

Emergency Preparedness Handbook

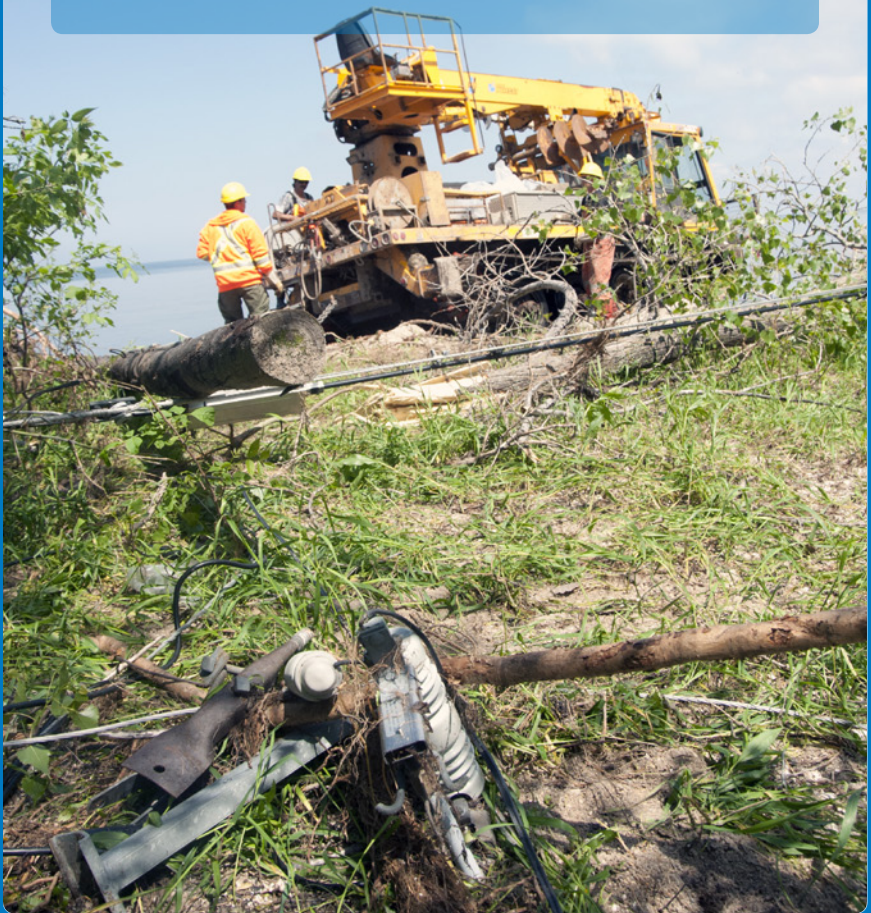


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President's Message

Manitoba Hydro is the province's primary provider of power to individuals, communities and businesses. Because of this, Manitoba Hydro is also one of the first agencies to be involved when disasters or emergencies occur.

Over the years, our experience in responding to crisis situations has taught us several key factors that aid in effective emergency response. Firstly, the more prepared people and organizations are, the less severe the consequences. Secondly, it is imperative for organizations and the public to become partners and combine efforts during an emergency.

Let's take a look at one example, where the power goes out in a rural area after severe weather. Manitoba Hydro may need to rely on the assistance of the regional municipality to identify any recently closed roads which may affect our ability to reach and service the area. Such current information can mean the difference between life and death!

The information in this handbook is offered as a tool to help you plan your personal emergency response. It will allow you to prepare for a range of situations, with the aim of lessening the negative impacts of any crisis situation on you and your immediate family.

Manitoba Hydro is pleased to offer this Emergency Preparedness Handbook to all customers across the province.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott Thomson". The signature is fluid and cursive, with a long horizontal line extending to the right.

Scott A. Thomson, CA,
President & Chief Executive Officer

Be Prepared

Will your whole family think clearly and logically in a crisis? Not many of us can. So do your clear, logical thinking now – when you have the time to be thorough.

Know your enemy

Find out what natural and technological disasters could happen in your community. Know what to expect during each disaster.

Check out your local Emergency Measures Organization for important phone numbers and procedures in your municipality.

Know what to do before an emergency strikes

1. Create a plan

- At least once a year, meet with family members or housemates to design or update a plan for how each person will respond during an emergency.
- Draw a floor plan of your home, showing the locations of exits (windows and doors), where to shut off natural gas, power and water, emergency supplies and first aid kits, etc. Make sure everyone is familiar with the plan.
- Discuss alternate reunion locations and strategies if a disaster strikes when you are not at home.
- Become familiar with the disaster plans at your children's schools and your family members' workplaces.

2. Prepare

- Make and update a list of key addresses and phone numbers and make sure each family member has a copy.
- Install smoke and carbon monoxide detectors.
- Know what medications your family uses.
- Learn first aid and CPR.
- Keep important papers together in a fire and waterproof container.
- Make sure you have adequate insurance coverage for the range of risks in your community.

3. Familiarize family with safety rules

- Make sure that each person knows and practices ways of protecting himself from falling objects, smoke, fire, caustic fumes, etc.
- Make sure each person knows and practices how to shut off utilities.
- Make sure each person knows and practices how to leave the home during an emergency.
- Make sure each person knows how to use a home fire extinguisher.

4. Review and update

Go over these basic procedures at least once a year, and update information such as phone numbers.

Severe Weather

Hazard-proof your home

Anticipate what could go wrong in your home and take corrective action. Secure objects that could tip and start a fire such as water heater and gas appliances.

If you live in a tornado zone or where high winds can occur, secure anything that might be blown around or torn loose, both indoors and outdoors.

Thunderstorms accompanied by lightning

If you are in a building, stay inside. Stay away from windows, doors, fireplaces, radiators and anything metal like pipes that conduct electricity. Unplug all electrical appliances. Don't use the phone or other electrical equipment.

If you are outside, seek shelter in a building, cave or depressed area. If you are caught in the open, kneel on the ground and lean forward with your head lower than your back (but not touching the ground) and place your hands on your thighs. Don't lie flat.

Keep away from powerlines, fences, trees and hilltops. Do not touch anything metal. Get off bicycles, motorcycles, tractors and ATVs.

If you are in a vehicle, stop the vehicle and stay in it. Do not touch metal surfaces inside the vehicle. Don't stop near trees or powerlines that could fall.

If you see someone struck by lightning, call an ambulance immediately. Administer first aid such as mouth-to-mouth resuscitation. Lightning victims are not "charged" and are therefore not dangerous to touch.

Tornadoes

If you have a basement, go there and protect your head and face. If there isn't one, go to the centre part of your house on the lowest level, and crouch or lie flat. Closets, bathrooms, or stairwells away from windows are usually good places to seek shelter.

If you are in a high-rise, do not use an elevator. Go to the centre of the building, stairwell or to a rest room.

If you are caught outside and there is no shelter, lie down in a ditch or ravine, protecting your head and chest. Stay away from large halls, arenas, shopping malls, etc., as their roofs could collapse.

If you are driving, get out of and away from the vehicle. Lie down in a hollow or ditch.

If a tornado strikes

- Do not stay in a mobile home.
- Do not try to outrun the tornado in your vehicle or on foot.
- Do not open windows.
- Do not stay in large open rooms or near windows.

Watches and warnings – know the difference

The definitions for **watch** and **warning** are the same, whether it's a human-caused event or a natural disaster.

- A **watch** simply means that conditions are favourable for an emergency or severe weather to occur within the defined area.
- A **warning** means that somewhere within the area an emergency or severe weather is taking place. Be alert to downed powerlines and the smell of natural gas.

Winter Storms

Blizzards, ice storms and heavy snow falls can cause power outages from a few hours to several days. If you are at home when this happens:

- Stay calm – your house will keep you warm for several hours.
- Turn off all electrical appliances.
- Begin using an alternate heating unit before the house cools down.
- Never use a barbecue or portable cook stove in the house or a garage.
- If freezing is possible, turn off the main water valve, drain the water lines and put antifreeze in the toilet bowl, sink and bath drains. Turn off and drain the hot water heater.
- If you are traveling during a winter storm and become stranded in your vehicle, stay in the vehicle. Do not panic.
- Check the exhaust pipe to make sure it is not blocked with snow.
- Keep a window partially opened.
- Run the engine sparingly for heat.
- Avoid overuse of the headlights. Use the interior dome light at night, as an emergency signal.
- Do not let all occupants sleep at the same time.

If you have pets or livestock, keep extra food/feed on hand. Provide shelter, especially for young and small animals. Keep the water source flowing. Most animals die from dehydration because the water source was frozen, not from lack of food. Keep household pets inside or in a dry place.

General tips

Listen to the radio or TV for additional information and instructions from local officials. Plan to have a battery-powered radio available if the power goes out.

Also, prepare your family so they can cope with the situation until you can be with them. Identify a place where your family members will meet during an emergency.

For more information on disaster safety, contact:

- Manitoba Emergency Measures Organization
1-204-945-4772
www.manitobaemo.ca

Be prepared for a power outage

When power fails in your home or building, keep your family safe and comfortable by following these basic safety procedures during an outage.

- Keep essential items in an emergency box in a location in your home that is easy to find in the dark. Make sure everyone in your family knows where it is. On **page 11** you'll find a list of what should go into this kit.
- Lower the thermostat, and unplug appliances and equipment to avoid overloading the electrical system when power is restored. Remember to leave one light or radio on to signal when the power is restored.

For people with disabilities

- Create a support network to help in an emergency.
- Tell these people where you keep your emergency supplies.
- Give one member of your support network a key to your house or apartment.
- Wear medical alert identification.
- If you are dependent on dialysis or other life-sustaining treatment, know the location and availability of more than one facility.
- Know the size and weight of your wheelchair, in addition to whether or not it is collapsible.

Downed Lines

If your vehicle comes in contact with downed powerlines:

Remember

- Stay where you are if at all possible as it may be dangerous to exit from the vehicle.
- If you can safely back the vehicle away from contact with the lines do so.
- Warn others to stay clear of the powerlines.
- Have someone call Manitoba Hydro to de-energize the line.

As a last resort

- If it is necessary to leave the vehicle, it is important not to step out of the car as your body will make a path for electricity to ground.
- Keep your feet together. Hold your arms tightly at your sides. Jump clear without touching the vehicle.

Flooding

When there's a flood warning

- Install plugs in basement drains.
- Store drinking water in case tap supply becomes contaminated.
- Disconnect eaves troughs that drain into the sewer.
- Remove all chemicals from the basement and move personal belongings to upper floors.
- Install pumps if they are available.

Before flooding occurs

- If the basement floor is dry, turn off the main power switch. Stay clear of anything that could conduct an electrical current such as metal pipes, metal ladders or even damp wood.
- Move large electrical appliances to your home's second floor. On main floor levels, raise equipment off the floor with tables or sawhorses.
- Remove all food from the refrigerator. Leave the door open.
- Furnace fan motors, oil burner motors and pressure systems usually can be removed for dry storage.
- Make sure sump pumps work. Take precautions to prevent sewer backup.
- Boaters in flooded areas should avoid low-hanging energized lines. Do not travel by boat at night.

During flooding

- If your basement floods, do not attempt to turn off the main power switch. Notify Manitoba Hydro to disconnect your power at the pole.
- Turn basement furnaces off and shut off outside gas valves.
- Add 2.5 litres of disinfectant (e.g. bleach) to basement flood waters every 2 or 3 days.
- Never try to cross flood areas on foot or in a vehicle. The water can be swift and you could be swept away.

After flooding

- Do not enter flooded basements or buildings which may contain energized electrical wiring or appliances.
- The main electrical panel must be cleaned, dried and tested to ensure the integrity of the insulation.
- Circuit breakers that have been submerged must be removed and destroyed as they may not operate safely.
- Do not use any appliance, heating, pressure or sewage system until electrical components have been thoroughly cleaned, dried and inspected by a qualified electrician.
- Before turning on power, have a qualified electrician inspect all wiring. Even if your basement did not have water in it, the interior structure may be soaked and still be a conductor of electricity.

Call your local Manitoba district office if you are concerned about electrical hazards and what to do if your home is flooded.

Ice Storms

Here are some ice storm safety tips.

- Call Manitoba Hydro at **474-4990** if you notice excessive ice buildup on any section of powerlines.
- Stay clear of low or sagging powerlines. Traveling under or near these powerlines can be dangerous.
- Immediately report downed wires to Manitoba Hydro or the police. Treat all downed wires as if they were energized and stay away from them. Make sure that your children do not go anywhere near them.
- If you see crews working on ice-laden powerlines nearby, try to avoid travelling near their work area.
- Never attempt to repair damaged powerlines or remove tree limbs from powerlines. Only a qualified Manitoba Hydro employee should do this type of work.
- During a prolonged power outage, stay tuned to your local radio station for regular updates on the progress of our restoration efforts.
- Turn off the main breaker if your power is out and you are leaving your house. This reduces the chances of appliance damage and safety problems if the power is restored while you are away.

Malicious Threats

Canada is growing more dependent on many products and services that make up our domestic, critical infrastructure. Today, the Canadian infrastructure is more vulnerable to damage from natural, accidental or malicious threats. Infrastructure has long been a target for malicious attacks, whether for criminal, military or political purposes. Water, transportation, electricity, natural gas and oil pipeline systems make appealing targets, given their diverse nature and the difficulty of effectively protecting them from attack.

Manitoba Hydro is working diligently to be prepared for these uncontrollable activities. Being prepared makes emergency situations more manageable.

Prepare an Emergency Supplies Kit

Put together a kit that will keep you and your family self-sufficient in your home for at least three days. Make everyone aware of the storage location.

It should include the following (at minimum):

- Candles and matches (candles should not be placed near flammable materials or left unattended).
- Flashlights with fresh batteries.
- A wind-up or battery-powered clock.
- A portable battery-operated radio to keep you informed on the status of a power outage.
- A supply of food that doesn't need cooking (remember a manual can opener!).
- Water.
- Extra blankets or sleeping bags.
- First aid kit (with instructions).
- Cellular phone.
- Firewood for a wood burning fireplace or stove.

Don't forget your car

In the event that you are required to leave the area quickly, your vehicle should be ready to go.

It's also recommended you keep the following in your vehicle:

- Bottled water.
- Non-perishable food.
- First aid kit (with instructions).
- Flares.

Power Outages

What causes a power outage?

Manitoba Hydro works hard to ensure you receive a reliable, continuous supply of electricity. However, in our climate, severe thunderstorms, high winds, ice storms, blizzards, or prolonged cold spells can cause a power outage no matter what we do. A fire, traffic accident or fallen tree can cause damage to electrical lines or equipment failures in the distribution system.

Power can be disrupted for a few moments, an hour or two, or in extreme cases such as a severe winter storm, for more than a day. Although we can not predict a power outage, it is important to be prepared and know what to do when the lights go out.

When the lights go out

The first thing you can do is check with your neighbours to see whether they still have electrical service. If you discover your neighbourhood is affected, turn off all appliances and lights, but leave one light fixture on so you will know when your power has been restored.

If the power interruption seems to be confined to your home or farm site only, the problem could be at the interior service panel or the main circuit breaker on your farmyard pole. If the main circuit breaker has tripped or the main fuse blown, turn off electric appliances and equipment to reduce the load.

If your house has a fuse box, keep extra fuses available. Make sure they are the right size. Have a flashlight handy – never try to change a fuse or reset a circuit breaker in the dark.

If your power is still off after you've checked these things, contact Manitoba Hydro. If possible, have your account number handy as it will help Hydro staff identify your service location. Even though Hydro may be aware of the power problem, your call will help determine the extent of the outage.

Manitoba Hydro

Emergency Telephone Numbers

If your power goes out, call these emergency numbers:

In Winnipeg and surrounding area:

- 1-888-474-0707 toll free, 24 hours

Elsewhere in Manitoba:

- During business hours, call your local district office.
After hours, call 1-888-474-0707 toll free, 24 hours.

Provide:

- Your section, township, range or street and lot and phone number (rural).
- Your street address and phone number (urban).
- The time the power went off.
- Any other helpful information, such as possible causes of the power failure.

Why do I need to call when my electric service is out?

The system used to distribute electricity is very complex. It is important that you call when you have no service so we can pinpoint the troubled area. When you call, we enter your information into a computer that helps us determine your location. The more customers who call, the better we are able to accurately locate the trouble location and send a crew to repair the damage.

How long will the electrical service be out?

When a crew arrives at the trouble spot, they may find a repair situation that takes as little as 30 minutes or as long as 12 hours to repair, depending upon the extent of the damage.

The extent of the damage and the size of our province can make it difficult to estimate when service will be restored. In a major storm, updates are provided to local radio stations.

If a storm does hit – be prepared. This booklet will help you and your family cope. Rest assured that in the event of a power outage, Manitoba Hydro staff are working around the clock to restore your electrical service as quickly as possible.

Dealing with a Natural Gas Outage

Do not panic

- Your home will retain heat for several hours. Don't panic.
- Conserve heat by keeping doors and windows closed. Keep curtains closed unless the sun is shining.
- Dress warmly and in layers.
- Stay inside.
- Utilize a wood-burning fireplace and gather everyone around it.
- Use a portable electric heater.
- An electric range oven will help provide some warmth. Use it cautiously however.
- Keep lights on.
- Let the water run slowly.
- Keep your radio tuned to your local station for updates.
- Move occupants to homes with heat.
- **Do not use kerosene heaters, camping stoves or barbecues inside your home or garage.** This type of equipment needs to be operated outdoors to allow for proper ventilation.

Evacuation procedures

- During a natural gas outage, the major concern is frozen pipes. Cover valves, and inlet pipes with blankets as soon as possible.
- Shut off the main water inlet, open all taps and flush toilets several times to empty the pipes. Then add a small amount of antifreeze to all sinks and toilets.
- Do not attempt to relight natural gas equipment yourself. A qualified Manitoba Hydro employee must relight the pilot light. All homes that are affected by a natural gas outage will be serviced.
- If you evacuate your home, leave a phone number on the front door, where you can be reached.

Dealing with a Lengthy Power Outage

Heating

- Do not panic. Even in cold weather a building with closed doors and windows will retain some heat for several hours.
- Conserve heat by keeping outside doors closed, curtains drawn unless the sun is shining in, and all interior doors closed.
- Dress warmly and in layers.
- Stay inside.

Protect against hypothermia

Hypothermia is a drop in deep body temperature that can kill a person if not detected and treated promptly. Elderly people are particularly vulnerable to this condition and precautions must be taken to protect them.

Symptoms include pale and waxy skin, chills, slow and slurred speech, slow breathing, confusion and drowsiness.

These tips can help prevent hypothermia:

- Wear several layers of loose clothing.
- Keep clothing dry.
- Select clothing made from wool, down, or quilted synthetic materials.
- Sleep with hot water bottles, extra blankets and quilts.
- Make sure that any medications that you are taking are not affecting your body temperature.
- If you live alone, have someone you know look in on you regularly.

If you suspect that you or someone you know has been affected by hypothermia, don't take any chances. Call for emergency medical assistance immediately.

Water

If your water system is powered by an electric pump it will be out of service during a power outage, so store several litres of boiled water in plastic or clean glass containers.

Keep 5 to 10 litres of antifreeze on hand to protect plumbing fixtures from freezing in cold weather.

Shut off inlet, open all taps and flush toilets. Then add a small amount of antifreeze to all sinks and toilets.

Food

Keep an emergency supply of nonperishable foods that do not require cooking, along with a manual can opener.

Today's refrigerators and freezers are insulated well enough to keep foods cold for many hours if the power goes out. Here are some tips to consider:

- A fully-packed freezer will stay cold longer than one half-full. If the freezer is kept closed, food should stay frozen for 24 to 48 hours. If the freezer is not full, fill it with plastic ice packs.
- Keep refrigerator and freezer doors closed as much as possible.
- Adjust your freezer to a colder setting during storm seasons.
- Defrost your freezer periodically. This ensures more efficient operation.
- Throw a blanket or quilt over the refrigerator to help insulate it. Be careful not to cover the vents or motor area.

Standby Generators

Some customers prepare for the possibility of outages by installing a standby electric generator to keep appliances or life-support devices running until Manitoba Hydro can restore service. Many who run businesses and farm operations also understand that a standby or portable generator can help maintain business as usual during inclement weather.

Review the operation manual and start your generator periodically to ensure it is in good running condition if there is a power outage.

If an outage does occur:

- Wait 3 to 10 minutes to check if the utility re-closer system restores power before starting the generator.
- Do not work on live circuits or perform work that you're not technically qualified to do.
- The output cables of a standby generator can be deadly, so treat them with respect. Do not allow a child or unqualified person to operate or connect the generator to any circuits.

- Use the generator only in a well-ventilated area. Operating it in the garage, house, or any enclosed building may lead to overheating – and more seriously, a build-up of carbon monoxide gas.
- Because the power quality from a portable generator can be unpredictable, install a surge protector in the electrical panel. This helps protect sensitive equipment such as computers against serious damage.
- Note that stored fuel creates a fire/explosion hazard. Under the National Fire Code, only 5 litres may be stored in a residential dwelling, or 30 litres in a garage/shed.

If you don't have a standby generator but plan to install one, have a qualified electrician do the work. Ensure that your generator package includes a transfer switch that isolates the generator from the main power grid. Do not do this work yourself. Please consider both your safety and the safety of any Hydro crews working on the lines.

Protect electronic equipment

Microwave ovens, VCRs, answering machines and computers are extremely sensitive to even the slightest voltage change. It is recommended to protect your electronic equipment with surge suppressors and other protective devices.

You can buy suppressors for each electronic device you own, or have an electrician install a surge protector in your electric service-entrance panel (your main fuse box or circuit breaker panel).

Purchase clock radios with battery backup, and electronic devices with built-in protection.

Evacuation Considerations

There may be conditions under which you will decide to evacuate, or there may be situations when you are ordered to leave. Plan how you will assemble your family and anticipate where you will go. Choose several destinations in different directions so you have options in an emergency.

Create an evacuation plan

- Plan places where your family will meet, both within and outside your immediate neighbourhood.
- If you have a vehicle, keep a half tank of gas in it at all times.
- Become familiar with alternate routes and other means of transportation out of your area.
- If you do not have a car, plan how you will leave if you have to.
- Take your emergency supply kit unless you have reason to believe it has been contaminated.
- Lock the door behind you.

If time allows

- Call or email the out-of-province contact in your family emergency preparedness plan, and tell them where you are going.
- If there is damage to your home and you are instructed to do so, shut off water, gas and electricity before leaving.
- Leave a note telling others when you left and where you are going.
- Check with neighbours who may need a ride.

Learn how and when to turn off utilities

- Locate the electric, natural gas and water shut-off valves.
- Keep necessary tools near the electric, natural gas and water shut-off valves.
- Teach your family members how to turn off utilities.
- **If you turn the natural gas off, a professional must turn it back on. Do not attempt to do this yourself.**

If disaster strikes and you must evacuate, remember to take:

- A flashlight, battery-powered radio and extra batteries
- Waterproof outerwear and footwear
- Extra clothing
- Essential medicines and toiletries
- Emergency supplies
- Personal documents and family identification

Plan for your pets

- Pets should not be left behind. Take them with you, but understand that only service animals may be permitted in public shelters. Plan how you will care for your pets in an emergency.
- Store extra food, water and supplies for your pet.

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, natural gas and electricity at your location.
- Teach children how and when to use emergency phone numbers for help (9-1-1 where available).
- 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 location 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 your pets if you leave or evacuate.
- Let others know when you leave, where you are going, and when you expect to arrive.

Emergency supplies

It is recommended that your home be equipped with the following emergency supplies and equipment. Try to store the items in a place that will be accessible even if there should be structural damage to the home (e.g. in an outside storage shed, garage).

- An extra set of car keys and house keys.
- First aid kit (with instructions).
- Blankets or sleeping bags.
- Special items for infants, elderly or disabled family members.
- Special medications necessary for period of evacuation.
- Battery-powered radio with extra batteries.
- Flashlight with extra batteries and extra bulb.
- Tire repair kit and pump.
- Toys and games for children/books and other entertainment.
- Sewing kit.
- Candles and a supply of matches in a waterproof container or cigarette lighter.
- Non-perishable or canned foods and a manual can opener.
- Supplies for infants and children (*formula, diapers, etc.*).
- Utensils (knives, forks, pots, etc.).
- Paper plates and paper towels.
- Small camp stove or “Canned Heat” like Sterno.
- Household liquid bleach (unscented) and medicine dropper. You can use bleach as a disinfectant (diluted 9 parts water to one part bleach). You can also use it to purify water (16 drops unscented bleach per gallon of water).
- Paper and pencil.
- Water (2 to 4 litres per person per day: 2 for drinking, 2 for sanitation).
- Critical medication (7 to 10 days of prescription medications).

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- Spare eyeglasses/contact lenses (and supplies).
- Denture needs.
- Spare batteries for hearing aids.
- Fire extinguisher (dry chemical).
- Watch or clock (battery or spring-wound).
- 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.).
- Small shovel.
- Crescent wrench (for turning off gas) and other tools (axe, hammer, pliers, screwdriver, nails, etc.).
- Rope and duct tape.
- Warm hat and gloves.
- Whistle.
- Large tarp/tent.
- Rain poncho.
- Pet food.
- Insurance policy numbers/insurance agent contact numbers.
- Numbers of people you want to contact.
- One complete change of clothing.
- Map of the area for evacuation or for locating shelters; compass.
- Cash.

Additional supplies for people with disabilities

- Prescription medicines; list of medications including dosage; list of any allergies.
- Extra eyeglasses and hearing aid batteries.
- Extra wheelchair batteries; oxygen.
- Keep a list of the style and serial number of medical devices.
- Medical insurance and Medicare cards.
- List of doctors, relatives or friends who should be notified if you are hurt.

Winter Survival Kit

In addition to having emergency supplies for your home, keep the following in your car in the winter:

- Flashlight and extra batteries
- Candles and coffee tin
- Matches/lighter
- Blankets/warm clothing
- Granola bars, candy, sugar cubes
- First aid kit
- Booster cables
- Shovel and tow rope
- Flares or other signal aids
- Tools (screwdriver, pliers, knife)
- Critical medication
- fire extinguisher (CO2)
- Comfortable shoes or boots

Know What to do After an Emergency

Right after the emergency, you may be confused or disoriented. Stay calm and remember the following procedures:

Help the injured

Help anyone who is injured. Get your emergency survival kit – the first aid kit should be with it.

Listen to the radio

Listen to your local radio station on your battery-operated or car radio for instructions.

Do not use the telephone

Don't use the telephone unless it is absolutely necessary. Emergency crews will need all the available lines.

Check your Home

Check for damage to your home. Remember the following points:

- Don't light matches or turn on the electrical switches if you suspect damage or smell natural gas.
- Check for fires, fire hazards or other household hazards.
- Sniff for gas leaks, starting at the water heater. If you smell natural gas, turn off the main gas valve, open windows and get everyone out quickly.
- Shut off any other damaged utilities.
- Clean up spilled medicines, bleaches, gasoline and other flammable liquids immediately. Wear protective clothing. For major spills or leaks, call in professional help.
- Confine or secure your pets.
- Check on your neighbours, especially the elderly or people with disabilities.

If you turn off the gas, it should only be turned on by a professional from Manitoba Hydro.

What to do When Power is Restored

Once power is restored

- Plug in only the appliances or equipment you need most. Wait at least 30 minutes for the power supply to stabilize before plugging in others.
- Shut down any standby heating sources.

If the power was off for an extended period

- Flush toilets to dispose of antifreeze and flush each sink and floor trap. Rinse out dishwasher and washing machine if necessary.
- Check food in refrigerators, freezers and cupboards for signs of spoilage.
- Restock your emergency supplies for the next unexpected power outage.

Fire Safety

Fire can be a killer. **Do not take chances.** The safety guidelines for fire listed below could save lives if you act in a timely manner and **stay calm.**

- Activate fire alarm to warn others.
- Call the fire department. Give your name, location of the fire, and other information that would be helpful.
- Assist your neighbours, people with disabilities, or others who cannot help themselves.
- Move quickly to your assigned fire exit.
- Remove high-heeled shoes to avoid tripping
- Use handrails on stairs or ladders.
- Follow the instructions of building or fire officials.

If you have to evacuate a building

- **Do not use elevators.**
- Move to your assigned fire exit or evacuation route.
- Have an alternate evacuation route planned.
- Get out and away from the building
- Go to your assigned location outside the building
- Watch for falling glass, wood, or other material.
- **Do not try to return to the building.**

If you get trapped in a room

- Place cloth material around or under doors to prevent smoke from entering.
- If you can, retreat – close as many doors as possible between you and the fire. Be prepared to signal from a window, but do not open or break the window unless absolutely necessary.
- If you are caught in smoke, drop to your hands and knees and crawl. Hold your breath as much as possible, and breathe shallowly through your nose. Use a blouse or shirt as a filter.
- If you have to move through flames to escape, hold your breath and move quickly. Cover your head and hair, and keep your head down and eyes closed as much as possible.
- If your clothes catch on fire: **STOP... DROP... ROLL.**

Fire extinguisher instructions

- Always try to use the appropriate fire extinguisher to put out the fire.
- Pull safety pin from the handle. Aim the nozzle, cone or horn at the base of the fire.
- Squeeze the trigger handle. Sweep from side to side.
- If the fire is too large, get out of the building or house and move to a safe distance.

Home fire safety tips

- Install a working smoke detector on each level of your home. Then, test them regularly. Change batteries yearly, or as needed.
- Have a home escape plan. Make sure everyone knows what to do and practice it regularly.
- Know two ways out of your home.
- Have a meeting place for everyone to go.
- Each family member should know how to call the fire department to report a fire from a neighbour's home.
- Make sure everyone in your family knows that once they are out, they must not go back inside for any reason.

What to do if it is an electrical fire

Electricity is hot! It can cause fires in these ways:

- A hot electrical device, like a light bulb, can get too close to something that can burn and that something catches fire.
- The insulation on an overloaded cord may burn or melt, exposing live wires. Live wires can spark and cause a fire.

Electrical fires are different than other fires because they have a source of electricity that is still conducting electric current.

Leave the area.

- Telephone for help from a safe location.
- Use a proper chemical fire extinguisher on the fire.

What to do if someone has been shocked or burned by electricity

In an electrical emergency, the hardest thing to remember is that the best help may be to stay away.

Call for help. Stay far away from a person who has been shocked or a vehicle with an electric line on it.

- Pull the plug from the outlet or turn off the power at the fuse box or circuit box.
- Call 9-1-1 for help. Tell them it is an electrical accident.
- When the victim is not in contact with the source of electricity, and you're sure there is no danger, give first aid:
- If the victim is not breathing, give CPR or mouth to mouth resuscitation.
- Loosen the victim's clothing. Keep the victim warm and lying down until help arrives.
- Don't touch the burns, break blisters, or remove burned clothing. You cannot tell if there are electrical burns inside the body, so be sure the person is taken to a doctor.

Emergency Telephone Numbers

In an emergency

- Call 9-1-1.
- Ask for police, fire, ambulance or poison treatment.
- Give your location and the nature of the emergency.

Tips for emergencies

- Know your location, and be prepared to explain the nature of the emergency.
- Keep a copy of these emergency numbers, as well as local emergency numbers, near your phones. Also include with the list your address, phone number, and directions to your home.
- Make sure everyone in your family knows when and how to make emergency calls.

Electricity Outages and Electrical Emergencies	1-888-624-9376 (1-888-mbhydro)
Emergency Measures Organization	1-204-945-5555
Forest Fire	1-800-782-0076
Kids Help Phone	1-800-668-6868
Manitoba Farm & Rural Stress Line	1-866-367-3276
Marine & Air Search & Rescue	1-800-267-7270
Natural Gas Emergencies	1-888-624-9376 (1-888-mbhydro)
Environmental Accidents	1-204-945-4888
Poison Control Centre	1-855-776-4776
Deaf Persons Emergency Teletype	9-1-1

Check with your municipality for other emergency numbers.

