

EMERGENCY PREPAREDNESS GUIDE FOR CITIZENS



IN THE EVENT OF
A DISASTER, WE'RE READY!
ARE YOU?

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TABLE OF CONTENTS

Message from the Mayor of Saint-Laurent..... 4

Be prepared

Stay alert as the event unfolds 5

Know what to do 5

Adapted rescue service 5

Be ready for any type of disaster 6

No. 1 Knowing the risks..... 6

No. 2 Preparing a family emergency plan..... 6

No. 3 Preparing an emergency kit..... 9

Emergency kit..... 9

First-aid kit 9

Pre-packaged first-aid kits 9

Additional emergency supplies 10

Providing support for children and teens 10

Extreme weather events 11

Heat wave 11

Lightning storm 12

Extreme winter storm 12

Tornado..... 13

Earthquake..... 14

Windstorm 15

Chemical spills 16

Basement flooding 17

Power outages..... 18

We're prepared

How will you be kept informed during an emergency?..... 19

Shelter and Drop-In Centre for Disaster Victims 19

Notices and alerts 20

The Borough of Saint-Laurent's Emergency, Succession..... 20
and Mission Plan

The Urban Security Patrol..... 20

MESSAGE FROM THE MAYOR

Dear fellow citizens of Saint-Laurent,,

In recent years, the increase in episodes of extreme weather phenomena has prompted us to consistently raise the bar in our efforts to preserve the environment. In 2019, the time for talking has passed - it's time for action!

It is important that we adapt our behaviour to the weather disturbances whose consequences we are currently experiencing. We all know that the tide cannot be turned by one or two legislative measures, but by a mutual effort on every level. Citizens want to contribute to the solution, and they are asking us how. The first edition of the Eco-Citizens' Rendez-vous, held in October 2019, was a direct answer to this question. As a sustainable municipal territory, Saint-Laurent is striving to rise above awareness and equip its citizens to take concrete action to improve their daily quality of life while preserving the environment in the current context of climate change.

It is sometimes difficult to determine what actions to take at home, and a prevailing environmental emergency can prompt a sense of powerlessness. That's why we have revised our *Emergency Preparedness Guide for Citizens* so you can update your family emergency plan and your emergency kit.

All disasters risk having unfortunate consequences. Nonetheless, with a few precautions, the impact can be lessened. We invite you to carefully read this guide and keep it handy. It contains valuable recommendations for ensuring your family's autonomy for three days - a timeframe that is long enough for authorities to respond at critical sites to protect the entire population and facilitate the return to normal life.

It will take just a few hours to prepare, giving you peace of mind and the assurance that you are being mindful of your safety and that of your loved ones.

Happy preparing!

The Mayor of Saint-Laurent,



Alan DeSousa, FCPA, FCA

COUNCIL OF SAINT-LAURENT



Alan DeSousa, FCPA, FCA
Mayor of Saint-Laurent



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District

BE PREPARED

STAY ALERT AS THE EVENT UNFOLDS

- When emergency is declared, call 911 if you are with someone whose life is in danger.
 - Contact the municipality at 311 and notify them of the situation (if the situation is hazardous, but no lives are threatened).
 - Monitor the situation on television, radio, Internet or social media and listen for instructions.
 - If you know basic first aid, respond to an emergency at the workplace or at a recreational facility while waiting for emergency services to arrive.
 - Evacuate if necessary or at the request of authorities. Don't forget to leave with your emergency kit. If the authorities request that you stay home, obey their instructions.
 - If possible, leave a note in your mailbox notifying potential visitors of your relocation address.
-

KNOW WHAT TO DO

- **Prepare for a disaster**
 - Know the risks.
 - Prepare a family emergency plan.
 - Prepare a first-aid kit.
 - **Know what instructions to follow**
 - Monitor the situation on television, radio, Internet or social media.
 - Follow the instructions given by the authorities.
 - Register for the Notices and Alerts service (page 20).
 - **Avoid exposing yourself or your children to toxic substances**
 - Do not go pick up children at their daycare centre or school unless notified otherwise.
 - **Assist rescue services**
 - Refrain from using your phone to leave the lines free for rescue services.
 - In case of emergency only, call 911.
-

ADAPTED RESCUE SERVICE

If you have trouble getting around due to a reduced mobility or to a visual, hearing or other impairment, the Service de sécurité incendie de Montréal encourages you to register on the list of individuals living with disabilities at home.



In case of emergency, this free service allows firefighters to respond more effectively in the event that you are ordered to evacuate.

Registration: **514 872-3775**



BE READY FOR ANY TYPE OF DISASTER

In the event of an emergency, it is up to individual citizens to take steps to ensure their safety and safeguard their belongings. They can also play an important role in their immediate environment and in the workplace by using the right approach to the situation or, if applicable, to assist others while waiting for help to arrive.

Being well prepared involves three phases:

No. 1 Knowing the risks

No. 2 Preparing a family emergency plan

No. 3 Preparing an emergency kit

No. 1 Knowing the risks

Effective preparation starts by knowing the risks inherent to the region where we live. Information on risks affecting us can be found at:

- Consult the "Hazards and Emergencies" section of the "Get Prepared" website presented by the Government of Canada at the following address: www.getprepared.gc.ca
- Dial 1 800 O-Canada to obtain the national map of natural risks.

No. 2 Preparing a family emergency plan

STEP 1 - Put evacuation plans in place

It is important to designate at least two possible emergency exits in each room of your home. In apartment buildings, it is important to plan routes that do not require the use of an elevator.

Route for exiting your home:

Route for exiting your neighbourhood:

STEP 2 - Designate a meeting place

In the event of the rapid evacuation of your home during an emergency, your family members or others with whom you live should arrange to meet at a designated location.

Meeting place near your home:

Meeting place outside the immediate area:

STEP 3 - Ensure the evacuation of children

Parents must designate someone to pick up their children, if necessary, in the event of the evacuation of a daycare centre or school. It is important to ensure that the institution has updated information relating to designated individuals.

First person to contact:

Telephone:

Second person to contact:

Telephone:

**STEP 4 -
Provide for specific medical needs**

We recommend that you note all the details relating to any health conditions including specific problems, allergies, recent surgical procedures, family medical history, medications, recent vaccines, who to contact in case of emergency and insurance information. We also recommend that you include specific information for each of the people living with you.

Health information:

**STEP 5 -
Pet evacuation plan**

In an evacuation, it is possible for public shelters and hotels to refuse pets due to the risk of allergies or other concerns. Pet owners must designate a friend or relative as a temporary guardian or arrange boarding or find a hotel where pets are welcome.

Designated guardian:

Telephone:

Hotel or kennel location and contact information:

**STEP 6 -
Note the contact information
of resource persons**

Due to the possibility of family members being unable to immediately unite, it is important to take prior measures to arrange or communicate with each other in the event of a disaster.

Emergency: 911
(fire, police and ambulance)

**NUMBERS FOR NON-EMERGENCY
SITUATIONS:**

Saint-Laurent Borough Hall and
municipal services:
311

Urban Security Patrol:
514 855-5700

Fire department:
514 280-3800

Police - Non-urgent calls:
514 280-2222

Community Station no 7:
514 280-0107

Hydro-Québec (power outages):
1 800 790-2424

Énergir (gas leaks):
911

Société des transports de Montréal
(STM):
514 786-4636

Info-Santé:
811

CIUSSS du Nord-de-l'Île-de-Montréal:
514 336-NORD (6673)

Antipoison Centre:
1 800 463-5060

Medical clinics:

Other services:

OTHER INFORMATION SOURCES

Centre de sécurité civile de Montréal:
ville.montreal.qc.ca/csc

Sécurité publique Québec:
1 866 644-6826

Public Health Agency of Canada:
1 844 280-5020

Urgence-environnement:
1 866 694-5454

Food inspection and Service de
l'environnement de la Ville de Montréal:
514 280-4300

Resource person No. 1

Name: _____
Tel. (home): _____
Tel. (work): _____
Cell.: _____
E-mail: _____
Address: _____

Resource person No. 2

Name: _____
Tel. (home): _____
Tel. (work): _____
Cell.: _____
E-mail: _____
Address: _____

Designated friend or neighbour

Name: _____
Tel. (home): _____
Tel. (work): _____
Cell.: _____
E-mail: _____
Address: _____

Family physicians

Patient names: _____

Physician names and telephone
numbers: _____

Insurance broker or company

Name of broker or company: _____

Tel.: _____
Home and vehicle policy insurance
numbers: _____

Residential security system

Name of company: _____

Tel.: _____

**STEP 7 - Make sure detection
devices are working properly**

Make sure your home is equipped with
appropriate and fully operational home
detection equipment, specifically a
carbon monoxide detector, a smoke
detector and a fire extinguisher. If you
are living in an apartment or hotel,
it is important to note the fire alarm
locations. Below is the list of items
whose locations every member of your
household should know in the event of
an emergency.

Extinguisher location: _____
Water inlet location: _____
Fuse box location: _____
Gas valve location: _____
Sump pump* location: _____

(* The sump pump must be kept clear of objects
to remain operational.)

NO. 3 PREPARING AN EMERGENCY KIT

EMERGENCY KIT

A basic emergency kit should enable you to be self-sufficient, and contain:

- ☐ Water - two litres of water per person per day (remember to replace the water once a year)
- ☐ Food that won't spoil, such as canned food, energy bars and dried foods (remember to replace the food once a year)
- ☐ Manual can opener
- ☐ Battery-powered or wind-up flashlight (and extra batteries)
- ☐ Battery-powered or wind-up radio (and extra batteries)
- ☐ First-aid kit
- ☐ Extra keys - for your vehicle and residence
- ☐ Cash and change
- ☐ Important family documents including identity cards, insurance documents and bank statements
- ☐ Emergency plan and contact information

FIRST-AID KIT

It is essential to have a personal or family first-aid kit on hand. This kit should contain:

- ☐ Over-the-counter pain medication*
- ☐ Antiseptic solution and soap
- ☐ Sterile gauze pads, individually wrapped
- ☐ Sterile roller gauze
- ☐ Adhesive bandages (different sizes)
- ☐ Compress dressings
- ☐ Triangular bandages measuring 101.6 cm x 101.6 cm x 101.6 cm
- ☐ Elastic wrap bandage
- ☐ Thermometer
- ☐ Adhesive tape
- ☐ Latex gloves
- ☐ Safety pins
- ☐ Scissors
- ☐ Splinter forceps (or eyebrow tweezers)
- ☐ Bags to hold ice or to serve as sickness bags
- ☐ Safety sheet
- ☐ A first-aid guide
- ☐ Notepaper and pen/pencil

*Check the expiry dates on all medication.

PRE-PACKAGED FIRST-AID KITS

First-aid kits from the Canadian Red Cross are available online at www.redcross.ca.

Most hardware stores and pharmacies carry the St. John's Ambulance or Salvation Army first-aid kit.



ADDITIONAL EMERGENCY SUPPLIES

To be properly prepared for even the worst emergency situation, it is recommended that the following additional emergency supplies also be kept on hand:

- | | |
|--|---|
| <input type="checkbox"/> Two additional litres of water per person per day for food preparation and hygiene | <input type="checkbox"/> Children's activities such as books, puzzles and toys |
| <input type="checkbox"/> Toiletries and personal hygiene items | <input type="checkbox"/> Prescription medication and medical equipment |
| <input type="checkbox"/> Candles and matches or a lighter (store candles in sturdy containers and never leave them to burn unsupervised) | <input type="checkbox"/> Bleach or water purification tablets |
| <input type="checkbox"/> Change of clothes and shoes for every household member | <input type="checkbox"/> Basic tools - hammer, pliers, wrench, screwdrivers, fasteners, work gloves |
| <input type="checkbox"/> Sleeping bag or blanket for every household member | <input type="checkbox"/> Utensils, plates and cups |
| <input type="checkbox"/> Hand sanitizer, toilet paper and trash bags | <input type="checkbox"/> Small fuel stove and fuel |
| <input type="checkbox"/> Pet food and supplies | <input type="checkbox"/> A whistle (to draw attention) |
| <input type="checkbox"/> Infant formula, food and supplies | <input type="checkbox"/> Electrical tape |
| | <input type="checkbox"/> Mobile telephone charger |

PROVIDING SUPPORT FOR CHILDREN AND TEENS

Children and teens are not immune to worry and stress when an unfortunate event or disaster occurs. Every child or adolescent reacts to stress in a different way, and their reactions usually don't last long.

Support them by:

- Comforting them;
- Keeping them close;
- Explaining what happened and reassuring them that their feelings are valid;
- Encouraging them to talk about what happened and answering their questions;
- Letting them help where appropriate;
- Preventing them from seeing pictures of the disaster on the television, Internet or social media.

At all times, it is possible to refer to a health and social-services professional or a trustworthy person for assistance.

There are no magic formulas for helping children and teens cope with stress:
ACT AS A ROLE MODEL and LISTEN TO THEM AT ALL TIMES

EXTREME WEATHER EVENTS

Although it can be quite accurately forecast, extreme weather events such as extreme heat, lightning, exceptional snowstorms, tornadoes, earthquakes and violent winds can sometimes quickly develop. These are addressed in Environment Canada warnings.

HEAT WAVE

HOW TO PREPARE:

- Stay hydrated:
 - Drink 6 to 8 glasses of water per day (or follow your physician's instructions).
- Avoid drinking alcohol, because alcohol can worsen dehydration.
- Refresh yourself often:
 - Take a cool shower or bath as often as necessary.
 - Wipe down with a moist cloth several times a day.
 - Spend at least 2 hours each day in cool or air-conditioned locations (library, shopping centre, etc.).
- Protect yourself from the heat:
 - Reduce physical effort.
 - Wear light clothing.
- Check on loved ones, especially those with decreasing independence or who are living alone.
- Protect them from the heat:
 - Dress them in light clothing.
 - Cover their head with a wide-brimmed hat.
 - Never leave them unattended in a poorly ventilated area.
 - Never leave them alone in a vehicle.
- Limit their heat exposure:
 - Reduce the frequency of outdoor activities such as endurance sports.
 - Plan activities before 10 a.m. and after 3 p.m., when the heat is less intense.
 - Restrict or stop activities for children with acute or chronic illness.

BE ESPECIALLY ATTENTIVE TO CHILDREN AGED 4 AND UNDER:

- Make sure they are adequately hydrated:
 - Encourage them to drink water every 20 minutes.
 - Increase the frequency of breastfeeding or offer water between feedings.
- Cool them down more often:
 - Give them a lukewarm bath or shower at least twice a day and take outings to public swimming pools.
 - Moisten their skin with a damp towel several times every day.

IN CASE OF EMERGENCY

In the event of an extreme heatwave, the Borough of Saint-Laurent has an emergency plan that relies on municipal facilities.

In the event of severe heat, call the Bureau du citoyen at 311 or refer to the Borough's latest communications.

In the event of general discomfort, dizziness, tiredness, headaches, breathing difficulties, chest pain or swollen legs, immediately call Info-Santé (811), your doctor or in case of emergency, 911.

LIGHTNING STORM

PREPARING:

- Keep clear of windows, doors and chimneys.
- Don't touch metal items that conduct electricity such as sinks, bathtubs, heaters and clotheslines.
- Don't use the telephone.
- Unplug all computers, radios, television sets and other electrical appliances.

DURING:

Outdoors:

- Do not take shelter under a tree.
- If caught in the open, do not lie flat. Crouch down and protect your head.
- If you are in a vehicle, stay inside, away from trees that could fall on top.
- If you are out on the water, immediately return to shore.

EXTREME WINTER STORM

PREPARE FROM THE FIRST SIGNS OF BAD WEATHER:

- Have enough water, food and fuel on hand.
- Renew prescription medications.
- Plan activities in accordance with weather service warnings.
- Remove snow from roofs as necessary.

- Make sure the chimney is not blocked by accumulated snow.
- Call 311 to report any threat requiring a response (broken water mains, branches on the roadway, etc.).
- Report any Hydro-Québec power outage to 1 800 790-2424.

DURING:

- Avoid unnecessary travel and postpone nonessential appointments.
- Telephone loved ones, especially those who are most vulnerable, for news.
- Always follow the manufacturer's instructions when using an auxiliary heating device.
- Carefully use wood heating devices and constantly supervise the fireplace or stove.
- Avoid carbon monoxide poisoning by installing a detector and maintaining it regularly.

■ ICE STORM

DURING:

- Beware of ice falling from roofs and of branches and electrical wires that can break under the weight of ice after a major buildup of freezing rain until several hours after the precipitation ends.
- Postpone all travel until maintenance teams have spread salt or sand on the public roads.



■ SNOWSTORM

DURING:

- Travel during the day and take public transit.
- Notify loved ones of your itinerary and anticipated arrival time.

If your car becomes immobilized:

- Stay calm and remain in your car if possible.
- Open the window on the side that is sheltered from the wind to allow fresh air to enter the vehicle.
- Idle the engine for a maximum of ten minutes every half-hour if the exhaust system is in good condition.
- Regularly check that the exhaust pipe is not obstructed by snow to prevent poisoning from carbon monoxide, which is an odourless gas that can be fatal.

BEWARE OF EXTREME COLD

Exposure to extreme cold can cause serious health problems such as frostbite and hypothermia in just a few minutes.

DURING:

- Watch for extreme cold warnings from Environment and Climate Change Canada.
- Dress warmly according to the outdoor temperature before venturing out. Cover your head, nose, mouth, neck, hands and feet.
- Wear warm, non-slip boots.
- Avoid extended outings and stay active outdoors.
- Take regular breaks in heated facilities that are sheltered from the wind.

TORNADO

PREPARING:

- Store or firmly tie down anything that could be blown away, such as garden furniture, barbecues and collection bins.
- Have a battery-powered or wind-up radio and an emergency kit on hand.



DURING:

Indoors:

- Gather all family members in a safe place such as the basement and take shelter under heavy furniture. If the residence does not have a basement, shelter in a bathroom, hallway or closet, or under a piece of heavy furniture.

Outdoors:

- If you are inside a vehicle, get out.
- Shelter in a fold in the ground such as a ditch. Lie face down and protect your head.

EARTHQUAKE

PREPARING:

- Pre-arrange a meeting place in case family members are separated after the earthquake.
- Have an emergency kit on hand and make sure to include a supply of candles and a lighter or matches.
- Transfer heavy items from upper shelves to lower shelves to ensure they don't fall on anyone.
- If the residence is equipped with natural gas or propane appliances, make sure all connections are tight and that the pipes and tubing are solid.

DURING:

- Stay calm and follow safety instructions broadcast on the radio.
- Use the telephone only in an emergency.

Indoors:

- Stay inside the building. Do not go outside.
- Keep clear of windows, mirrors, glass partitions, tall bookshelves, fireplaces and light fixtures.
- Take cover under a heavy piece of furniture and brace yourself or stand in a doorway. Otherwise, flatten yourself against a wall and protect your head.
- In a crowded public place, try to find a less populated space to shelter so you do not get trampled.
- If you are in a wheelchair, lock the wheels and protect your head and neck.

Outdoors:

- Stay away from buildings, power lines and structures that could collapse, such as billboards.

If you are inside a vehicle:

- Avoid bridges, overpasses, underpasses and tunnels.
- If you are inside a car, pull over and park on the side of the road in an open area and stay inside.
- If you are on a bus, remain seated until the vehicle comes to a complete stop.

AFTER:

- Check on the conditions of people in the area. In case of injuries, ask for help and, if you are able, administer first aid.

Inside your home:

- Check for building damage and evacuate in the event of serious damage.
- If a fire has started or if there is a gas leak, leave the premises. In the event of a gas leak, shut off the valve, turn off the electricity and do not light matches or a lighter. Open the windows before leaving the residence.

When you leave your residence:

- Leave a note indicating your new location.
- Bring along essential items.
- Avoid elevators.

Outside your residence:

- Do not enter the building if it is damaged.
- Avoid entering any other damaged building, even if it appears to be solid.
- Wait and listen to the safety instructions before re-entering your home or another building.

WINDSTORM

PREPARING:

- Have an emergency kit on hand.
- Regularly prune and collect tree branches around your residence. If any trees on the property are too close to power lines, call Hydro-Québec.
- Regularly check the rainwater drainage system around your residence.

IF A WINDSTORM WARNING IS ISSUED:

- Monitor the radio or television news or check the Internet for severe weather warnings.
- Store or firmly tie down anything that could blow away, such as garden furniture, barbecues and collection bins.

DURING:

Indoors:

- Gather all family members in a safe place such as the basement and shelter under heavy furniture. If the residence does not have a basement, shelter in a bathroom, hallway or closet, or under a piece of heavy furniture.
- Keep clear of doors and windows.
- Avoid the elevator.

Outdoors:

- Shelter in a safe building that appears to have a solid roof capable of withstanding the wind strength and snow accumulation.
- In an open area, take shelter in an underpass ditch or fold of the ground. Lie face down and protect your head.

When the winds subside:

- Watch out for debris such as sheet metal, glass and other sharp objects.
- Never touch fallen or hanging power lines because they could still be live. Contact Hydro-Québec or the local power company.
- Never enter a wind-damaged building.
- Monitor the drinking water quality, particularly after a heavy rainfall.



CHEMICAL SPILLS

Accidents involving hazardous chemicals can occur inside a building, in an industrial park or at the site of a road collision involving a truck transporting fuel or chemical substances.

This could result in a chemical spill or risk of a spill, representing a serious and imminent threat for residents and the environment. Emergency responders are trained to identify hazards and provide appropriate guidance to the public.

IF YOU ARE OUTSIDE AND NEAR THE INCIDENT SITE:

- Follow safety instructions given by the authorities.
- Leave the contaminated area, on foot if necessary, and seek shelter.
- Do not start a vehicle or light a cigarette.
- Call and notify emergency services of the incident (911).
- Do not use electric, gas or oil appliances.

IF YOU ARE AT HOME AND YOU RECEIVE AN EVACUATION ORDER:

- Close all doors and windows.
- Turn off all systems with outdoor air intakes (fireplace damper, air exchanger, heat pump, range hood, dryer vent, etc.).
- Shut off the water valve.
- Turn off the electrical panel (except for the heating circuit).
- Turn off all lights and electrical appliances.
- Vacate home as quickly as possible with the emergency kit.

IF YOU ARE AT HOME, THE AUTHORITIES MAY ASK YOU TO SHELTER IN PLACE:

- Close all doors and windows.
- Turn off all systems with outdoor air intakes.
- Block all outdoor air intakes with rags to prevent hazardous gases from entering your home.
- Use duct tape to seal all cracks around doors and windows.
- Shut off the water valve.
- Shut off the power.
- Turn off all lights and electrical appliances.
- Monitor the situation using a battery-powered or wind-up radio.

MEDICAL TREATMENT

Exposure to a chemical substance may require a special treatment, depending on the chemical. Doctors need to know the symptoms. It is important to keep track of all symptoms (respiratory and cardiac distress, perspiration, dizziness, skin tone, incoherence, delirium). Notify medical personnel and public health agencies about these and any other symptoms.



BASEMENT FLOODING

In the event of basement flooding, the best course of action is to start at the top and work down, namely from the eavestroughs down to the footing drains, followed by the plumbing system.

EAVESTROUGHS AND DOWNSPOUTS:

Water that collects in eavestroughs drains through the downspouts. If the downspouts direct water near the foundation, the water will flow directly into the footing drains, which can easily become overloaded.

- Ensure that downspout drainage is installed at least 1.8 metres (6 ft.) from the foundation wall. In addition, be careful to ensure that water does not flow toward your neighbours' foundation walls. The water must flow from the house toward the street, back yard or back alley.
- Disconnect downspouts that are connected to the residence's sewer or footing drains.
- Remove debris from eavestroughs on a regular basis.

LOT GRADING:

- If the land around your residence rises away from the house, backfill and level the area so the first 1.8 metres (6 ft.) of land around the house slopes downward, directing the flow of water away from the house.
- Raise the dirt or sod around the edges of the house so there is a downward slope and water is directed away from the foundation. Check walkways, patios, terraces and driveways. Over time, these structures can buckle and redirect water toward the foundation.
- Extend downspouts so that water flows away from the house and doesn't collect around basement walls and windows.

MEASURES TO PROTECT AGAINST FLOODING:

There are several flood protection devices available such as sump pumps and check valves. Nonetheless, the installation of these devices is subject to Bylaw 11-10 on protecting buildings against sewer back-ups.

A plumber may be contracted to install a flood protection device and make sure it is working properly, or to confirm if one is present.

MAINTENANCE OF PROTECTIVE EQUIPMENT AND DEVICES:

Articles 36 and 37 of Bylaw 11-010 on the protection of buildings against sewer backups stipulate the owner's obligations with respect to protective equipment.

36. The owner must keep the devices and equipment components covered by this Bylaw in good working order by servicing them whenever necessary.

37. The owner must not disable all or part of a device or equipment component covered by this Bylaw.



POWER OUTAGES

IN THE WINTER...

Power outages usually don't last very long. If the power is out for several days, however, especially in the winter the consequences can be serious, particularly for health and safety.

PREPARING FOR:

- Keep the following items in a safe place:
 - ☐ Battery-powered or wind-up flashlight (and extra batteries)
 - ☐ Battery-powered or wind-up radio (and extra batteries)
 - ☐ Candles
 - ☐ Lighter and/or matches
 - ☐ Fondue cooking set and fuel
 - ☐ Warm blankets
 - ☐ Games and books to pass the time.
- Install a carbon monoxide detector and regularly check that it is working properly.

DURING:

- Listen to the news on the radio.
- Lower thermostats to their minimum setting.
- Turn off all electric appliances and electronic equipment except for one light on each floor.
- Keep the refrigerator and freezer doors closed to ensure that food keeps for 24 to 48 hours.
- Unless the municipality instructs you otherwise, leave one faucet turned on (a trickle of water is enough) and flush the toilet regularly to make sure the pipes do not freeze.
- Light your auxiliary heating appliance before your home becomes too cold.
- If you are using a generator, closely follow the manufacturer's instructions.

CAUTION!

When indoors, never use equipment intended for outdoor or camping use. This includes heating and lighting equipment, charcoal and gas barbecues or camping heaters and propane stoves. These items increase the risk of fire and emit carbon monoxide, an odourless, invisible gas that is life-threatening.

IF THE POWER OUTAGE LASTS A FEW DAYS:

- If it gets too cold, leave your residence. Contact the municipality if you have nowhere to go. Don't forget to bring along your emergency kit!
- Before you leave:
 - Shut off the water valve and drain the plumbing system. Put antifreeze in toilet-bowl and sink traps.
 - Shut off the power and gas entries.
- Wait for authorization from Sécurité civile du Québec representatives before reentering your residence.

WHEN THE ELECTRICITY IS RESTORED:

- Ensure that the water heater is full before turning it on.
- Restore the electricity by turning on the main electric switch.
- Turn on the water supply and faucets to release air from the system.
- Do not turn on the gas supply yourself; ask an expert for help.

IN THE SUMMER...

In the summer, power outages have fewer serious consequences. Nonetheless, it is important to closely monitor the freshness of the food in your refrigerator and freezer. Never refreeze food that has been thawed because it can cause food poisoning.

Consult the Ministère de l'Agriculture, Pêcheries et Alimentation's website to know what to discard or keep in the event of a long power outage.

www.mapaq.gouv.qc.ca/fr/Consommation/pannes/Pages/pannes.aspx

WE'RE PREPARED

HOW WILL YOU BE KEPT INFORMED DURING AN EMERGENCY?

Saint-Laurent will use all means available to keep citizens informed during an emergency, including by:

- Answering calls placed to 514 855-6000 or to the 311 line
- Issuing news releases to the media (radio, television, newspapers, Internet)
- Posting notices on the Borough's website:
ville.montreal.qc.ca/saint-laurent
- Sending alerts to Saint-Laurent Newsletter subscribers:
ville.montreal.qc.ca/saint-laurent/newsletter
- Social media alerts:
  /ArrSaintLaurent
- Distributing notices to all homes
- Conducting home visits

EVACUATION ORDER

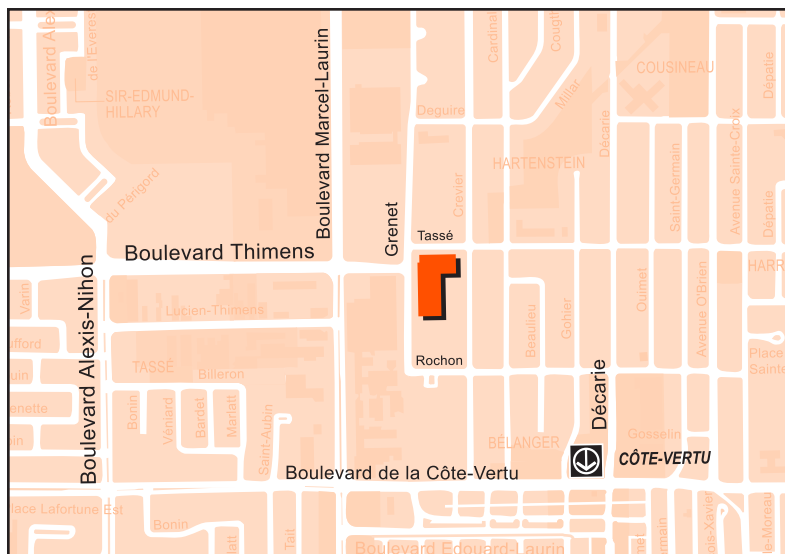
In a catastrophic situation, the authorities could issue an evacuation order.

In this case, you must leave your home immediately and take your emergency kit with you. It is important that you closely follow the instructions given you by authorities and arrange to stay with a friend or at the Shelter and Drop-In Centre for Disaster Victims (see below).

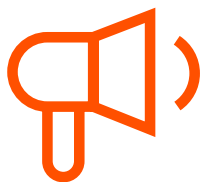
Unless someone's life is in danger, do not use the telephone (landline or cell phone) in order not to tie up phone lines needed by the authorities and by emergency services.

SHELTER AND DROP-IN CENTRE FOR DISASTER VICTIMS

Centre des loisirs de Saint-Laurent
1375, rue Grenet
514 855-6110



NOTICES AND ALERTS



The Ville de Montréal publishes emergency alerts notifying residents of situations that could impact their daily lives (boil-water advisories, construction, swimming pool closings, etc.). These alerts can be issued at any and all times.

Would you like to receive messages about topics that affect you (boil-water advisories, floods, pool closings, etc.)? Simply create an account to subscribe to this free service. You can add up to five addresses where you will receive these messages (for example, your workplace or your child's school).

The purpose of the notices and alerts, sent by e-mail or text message, is to inform you when an unexpected

situation could impact your daily life. Select the topics you would like to receive:

- Emergencies
- Water and water mains
- Parks and municipal buildings
- Sports complexes
- Traffic and transportation
- Garbage and recycling
- Snow removal
- Parking
- Public meetings

INFORMATION:
<https://beta.montreal.ca/en/notices-and-alerts>

THE BOROUGH OF SAINT-LAURENT'S EMERGENCY, SUCCESSION AND MISSION PLAN

The Borough of Saint-Laurent has developed an Emergency, Succession and Mission Plan that its teams regularly update. It contains a notification and mobilization procedure, which in turn guides the activities of responders from the Borough and from external organizations.

In the event of a disaster, regardless of the situation, a structure adapted to the specific circumstance will be immediately set up.

Persons of authority will meet at the Borough's Emergency Operations Centre inside Borough Hall. All actions and activities will be managed from this strategic location, and it will also serve as the media hub for communications with residents and the media.

THE URBAN SECURITY PATROL

The Urban Security patrol's services complement those provided by neighbourhood police, and the patrol regularly interacts and works with the police in a spirit of close cooperation.

The patrol is on duty **24/7** to closely monitor the territory and ensure compliance with the bylaws.

Urban Security can be reached at all times: **514 855-5700**