

City of Steinbach and R.M. of Hanover

CITIZENS'

**EMERGENCY
QUICK
REFERENCE**

GUIDE

Emergency Telephone Numbers

ONLY TO BE USED FOR EMERGENCY SITUATIONS

Emergency operators have been trained to answer your call and to send Police, Fire, and/or Ambulance to help you. They can also connect you with Poison Treatment. They will ask a series of questions as well as tell you what to do until help arrives.

POLICE, FIRE, AMBULANCE, POISON TREATMENT **911**

Six things to tell the operator when you need help:

1. Who you need ---- Police, Fire, or Ambulance
2. Where you need the help --- your address
3. What is happening now
4. How did it happen
5. When did it happen
6. Your name

Helpful Hints:

- Teach everyone in your family how to make emergency calls
- If you accidentally call 911, stay on the line so the operator knows that help is not needed and will not notify Police to investigate
- When calling from a cell phone you will be asked for your specific location

Have the following information by your phone:

- The 911 number or other emergency numbers
- Your address
- Your phone number
- Directions to your home from the Police Station and Fire Hall that responds to your area

Meeting Place Near Home _____

Meeting Place Away From Home _____

POLICE, FIRE, AMBULANCE, POISON TREATMENT – CALL **911**

MANITOBA EMO	1-204-945-5555
ENVIRONMENTAL ACCIDENTS	1-204-945-4888
NATURAL GAS CONCERNS (MB HYDRO)	1-800-465-3816
HYDRO CONCERNS (MB HYDRO)	1-800-474-0707
CITY OF STEINBACH	326-9877
R.M. OF HANOVER	326-4466
DAD'S WORK NUMBER	_____
MOM'S WORK NUMBER	_____
FAMILY CONTACT NAME AND NUMBER	_____

EMOTIONAL REACTIONS

It is important to realize that after an emergency you may not act like yourself for a while. Most people caught in an emergency usually feel confused.

They may tremble, feel numb, vomit or faint. Immediately after the event, they often feel bewildered, shocked, and relieved to be alive. These feelings and reactions are normal.

Later, many survivors sleep poorly, have no appetite, are angry with those around them, or panic at the slightest hint of trouble. Kids may start thumb sucking or bed-wetting. These feelings and reactions are normal too.

Dealing With Emotional Reactions:

1. Talk about your feelings.
2. Understand your feelings are real.
3. Realize that when you suffer a loss, you grieve.
4. Recognize you need time to heal.
5. Contact any of the help lines listed below.

Help Lines:

Kids Help Phone	1-800-668-6868 (24 Hour Crisis Line)
Teen Touch	1-800-563-TEEN (24 Hour Crisis Line)
Agape House Women's Shelter	346-0028 or 1-877-977-0007 (24 Hour Crisis Line)
Eastman Crisis Centre Inc	326-6062 (24 Hour Crisis Line)
Eastman Mobile Crisis Unit	326-9276 or 1-888-617-7715
Manitoba Farm & Rural Stress Line	1-866-367-3276

SEVERE WEATHER TRAVEL

Winter can be the most hazardous season in which to travel, but it is important to be prepared for problems during every season. The best safety precaution during severe weather conditions is to avoid traveling. However, if you must travel, be prepared.

What To Do For Traveling

- Tune up your vehicle and keep the tank full of fuel
- For long trips, take drinking water and some snacks
- Plan your trips in advance and drive well-traveled roads
- Phone 346-6299 for highway conditions
- Tell family and friends of your route, departure and arrival times
- Listen to the radio for weather updates
- If driving conditions become serious, turn back or stop at the side of the road
- Carry a WINTER SURVIVAL KIT

Things To Do If You Are Stranded

- Park completely off the traveled portion of the road
- Set out warning lights or flares
- Turn on 4-way flashers and the dome light
- Stay in the vehicle and keep dry
- Run the engine sparingly for heat
- Keep the exhaust pipe clear of snow
- Avoid long exposure and over exertion—shovelling in bitter cold can kill
- Use a candle in a coffee tin for heat
- Keep fresh air in the vehicle by partially opening a sheltered window
- Exercise in the vehicle by vigorously moving your legs, arms and hands
- Wear a hat as you lose up to 60% of body heat through your head
- Do not let all occupants sleep at the same time
- Keep watch for searchers and other traffic
- If possible, use a cell phone to let someone know where you are and what your situation is.

Winter Survival Kit

Ice Scraper and Brush – Methyl hydrate (fuel line de-icing)

Flashlight and extra batteries – Booster cables – Shovel and tow rope

Flares or other signal aids – Sand or kitty litter – Candles and coffee tin

Matches/lighter – Blankets/warm clothing – Granola bars, candy, sugar cubes

First aid kit – Compass – Hatchet or axe – Cellular phone

WEATHER WARNINGS

Environment Canada monitors the weather 24 hours a day, every day of the year. If a severe storm is on the way, the weather service uses the local media and Environment Canada's Weather Radio to alert the public. They have two basic types of alerts.

A **Weather Watch** is provided when conditions are favourable for a severe storm to develop. These are usually issued early in the day. It is a good idea to pay attention to the weather and listen to the radio or TV for up-dated information.

A **Weather Warning** means that severe weather is happening or that severe weather conditions are very likely.

Weather Information: 1-204-983-2050 or www.ec.gc.ca

EXTREME HEAT

What To Do When There Is Extreme Heat:

1. Slow down. Your body can't do its best in high temperatures
2. Get out of the heat and into a cooler place as soon as you begin to feel too warm.
3. Drink plenty of water to keep your body from dehydrating.
4. Maintain salt levels in your body. If you are on a salt free diet, check with your doctor.
5. Avoid high protein foods. They increase your body's water loss and heat production.
6. Dress appropriately in lightweight, light-coloured clothing.
7. Avoid getting sunburned; it restricts the body's cooling system.

Humidex

The Humidex is an index that describes how hot or humid weather feels to the average person. It is only used when the temperature is over 30degrees Celsius. The humidex combines the temperature and humidity into one number. A humidex of 40 with a temperature of 30 degrees means that the humidity on that day, combined with the 30-degree temperature, will feel like 40 degrees on a dry day.

THUNDERSTORMS

A thunderstorm develops in an unstable atmosphere when warm moist air near the earth's surface rises quickly and cools. The moisture condenses to form rain droplets and dark thunderclouds.

These storms are often accompanied by hail, lightning, heavy rain, high winds, and tornadoes. Thunderstorms are usually over in an hour, although a series of thunderstorms can last for several hours.

LIGHTNING

During a thunderstorm the air is charged with electricity. Bolts of lightning hit the ground at about 40,000 km per second----so fast that the series of strikes hitting the ground appear to be a single bolt.

What To Do When There Is Lightning:

1. Estimate how far away the lightning is. Every second between the flash of lightning and the thunderclap equals 300 meters. If you count fewer than 30 seconds, take shelter immediately.
2. If indoors, stay away from windows, doors, fireplaces, radiators, sinks, bathtubs, appliances, metal pipes, telephones and other things that conduct electricity. (You can use a cellular phone)
3. Unplug radios, computers and televisions.
4. Do not go out to rescue the laundry on the clothesline as it conducts electricity. If outdoors, take shelter in a building, ditch, or a culvert but never under a tree.
5. If caught in the open, do not lie flat but crouch in the leapfrog position and lower your head.
6. Do not ride bicycles, motorcycles, or golf carts or use metal tools as they conduct electricity.
7. If swimming or in a boat, get back to shore immediately.
8. If you are in a car, stay there but pull away from trees which might fall on you.
9. You may resume activity 30 minutes after the last clap of thunder.

TORNADOES

Tornadoes are violent windstorms identified by their twisting funnel-shaped cloud. They are always produced by thunderstorms but not every thunderstorm produces a tornado. They travel between 20 and 90 km/h, are erratic, and can change course suddenly. Do not chase tornadoes. **Tornado Watch** means the weather could develop a tornado. **Tornado Warning** means a tornado has been seen or it is very likely that one will develop shortly.

WARNING SIGNS OF TORNADOES:

- Severe thunderstorms with frequent thunder and lightning
- An extremely dark sky sometimes highlighted by green or yellow clouds
- A rumbling sound, such as a freight train or a whistling sound similar to a jet aircraft
- A funnel cloud at the rear of a thunder cloud often behind a curtain of heavy rain or hail

WHAT TO DO DURING A TORNADO

If You Are Near A Building:

1. Listen to your radio during severe thunderstorms.
2. If a Tornado Warning has been issued, take cover immediately.
3. Go to the basement or take shelter in a small interior ground floor room, closet or hallway.
4. Protect yourself by sitting under a heavy table or desk.
5. Stay away from windows and outside walls and doors.
6. Do not use elevators.
7. Avoid large halls, churches, arenas etc.; their roofs are more likely to collapse.
8. Stay close to the ground, protect your head and hide from flying debris.

If You Are Driving:

1. If you are driving, try and get to a nearby shelter—drive away from the tornado at a right angle.
2. Do not get caught in a car or mobile home—take shelter elsewhere. If no shelter is available, lie face down in a ditch or culvert away from the vehicle or mobile home.
3. If a tornado seems to be standing still, it is either travelling away from you or heading right for you.
4. Stay close to the ground, protect your head and hide from flying debris.

HAIL

Hail forms when updrafts in thunderclouds carry raindrops upward into extremely cold areas and freeze layer upon layer until they are too heavy and fall to the ground. Hailstones vary in size from peas to grapefruits and fall at great speed. Hailstones have seriously injured people.

What To Do When It Hails:

1. Take cover when hail begins to fall.
2. Do not go out to cover plants, cars or garden furniture or to rescue animals.

BLIZZARDS

Blizzards come in on a wave of cold Artic air, bringing snow, bitter cold, high winds and poor visibility. On average, the storms and cold of winter kill more than 100 people every year which is more than the total number of people killed by hurricanes, tornadoes, floods, lightning and extreme heat.

WIND CHILL

Canada’s wind chill index is based on the loss of heat from the face. It was developed using human volunteers, computer technology, and a better understanding of how skin loses heat. The index is expressed in temperature-like units, which are easier for everyone to understand. The best way to understand wind chill is to think of it as a feeling. The new wind chill index represents how your skin will feel at a given temperature on a calm day. For instance, if the outside air temperature is -5°C and the wind chill is -25°C , your face will feel as cold as it would at -25°C on a calm day.

What To Do In A Blizzard:

1. When a blizzard is forecast, stay tuned for up-dates.
2. String a lifeline between your house and any outbuildings you may have to go to during a storm.
3. If on a farm with livestock, bring the animals into the barn. Give them plenty of water and food.
4. When a blizzard hits, stay indoors.
5. If you must go outside, dress for the weather. Outer clothing should be tightly woven and water repellent. Wear mitts and a hat, as most body heat is lost through the head.

What To Do For Wind Chill:

Wind Chill	Health Concern	What To Do
0 to -9	Slight discomfort	Dress warmly
-10 to -24	Uncomfortable Bare skin feels cold Risk of Hypothermia	Dress in layers Wear a hat, mitts and scarf Keep active
-25 to -44	Skin may freeze Risk of Hypothermia	Check face, fingers, toes, ears, & nose for numbness or whiteness Dress in layers—Cover bare skin Wear a hat, mitts and scarf Keep active
-45 to -59	Bare skin may freeze in minutes	Check face, fingers, toes, ears, & nose for numbness or whiteness Dress in layers—Cover bare skin Wear a hat, mitts and scarf Keep active
-60 and colder	Bare skin may freeze in less than 2 minutes	It is dangerous! Stay indoors

HEAVY RAIN

A heavy rainfall can result in flooding. This is particularly true when the ground is still frozen or already saturated from previous storms.

Floods may also result if a heavy rain coincides with spring thaw.

What To Do During A Heavy Rain:

1. Stay Indoors
2. If there is a possibility of flooding in your area listen to the radio or TV to find out what areas are flooded.
3. Stay away from flooded areas.

FLOODING

Flooding in Steinbach and the R.M. of Hanover is historically the result of spring run off or the result of heavy rains and occurs as the water moves overland towards the Red, Rat, and Seine Rivers.

WHAT TO DO WHEN IT IS FLOODING

Flood Warning Action:

1. Keep your radio tuned to 1250 AM or 96.7 FM for information updates.
2. Store fresh drinking water. Regular drinking water supply may become contaminated.
3. Verify operation of sump pump in your home and ensure you have a working battery operated radio as well as spare batteries.
4. Install plugs in basement drains and check sewer backup valves.
5. Remove all chemical products from the basement and other flood prone areas.
6. Move personal belongings to upper floors.
7. Take precautions to safeguard or minimize damage to electrical, natural gas or propane heating equipment. Consult your supplier for details.
8. Consult local municipal authorities before building dykes.
9. Contact your Agricultural Representative regarding the relocation of farm produce, livestock, poultry, etc.

During Flooding:

1. Turn off basement furnaces and the outside gas valve.
2. Turn off electrical power. If the area surrounding the switch is wet, stand on a dry surface and reach with a dry wooden stick. If it is unsafe to do this, call Manitoba Hydro to disconnect your power.
3. Add 2 ¹/₂ liters of disinfectant (e.g. chlorine bleach) to basement floodwaters every two or three days.
4. Listen on a battery powered radio for flood instructions.
5. NEVER attempt to cross fast flowing floodwaters on foot. The strong current may sweep you downstream.
6. Be aware that your normal water supply may be contaminated. The Medical Officer of Health will provide information on this issue.
7. If evacuation becomes necessary, follow instructions of local officials and the evacuation instructions in this booklet.

Hazardous Material Release

Hazardous materials are chemicals that are harmful to humans and the environment. Accidents with hazardous materials may cause us to take action to protect ourselves.

People may be exposed to a hazardous material when there is a fire or an accidental spill. A powder may be blown by the wind or carried through the community on vehicle tires. Smoke and heat from a fire can carry hazardous materials. A spill on the ground can evaporate and enter the air. A chemical, such as ammonia or chlorine, may also be released as a gas and mix with the air.

The hazardous material may be seen as a cloud or it may not be seen at all. Sometimes we may be able to smell or taste a hazardous material to warn us of its presence. But this is not always the case and it is not the same for everybody. The effect that a hazardous material may have on our bodies depends on its nature, concentration, and the length of time we are exposed to it.

An important thing to remember is that you do not want to get any of the hazardous material on you. If it is in the air or on your skin it may enter your body and cause you harm. Take action to protect yourself. Do not visit the accident site. Listen to 1250 AM or 96.7 FM and, if actions are required by the citizens, you will be given instructions about what to do. Follow these instructions.

Review the shelter –in-place and evacuation information in this guide.

What To Do During A Hazardous Material Release:

1. Do not go see what is happening.
2. Follow instructions provided by emergency response personnel.
3. Be prepared to shelter-in-place or evacuate.

Things To Do If You See, Hear, or Smell A Hazardous Material Release:

1. Phone 911
2. Stay away from the area and all routes of access.
3. If you are in a vehicle, leave the area and avoid visible clouds. Travel away from and upwind of the accident
4. Shelter-in-place until told to evacuate. See SHELTER-IN-PLACE and EVACUATION.

PERSONAL SAFETY

No matter where you work, live, or play, reducing the risk of violence or becoming a victim of crime is a matter of increasing your awareness and planning your actions.

What To Do To Increase Your Safety:

1. Have good locks installed in doors and windows.
2. Have an alarm system installed in your home and use it.
3. Buy a personal alarm that will keep ringing when dropped.
4. Change your walking or jogging routes regularly and keep to main paths. Exercise with a friend.
5. Take a self-defence or safety awareness course.
6. Call someone before you leave so they know when to expect you.

What To Do Before Leaving Your House:

1. Have good locks on all windows and doors and use them.
2. Make sure your home looks lived in, not empty.
3. Leave curtains and blinds in normal positions.
4. Use timers to turn on and off lights and radios at proper times.
5. Have a trusted neighbour keep an eye on your home.
6. Have your lawn mowed and mail and papers collected.
7. Install and test smoke, carbon monoxide, and burglar alarms.
8. Call forward your phone.

What To Do When Travelling:

1. Never carry large amounts of cash.
2. Carry your purse under your arm or wallet in an inside pocket.
3. Do not identify your keys with your name or address.
4. Never advertise your travel plans to strangers.
5. Be aware of your surroundings and remain in well light areas.
6. Use the centre of sidewalks away from hiding places.
7. If you feel uncomfortable, cross the street or leave the area.
8. Do not stop and help stranded people. Assist them by phoning for help.
9. Do not carry air tickets or passports in open view. Label your luggage and keep it locked.

What To Do If You Think Someone Is Breaking Into Your House:

1. If you are just coming home, and see signs of a break-in go to a neighbour's house and phone 911.
2. If you are at home at the time, turn on the lights, and call out loudly.
3. Phone 911 as soon as possible.

What To Do If You Think Someone Is Following You:

1. Let the person know you are aware of them by looking directly at them.
2. Walk directly to a place where people are and ask for help.
3. Phone 911

What To DO If You Are Attacked:

1. Do not freeze and do not panic.
2. Try to get someone's help by yelling "Fire", "Help", or "No".
3. Use whatever force you feel is necessary to escape.
4. Use a personal alarm system.

LOSS OF UTILITIES

While all utilities do their very best to maintain their services, from time to time there are events that interrupt that service,

Problems with Hydro may be isolated to your home or may be widespread. Check with your neighbours to see if their power is working. Report downed power lines by phoning 911.

The safety controls on natural gas equipment is designed to close and shut equipment off if gas flow is interrupted. The natural gas distribution system is designed to deliver gas in the event of isolated power outages. Natural gas furnaces do not have to be turned off. For information on your equipment contact the manufacturer.

What To Do To Stay Warm In Your Home:

1. Keep windows and doors closed. Dress warmly.
2. Use your emergency heating source to warm one room before it gets too cold.
3. If water pipes are at risk, follow the instructions below.

Use great care with equipment that burns fuels. Many appliances generate dangerous levels of carbon monoxide very quickly. Adequate fresh air must enter the area where the appliance is used. Check each appliance/manufacturer for fresh air ventilation requirements. **BBQ's, stoves and fuel must be used and stored outside.**

What To Do To Prepare For Freeze Up:

1. Drain water pipes to prevent freezing and splitting the pipes:
 - a. Shut off tap at water meter.
 - b. Open taps in house.
 - c. Open tap in basement and drain water into pails,
2. Drain hot water tank (ensure heat source is off), hot tub, washing machine, dishwasher,
3. Flush the toilet and add recreation vehicle antifreeze to tank and bowl. Add antifreeze to all sink, bathtub, and floor drains.
4. City work crews may shut off the water at the street and drain the line to your house. They may also require access to your house to drain the water meter.
5. Wrap the valve, inlet pipe and water meter with blankets or insulating material.

What To Do When The Hydro Is Off:

1. Check with neighbours to see if they have electricity
2. If your home is the only one without power, the problem could be in your residence.
3. If you do not know how to change a fuse or re-set the breaker, call Manitoba Hydro or a professional electrician.
4. If it is a neighbourhood power outage, unplug all appliances to avoid damage from a power surge when the power is restored.
5. Shut off all lights except one to signal the return of power.
6. Contact Manitoba Hydro (see EMERGENCY NUMBERS).
7. Turn on your battery powered radio to a local station.
8. Report all downed power lines by phoning 911.

What To Do When Hydro Is Back On:

1. Wait a few minutes for power to stabilize before plugging in appliances again.
2. Be sure the water heater is full of water before turning it on.
3. Turn off portable heaters.

What To DO When The Natural Gas Is Off:

1. Call Manitoba Hydro Gas Operations.
2. Turn the thermostat down so it is not calling for heat.

What To Do When The Natural Gas Is Back On:

1. You may have to re-light the pilot light(s). Call Manitoba Hydro Gas Operations for help.
2. Be sure the water heater is full of water before turning it on.
3. Turn up the furnace thermostat.
4. Turn off portable heaters.

What To Do If You Suspect Carbon Monoxide In Your Building:

1. Open all doors and windows and leave the building immediately.
2. Immediately seek medical attention for those affected by phoning 911.
3. Call Manitoba Hydro Gas Operations for an emergency inspection.

SHELTER-IN-PLACE

Shelter-in-place is the practice of going or remaining indoors during the release of an airborne hazardous material, as opposed to evacuating the area.

Unless the chemical is flammable, such as propane, emergency responders recommend that you go and stay indoors (shelter-in-place) until you are told to evacuate. If the hazardous material is already around the building you are in, evacuation may not be safe since you would have to move through the chemical to leave.

Shelter-in-Place is a safe response to an airborne hazardous material release of 3 hours or less. Buildings can protect you by limiting the amount of air getting inside. Any chemical that enters is weakened as it mixes with the indoor air.

It is important to stay indoors. If you see a chemical cloud outdoors or you can smell it indoors, you will be safer inside. There is no need to go to the schools to “rescue” your children. They will shelter-in-place. Stay indoors until told to evacuate.

What To Do To Shelter-In-Place:

1. Go indoors and stay there.
2. Close all windows and doors.
3. Turn off anything that moves air into or out of your home. This includes things like your furnace, air exchanger, air conditioner, hot water tank, fireplace, ventilation fans, and clothes dryer.
4. Listen to the local media for up-dates.
5. For added protection you may also seal cracks around windows and doors with tape and a rolled up damp towel at the floor space.
6. Tape a piece of plastic over the room’s window and seal it.

EVACUATION

In some emergency situations it may become necessary to leave your home or business and move to a safer location. Plan ahead for such a situation.

The City of Stainbach and R.M. of Hanover will make every effort to keep people informed of the situation. This may be done by telephone, local media, pamphlets, and emergency services personnel.

Preparing To Evacuate:

1. A Family Emergency Supplies Kit can be prepared with food, clothing, and personal items. (See EMERGENCY SUPPLIES & EMERGENCY CHECKLIST)
2. If asked, and you have the time and know how, shut off the water, gas and electricity.
3. Make arrangements for pets.
4. Listen to local radio stations for the locations of reception centres.
5. Follow the instructions provided by local authorities.

What To Do When You Must Evacuate:

1. Leave a note for friends and authorities saying when you left and where you went.
2. Vacate your home when advised—ignoring a warning may jeopardize your safety.
3. Wear protective clothing and comfortable walking shoes.
4. Shut off anything you may be cooking.
5. You may need to:
 - a. Shut off the main electrical switch
 - b. Shut off the water heater switch
 - c. Turn off the water supply
6. If you have a hot water or steam boiler system, turn off the power and/or natural gas supply and drain the boiler and system according to the manufacturer's instructions.
7. Take your FAMILY EMERGENCY SUPPLIES KIT.
8. Take additional clothing and blankets if you have time to pack.
9. Lock your house.
10. Follow the routes specified by officials. Do not take shortcuts.
11. Do not drive through floodwaters or off-road unless told to.
12. If your car stalls in fast rising water leave it behind—always consider safety first.
13. Register with the reception centre so that you can be contacted and reunited with your family.
14. Notify your FAMILY CONTACT of your situation.

EMERGENCY SUPPLIES KIT

Your Emergency Supplies Kit should be prepared in advance and contain the following as a minimum:

- ❑ An extra set of car keys and house keys.
- ❑ First aid kit.
- ❑ Blankets or sleeping bags.
- ❑ Special items for infants, elderly or disabled family members.
- ❑ Special medications necessary for period of at least one week.
- ❑ Copies of prescriptions and extra eyeglasses.
- ❑ Battery powered radio and extra batteries.
- ❑ Flashlight and extra batteries.
- ❑ Bottled water sufficient for at least 3 days. Two to four litres per person per day—two for drinking and two for food preparation, hygiene and dishwashing.
- ❑ A three-day supply of non-perishable or canned foods and a manual can opener.
- ❑ Flares and emergency road kit (in your vehicle)
- ❑ Toys and games for any children in your care.
- ❑ Sewing kit.
- ❑ Candles and a supply of matches and/or cigarette lighter.
- ❑ Utensils (knives, forks, pots, etc.)
- ❑ Paper plates and paper towels.
- ❑ Resealable plastic bags
- ❑ Plastic garbage bags to store waste.
- ❑ Sanitation supplies (soap, paper towels, toilet paper, tissues, pre-moistened towelettes, waste containers, feminine hygiene products, etc.)

EMERGENCY CHECKLIST

- ❑ Discuss with your family and friends how to respond to disaster situations.
- ❑ Draw a floor plan of your home. Mark two escape routes.
- ❑ Learn how to turn off water, gas and electricity at your location.
- ❑ Teach children how and when to use emergency telephone numbers (9-1-1) for help.
- ❑ Pick one out-of-area and one local family member or friend to call if you get separated when you evacuate.
- ❑ Pick a place and an alternate outside your home to meet in case of fire.
- ❑ Keep family records and other important papers in a waterproof and fireproof container.
- ❑ Make arrangements for pets if you leave or evacuate.
- ❑ Let others know when you leave, where you are going and when you expect to arrive.