

Be Better Prepared Booklet, revised November 2019

Local Municipal Emergency Services

For Police, Fire, Paramedics call 9-1-1

Centre Wellington

- Fire Department, phone 519.843.1950
- Groves Memorial Hospital, phone 519.843.2010
- Ontario Provincial Police, Centre, Wellington Administration and Operations, phone 519.846.5930

Erin

- Fire Department, phone 519.855.4407

Guelph/Eramosa

- Fire Department - Rockwood Station, phone 519.856.9637
- Fire Department - Guelph Station Administration, phone 519.824.6590
- Ontario Provincial Police - South Operations Centre, phone 519.856.1506

Mapleton

- Fire Department, phone 519.638.2949

Minto

- Fire Department, phone 519.343.3735
- Ontario Provincial Police, North Wellington Operations Centre, phone 519.343.5770
- Palmerston District Hospital, phone 519.343.2030

Puslinch

- Fire Department, phone 519.821.3010

Wellington North

- Fire Department, phone 519.323.1441
- Louise Marshall Hospital (Mount Forest), phone 519.323.2210

Guelph

- Wellington Paramedic Service Administration, phone 519.822.1260 extension 2880
- Guelph General Hospital, phone 519.822.5350

Call your local hydro provider to report a power outage, fallen tree hazard or emergency:

- Wellington North Power (Arthur, Mount Forest) [Wellington North Power](#) or phone 519.323.1710
- Westario (Clifford, Harriston, Palmerston) [Westario](#) or phone 1.866.978.2746

- Centre Wellington Hydro (Fergus, Elora) [Centre Wellington hydro](#) or phone 519.843.2900
- Guelph Hydro (Rockwood) [Guelph hydro](#) or phone 519.822.3010
- Hydro One (all other areas in Wellington) [HydroOne](#) or phone 1.800.434.1235

Warden’s Message

Wellington County is an amazing place to live, work and play! But we know that emergencies can happen at any place at any time. We all need to be prepared to protect ourselves and our families. Wellington County’s new Strategic Plan entitled “Future Focused. People Invested” states that People are Our Priority. Our Wellington County Team includes many dedicated individuals working hard to help our residents prepare for, respond to, and recover from an emergency. We hope that the information provided in this guide will help you and your family to become better prepared. Kelly Linton - County of Wellington Warden

Wellington’s Emergency Services

Wellington Ontario Provincial Police

Responsible for police services in Wellington County. Detachment offices are in Teviotdale, Fergus, and Rockwood.

Guelph-Wellington Paramedic Services (Ambulance):

Provides services in Wellington County and the City of Guelph. Stations are in Arthur, Drayton, Fergus, Harriston, Hillsburgh, Mount Forest and Rockwood. Administrative offices are located in Guelph on Clair Road.

Fire Departments:

Fire services are the responsibility of each of the seven member municipalities in Wellington. There are thirteen stations in Wellington operated by member municipalities.

Wellington-Dufferin-Guelph Public Health:

Wellington Dufferin Guelph Public Health works to improve the health of communities and individuals in Wellington, Dufferin and Guelph through promotion, protection, and prevention. Provision of food safety, provision of safe drinking water, control of communicable disease, the provision of basic sanitation and the restoration of normal community services would all be tasks in which Public Health would be engaged during an emergency.

This guide provides basic information that you can use before and during an emergency to ensure safety. It has been prepared with the support of your local municipality, Wellington County, Wellington Ontario Provincial Police, Guelph Wellington Paramedic Service, Municipal Fire Departments, the Grand River and Maitland Conservation Authorities and Wellington Dufferin Guelph Public Health. We also acknowledge Public Safety Canada, Environment and Climate Change Canada, Office of the Fire Marshal and Emergency Management and the Ministry of Transportation.

Wellington County Emergency Preparedness

All communities are vulnerable to an emergency. The 2003 blackout, tornadoes, flooding, H1N1 in 2009, ice storms, are all examples of municipal emergency responses in Wellington County that have occurred. In preparing for an emergency, it is important to consider what risks and associated hazards will affect us the most. "A hazard is a phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage. These may include natural, technological or human-caused incidents or some combination of these". The definition is taken from Ontario Fire Marshall Emergency Management (OFMEM). Each municipality in Wellington County has completed a hazard identification and risk assessment that is specific to their community. Emergency Response Plans are available at all Municipal Offices. This following list is a prioritization of risks and hazards in each municipality of Wellington County.

Centre Wellington

- tornado
- severe winter weather emergencies
- hazardous transportation incidents
- special event emergencies
- emergency response plan is located at [Centre Wellington](#) or [County of Wellington](#)

Town of Erin

- dam failure
- tornado
- severe winter weather emergencies
- hazardous transportation incident
- emergency response plan is located at [Erin](#) or [County of Wellington](#)

Guelph / Eramosa

- hazardous material incidents
- special events emergencies
- transportation rail emergency
- severe winter weather emergencies
- emergency response plan is located at [Guelph Eramosa](#) or [County of Wellington](#)

Mapleton

- floods – urban
- severe winter weather emergencies
- tornado
- explosion/fire
- emergency response plan is located at [Mapleton](#) or [County of Wellington](#)

Minto

- floods – urban
- tornado
- severe winter weather emergencies
- hazardous material incidents
- emergency response plan is located at [Minto](#) or [Wellington County](#)

Puslinch

- hazardous transportation incidents
- severe weather emergencies
- hazardous material incidents
- transportation rail emergency
- emergency response plan is located at [Puslinch](#) or [County of Wellington](#)

Wellington North

- tornado
- severe winter weather emergencies
- hazardous materials incidents
- hazardous transportation incidents
- emergency response plan is located at [Wellington North](#) or [County of Wellington](#)

Wellington County

- severe weather emergencies
- human health emergency
- critical infrastructure emergency
- terrorism
- emergency response plan is located at [County of Wellington](#)

Types of Hazards/Risks

Severe Weather

Wellington County is no stranger to severe weather conditions. County of Wellington and member municipalities have plans and procedures to respond to extreme winter and summer weather conditions that include blizzards, ice storms, extreme cold and heat, and tornadoes. To help you be better prepared for bad weather and to respond when needed, Environment Canada monitors and forecasts the weather 24 hours a day, 7 days a week at www.weatheroffice.gc.ca. Environment Canada uses Special Weather Statements, Advisories, Weather Watches and Weather Warnings to make the public aware of significant weather.

Special Weather Statement

A statement may be issued a couple of days in advance to inform the public of a possible severe weather situation. Weather conditions may cause general inconvenience or concern but are not expected to pose a serious enough threat to issue a weather warning.

Advisory

An advisory will be issued if impact is likely such as fog, heat and cold weather.

Watch

A watch is issued when weather conditions have the potential for significant weather and impacts. When a watch is issued, the public should look for updates on the internet, radio or television.

Warnings

A warning is issued when severe weather is occurring or may soon occur and impacts are likely. Severe thunderstorm or tornado warnings may be issued less than an hour in advance of an actual event. Other weather warnings may be issued six to twelve hours in advance of the actual event.

Local radio and television stations can also keep you up-to-date on the latest weather conditions. To be alerted quickly to possible severe weather, it is a good idea to purchase a weather radio. Weather radios are special receivers that can pick up a broadcast of weather information directly from Environment Canada 24 hours a day, 7 days a week. These radios can be purchased at many local retail stores. List of local radio stations are;

- Erin Radio 91.7 FM - Town of Erin
- Magic 106.1 FM - Township of Guelph/Eramosa and Puslinch
- CJOY 1460 AM - Township of Guelph/Eramosa
- The Grand 101.1 FM - Township of Centre Wellington
- Country 93.7 FM - Township of Wellington North and Minto
- News 570 AM - Wellington County
- CKNX 920 AM - Townships of Wellington North, Minto and Mapleton
- The River 88.7 FM - Townships of Wellington North, Minto and Mapleton

Tornadoes

Tornado Facts

- Tornadoes are rotating columns of high winds.
- They can move quickly leaving a long, wide path of destruction. At other times the tornado is small, touching down here and there.
- Large or small, they can uproot trees, flip cars and demolish houses.
- Tornadoes usually hit in the afternoon and early evening, but they have been known to strike at night too.

Warning Signs Include:

- Severe thunderstorms, with frequent thunder and lightning.
- An extremely dark sky, sometimes highlighted by green or yellow clouds.
- A rumbling sound or a whistling sound.
- A funnel cloud at the rear base of a thundercloud, often behind a curtain of heavy rain or hail.

How to Protect Yourself

- When indoors, go to your basement. Stay away from any doors and windows. If you don't have a basement, take shelter under a heavy desk or table.
- If you are outside and cannot get to shelter, lie down immediately in a ditch or somewhere very low to the ground and cover your head.
- Vehicles and mobile homes are not safe places during a tornado. Find shelter in a building with a strong foundation or low-ditch outside.
- A tornado will cause debris to become missile-like. No matter how big or small, the force of the wind will make flying objects dangerous.
- When on water, immediately make your way to shore.

Floods

Flood Facts

- Floods can occur anytime throughout the year
- Ice jams, rapid winter snow melt, thunderstorms and heavy rains can cause flooding; sometimes minor and other times flooding large areas.

Flood Forecasting and Warnings

Conservation Authorities in Ontario are responsible for monitoring water levels in rivers and streams in order to predict flooding. The Conservation Authority will advise your municipality if a flood is going to occur. The municipality will respond to the flood emergency. There are three levels of flood warning messages;

1. Watershed Conditions Statement;

There are two categories:

- a) Water Safety: High flows, unsafe banks, melting ice or other factors have made water courses dangerous for recreational users;
 - b) Flood Outlook: early notice of the potential for flooding based on weather forecasts calling for heavy rain, snow melting, high winds or other conditions that could result in high runoff or ice jams or lake shore flooding.
2. Flood Watch Message;

A flood watch means that flooding is possible. Municipalities and individuals should prepare.

3. Flood Warning Message;

These messages are sent when flooding is happening. The Conservation Authorities will give details to municipal officials about the amount of flooding to expect and when flooding is expected in various locations so that municipalities can take appropriate action.

How can I find out if my property may flood? The urban areas of Drayton and Harriston in Wellington County are at the greatest risk from severe floods. Contact the County of Wellington Planning Department or your municipal building department to find out if your area is at risk of flooding. Learn how to protect your home before, during and after a flood by visiting [County of Wellington Flood Guide](#)

Power Outages

Power Outage Facts

- Many power outages can be attributed to storms, harsh winds, or a mechanical failure.
- Extreme heat can also be the cause of a summer blackout.

Preparing for a Power Outage

- Make sure you have flashlights and extra batteries.
- Ensure you have a hand-crank radio.
- Stockpile plenty of extra canned food, a can opener and bottled water.
- Prepare a 72-hour emergency kit and make a plan.

Food and Water

In the event of a power outage, frozen food can be kept in an unopened freezer for about two days; a refrigerator will keep food for up to 4-6 hours. Always be mindful of any strange colours or odours with the food. Most importantly, if in doubt, throw it out. Do not drink water unless you know it is safe to do so. For more details visit Wellington Dufferin Guelph Public Health's website, [Wellington Dufferin Guelph Public Health](#)

Winter Driving

Wellington County Ontario Provincial Police have the authority to close roads under the Highway Traffic Act. Closing roadways is not something that the police take lightly and the impact on our residents and travelling public is always a consideration. The safety of persons and property is the first priority.

For Winter Road Conditions, Travel Information and Road Closure information call:

- County of Wellington Central Garage (24 hours a day, 7 days a week) at 1.866.799.4166 (Winter Call Centre) or visit www.wellington.ca and click on Road Closure.
- Ministry of Transportation Ontario Road Information call 511 or see www.ontario.ca/511 or visit website at [Municipal 511](#)

Carry a Car Emergency Kit (suggested list of items below)

- blanket (survival blankets are the best)
- ice scraper or brush
- road maps
- compass
- sand or kitty litter
- fire extinguisher
- warning lights or flares
- matches and a survival candle in deep can (to warm hands, heat a drink, or provide emergency light)
- first aid kit with seatbelt cutter
- booster cables
- traction mats or chains
- cloth or paper towels
- extra clothing and/or footwear
- lock de-icer and winter washer fluid
- emergency food pack

Before You Drive

- Get a maintenance check-up. Make sure your brakes and tires are in good condition and will perform properly. Tires lose pressure in cold weather.
- Winter tires provide better traction and handling in the snow and ice.
- Make sure you have at least half a tank of gas, and that your windshield wiper fluid is full.
- When driving in the winter, you can experience icy roads, blizzards, snow drifts, and a loss of visibility.

Winter Driving Tips

- Pay attention to the road and weather conditions and plan ahead.
- Give yourself extra time when planning your route.
- Make sure someone knows where you are in case you don't arrive at your destination on time.
- Keep a fully charged cell phone at hand in case you need to call for help.

Safe winter driving tips from Wellington County Ontario Provincial Police

- Stay well back from snowploughs. Do not pass a snowplough on the right hand side.
- Reduce your speed and leave yourself plenty of room to stop.
- Allow at least three times more space than usual between you and the car in front of you.
- Brake gently to avoid skidding. If your wheels start to lock up, ease off the brake.
- Turn on your full lighting system to increase visibility with other drivers.
- Clear snow from your vehicle before heading out.

- Avoid cruise control during wet, snowy or icy weather conditions.
- Be careful on bridges, overpasses and less traveled roads; these will freeze first.
- Never assume your vehicle can handle all conditions.

Hazardous Materials

What is a hazardous material?

It is a chemical, biological, radioactive, nuclear or explosive gas, liquid or solid substance and may explode, may be poisonous, flammable or combustible.

Examples of hazardous materials;

- propane, gas, diesel fuels
- pesticides/insecticides
- chemicals used in manufacturing
- household bleach

Examples of Hazardous Materials Emergencies

- An accidental fuel spill into a ditch along a roadway which leads to a river or stream.
- An accidental chemical spill on the ground or into the area at an industrial operation.
- Railway car derailment where hazardous materials are released from the railway cars.

What to do

If a hazardous materials emergency happens, your fire department and/or police may request that you shelter in place or ask you to evacuate your home or business.

Go indoors and remain there until you hear on the radio or television that it is safe to leave. A shelter in place request usually only lasts for a few hours and could be requested if:

- An outdoor release may affect your building.
- There is not enough time or warning to safely evacuate.
- The release is expected to pass over the area quickly.
- The source and nature of the release has yet to be determined.
- A safe evacuation route has yet to be verified.
- It is safe to evacuate but you need assistance.

If you are asked to shelter in place, do the following:

- Close all windows, inside doors, and outside doors.
- Seal off cracks around doors and windows using a wide tape such as duct tape and a rolled damp towel.
- Turn off all fans, heating, air conditioning, any outside vents and/or ventilation systems.

- Do not use clothes dryer.
- Close any fireplace/stove dampers. Do not use fireplaces, woodstoves, gas stoves, etc.
- Go to an interior room located above ground, if available (some chemicals are heavier than air and will enter at an underground location first).
- Close and/or lock windows and doors into the room.
- Take a radio and your emergency supplies/survival kit.
- Monitor radio or television broadcasts for updates until advised it is safe to leave or to evacuate.

Evacuation Tips

During an emergency, municipal officials may request that you leave your home or place of work. Your local volunteer fire department or Wellington OPP may advise you to leave your home or business for your personal safety. You may hear an announcement on your local radio or TV station requesting you to evacuate. If you are asked to evacuate:

- Leave your home or work immediately.
- Go to the identified reception/evacuation centre. Be sure to register at the centre so you can be contacted and reunited with your family.
- Let your family know that you are safe by writing a note. Explain why you left and where you went.
- If your at home, then leaving a note on the door will also assist emergency workers who may be going door-to-door.
- Take your 72-hour emergency kit.
- Shut off utilities before leaving, if requested to do so. As part of your emergency planning, consult your local utilities. They can provide you with advice on the best way to do this.
- Lock your house or business.
- Leave via any designated routes.

Reception Centres

Centre Wellington

- Centre Wellington District High School
- Centre Wellington Sports Complex, backup power supply available
- Elora and District Community Centre and Arena

Erin

- Erin Centre 2000
- Hillsburgh Community Centre

Guelph/Eramosa

- Marden Community Centre
- Marden Field House
- Rockmosa Community Centre, backup power supply available

Mapleton

- Maryborough Community Centre
- Peel Maryborough Drayton (PMD) Arena Complex, backup power supply available

Minto

- Clifford Community Centre
- Harriston Community Centre, backup power supply available
- Minto Clifford Public School
- Norwell District Secondary School
- Palmerston and District Community Centre, backup power supply available

Puslinch

- Badenoch Community Centre
- Puslinch Community Centre, backup power supply available
- Optimist Recreation Centre Arena

Wellington North

- Arthur Community Centre and Arena
- Mount Forest Community Sports Complex
- Wellington Heights Secondary School

Individuals with Special Needs

- Select a network of individuals at work and at home that will be able to assist you during an emergency.
- If you rely on any life sustaining equipment/apparatus, develop an emergency back-up plan that will ensure the equipment/apparatus works in the event of a power outage.

Refer to Emergency Management Ontario's Emergency Preparedness Guide for People with Disabilities/ Special Needs at [Emergency Management](#)

211 is available in Wellington County

Call 211 if you need information about:

- Housing Services Social Assistance
- Community Programmes

- Immigrant Settlement Services (multi-lingual services available)
- Children Services Legal Matters
- Employment Services
- Health Matters
- Homes for the Aged

211 service is free!

For more information, go to website at [211 Ontario](#)

Calls are answered 24 hours a day, 7 days a week

Pets and Livestock in Emergencies

Pets are members of the family. Making arrangements before an emergency and including your pets in your family emergency plan will increase your pet's chances for survival and ability to cope.

Pet and Service Animals Checklist

- Food, water, bowls, manual can opener and spoon
- Up-to-date ID tag
- Current photo of you and your pet
- Emergency contact list of pet friendly hotels/motels outside your area, friends, relatives and your veterinarian
- Copies of medical records/vaccinations
- Medications and first aid kit
- Familiar bedding, small toy and brush
- Leash, collar or harness and muzzle
- Litter/pan and scooper or poop n'scoop bags
- Carrier large enough to transport and house your pet

Plan ahead to ensure that you have a safe place to take your pet. If an emergency occurs when you are not at home, set up a buddy system with your neighbor to take care of your pet.

Agriculture Livestock Emergency Plan

Emergency situations such as severe weather, power outages, and foreign animal disease can impact livestock and can disrupt the continual operation of the agricultural business. Due to size, special shelter and/or transport requirements, planning ahead for emergency situations is important.

- Determine the hazards and risks for your area and animals
- Have bio-hazard security measures in place
- Have identification for all animals
- Identify alternate water, food, and power sources

- Make evacuation arrangements and plan escape routes to safe locations

Is your Business Prepared?

The Facts

- 55% of Canadian firms reported a business disruption in the last 12 months.
- Less than 45% of small businesses say they have an emergency plan.
- 86% of small and medium-sized businesses fail within three years of a major incident if there is no tested preparedness plan in place.

Business Disruptions

Unplanned events such as fire, IT failures, and illness of key staff can have a devastating effect on small businesses such as loss of revenue, productivity, public confidence and even business closures.

Business Preparedness

A business continuity plan will make coping in a crisis easier and minimize disruption to the business and its customers. A good business continuity plan considers all essential components of the business and tests the plans regularly. It is not only good business practice, but it can reduce liability, may even lower insurance premiums, and most importantly reduce the loss of life. Visit [Wellington County](#) for more information on business preparedness.

72 Hour Emergency Kit

Assemble a 72-hour emergency kit to use during a power outage or an evacuation of your home or community. Make sure everyone living in the home knows where to find the kit. Pack at least the following items with a minimum 72-hour supply into an easy-to-carry container, such as a backpack or duffle bag.

Your 72-Hour Emergency Kit should include;

- Water (2 litres per person a day)
- Non-perishable food items (canned/dried goods)
- Manual can opener
- Battery or crank flashlight
- Portable battery or crank radio
- Batteries
- First Aid Kit
- Extra car keys
- Cash and coins for pay phones
- Important papers - (Identification/Insurance)
- Extra seasonal clothing and footwear
- Blankets or sleeping bags
- Toilet paper and other hygiene items

- Medication (especially prescription)
- Eyewear (glasses/contacts)
- Whistle (to attract attention)
- Playing cards, books, travel sized games
- Paper/pencils/pens
- Map of your community (for locating shelters)
- A copy of this guide

Always keep a list of Household Emergency Information readily available, such as placing it on your fridge that includes the information listed below;

- Home address and phone number
- Family contact information, name and phone number
- Out of town emergency contact, name, phone number
- Other emergency contacts, doctor name, phone number
- Veterinarian name, phone number
- If an emergency happens we meet at, insert name of place.

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