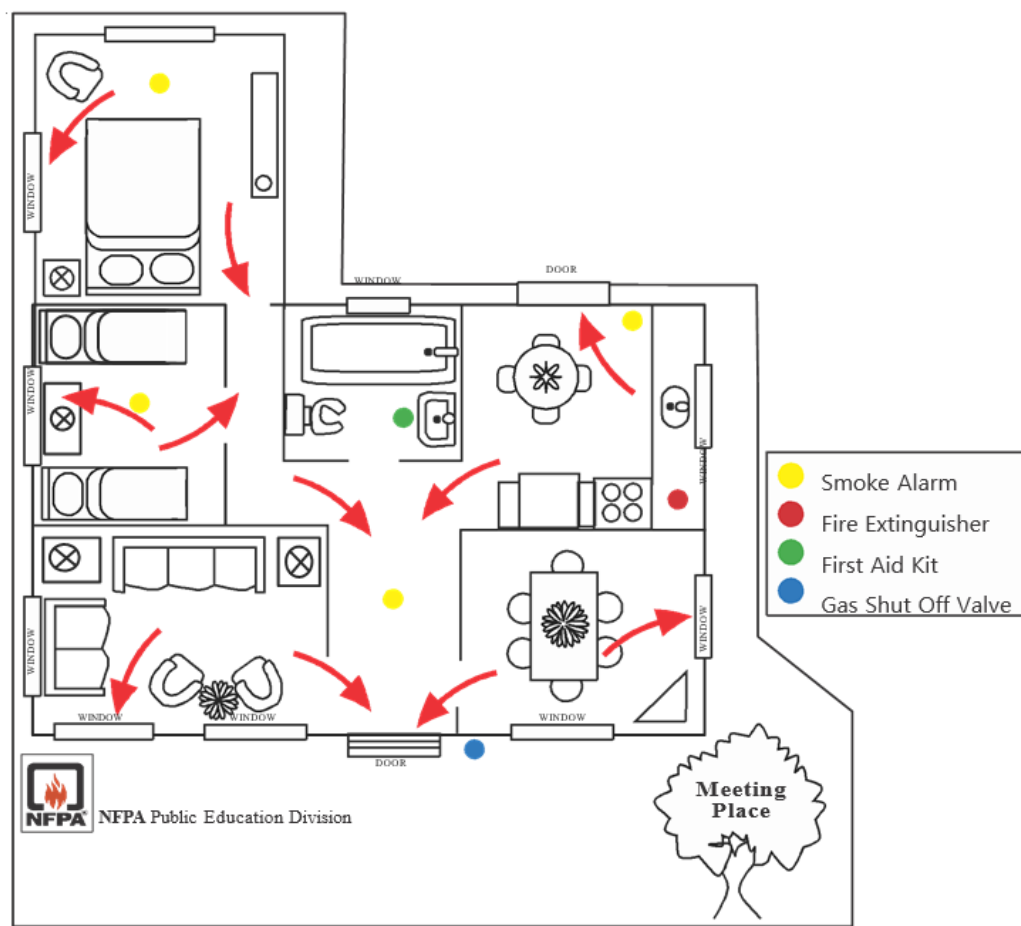
Develop an Escape Plan in case you have to evacuate your home by drawing a floor plan. Have a main exit and an alternative one. Show the location of doors, windows, stairways and large furniture to make sure you can chart a clear path.

Use a dark pen to show the location of doors, windows, stairs and large furniture. Next, with a different colour, indicate the location of your emergency supplies (fire extinguishers, smoke alarms, first aid kits, etc.) and utility shut-off points.

Use a red pen to draw a line charting at least two escape routes from each room and where outside to meet in case of an emergency. If you live in an apartment, show your family where the fire alarm is and explain when and how to use it.

Practice emergency evacuation drills with your household at least twice a year and keep a home escape plan accessible for babysitters and children.

Use the template on page 22 to make your own.



Step 2: Build a Kit

Create a Grab-and-Go Bag

Do not count on being home when there is an emergency. There is also a chance you may have to evacuate your house on short notice. To prepare for these possibilities, create grab-and-go bags for your home, work and vehicles.

What to include:

- Food (non-perishable) and water
- Flashlight and batteries, headlamp
- AM/FM radio (crank or battery-run)
- Medication(s)
- Seasonal clothing
- Blanket
- Pen and notepad
- Cell phone charger
- Copies of important documents, prescriptions, contact lists, family photos, etc. (consider storing copies on a USB stick)
- Personal toiletries, hand sanitizer
- First aid kit
- Extra pair of glasses or contacts
- Cash in small bills
- Local map
- Whistle
- Out-of-area contact card
- Pet food, ID tags, leash, pet carrier
- Candles and matches/lighter
- Items for babies and small children

Stock Emergency Supplies

Have enough non-perishable food to support your family for at least three days. If the power is out, use the food from your fridge and freezer first, followed by your pantry. Ensure you have a suitable food supply for babies, toddlers and pets.

Use the checklist on page 21 to practice making your own.

Helpful Tips

Always keep your vehicle's gas tank half-full in case you are required to evacuate on short notice.

Refresh your water supply when the clocks spring forward and fall back. You can also set a reminder on your phone.



Prepare your family's emergency kit by adding the following items and reviewing each month.



Storage container, flashlight,
battery powered or crank radio



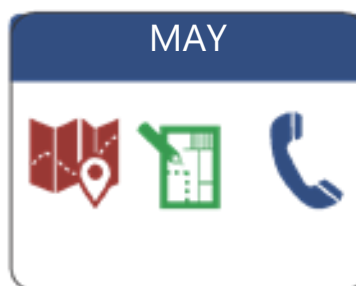
First aid kit, medications,
blanket



Water (4L per person a day for
at least 3 days), non-perishable
food items, manual can opener



Whistle, PPE, extra batteries



Local maps, home evacuation
plan, out-of-area contact



Seasonal clothing, shoes



Cash, important documents
(insurance papers, copies of
passport, etc.)



Photo of pet(s), pet supplies



Cell phone charger, solar
charger, battery bank



Garbage bags, moist towelettes,
duct tape



Child care items, toiletry kit



Extra keys, entertainment

Step 3: Stay Informed

Know the Risks

Hazard	Examples
Severe weather	Snowstorms, ice storms, windstorms, extreme temperatures, lightning storms
Major accidents	Hazardous materials incidents, explosions, transportation accidents, water contamination, train derailments, fires
Technological failures	Extended power failures, network interruptions, phone system failures
Disease outbreaks	Widespread health emergencies, human or animal borne diseases, pandemic influenza
Intentional acts	Arson, crime, civil unrest

Check Your Insurance

Make sure you have adequate insurance coverage for the range of risks that might occur in your area. Discuss your insurance needs with an agent, broker or insurance representative. For further information, call the Insurance Bureau of Canada Consumer Information Centre at 1-844-227-5422, or visit their website at www.ibc.ca. Keep an inventory of all your possessions listing approximate costs, serial numbers and a short description. Photographs are an excellent way of recording objects of extraordinary value. Once you have completed your list, discuss it with your insurance agent.

Follow Important Updates

Visit the [City's website](#) or [Facebook](#) page to stay informed on advisories and news alerts or visit the links below for other alerts.

Helpful websites to stay alert:

[Ministry of Emergency Preparedness and Response](#)

[Environment Canada Public Weather Alerts](#)

[Alert Ready \(National Advisory System\)](#)

[Hydro One Power Outages & Safety](#)

Emergency Response Plan

The City of Elliot Lake has developed an Emergency Response Plan, which outlines the roles and responsibilities for city staff, partner services, and the public when dealing with an emergency of any kind. The Emergency Response Plan is available to the public on the [City of Elliot Lake's website](#).

The City of Elliot Lake follows a five-tiered approach to emergency management, and in doing so, ensures a timely and thorough activation of the plan. The approach can be broken down into the following five categories:



Prevention includes actions taken to stop an emergency or disaster from occurring. Such actions may include legislative controls, zoning restrictions, improved operating standards/procedures or critical infrastructure management.

Mitigation actions taken to reduce the adverse impacts of an emergency or disaster that cannot be reasonably prevented. Mitigation strategies can be undertaken by any individual or organization. Mitigation strategies are based on the results of a risk assessment and may include short-term and long-term plans and actions.

Preparedness ensures the ability to prevent, mitigate, respond to, and recover from an emergency. To be prepared includes appropriately addressing all the other components of emergency management.

Response refers to measures taken immediately before, during, or immediately after an emergency for the purpose of managing the consequences. This may require the implementation / activation of appropriate response plan(s) as well as the provision and pre-positioning of resources (such as personnel, services and/or equipment), the establishment and staffing of a response structure, the activation of information collection and sharing protocols, and the development of an incident-specific action plan to address the emergency.

Recovery refers to the process of restoring an affected community to a pre-disaster or higher level of functioning. This may include the provision of financial assistance, rehabilitation of critical infrastructure and habitats, return of evacuees, restoration of the environment or critical incident stress counseling. Recovery components also involve risk reduction components that encourage all levels, including communities and residents to build back better.

How to Shelter-in-Place

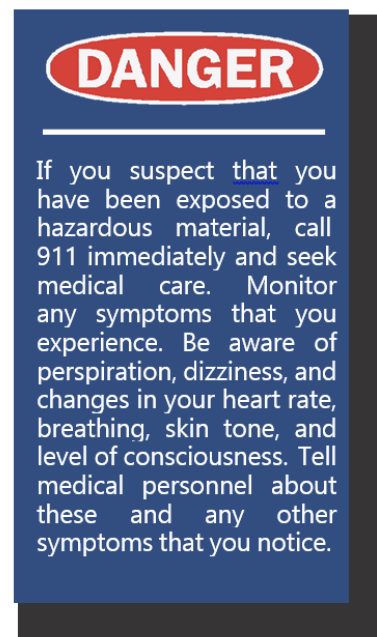
Neighbourhood Fire or a Hazardous Materials Incident

Neighbourhood fires and hazardous materials incidents involve the release of dangerous contaminants. The smoke created from a residential, industrial/ commercial building, or outdoor recycling plant is very toxic and all steps should be taken to avoid breathing it in.

If a fire or hazardous material incident occurs in your area, an alert, radio and television broadcasts, the City's social media, and/or police/first responders going door to door will notify you of the threat. These broadcasts will provide information about what to do to reduce your exposure and protect yourself. You may be instructed to shelter-in-place or to evacuate. To shelter-in-place, you must remain inside your home or workplace and protect yourself there.

The following steps will help to reduce your exposure and maximize your protection:

- Close and lock all exterior doors and windows.
- Shut off all fans to avoid drawing air in from outside.
- Turn off heating and air-conditioning systems that circulate air through your home.
- Ensure that the kitchen range hood and bathroom ventilation fans are off.
- Close your fireplace chimney damper.
- Retrieve your 72-hour emergency kit. Ensure that the radio is working.
- Choose an interior room, ideally one without windows, where you will take shelter. Select a room that is above ground because, in a chemical gas leak, toxic gases that are heavier than air can seep into basements and accumulate.
- Once you are in the room, use duct tape to seal all air vents and cracks around the door.
- Monitor your electronic devices, radio or television for information. You will be notified when it is safe to come out of shelter or you may be instructed to evacuate.



If you need to Evacuate

Authorities will only direct you to evacuate from your home if they have reason to believe you are in significant danger.

If there is need to evacuate, emergency authorities will begin immediately to notify the affected residents of the need to evacuate. They may do this through the City's website and social media, local radio and news outlets, Alert Ready, door to door knocking, or a combination of all of the above.

Follow the instructions given about when to leave, where to go and which transportation routes to follow. Do not enter or return to an evacuated area unless emergency officials have given you specific instructions and permission to do so.

If you are ordered to evacuate, remember to take your:

- Emergency kit
- Emergency plan & contact information
- Essential medications and copies of prescriptions
- Mobile phone and charger
- Pets and their supplies

Prepare your property:

- Make sure your basement is waterproofed and your sump pump is working. Install a battery-operated or water-powered backup in case of power failure.
- Clear gutters and drains.
- For your safety, Enbridge Gas representatives will shut off customer's natural gas supply where gas metres can be safely accessed. Workers do not need to enter homes to do this.
- If you smell natural gas or detect other signs of a gas leak, please prevent sources of ignition. Do not touch electrical switches, light candles, or use a landline phone; exit the building immediately and call Enbridge Gas from a safe area at 1-877-969-0999 or 911.
- When you evacuate, lock your home and remember to bring the keys.
- If you are able to, assist your neighbours with their evacuation.
- If you have time, call, text or e-mail your out of area contact. Let them know where you are going, your planned route and when you expect to arrive. When you arrive at a reception centre or evacuation shelter, register with the staff. Also, contact your out-of-area contact to give them an update. Tell them if any family members have become separated.

Consider Special Needs

Medical records may be difficult to access during a disaster. If you rely on a prescription, aim to have a month's supply available at all times.

Keep a copy of your prescription, dosage and name of the prescribing doctor with your emergency supplies in the event you need to get a refill.

Other Considerations

If you rely on a motorized wheelchair, make sure you have an alternate manual wheelchair.

If you have a guide or service dog, ensure they are part of your preparations. That includes a three-day supply of water and pet food, a leash, collar and copies of vaccination records.

If you use hearing aids, stock extra batteries.

If you have difficulty communicating verbally, have a writing pad and pencils/pens handy.

Smoke and Carbon Monoxide Alarms

Every residence in Ontario must have a working smoke alarm located on each level. Smoke and carbon monoxide alarms are required outside sleeping areas. These alarms save lives daily by warning people of possible fires or hazards in their homes. Unfortunately, deaths still occur due to the improper use of such alarms. These deaths can be prevented by checking your smoke and carbon monoxide alarms regularly.

Tips:

- It is important to replace the batteries at least once on a yearly basis.
- Test your alarms monthly.
- Ensure everyone in your household knows what to do in the event of an emergency and practice your family plan.



Severe Weather

When planning your daily activities, it is important to be prepared for severe weather. Summer weather has a tendency to be more volatile than other seasons. It can be less predictable, with less lead for preparedness. It is always a better idea to plan ahead.

Summer Weather

Extreme heat can make you sick with dehydration, cramps, exhaustion and heat stroke. Follow these safety tips to beat the heat.

Stay Hydrated

- Drink water every 15 to 20 minutes even if you are not thirsty. Drinks containing alcohol and caffeine may cause dehydration and are not recommended.
- Check in with others (including pets/animals) to make sure they are also drinking plenty of cool liquids.

Stay Cool

- Stay indoors and limit sun exposure. Spend the hottest part of the day in air-conditioned public buildings if things get too hot (library, cooling stations).
- Dress in light-coloured, loose-fitting clothing.
- Take cool showers or baths if possible, or press a cold, wet towel to your head.

If you are outdoors

- Reschedule or plan outdoor activities during cooler parts of the day (morning and evening).
- Never leave a person or animal in a parked car or in direct sunlight.
- Wear a hat to protect your face, UV-protected sunglasses for your eyes, and apply sunscreen to prevent skin cancer.

Winter Season

Winter Storms cause more fatalities in Canada than tornadoes, thunderstorms, lightning, floods and hurricanes combined.

Heavy snowfall and ice can make roads treacherous and interrupt power supplies. Follow the tips below to stay prepared.

Winter Safety Tips

- Avoid unnecessary travel.
- Wear layers of clothing you can add and remove with ease depending on weather. When going outside, wear an insulated winter coat, mittens and a hat. Wear waterproof, insulated boots to keep your feet warm and dry and to keep from slipping on ice and snow.
- If outside for an extended time, take breaks inside to warm up.
- Regularly check for frostbite – numbness or white areas on your face and body (ears, nose, cheeks, hands and feet in particular).
- Avoid overexertion when shoveling snow by taking frequent breaks. Use rock salt and sand to melt ice and improve traction on walkways and driveways.
- Winterize your home by insulating walls and attics, weather-stripping doors and windows.
- Stay informed - check local weather stations and forecasts and check the City of Elliot Lake's website and social media for updates.

Forest Fires

While forest fires can be dangerous to people and property, being prepared in advance and knowing what actions to take can better protect you.

By law, you cannot have an outdoor fire in a Restricted Fire Zone. This includes all campfires and burning grass and debris. Elliot Lake may also have a fire ban or restrictions in addition to the Ministry of Natural Resources. Check the City's website, social media, or fire rating signs in front of the fire station and around town to stay up to date on restrictions.

Review and discuss safety tips with your entire household. Have a plan to shelter-in-place or in extreme conditions to evacuate. Pre-arrange transportation with family, friends or neighbours. If this is not an option, listen to local media for instruction on where to meet. Pets are not allowed in evacuation centres, have a plan for them. Have your 72 hour emergency kit ready to go.

Tune into local news stations, the City's social media pages and website for the most up to date information.

If you are outdoors during a wildfire

- Do not try to outrun the fire — find a pond or river to crouch in.
- If you are not near water, go to a lower level clearing.
- If you are near a road, lie face down along the road cut or in the ditch. Cover yourself with soil or anything else that will shield you from the fire's heat.
- Protect your lungs by breathing air closest to the ground through a moist cloth to avoid inhaling smoke.

If you are indoors during a wildfire

- Move away from outside walls.
- Close doors but leave them unlocked.
- Close windows, vents and blinds.
- Remove lightweight curtains.
- Open the fireplace damper and close fireplace screens.
- Turn a light on in each room to make your home easier to see in heavy smoke
- Turn off air conditioners.
- Have a flashlight, extra batteries and a battery-powered radio nearby in case the power goes out.
- Keep all family members and pets together.

If you are told to leave your home

- Choose a route away from fire hazards – and listen to local news outlets and City website/social media.
- Watch for changes in speed and direction of fire and smoke.
- Wear long sleeve/pant-leg clothing and closed-toe footwear that can protect you against flying sparks and ashes.
- Take your pets with you.
- If there is time before you leave:
 - Pack as you would for a week's vacation, including clothes, cash, medications, etc.
 - Move flammable materials away from your home.
 - Turn on sprinklers to wet the lawn.
 - Turn off the gas line to your home.
 - Tell someone when you leave and where you are going.

Pulling over for First Responders

When you see an emergency vehicle stopped with its lights flashing, you are expected to slow down and move to the lane away from the emergency vehicle. React quickly and calmly and use your signals to alert other drivers you intend to pass.



When you see an approaching emergency vehicle with its lights or siren on, prepare to clear the way.

- React quickly but calmly. Do not slam on the brakes or pull over suddenly. Use your signals to alert other drivers you intend to pull over.
- Check your rear view mirrors. Look in front and on both sides of your vehicle. Allow other vehicles to also pull over. Pull to the right and gradually come to a stop.
- Wait for the emergency vehicle to pass and watch for other emergency vehicles that may be responding to the same call. Check to make sure the way is clear and signal before merging back into traffic.
- Do not drive on or block the shoulder on freeways. Emergency vehicles will use the shoulder of the road if all lanes are blocked.
- Remember that a green flashing light on top of a vehicle indicates that the driver is a volunteer firefighter on their way to a call. Please pull over and give them space to pass.



For more information, consult [the Official Ministry of Transportation \(MTO\) Driver's Handbook](#).

Emergency Contacts and Checklists

Emergency Contacts

Local Contact
Name:
Address:
Phone:

Children's School 1
Name:
Address:
Phone:

Nearest Relative
Name:
Address:
Phone:

Children's School 2
Name:
Address:
Phone:

Family Work Numbers
1.
2.
3.
4.
5.

Local Services
Gas:
Electric:
Water:

Family Out-Of-Area Contact
Name:
Address:
Phone:

Emergency Reunion Locations
1. Outside your Home:
2. Away from the neighbourhood, in case you can't return home, meet at:
Address:
Telephone:

Personal Record of Important Information

Our emergency radio is located:	
Extra batteries are located:	
Flashlights are located:	
Our family emergency kit is located:	
Shut-off switches for heating, ventilating equipment and utilities are marked with:	
Gas provider:	Electricity provider:
Contact Number:	Contact Number:
Location of shut-off:	Location of shut-off:
Water provider:	Other provider:
Contact Number:	Contact Number:
Location of shut-off:	Location of shut-off:
Our emergency heat source is:	
Our insurance company is:	
Policy number:	
Insurance deductible:	



Caution: If you turn off any utility, contact your local service provider for advice.

Emergency Kit Checklists

72-Hour Emergency Kit Checklist	Vehicle Emergency Kit Checklist	Pet Emergency Kit Checklist
☐ Food ☐ Water ☐ First aid kit and manual ☐ Radio and batteries ☐ Extra batteries ☐ Candles and matches or a lighter ☐ Extra car keys ☐ Cash ☐ Important documents and identification ☐ Can opener ☐ Clothing ☐ Blankets, sleeping bags ☐ Personal hygiene items ☐ Medication ☐ Whistle ☐ Playing cards	☐ Flashlight (preferably crank) ☐ Small first aid kit ☐ Reflective safety triangles or flares ☐ Snow brush (winter) ☐ Traction aid such as a bag of sand or kitty litter ☐ Small shovel ☐ Booster cables ☐ Extra windshield washer fluid ☐ Small toolkit ☐ Extra fuses for the vehicle ☐ Blankets ☐ Water ☐ Non-perishable snacks	☐ Food for 72 hours, including bowls and can opener if required ☐ Water for 72 hours ☐ Blanket and/or towel ☐ Leash, muzzle, harness ☐ Litter pan/box, litter and bags for disposal ☐ Pet carrier ☐ Medical records ☐ Veterinarian contact information ☐ Medications and a pet first aid kit ☐ Identification tags and/or tracking chip number

Connect with Us

Visit the City of Elliot Lake's [website](#) or [Facebook](#) page to stay informed on advisories and news alerts. You can contact City Hall with general inquiries by calling 705-848-2287 or you can [see a list of departments](#) for contact information.

City of Elliot Lake - City Hall
45 Hillside Dr. North, Elliot Lake, ON, P5A 1X5
Monday to Friday 8:30 a.m. to 4:30 p.m.