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of Canada

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du Canada



**Self-Help Advice**

# Preparing for the Unexpected



Canada

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## ACKNOWLEDGEMENTS

This publication was produced by **Public Safety and Emergency Preparedness Canada** in cooperation with the following:

**Canadian Red Cross**  
**Health Canada**

In addition, every provincial and territorial emergency management organization (EMO) has contributed their expertise to the collaborative development of this publication.

An electronic version of this brochure is available via **[www.psepc.gc.ca](http://www.psepc.gc.ca)** on the Internet.

This publication can be obtained in alternative formats (audio-cassette, large print, computer diskette and Braille) through InfoTouch. Call 1-800-788-8282 on a touch-tone phone.

For teletypewriter (TTY) service, please call 1-866-865-5667.

Cette publication est aussi offerte en français.

ISBN: 0-662-32107-3

Catalogue No: D82-65/2002E

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Revised September 2005



# Preparing for the unexpected



CANADIANS HAVE FACED MANY EMERGENCY SITUATIONS IN THE PAST, FROM FLOODS TO ICE STORMS, POWER OUTAGES AND WATER

SUPPLY PROBLEMS.

CANADIANS

UNDERSTAND THEIR

IMPACT, AND THE

FEAR AND ANXIETY

EMERGENCIES CAUSE.



Though the risk of a terrorist attack in Canada is low, it makes good sense to plan ahead and take steps to better prepare ourselves for any possible emergency.

## **ABOUT CANADA'S EMERGENCY MANAGEMENT SYSTEM**

In Canada, the responsibility for emergency management is shared among the Government of Canada, provincial and territorial governments, municipal and community governments, response organizations, non-governmental organizations, volunteers and individual Canadians. Because all emergencies occur at the local level, emergency preparedness also begins with individuals and their community. Provincial and territorial governments provide advice and assistance to municipal governments. The Government of Canada works continuously to refine national emergency plans and to ensure that appropriate arrangements are in place to support the response efforts of other organizations that make up Canada's emergency management system.

## ABOUT THIS PUBLICATION

This publication offers some practical emergency preparedness tips and sets out steps to help individuals prepare for emergency situations. The steps deal primarily with deliberate, human-caused incidents, including acts of terrorism. They are practical steps that can help minimize the risks and impacts of most types of emergencies – natural or human-caused. Preparing for a terrorism-related event is really no different than steps that individuals should take in preparation for natural disasters.

Other brochures in this series provide practical advice on how to become better prepared for the most common natural hazards in Canada.

For a free copy of this or any of the other self-help advice products, please contact Public Safety and Emergency Preparedness Canada, or your provincial emergency management organization. Contact information is provided in the back of the brochure. Alternatively, the full series is available on the PSEPC Web site at <http://www.psepc.gc.ca>.

Provincial and territorial emergency management organizations are another great source of documents that can help you in becoming better prepared.



# Essential steps in building a personal emergency plan

BEFORE YOU BEGIN, TAKE A FEW MOMENTS TO CONSIDER THE POSSIBLE EMERGENCY SITUATIONS OR POTENTIAL DISASTERS YOU COULD FACE. THESE ARE SITUATIONS AND EVENTS THAT COULD IMPACT YOU, YOUR FAMILY, OR YOUR NEIGHBOURHOOD OR COMMUNITY. TALK TO YOUR FAMILY MEMBERS TO GET THEIR VIEWS AND ASSISTANCE IN BUILDING AN ACTION PLAN YOU AND YOUR FAMILY CAN FOLLOW TO



HELP REDUCE THE POSSIBLE EFFECTS OF ANY EMERGENCY OR DISASTER. YOU MAY WANT TO CONSIDER HELPING YOUR NEIGHBOURS DO THE SAME,

ESPECIALLY THOSE WHO ARE ELDERLY OR DISABLED.

The following steps will help you develop a personal or family emergency plan.

## 1. **CREATE AN EMERGENCY COMMUNICATIONS PLAN**

Choose an out-of-town contact whom your family or household will call or e-mail, should an emergency occur. Choose someone who lives far enough away that the individual is unlikely to be directly affected by the same event, and be sure to tell that person

that he or she is your designated contact. Make a list of your designated contact's telephone numbers (home, work, cellular or pager) and e-mail addresses for everyone in the family or household. Make sure everyone, including the designated contact, has a copy of this list. If you have children, provide the emergency contact numbers to your children's schools. Provide this same information to your workplace. You should limit telephone use and keep conversations short during an emergency to help free up lines for those that need help. Your family should be advised that if telephones are not working, they need to be patient and try again later, or they can try to e-mail a message. People overload the telephone lines when emergencies happen but e-mail can sometimes get through.

## **2. ESTABLISH A MEETING PLACE**

Having a predetermined meeting place away from your home will save time and minimize confusion should your home be affected, or if your neighbourhood or



community is evacuated. You may even want to make arrangements to stay with a family member or friend in case of an emergency. Be sure to include arrangements for any pets in these plans since pets are not permitted in shelters and some hotels will not accept them.

## **3. ASSEMBLE AN EMERGENCY SUPPLIES KIT**

If you are asked to evacuate your home or to seal yourself inside for a period of time (more about "sheltering-in-place" later in this brochure on page 17), having some essential supplies on hand will make you and your family more comfortable. Prepare

an emergency supplies kit in an easy-to-carry container (such as a duffel bag or small plastic trash can) and store it in an easily accessible location (such as a closet shelf on the main floor). Aim to have an emergency supplies kit that will keep you and your family self-sufficient in your home for at least three days. You probably have most of the items for the kit handy. The kit should include the following items:

- "special needs" items for any member of your household (infant formula or items for people with disabilities or older people);
- first-aid supplies (bandages, adhesive tape, antibiotic ointment, antiseptic towelettes, assorted safety pins, cleansing agent or soap, cold pack, eyewash solution, cotton swabs, disposable gloves and face shield, gauze pads, hydrogen peroxide, lip balm, and prescription medications);
- a change of clothing for each household member (footwear as well);
- candles and matches or lighter;
- a sleeping bag or bedroll for each household member;
- flashlight and batteries;
- battery-powered radio or television, and extra batteries;
- duct tape;
- non-perishable food (this should be replaced every year);
- bottled water;
- whistle;
- playing cards or games;



- ❑ toilet paper and other personal care supplies;
- ❑ basic tools (hammer, pliers/wrench, screwdriver set, assortment of fasteners, work gloves);
- ❑ extra car and house keys; and
- ❑ some cash/traveller's cheques and copies of important family documents (birth certificates, passports and licences).

Copies of essential documents – such as powers of attorney, birth and marriage certificates, insurance policies, life insurance beneficiary designations and a copy of your will – should also be kept in a safe location outside your home. Keeping these in a safe deposit box or the home of a friend or family member who lives out of town is a good idea.

#### **4. LEARN ABOUT YOUR COMMUNITY EMERGENCY PLANS, ARRANGEMENTS AND AUTHORITIES**

In virtually every emergency situation, you will need to know whom to call and what you might be asked to do. Contact your local community offices to learn about their emergency plans. Find out where emergency shelters are located and whether there are designated emergency routes. Identify the closest emergency services offices (fire, police, ambulance, gas and electrical utilities, public works); record the telephone numbers and post them



near the telephone. If you live in an apartment building or residence, they should have an emergency plan. Your workplace may also have an emergency plan. Determine what your role is in the plan, what to do if an alarm sounds, and how to safely evacuate the building.

## **5. CHECK ON THE EMERGENCY PLAN OF YOUR CHILDREN'S SCHOOL OR DAY-CARE CENTRE**

You need to know if your children will be kept at school until you or a designated adult can pick them up or if they will be sent home on their own. Be sure



that the school has updated information about how to reach parents and responsible caregivers to arrange for pickup.

Keep in mind that during times of emergency, the school telephones may be overwhelmed

with calls. Find out ahead of time what type of authorization the school requires to release a child to a designate, should you not be able to collect your child yourself.

## 6. LEARN SOME BASIC FIRST AID TECHNIQUES

Knowing some basic first aid is another useful preparedness measure. In an emergency, remember that you should always tend to your own well-being first. First-aid training will help you to help yourself and those around you, and help you assist injured people evacuate a building, as required.



## 7. IF LIVING IN A HIGH-RISE BUILDING

Know the evacuation plan for your building and what to do in the event of an alarm. This means understanding the various levels of alarm in your building and the proper response for each. Know the location of each exit stairwell on your floor and identify them as primary (closest) and secondary exits. Keep the corridors and aisles leading to these exits free and clear of obstruction, and never use the elevator to evacuate a high-rise during an alarm.

# During any emergency situation

WHEN DISASTER STRIKES, PEOPLE USUALLY REACT IN A CALM AND REASONABLE MANNER. TO HELP PROTECT YOURSELF AND OTHERS AROUND YOU IN AN EMERGENCY SITUATION, RESPONDING RESPONSIBLY REQUIRES GOOD COMMON SENSE. HERE ARE SOME HELPFUL REMINDERS TO KEEP YOU ON TRACK.

- Follow the advice of local emergency officials.
- Listen to your radio or television for news and instructions.
- If the disaster occurs near you, check for injuries – to yourself and to others (tend to your own well-being first). Give first aid and get help for anyone seriously injured.
- If the emergency occurs near your home while you are there, check for damage using a flashlight. *Do not light matches or candles or turn on electrical switches.* Check for fires, fire hazards and other household hazards.



- Sniff for gas leaks starting at the water heater or furnace. If you smell gas or suspect a leak, turn off the main gas valve, open windows and get everyone outside quickly.
- Shut off any other damaged utilities. Notify the utility company of the problem.
- Confine or secure your pets.
- Call your family contact. Do not use the telephone again unless it is a life-threatening emergency.
- Check on your neighbours, especially those who are elderly or disabled.

## **DELIBERATE, HUMAN-CAUSED HAZARDS**

Although the risk of a terrorist incident in Canada is low, the events of September 11, 2001, have increased awareness and concern over possible incidents. Governments, first responders and citizens need to understand and be aware of the types of terrorism-related events that could threaten public safety. It is important to be prepared for any emergency and to know how to react if one does occur. The advice below provides some practical steps you should take in a variety of situations.



### ***Bomb threat***

If you receive a bomb threat, stay calm and try to get as much information as possible. Although this might be difficult, try to note any unique features about the voice and any background sounds you hear over the telephone. Keep the caller on the line as long as possible and record every word that is said.

Try to note the following:

- if the speaker is male or female;
- if the speaker has an accent;
- if the voice is disguised, muffled or funny-sounding;
- if the voice is shrill or deep;
- any background noises (traffic, bus passing, bell ringing, fax or printer sounds); and
- any indoor vs. outdoor sounds, etc.

Call the police and building management immediately afterwards.

After you've been notified of a bomb threat, do not touch any suspicious package. Leave the area where the suspicious package was found. Notify the police immediately. After evacuating a building, avoid standing in front of windows or other potentially hazardous areas. Do not block the sidewalk or street; it will need to be kept clear for emergency officials.

In the case of an explosion, get out of the building as quickly and calmly as possible. If items are falling off bookshelves or from the ceiling, get under a sturdy table or desk until the situation has stabilized enough for your safe passage. Remember: ensure your own safety before trying to help others.

### ***Suspicious packages***

Suspicious packages could be delivered to your home or workplace, therefore it is good to be vigilant and know what to do. You know what kind of mail and packages you usually get. Look for things that are out of the ordinary.

The following might help in identifying a suspicious package:

- mailed from a foreign country;
- fictitious or no return address;
- strange odour;
- protruding wires;
- excessive postage;
- misspelled words;



- addressed to a business title only (i.e. President);
- rigid or bulky;
- badly typed or written;
- special endorsements;
- lopsided or uneven;
- oily stains, discolouration or crystallization on wrapping;
- has noise coming from it; or
- is leaking.

The contents of a letter or package may cause concern if:

- you see powder or a liquid;
- it contains a threatening note; or
- it contains an object that you did not expect to receive or cannot identify.

If you are worried about a package or letter you have received:

- Do not open the letter or package.
- Leave the letter or package where it is.
- Get everyone out of the room and close the door.
- Call 9-1-1 (or the emergency response number in your area).
- If applicable, alert building security/superintendent.
- Wait in a safe place until the police/fire response teams arrive.

If you have opened a suspicious package:

- Leave the package where it is.
- Remove any clothing that has powder or liquid on it and seal it in a plastic bag.
- Get everyone out of the room and close the door.
- Wash your hands or shower with soap and water.
- Call 9-1-1 (or the emergency response number in your area).
- If applicable, alert building security/superintendent.
- Wait in a safe place until the police/fire response teams arrive.

The police, other emergency workers and public health authorities will give you advice about what to do next.

## Fire

For the safety of you and your family, every household should have a home escape plan. The following information will be helpful in the event of a fire.

- Stay low to the floor, as the smoke and heat will rise to the ceiling first, and exit the building as quickly and safely as possible. Heavy smoke and poisonous gases collect first along the ceiling. *Stay below the smoke at all times.*
- If you approach a closed door, use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door – seek an alternate escape route as the path behind the door will not be safe.



## Chemical releases

Persons exposed to certain chemicals (household, industrial or war chemicals) could suffer injury, disease or death. Hazardous chemicals can be released by accident or through a deliberate act of criminal intent. In either case, it is important to listen to the directions of emergency responders. Sometimes you should seal yourself inside the building you are in (see "Sheltering-in-place" on page 17), and sometimes you should move to higher elevations or evacuate the area. Emergency responders are trained to identify hazards and provide appropriate guidance to the public. Chemical agents that could be used by terrorists vary from warfare agents to toxic chemicals commonly used by industry.



When an accidental chemical spill occurs, an evacuation of nearby communities is often ordered as a precautionary measure to safeguard the health and safety of residents.

Stay away from the accident. Advise the nearest police services office. Remember to listen to the radio; emergency responders in your area will provide the necessary instructions.

If you suspect a chemical substance has been released in a closed area such as a subway or building, avoid breathing any of the fumes and evacuate as quickly as possible. Immediately contact the closest police, fire and ambulance services. Decontamination might be required before you can receive medical attention. Listen to advice from local officials.

Exposure to a chemical substance may require quarantine and the attention of medical authorities. Because the type of chemical may not be known right away, treatment is based on symptoms. Keep track of symptoms (breathing and heart rate, perspiration, dizziness, skin tone, deliriousness) and communicate them to medical personnel and public health agencies.

### ***Biological agents***

Biological agents are bacteria or viruses that can be deliberately dispersed in such a way as to cause disease and/or death in people exposed to the agents.



A person exposed to a biological agent should obtain immediate medical attention. In combating the personal health implications of bio-terrorism, treatment is better than prevention. Taking antibiotics ahead of time is not recommended. This could lead to an increased risk of side effects in the general population, an increase of drug resistance of the bacteria, and a shortage of supplies.

If you experience sustained or unusual symptoms, seek immediate medical attention. If you have been exposed (or think you might have been exposed) to a biological agent but you are not ill, you should still contact the public health authorities as quickly as possible. Public health officials will assess and manage the risks for anyone who may have been exposed to a dangerous substance. If need be, post-exposure treatment with antibiotics might be recommended by health officials.



### *Nuclear emergency*

A nuclear emergency could result from either a threat or an actual release (accidental or intentional) of potentially harmful radioactive materials. In either situation, the risk to health results from exposure to radiation. It is important to remember that the likelihood of a nuclear or radiological incident of any kind is remote because of the stringent controls in place for the movement and use of radioactive materials.

All levels of government, as well as operators of nuclear facilities in Canada, have emergency plans that are ready to be implemented at a moment's notice.

As with any emergency situation, remain calm. In the event of a nuclear incident of any kind, the degree of risk to health from exposure to radiation would be quickly determined and the appropriate governments would take immediate measures to limit dangers of exposure.

Canadians would be informed immediately of exactly what they should do.

You may be told, for instance, to minimize the amount of outside air entering your home. If so, immediately close doors and windows, and turn off air exchangers and heat-recovery units. If you were outside around the time of a nuclear emergency, remove your clothes as soon as possible and seal them in a plastic bag. Rinse your hair and body in the shower, then put on clean clothes from a closed drawer or closet. Find your emergency supplies kit, turn off appliances and stay indoors until advised otherwise.

Depending on the incident and risk to health, you could be visited by emergency services personnel who would advise you about actions to take.

Listen to the radio or television for information on the actions governments are taking to protect your health and safety, and for possible evacuation instructions.

## **SHELTERING-IN-PLACE**

If you are advised by local officials to "shelter-in-place", you must remain inside your home or office and protect yourself there. The following steps will help maximize your protection:



- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air-conditioning systems.
- Close the fireplace damper.
- Get your emergency supplies kit and make sure the radio is working.
- Go to an interior room that's above ground level (if possible, one without windows). In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed.

- Using duct or other wide tape, seal all cracks around the door and any vents into the room.
- Continue to monitor your radio or television until you are told all is safe or are advised to evacuate. Local officials may call for the evacuation of specific areas in your community that are at greatest risk. Responders will advise when it is safe to leave the premises.



## EVACUATION

If local authorities ask you to leave your home, they have a good reason to make this request and you should heed their advice immediately. Listen to your radio or television and follow the

instructions of local emergency officials, keeping these simple tips in mind.

- Wear long-sleeved shirts, long pants and sturdy shoes so you can be protected as much as possible.
- Take your emergency supplies kit.
- Lock your home.
- Take a cellular telephone if you have one.
- Collect family members or go to the place designated in your family plan as a meeting place.
- Use travel routes specified by local authorities. Don't use shortcuts – certain areas may be impassable or dangerous.
- Stay away from downed power lines.



- If you go to an evacuation centre, sign up at the registration desk so you can be contacted or reunited with your family and loved ones.
- Contact your out-of-area emergency contact (identified in your personal emergency plan) to let that person know what has happened, that you are okay, and how to contact you. Alert your contact to any separated family members.

Listen to local or provincial/territorial authorities for the most accurate information about an event in your area. Staying tuned to local radio and television stations, and following their instructions, is your safest choice.

If you're sure you have time:

- Call or e-mail your family contact to tell him or her where you are going and when you expect to arrive.
- Plan to take your pets with you; do not leave them behind. Because pets are not permitted in public shelters, follow your plan to go to a relative or friend's home, or find a "pet-friendly" hotel.
- If instructed to so do, shut off water and electricity before leaving. Leave natural gas service 'on' unless local officials advise you otherwise. You may need gas for heating and cooking. You might need to contact your utility company to reconnect appliances or restore gas service in your home once it's been turned off. In a disaster situation, it could take weeks for a professional to respond.



# After any emergency

REGARDLESS OF THE TYPE OF EMERGENCY SITUATION, THE KEY IS TO REMAIN CALM AND ALERT. KNOWING WHAT TO EXPECT WILL HELP YOU COPE WITH THE EMERGENCY SITUATION IMMEDIATELY AFTER IT HAPPENS AND IN THE HOURS OR DAYS THAT FOLLOW.

## COMMON IMPACTS OF AN EMERGENCY

- There can be significant numbers of casualties and the safety of buildings and houses may be compromised; rubble may block areas, making it dangerous or difficult to get out or walk around.
- Health services in hospitals and mental health resources in an affected community may become strained, maybe even overwhelmed. Know they are doing their very best under extraordinary circumstances. Health care facilities have emergency plans and might access additional resources, such as mobile hospitals, or enlist the support of medical staff/facilities from neighbouring communities, provinces or the Government of Canada.
- Law enforcement from local, provincial and federal levels might be involved following a terrorist attack, due to the event's criminal nature.
- Extensive media coverage, high public anxiety and social impacts could all continue for a prolonged period.



- Workplaces and schools may be closed and there might be restrictions on local, domestic and international travel.
- You and your family or household may have to evacuate an area following routes specifically designated to ensure your safety.
- Clean-up and recovery operations could take many months.



## **EXPECT EMOTIONAL REACTIONS**

People caught in a disaster often feel confused. You might not act like yourself for a while. You may tremble, feel numb, vomit or faint.

Immediately after the disaster, people often feel bewildered, shocked and relieved to be alive. These feelings and reactions are perfectly normal. Many survivors sleep poorly, have no appetite, are angry with those around them or panic at the slightest hint of danger. Children might start thumb-sucking or bed-wetting. These feelings and reactions are perfectly normal, too.

## **HOW TO GET BACK ON TRACK**

Here are some suggestions to help get yourself and your family back on track after the disaster.

- Talk about your feelings. Talk about what's happened.
- Encourage your children to express their feelings. They may want to do this by drawing or playing instead of talking. Understand that their feelings are real. Recognize that when you suffer a loss, you may grieve. (Yes, you can grieve the loss of a wedding photo or your grandfather's favourite ring.) You may feel apathetic or angry. You may not sleep or eat well. These are normal grief reactions. Give yourself and your family permission to grieve and time to heal.



## HOW TO HELP CHILDREN COPE

Children exposed to a disaster can experience a variety of intense emotional reactions such as anxiety, fear, nervousness, stomach aches, loss of appetite and other reactions.

These are **normal** and **temporary** reactions to danger. Parents can help relieve such reactions by taking their children's fears seriously, reassuring them, and giving them additional attention and affection.

After a disaster, children are most afraid that:

- the event will happen again;
- someone will get hurt or injured;
- they will be separated from the family; or
- they will be left alone.

Comfort and reassure them. Tell them what you know about the situation. Be honest but gentle. Encourage them to talk about the disaster. Encourage them to ask questions about the disaster. Give them a real task to do – something that helps get the family back on its feet.

Keep them with you even if it seems easier to do things on your own. At a time like this, it's important for the whole family to stay together.

## ADDITIONAL STEPS YOU CAN TAKE

Raw, unedited footage of terrorist incidents and other tragedies – and people's reaction to those events – can be very upsetting, especially to children. Talk to your children about what is happening and how you and governments are keeping them safe. We do not recommend permitting children to watch television news reports that show images of the same incident over and over again. Young children do not realize that it is repeated video footage and will think the event is happening again and again. Adults should also need to give themselves a break from watching disturbing footage.

However, since listening to local radio and television reports will provide you with the most accurate information on what's happening and what actions you will need to take, try to make arrangements to take turns listening to the news with other adult members of your household.

## FIRST-AID PRIMER

If you encounter someone who is injured, with the exception of those affected by chemical agents or spills (which is discussed on page 25), the following six steps should guide your actions. These principles are the basis of first aid and care in any emergency situation:

1. Survey the scene to make sure it is safe for you and others.
2. Check the victim for responsiveness. If the person does not respond, call for professional emergency medical assistance (i.e. – call 9-1-1 or other local emergency number).
3. Check and care for life-threatening problems; check the person's airway, breathing and circulation; attend to severe bleeding and shock.
4. When appropriate, check and care for additional problems such as burns and injuries to muscles, bones and joints.
5. Keep monitoring the person's condition for life-threatening problems while waiting for medical assistance.
6. Help the person rest in the most comfortable position and provide reassurance.



Always apply the six emergency action principles for any injury or illness. These steps will help keep you and other bystanders safe while increasing the injured person's chance of survival.

### ***Bleeding***

- Cover the wound with a dressing and place direct pressure on the wound.
- Elevate the injured area above the level of the heart if you do not suspect a broken bone.
- Cover the dressing with a roller bandage to hold the dressing.
- If the bleeding does not stop and blood soaks through the bandage, apply additional dressings, pads and bandages without removing any of the blood-soaked dressings/pads.
- Provide care for shock.
- Encourage the person to lie down.
- Help the victim maintain normal body temperature.

### ***Burns***

- Stop the burning by cooling the burn with large amounts of clean, cool water.
- Cover the burn with dry, clean, non-stick dressings or cloth.
- Do not break blisters.



### ***Injuries to muscles, bones and joints***

- Rest the injured part.
- Avoid any movements that cause pain.
- Immobilize the injured part before moving the victim and giving additional care.
- Apply ice or a cold pack in order to control swelling and reduce pain.
- Elevate the injured area to help slow the flow of blood and reduce swelling.

### ***Exposure to chemical agents***

If it appears that chemical agents are involved, do not approach the scene; leave as quickly as possible. Leave this situation to the local authorities, which are better equipped to address and contain this type of accident or terrorist attack.

People who may have come into contact with a biological or chemical agent may need to go through a decontamination procedure before receiving medical attention. Listen to the advice of local officials on the radio or television to determine what steps you will need to take to protect yourself and your family. Since emergency services will likely be overwhelmed, only call 9-1-1 about life-threatening emergencies.

### ***Reduce caregiver risks***

The risk of getting a disease while giving first aid is extremely rare. However, to reduce the risk even further:

- Avoid direct contact with blood, other body fluids and wounds.
- Thoroughly wash your hands with soap and water immediately after giving care.
- Use protective equipment such as disposable gloves and breathing barriers.
- Be aware of biological/radiological exposure risks.



# Additional information

For more information about the specific effects of chemical or biological agents, or counter-terrorism measures in general, the following Web sites may be helpful.

- **Health Canada** ([www.hc-sc.gc.ca](http://www.hc-sc.gc.ca))
- **RCMP** ([www.rcmp-grc.gc.ca](http://www.rcmp-grc.gc.ca))
- **Canadian Red Cross** ([www.redcross.ca](http://www.redcross.ca))

For general information or to order our self-help brochures, please contact:

## **Public Safety and Emergency Preparedness Canada**

Communications Division  
340 Laurier Ave. West, Ottawa, Canada K1A 0P8  
Telephone: (613) 991-2800  
Toll-free: 1-800-830-3118  
Fax: (613) 998-9589  
E-mail: [communications@psepc.gc.ca](mailto:communications@psepc.gc.ca)  
Internet: [www.psepc.gc.ca](http://www.psepc.gc.ca)

Please contact your provincial/territorial emergency management organization (EMO) for regional or local information on emergency preparedness.

### *Newfoundland and Labrador*

Emergency Measures Organization  
Telephone: (709) 729-3703  
Fax: (709) 729-3857

### *Prince Edward Island*

Emergency Measures Organization  
Telephone: (902) 888-8050  
Fax: (902) 888-8054

### ***Nova Scotia***

Emergency Measures Organization

Telephone: (902) 424-5620

Fax: (902) 424-5376

### ***New Brunswick***

Emergency Measures Organization

Telephone: (506) 453-2133

Toll-free: (800) 561-4034

Fax: (506) 453-5513

### ***Québec***

Direction générale de la sécurité civile et  
de la sécurité incendie

Telephone: (418) 646-7950

Fax: (418) 646-5427

Toll-free Emergency Number: 1-866-776-8345

Emergency Number: (418) 643-3256

Or one of these regional offices:

- Bas-Saint-Laurent – Gaspésie –  
Îles-de-la-Madeleine: (418) 727-3589
- Saguenay – Lac-St-Jean – Côte-Nord: (418) 695-7872
- Capitale Nationale – Chaudière –  
Appalaches – Nunavik: (418) 643-3244
- Mauricie – Centre-du-Québec: (819) 371-6703
- Montréal – Laval – Laurentides –  
Lanaudière: (514) 873-1300
- Montérégie – Estrie: (514) 873-1324
- Outaouais – Abitibi – Témiscamingue –  
Nord-du-Québec: (819) 772-3737

### ***Ontario***

Emergency Management Ontario

Telephone: (416) 212-3468

Fax: (416) 212-3498

### ***Manitoba***

Emergency Measures Organization

Telephone: (204) 945-4772

Toll-free: 1-888-826-8298

Fax: (204) 945-4620

### ***Saskatchewan***

Saskatchewan Emergency Planning

Telephone: (306) 787-9563

Fax: (306) 787-1694

### ***Alberta***

Emergency Management Alberta

Telephone: (780) 422-9000

Toll-free in Alberta, dial 310-0000-780-422-9000

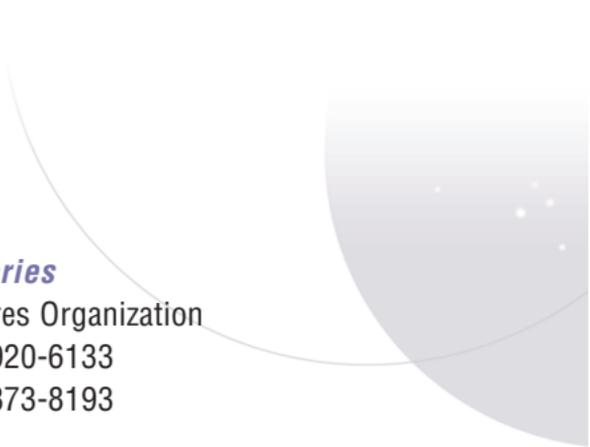
Fax: (780) 422-1549

### ***British Columbia***

Provincial Emergency Program (PEP)

Telephone: (250) 952-4913

Fax: (250) 952-4888



***Northwest Territories***

Emergency Measures Organization

Telephone: (867) 920-6133

Fax: (867) 873-8193

***Yukon***

Emergency Measures Organization

Telephone: (867) 667-5220

Fax: (867) 393-6266

***Nunavut***

Nunavut Emergency Management

Telephone: (867) 975-5300

Fax: (867) 979-4221

## **Towards a safer, more secure Canada**

Public Safety and Emergency Preparedness Canada (PSEPC) leads the Government of Canada's emergency and business continuity planning.

Through its programs and information products, PSEPC enhances the capacity of individuals, communities, businesses and governments to manage risks to their physical and cyber environments.

[www.safeguard.ca](http://www.safeguard.ca)

## **SAFE GUARD**

Safeguard is a national partnership that helps increase the public awareness of emergency preparedness in Canada.

Other titles in this self-help series include:

- Be Prepared, Not Scared
- Floods – What to do before and after
- Prepared for the Woods
- Prepare to Survive a Major Earthquake
- Severe Storms
- Storm Surges
- Winter Power Failures
- Winter Driving –  
You, your car and winter storms