



EMERGENCY PREPAREDNESS GUIDE

72
HOURS



Know the risks



Make a plan



Get a kit

Prescott
Russell

EMERGENCY
SERVICES

PREAMBLE

In the event of an emergency in our community, rescue teams could take a certain amount of time before arriving since the priority is given to those who require immediate care.

The Department of Emergency Services of the United Counties of Prescott and Russell is pleased to introduce its Emergency Plan.

The basic procedure outlined in this brochure will assist you in taking care of yourself and your family before, during and after an emergency.

Please visit prescott-russell.on.ca for a detailed emergency guide for all persons with disabilities or specific needs.

Michel Chrétien

Director
Prescott and Russell Emergency Services
Paramedic Chief

GUIDE CONTENT

This guide outlines steps that you and your family can take right now to best ensure that you are prepared for emergency events in your community. It includes information on preparing for many different types of emergencies such as winter storms, flooding, power outages and many more.

Take the time to review and complete the pages provided in this booklet.



KNOW THE RISKS



MAKE A PLAN



GET A KIT



CLEAN-UP AND RESOURCES

IN CASE OF EMERGENCY, CALL 9-1-1

WHAT IS 9-1-1?

9-1-1 is a 3-digit number that must be dialed to obtain emergency services for police, fire and/or ambulance.

WHAT IS AN EMERGENCY?

An emergency is defined as a medical emergency, a fire or a crime.

Helpful hints when reporting an emergency:

- Remain Calm. Speak slowly and clearly.
- Listen to and answer the 9-1-1 call responder's questions clearly.
- Be prepared to stay on the line with the 9-1-1 call responder if needed

It is very important not to use 9-1-1 to obtain information, to have fun, to contact a member of personnel or to simply test it.

If you accidentally dial 9-1-1:

- Stay on the line until the 9-1-1 call responder answers so he/she can verify that there is no emergency.
- If you do not stay on the line, the call responder will call you back.
- If the 9-1-1 call responder does not get an answer, the police will automatically be sent to your address to verify the situation.
- In certain cases, a police officer will respond to the call to confirm that there is no emergency.

KNOW THE RISKS

Across the United Counties of Prescott and Russell, we face a number of natural hazards, which can vary from region to region. Knowing what to do during an emergency is an important part of being prepared.

Find out more about risks in your region and how to prepare by visiting prescott-russell.on.ca.

Then use this guide for information on what to do in different situations.

DURING AN EMERGENCY

The following steps should be taken in emergency situations:

1. Make sure you are safe before assisting others.
2. Follow your emergency plan.
3. Get your emergency kit.
4. Monitor radio, television and online for information from authorities. Follow their instructions.
5. Stay put until it is safe or you are ordered to evacuate.
6. Limit phone calls to urgent messages only. Keep the lines free for emergency responders.



MAKE A PLAN

Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency. It will take you about 20 minutes to make your plan.

Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another, and discuss what you would do in different situations.

Use the following pages to create your plan. Most of this information can be filled out on your own. You may need to get some information from your municipality and province/territory about their emergency plans. A list of provincial emergency management agencies is available at the end of this guide.

Keep this document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). Photocopy this plan and keep it in your car and/or at work, and a copy close to your phone. If you completed your plan online, keep an electronic version on your computer.

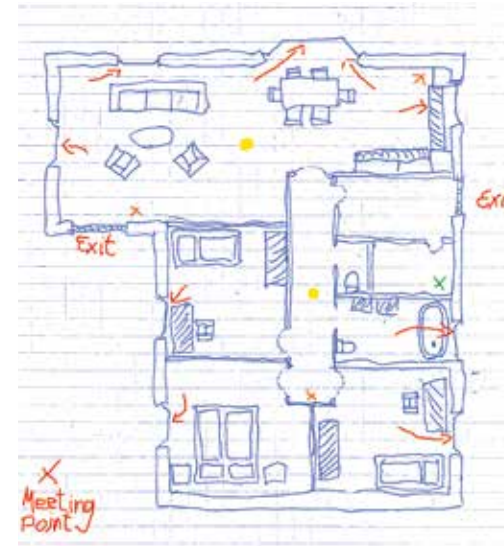
HOUSEHOLD PLAN

Emergency exits

Draw up a floor plan of your home that shows all possible exits from each room.

Plan a main exit route and an alternate exit route from each room. If you live in an apartment, plan to use the stairs instead of the elevators. If you are unable to use the stairs, notify emergency personnel ahead of time.

Also, identify an evacuation route from your neighbourhood in case you need to leave in a hurry (and think of more than one option).



TIP

Learn how to provide first aid. You could save lives.

Along with making emergency plans and preparing an emergency kit, knowing first aid could save a life. Contact your local organisations office to find out about first aid courses in your area.

Meeting Places

Identify safe places where everyone should meet if you cannot go home or you need to evacuate. If you must evacuate, verify with your municipality the location of the refugee centres.

Safe meeting place near home:

Safe meeting place outside the immediate neighbourhood:

Evacuation routes from the neighbourhood:



NEIGHBOURHOOD SAFETY PLAN

Work with your neighbours to identify people who may need extra help during an emergency. Assign “block buddies” to help make sure everyone is taken care of.

CHILDREN

Ask your children’s school or daycare about their emergency policies. Find out how they will contact families during an emergency.

Find out what type of authorization the school or daycare requires to release your children to a designated person if you can’t pick them up.

Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

School contact:

Phone: _____

Designated person1:

Phone: _____

Designated person2:

Phone: _____

Designated person3:

Phone: _____

WORKPLACE

Learn about the emergency evacuation plans in place and what you will need to do.

You may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay put for a while.

Check with your employer about workplace emergency plans, including fire alarms, emergency exits, meeting points, and designated safety personnel or floor wardens.

SPECIAL HEALTH NEEDS

Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs.

Write down details about:

- Allergies
- Insurance information
- Emergency Contacts
- Surgeries
- Health screenings
- Accommodation needs
- Medical conditions
- Medications
- Family medical history
- Recent vaccinations

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 lost person record is created. Keep them in a safe place, both inside and outside your home. You might want to put them in a safe deposit box or give them to friends and family who live out of town.



Keep a copy of this information in your emergency kit, and give a copy to your personal support network.

Talk to your doctor about preparing a grab-and-go bag, if possible, with a two-week supply of medication and medical supplies. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.

People receiving health care at their home should talk to their doctor about a plan to obtain care during an emergency.

In an emergency, should you be transported to a hospital? :

Yes _____ No _____

Health Information:

Medication and medical equipment:

Grab-and-go bag location :

TIP

Write yourself a reminder to update your emergency plan one year from now.

On this date next year, review your contact information, practise your emergency evacuation plans, change the batteries in your smoke alarm and carbon monoxide detector, and restock your kit(s). Change the batteries, food and water in your emergency kits once a year.

EMERGENCY CONTACT INFORMATION

Photocopy this list. Put a copy close to your telephone. If possible, program these phone numbers into your home phone and cell phone.

Family members:

Name: _____

Office #: _____

Cell.: _____

Name: _____

Office #: _____

Cell.: _____

Name: _____

Office #: _____

Cell.: _____

Name: _____

Office #: _____

Cell.: _____

Name: _____

Office #: _____

Cell.: _____

TIP

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 who lives far enough away that he or she is unlikely to be affected by the same event.

TIP

If you are new to Canada or have recently moved to a new area, make arrangements through friends, cultural associations or community organizations.

EMERGENCY NUMBERS:

Fire, police, ambulance: 9-1-1

(where the service is offered)

Others: _____

Out-of-town contact:

Name: _____

Phone (home): _____

Phone (office): _____

Cell.: _____

E-mail: _____

Address (home): _____

Friend / neighbour:

Name: _____

Phone (home): _____

Phone (office): _____

Cell.: _____

E-mail: _____

Address (home): _____

Family doctors:

Medical Clinic: _____

Phone: _____

Doctors Name:

Phone: _____

Patients name:

Insurance agent / company:

Name: _____

Phone: _____

Policy numbers

for your home: _____

for your car: _____

Home security system:

Company's name:

Phone: _____

TIP

Make sure you have adequate insurance

to cover your needs related to any emergency that may occur in your area.

Talk to your insurance broker or contact the Insurance Bureau of Canada at 1-800-387-2880.

SAFE HOME INSTRUCTIONS

Make sure you have a working carbon monoxide detector, smoke alarm, fire extinguisher and well-stocked first aid kit. If you live in an apartment, or if you are staying in a hotel, 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 extinguishers. All capable adults and older children should know how to use it. See instructions regarding the lifetime of your fire extinguisher and check with your local fire department for more information.

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 shutoffs as well as for the electrical panel.

Teach children how and when to dial 9-1-1 as well as how to call the designated out-of-town contact. Limit phone calls to urgent messages only. Keep calls short to free up the lines for others.

Fire extinguisher location:

Water valve location:

Utility company phone number:

Electrical panel location:

Utility company phone number:

Gas valve location:

Utility company phone number:

(Shut off gas only when authorities tell you to do so).

Floor drain location:

(Always make sure it is clear of boxes, furniture, etc., in case of flooding).



EMERGENCY INSTRUCTIONS

Call 9-1-1 (where available) to report a fire, a crime or to save a life.

For non-emergency calls, use the ten-digit numbers listed in your local phone book, or this emergency plan, for police, fire and other health services. For all non-emergency situations, please call 2-1-1.

When notifying emergency services of your location, provide the exact street or civic address and nearest intersection.

In case of emergency

1. Follow your emergency plan.
2. Get your emergency kit.
3. Make sure you are safe before assisting others.
4. Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions.
5. Consult social medias
6. Stay put until all is safe or until you are ordered to evacuate.

Check out the factsheet SPECIFIC EMERGENCIES to know what to do during what emergencies.

HURRICANES

If you are inside:

- Stay in a safe place; hurricane winds can quickly change in the opposite direction or grow stronger.
- Avoid using a corded phone and stay away from items that conduct electricity.
- If you live on the coast or in a low-lying area near the coast, move inland and to higher ground.

If you are outside:

- Do not go to the shore to watch the storm.
- If you are on the water, head for shore immediately.

TORNADOES

If you are inside:

- If you are in a high-rise, do not use elevators.
- Go to the basement or small interior ground-floor room. Take shelter under a table or desk.
- Stay away from windows, outside walls, fireplaces and doors.
- Avoid using a corded phone and stay away from items that conduct electricity.
- Limit phone calls to urgent messages only.

If you are outside:

- If time permits, go to the nearest solid shelter. If not, take cover in a low lying area such as a ditch and avoid A/C systems to avoid drawing in outside air.
- If your neighbors have power, check your circuit breakers, appliances, electronics, and a surge protector.
- Use your thermostat to turn off heating or air conditioning.
- Avoid opening your freezer or fridge.
- Do not use barbecues, camping stoves, or generators. They can produce dangerous carbon monoxide.
- Monitor a crank or battery-powered radio and instructions from authorities.
- If possible, use a battery or crank-powered flashlight. Use proper candle handling techniques. Always extinguish candles before going to bed.

EARTHQUAKES

If you are inside:

- As soon as you feel shaking, DROP down and crawl under furniture. COVER your head/neck. HOLD ON to the object you are under to stay covered.
- Stay away from windows and shelves with heavy objects.
- If you can go under something strong, crouch or flatten yourself against an interior wall.
- If you are in a wheelchair: lock the wheels and protect the back of your head and neck.
- If you are in bed, stay there and protect your head with a pillow, unless you are below a heavy object that could fall on you. In that case, move to the nearest safe area.
- If you are in an elevator: stay inside.
- If you are outside: stay away from power lines, buildings and the shore.
- If you are in a vehicle: pull over and stay inside. Place a HELP sign in your window if you need assistance.

When the shaking stops:

- Be prepared for aftershocks.
- Stay calm. Help others if you are able.
- Place a HELP sign in your window if you need assistance and call 9-1-1.
- Do not light matches or turn on light switches. Any flame or spark can cause an explosion if there are gas leaks.
- Exit your home and check for damage. If you suspect the structure is unsafe, or there is a gas leak, evacuate your home.
- If you feel it is safe to stay where you are, monitor radio, television and online for weather warnings and instructions from authorities.
- If tap water is available, fill the bathtub or containers in case supply goes out of.

TSUNAMIS

- Do not go near the shore to watch a tsunami. Move inland to higher ground. If you can't get to higher ground, stay inside on the landward side of the building, away from windows.
- If you are in a safe place when a tsunami hits, stay put.

After a tsunami hits:

- You may encounter flood waters. Before going anywhere, pay attention to radio, television or online for information or evacuation instructions.
- Be aware that you may get hypothermia from being in cold water.

FLOODS

If flooding is imminent:

- Turn off basement furnace. Unplug appliances and electrical equipment.
- Shut off electricity only if it is safe to do so.
- Move furniture and important items to higher ground.
- Plug basement sewer drain.

If flooding has already begun:

- If you have not already shut off electricity, do so once water has entered your home.
- Do not enter a flooded basement or other areas.

After a flood:

- Do not return home until authorities say it is safe.
- If the main power switch was not turned off, do not re-enter your home until it is determined it is safe.
- Use extreme caution when re-entering your home.

POWER OUTAGES

If you are inside:

- Turn off your furnace, water heater, and other appliances.
- Use your thermostat to turn off heating or air conditioning.
- Avoid opening your freezer or fridge.
- Do not use barbecues, camping stoves, or generators. They can produce dangerous carbon monoxide.
- Monitor a crank or battery-powered radio and instructions from authorities.
- If possible, use a battery or crank-powered flashlight. Use proper candle handling techniques. Always extinguish candles before going to bed.

When the power returns:

- In cold weather, turn heating back on. Do not turn on the furnace until the room is warm.
- Before reconnecting everything else.
- Check food supplies. If a freezer door has been kept closed, food should stay frozen for 24-36 hours. Food contaminated with bacteria does not necessarily smell or look spoiled. When in doubt, throw it out.

WILDFIRES

- Be prepared to evacuate at any time.
- If told to evacuate, take your emergency kit with you.
- Monitor radio, television or online for up-to-date information on the fire, possible road closures and instructions from authorities.

If you have time:

- Close all windows and doors.
- Move combustible materials such as light curtains and furniture away from windows.
- Turn on lights in the house, porch, garage and yard to aid visibility.
- Turn off propane or natural gas.
- Move all combustibles outside away from the house, including firewood, propane barbecues and lawn furniture.
- Cover vents, windows, and other openings of the house with duct tape and/or pre-cut pieces of plywood.
- Park your vehicle positioned forward out of the driveway. Keep windows closed and pack valuables and your emergency kit in the vehicle.

Staying in touch in case of emergency
It is essential to be able to communicate with your family, friends and emergency stakeholders. However, keep in mind that ordinary communication devices can not be working properly during an emergency.

Visit our website to find out more.

EVACUATION ORDERS

Authorities will not ask you to leave your home unless they have reason to believe that you may be in danger.

If you are ordered to evacuate, take your emergency kit, your wallet, personal identification for each family member and copies of essential family documents with you. Bring a cellular phone and spare batteries or charger with you, if you have one. Use travel routes specified by local authorities.

If you have time, call or e-mail your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.

If possible, leave a note telling others when you left and where you are. Shut off water and electricity if officials tell you to do so. Leave natural gas service on unless officials tell you to turn it off. If you turn off the gas, the gas company has to reconnect it. In a major emergency, it could take weeks for a professional to respond.

Take pets with you. Lock your home. Follow instructions from authorities.

If you go to an evacuation centre, register your personal information at the registration desk. Do not return home until authorities advise that it is safe to do so.

EMERGENCY KIT

In an emergency, you will need some basic supplies. You may need to get by without power or tap water.

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. It is a good idea to separate some of these supplies in backpacks. That way, your kit will be more portable and each person can personalize his or her own grab-and-go emergency kit.



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. Two additional litres of water per person per day for cooking and cleaning
- ❑ **Food that won't spoil**, such as canned food, energy bars and dried foods (replace food and water once a year)
- ❑ **Manual can-opener**
- ❑ **Crank or battery-powered flashlight** (and extra batteries). Replace batteries once a year.
- ❑ **Crank, battery-powered radio** (and extra batteries) or weather radio
- ❑ **Extra keys** to your car and house
- ❑ **Some cash in smaller bills** comme des billets de 10 \$ et monnaie
- ❑ **A copy of your emergency plan and contact information**
- ❑ If applicable, other 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).



Recommended additional items

- Cell phone, batteries and spare charger.
Keep a wired phone at home, as most cordless phones will not work during a power outage.
- 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.)

TIPS:

If you think your water is contaminated, check with your municipality or with the Eastern Ontario Health Unit for details. When in doubt, do not drink water you suspect may be contaminated.

Keep some cash on hand, as automated bank machines and their networks may not work during an emergency. You may have difficulty using debit or credit cards.

EMERGENCY VEHICLE KIT

Prepare a small kit and keep it in your vehicle.

The basic kit should include:

- Food that won't spoil** and **Water** (such as energy bars)
- Candle** in a deep can and matches
- Blanket**
- Flashlight** (crank or battery-powered). Replace batteries once a year.
- Warning light or road flares**
- List of contact numbers**

- Small shovel, scraper and snowbrush**
- Radio** (crank or battery-powered). Replace batteries once a year.
- Whistle**
- First aid kit** with seatbelt cutter
- Extra clothing and shoes**

Recommended additional items to keep in your vehicle:

- Sand, salt or cat litter (non-clumping)
- Antifreeze, windshield washer fluid
- Tow rope and jumper cables
- Fire extinguisher
- Road maps



RETURN TO YOUR HOME

Return to your home during the day, when it is easier to see problems and hazards. If your home has been damaged, take photos of or film the damage. Notify your insurer, to have the damage recorded. Call the financial institution that granted you a mortgage loan, to declare the damage. Keep the receipts of all your cleaning-related expenses.

If extensive work must be carried out before you can return home, secure the premises to keep away looters and curious bystanders:

- Barricade the windows.
- Lock the doors.
- Cover damaged areas.

For evaluation, cleaning or disinfection services, or repair work following a disaster, choose recognized specialized firms.



AFTER A DISASTER

After a disaster, there are several actions you need to take to make sure you stay safe and ensure the longevity of your home.

Seek Information

Following a disaster, be informed about:

- The steps to be taken once you return to your home following an evacuation
- assistance programs and services available to you
- the actions to take to make sure that you stay safe and that your home is protected over the long term:
 - after a flood or storm surge
 - after a prolonged power failure
 - after major exposure to smoke.

Information on these topics is generally available from your municipality. It is sometimes given through information sessions, local information centers or specific telephone services.

Re-enter to your home

You may return to your home after officials have authorized you to do so.

See whether you are eligible for financial assistance

Contact your insurer and request an official response regarding your insurability for the disaster. Visit the website of the Ministry of Municipal Affairs and Housing of Ontario for information on the financial assistance program and to learn when and where upcoming public information

sessions will be held. You can also contact your municipality to learn whether an information session is planned in your area.

Ask for psychological help

Pay attention to stress reactions after a disaster as anxiety, apathy, insomnia, tendency to isolation, aggressiveness, increased use of alcohol, drugs or medication, worsening of existing health problems, for example. These reactions can arise quickly or a few weeks to a few months after the event.

Appropriate psychological guidance can help you overcome difficulties and cope with the responsibilities stemming from the situation:

- Contact various health and social services or the Prescott and Russell Crisis Team organizations in your area to obtain psychological assistance or information on this topic.
- Call Telehealth, at 1-866-797-0000. This service is available 24 hours a day, 7 days a week.

Be attentive to those with special needs; do not downplay their requests or concerns.



Protect yourself from abusive practices

Be wary of salespeople and entrepreneurs who might take advantage of an emergency to increase their prices. You must promptly contact Consumer Protection Ontario or your municipality to denounce such practices.

If you must have work done in the wake of a disaster, first discuss the matter with your insurer to agree on the amounts granted. Once you are fully informed, avoid signing any agreement while in an emotional state.

If you are unable to pay suppliers' or creditors' invoices because of the situation, contact the customer service offices of your suppliers or your financial institution in order to make arrangements.



PROTECT YOURSELF DURING CLEAN-UP

Prevent the risk of electrocution before you begin clean-up

Follow these instructions:

- Cut off electrical power to the flood-damaged area from the breaker box.
- Avoid all contact between electrical equipment or cords and water.
- Wear rubber boots at all times if there is water on the floor.
- Ask for assistance from Hydro One if necessary.

Prevent the risk of carbon monoxide poisoning

Carbon monoxide is a toxic gas that you cannot see or smell. It does not irritate the eyes or airway. Breathing in carbon monoxide can be very dangerous for your health and may even lead to death. Prevent the risk of carbon monoxide poisoning and install a carbon monoxide detector in your home.

Find and eliminate mould

Mould is a natural fungus whose spores are invisible to the naked eye. To grow, mould needs water and nutritive material, such as drywall or cardboard. When there is significant mould growth, it can lead to health problems. Learn how to find and eliminate mould in your home.

Protect yourself against tetanus

Before beginning the clean-up, make sure that you are protected against tetanus. This is recommended for disaster victims, their families and volunteers who may be injured while working in recently flooded areas.

To maintain adequate protection, it is necessary to be vaccinated every 10 years. For more information, call the Eastern Ontario Health Unit at 1 800-267-7120.



Prevent the risk of infection from dirty water, microbes, particles on the ground or chemical residues

Follow these instructions and recommendations for staying safe during clean-up and construction work:

- Wear rubber work gloves to avoid all contact between your skin and contaminated water. Do not touch clean surfaces with dirty gloves and wash your hands after you take the gloves off.
- Cover any cuts with a waterproof sterile bandage.
- Wear safety glasses, goggles or a visor if there is a risk of dirty water splashing your eyes.
- Wear a N95 disposable respirator (mask) if there is mould or an emission of dust or other particles in the air. The mask must cover your nose and mouth and must be changed after every few hours of use,

or more often if it becomes wet or dirty. Depending on the scope of the work, a full mask and a N100 (or p-100) filter may be necessary. Make sure that the mask is the correct size and is properly adjusted. Men must shave their skin closely on the part of the face where the mask comes into contact with the skin.

- Avoid contact with dead animals. Consult the section on disposing of a dead animal for more information. Avoid eating, changing your contact lenses or smoking on the clean-up site.
- Transport the clothes you wore when cleaning in a sealed bag or container and wash them separately from the other clothing in your home.
- Do not attempt to move broken or unlabelled containers of chemicals or damaged gas cylinders without first consulting your municipal fire department.



Avoid injury

Avoid injury by doing the following:

- Do not pull, push or lift loads that are too heavy or unwieldy, as doing so could cause muscle problems in your back, shoulders or knees.
- Use proper methods and body postures while you work. Avoid excessive or unsafe strain.
- Reduce the weight of the loads you need to move.
- Make sure the loads you handle are compact, and that you can grip and handle them securely close to your body.
- Reduce the distance over which you will carry a load as much as possible.
- Use appropriate lifting and moving equipment.

Properly care for any injuries incurred during clean-up work:

- Immediately clean any injuries—even minor ones—with potable water and soap.
- Call Telehealth Ontario at 1 866-797-0000 or the Eastern Ontario Health Unit at 1 800-267-7120 for health advice.
- See a doctor as soon as possible in the event of a deep or soiled wound.
- If you are a volunteer, make sure the authority overseeing your tasks provides you with the required personal protective equipment.



PHONE #: NON-URGENT SITUATIONS

Fire Dispatch

Fire Dispatch for Hawkesbury	613 632-1105
Fire Dispatch for Clarence-Rockland	613 232-1551
Ambulance dispatch	613 739-1918

Emergency Services of Prescott and Russell - Admin. 613 673-5139

United Counties of Prescott and Russell - Admin......613 675-4661

Hazardous Spills Response 1 800 268-6060

City of Clarence-Rockland.....613 446-6022

Site internet : www.clarence-rockland.com

Russell Township.....613 443-3066

Site internet: www.russell.ca

Casselman Village.....613 764-3139

Site internet: www.casselman.ca

Nation Municipality.....613 764-5444

Site internet: www.nationmun.ca

Alfred and Plantagenet Township.....613 673-4797

Site internet : www.alfred-plantagenet.com

Champlain Township.....613 678-3003

Site internet: www.champlain.ca

Town of Hawkesbury613 632-0106

Site internet: www.hawkesbury.ca

East Hawkesbury Township 613 674-2170

Site internet: www.easthawkesbury.ca

Police Stations (PPO)

Embrun.....	613 443-4499
Rockland	613 446-5124
Hawkesbury	613 632-2729
After hours please call.....	1 888 310-1122

Hospitals

Ottawa General and Civic	613 722-7000
Monfort.....	613 746-4621
Cornwall Community Hospital.....	613 938-4240
Cornwall Hospital Geriatric Services.....	613 932-3300

Hawkesbury General.....	613 632-1111
Glengarry Memorial.....	613 552-2222
CHEO.....	613 737-7600
Poison Control	1 800 268-9017
Telehealth Ontario	1 866 797 0000
Eastern Ontario Health Unit	1 800 267-7120
Red Cross	613 740-1900

Utilities

Bell Canada.....	613 310-2355/1 866 310 2355
Hawkesbury Hydro.....	613 632-6689
Hydro-One.....	1 888 664-9376
Hydro-2000 (Alfred).....	613 679-4093
Embrun Hydro	613 443-5110
Ottawa Hydro	613 738-6400
Enbridge Gas	1 877 766-6696

Weather information

French	613 998-8805
English	613 998-3439

Community Resources

Ontario 2-1-1	2-1-1 ou 1 877 330-3213
Site internet : www.211ontario.ca	
Ontario 5-1-1 (roads condition)	5-1-1 ou 1 866 929-4257
Site internet : www.511on.ca	
Victim Services of Prescott-Russell	613 632-5282
Valoris for Children and Adults	613 673-5148
Centres Novas - CALACS Casselman.....	613 764-5700
Interlude House Casselman.....	613 764-0429
Interlude House Hawkesbury	613 632-1131
Prescott and Russell Crisis Team.....	1 866 996-0991

REMEMBER,
in case of EMERGENCY DIAL

9-1-1



EVACUATION ORDER

If ordered to evacuate:

- Follow instructions from authorities.
- Take your emergency kit, plan, medications, wallet, identification, and cell phone.
- Shut off water, electricity and gas if instructed to do so.
- Notify your out-of-town contact and leave a note inside indicating when you left and where you are going (if time permits).
- Lock your home.
- Use specified routes and pay attention to information on road closures. Stay off any identified “disaster response routes” which are for emergency responders only.
- Do not cross a flooded area by foot or in a vehicle. If your vehicle stalls in fast-rising waters, abandon it.
- Register with a local reception center in person or by phone.
- Do not return home until authorities advise it is safe.

www.prescott-russell.on.ca

