



Are You Ready?

Workbook

**Disasters and emergencies
can happen anytime, anywhere.**

Planning ahead is crucial to support yourself, your family and your friends for at least 72 hours. This workbook helps guide you in creating a personal emergency plan so you can confidently face any crisis.



ottawa.ca/AreYouReady

ottawa.ca • 3-1-1

VRS • SRV 613-580-2400
TTY • ATS 613-580-2401





Contents

Steps to get ready for an emergency 3

Step 1: Know your local hazards 4

Step 2: Make an emergency plan 5

- Who lives in your household? 5
- What is your family's medical history? 6
- What providers may you need to contact? 6
- How will you stay in touch? 7
- Where do we meet if we get separated? 8
- Planning for school-aged children 8
- Do you have pets? 9
- What if we need to shelter-in-place? 10
- Do you have a home escape plan? 11
- Do you have insurance? 13

Step 3: Build an emergency kit 14

Information sources for emergencies 16

Emergency contact information cards 18

Steps to get ready for an emergency

1



Know your local hazards

Identify the potential hazards in your area, such as floods, high winds or power outages. Understanding these risks helps you prepare more effectively.

2



Make an emergency plan

Create detailed emergency plans for you and your family. Consider creating communication plans, evacuation routes and meeting points. Make sure everyone knows their roles and responsibilities.

3



Build an emergency kit

Assemble an emergency kit with essentials like water, food, medications and important documents. Ensure your kit is easily accessible and check it regularly.

Tip: Make sure everyone in your household knows about this guide and has a copy for reference.



Step 1: Know your local hazards

Knowing the hazards that could impact the Ottawa area and understanding how they could affect you, your family and community is a vital first step to being prepared.

In Ottawa, we need to prepare for emergencies such as:



Active threats



Flooding



Earthquakes



High winds and tornados



Extreme cold



Infectious diseases



Extreme heat



Transportation incidents



Fire or explosions



Winter weather

For further information on local hazards and emergency preparedness, visit ottawa.ca/AreYouReady.



Tip: In an emergency, phone services may be down. Use data-based services like text messages and social media, as they may be more reliable. Keep messages and calls short.

Step 2: Make an emergency plan

Using the space below, document you and your family's personal information so you can easily access it when needed (for example, to provide information to the appropriate authorities).

Home address:

Who lives in your household?

Full name	Date of birth	Phone number	Email address

Tip: Keep this workbook in your emergency kit with other important documents such as birth and marriage certificates, licenses, wills, insurance.



Tip: Your pharmacy can print an up-to-date list of your medications. Ask your pharmacist for this list and keep a copy in your wallet, as well as with this emergency plan.

What is your family's medical history?

Name	Medical history	Medications	Allergies

Tip: If you or someone in your family has a disability, make sure you have trusted people who can help in an emergency. If anyone in your home uses a medical device that requires power, have a backup plan in case the power goes out.



What providers may you need to contact?

Some examples of other providers include landlords, property managers, doctors, pharmacists, dentists, optometrists and medical equipment companies.

Provider name	Type of provider	Contact information



Tip: Review this information twice a year to ensure it is up to date.



How will you stay in touch?

Staying connected with your family in an emergency is one of the most important things to plan for.

Who is your out-of-area contact?

An out-of-area contact is someone who lives outside of the area affected by the emergency and can share messages among your family members to help communicate with them if you are separated.

Full name

Phone number

Email address

Who is your local contact?

A local contact is someone who lives close to you that may be able to assist you during an emergency.

Full name

Phone number

Email address



Tip: On [page 19](#), there are fillable wallet sized emergency contact cards so your whole family can have easy access to your designated emergency meeting areas and contact persons.



Where do we meet if we get separated?

Emergency meeting place near our home (for example, a park or neighbour's house):

Emergency meeting place away from our home (for example, a community centre or library):

Planning for school-aged children

If an emergency happens during the day, having a plan in place to make sure you can contact your child's school or daycare is important.

School / daycare name

Street address

Phone number

Identify some trusted family members or friends who could pick your children up from school or daycare if you can't do so. Notify the school or daycare in advance of who is authorized to pick up your children.

Full name

Phone number

Email address

Tip: Ask your child's school or daycare for a copy of their emergency plans and procedures. Confirm how parents will be contacted in an emergency.

Do you have pets?

Name	Type/breed	Colour	Registration/microchip



Planning for your pets

Planning for your pets in the case of an emergency can save their lives. If it is not safe for you to stay at home, it also isn't safe for your pets. Below are some tips to help guide your family in creating plan for your pet:

- Create alternate plans by asking people you know to look after your pets in an emergency. Public shelters and hotels may not allow pets.
- Microchip your pets. Make sure to keep your street address and phone number up to date with the microchip registry.
- Include pet supplies in your emergency kit, such as food, medicine, leashes and carriers.

What if we need to shelter-in-place?

In the event of an emergency in your community, local emergency officials may instruct you to shelter-in-place. Sheltering-in-place means you need to stay safe where you are, usually for only a few hours. Follow the local emergency officials' instructions for your safety.

Remember these tips:

- Remain calm.
- Listen to officials and follow their instructions.
- Stay inside with your children and pets.
- Close all windows and exterior doors.
- Get your emergency preparedness kit.
- Go to a room with few or no windows.

The room we will go to in our home if we are asked to shelter in place:



What if we need to evacuate?

Local emergency officials issue evacuation alerts when there's a threat to public safety, such as flooding, severe weather, fires or hazardous releases. If asked to evacuate, follow their instructions immediately. Plan ahead by keeping an emergency kit ready and knowing your evacuation route. If you do not have transportation, arrange it in advance.

Remember these tips:

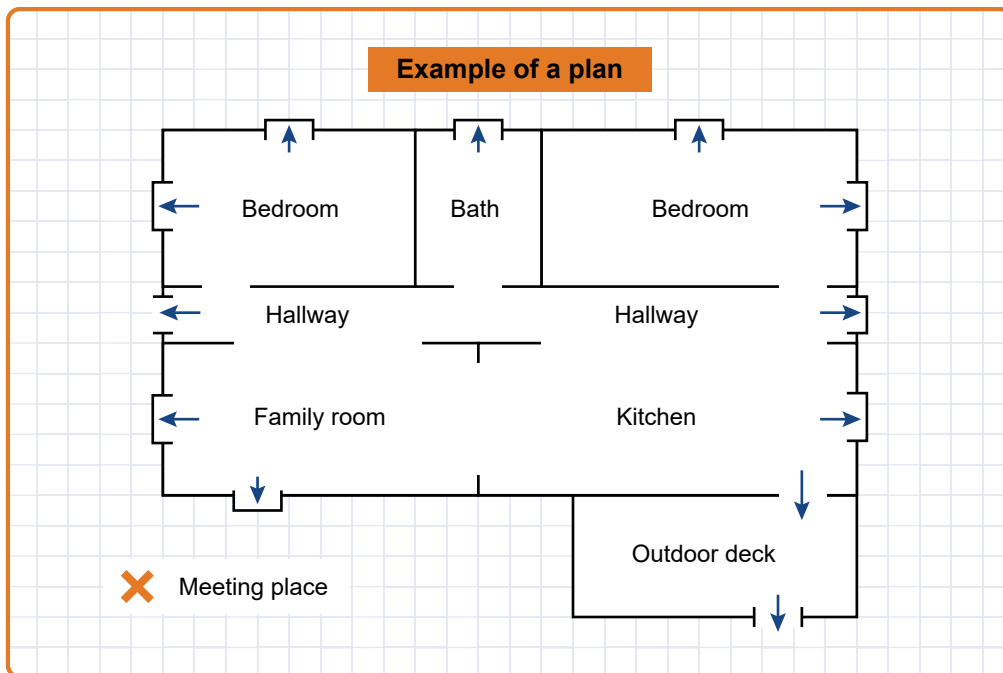
- Remain calm.
- Monitor radio, television or credible social media for advice and instructions.
- Contact or leave a note for family members indicating that you have left, where you have gone and how they can contact you.
- Call your out-of-town contact so they can tell loved ones that you are safe.
- If necessary, make arrangements for your pets.
- Secure your home by closing and locking all windows and doors.
- Keep a full tank of gas in your car if an evacuation seems likely.
- Do not speed and only use routes specified by local authorities. A shortcut or other roads could lead to restricted, closed or dangerous routes.



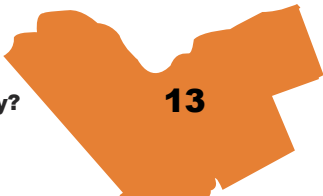
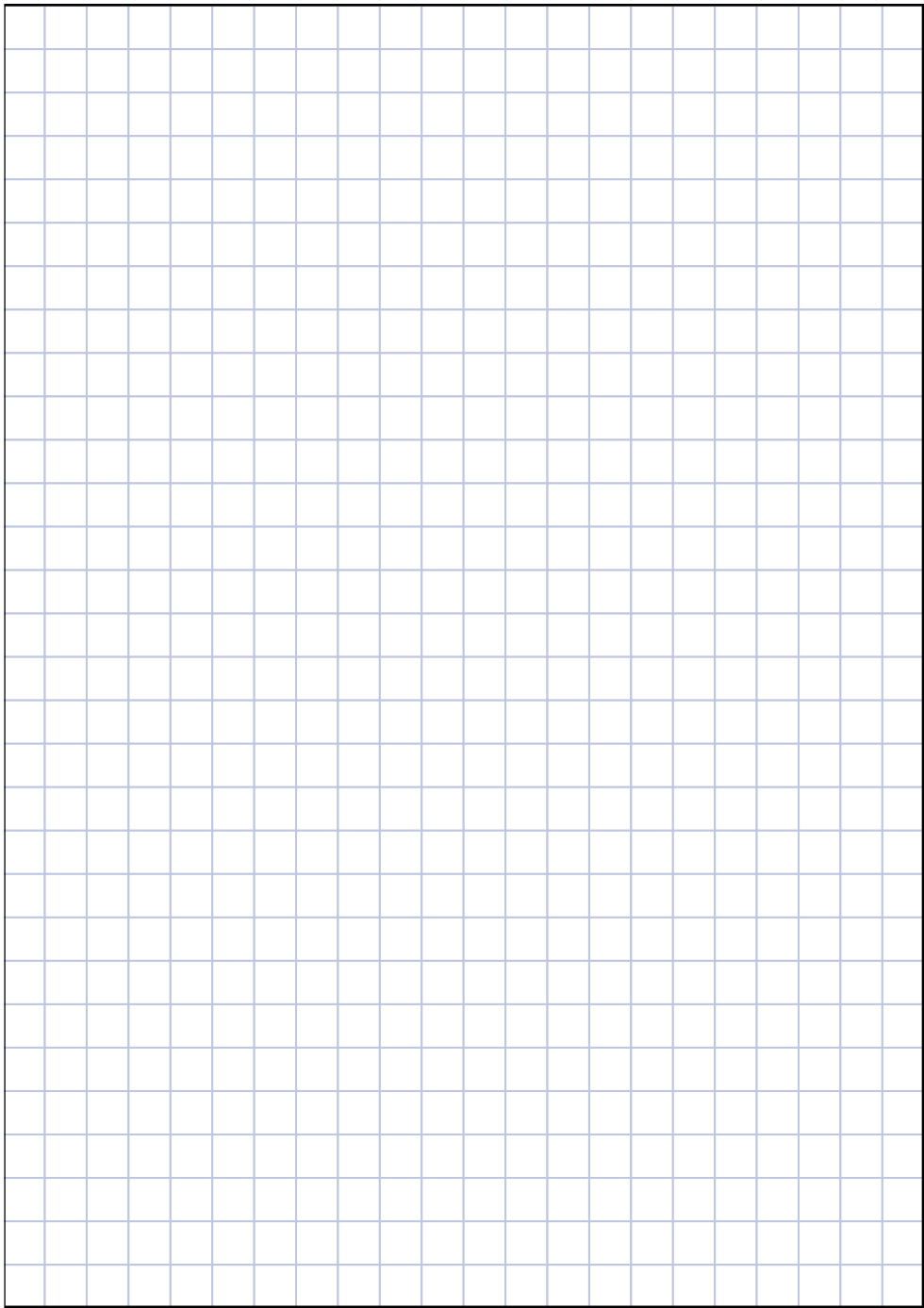
Do you have a home escape plan?

If you need to evacuate your home, knowing what to do and where to go could save your life. This section will help you plan your evacuation routes in your home in a few simple steps.

1. Draw a floor plan of your home using the grid.
2. Include all possible emergency exits (for example: doors and windows).
3. Choose a meeting place outside (for example: your mailbox, a neighbour's house or a tree).
4. Practice this escape plan twice a year.



Tip: Remember to make a plan to help anyone in your home that may need extra assistance to evacuate.



Do you have insurance?

Insurance is an important part of your emergency preparedness plan. Knowing how your home may be at risk can help you choose the right kind of policy and make sure you are covered. For example, Ottawa can have severe storms with high winds and heavy rainfall which could lead to property damage and flooding.

Talk to your insurance company to understand what your policy covers, your claim limits and your deductibles.

Homeowners

Basic home insurance covers the building and contents but may not cover issues like floods or sewer backups. Talk to your insurance company to figure out what coverage you need for the local hazards in your area.

Tenants

Tenant insurance can help protect your personal items in an emergency that are not covered under your landlord's insurance policy. Talk to an insurance company to figure out what coverage you need for your belongings.

List your belongings

Make an inventory list of items in your home and add it to your emergency plan. Share your list with your insurance company to make sure you have the right coverage. The list can also help with insurance claims after an emergency.

Home insurance provider	Policy number	Contact info

Vehicle insurance provider	Policy number	Contact info

For more information on insurance, please visit the Insurance Bureau of Canada at ibc.ca.



Tip: If possible, try to store your kit in a waterproof container that is easily accessible and easy to transport.



Step 3: Build an emergency kit

In an emergency, you need to be prepared to take care of yourself and your family for at least three days (or 72 hours). Planning ahead will allow you to be prepared and recover more effectively.

There are **three** types of kits that can help you:

- **Emergency preparedness kit for 72 hours:** A large kit that remains in your home with supplies for sheltering in place in the event of an emergency.
- **Grab and go bag:** A smaller version of the emergency kit. A grab and go bag is used when you need to evacuate your home quickly or on short notice.
- **Vehicle emergency kit:** A grab and go bag to keep in your car.

The kits can either be purchased from major retailers or you can make your own.



Basic emergency preparedness kit checklist

Use this checklist to help guide you and your family in building a 72-hour emergency preparedness kit that is specific to your family needs.



- ☐ Drinking water: Four litres per person per day for at least three days (include more water if you have pets)
- ☐ Non-perishable food for at least three or more days
- ☐ Cooking supplies and eating utensils
- ☐ Infant needs (diapers, formula, bottles)
- ☐ Personal medication and medical aids (eye glasses, batteries for hearing aids, walking devices)
- ☐ Manual can opener
- ☐ Phone charger or power bank
- ☐ Extra clothing and footwear
- ☐ Copies of important documents, extra cash and this emergency plan
- ☐ Crank or battery-powered flashlight and radio
- ☐ Basic first aid kit
- ☐ Whistle
- ☐ Lighter or matches
- ☐ Supplies for your pets (food, leash, collar, crate)
- ☐ Hygiene items (toilet paper, hand sanitizer, moist towelettes, garbage bags, feminine products)
- ☐ Utility knife
- ☐ Local maps



Tip: If you take prescription medication, ask your pharmacist or doctor about keeping extra in your emergency kit.

Tip: Remember to rotate your food and water out of your emergency kit at least twice a year to prevent food from spoiling.

Information sources for emergencies

The City of Ottawa will communicate emergency information on the ottawa.ca homepage, through the City News email newsletter and through the City's official social media accounts. Your Ward Councillor may also share updates through their official communication channels.

- 9-1-1** Call 9-1-1 to report a life-threatening medical emergency, a crime in progress or a fire.
- 2-1-1** Contact 2-1-1 or call 1-877-330-3213 (toll-free) for information on provincial government and local community-based health and social services.
- 3-1-1** Contact 3-1-1 during an emergency only if you need urgent information about City of Ottawa services.
- 8-1-1** Contact 8-1-1 for non-emergency health advice and help navigating health services in Ontario.
- 9-8-8** Contact 9-8-8 if you or someone you know is thinking about suicide.



Tip: In the event of an internet or power outage, having a battery-powered or hand-crank radio can help you stay informed with emergency updates.

City of Ottawa social media

Facebook: [@CityofOttawa](#)

X (formerly Twitter): [@OttawaCity](#)

Bluesky: [@en.ottawa.ca](#)

Utilities

Enbridge Gas

24/7 Emergency Line: 1-866-763-5427

Web: [enbridgegas.com](#)

Facebook: [@EnbridgeGas](#)

X (formerly Twitter): [@EnbridgeGas](#)

Hydro Ottawa

24/7 outage line: 613-738-0188

Web: [hydroottawa.com](#)

Facebook: [@HydroOttawa](#)

X (formerly Twitter): [@HydroOttawa](#)

Hydro One

24/7 outage line: 1-800-434-1235

Web: [hydroone.com](#)

Facebook: [@HydroOneOfficial](#)

X (formerly Twitter): [@HydroOne](#)

Electrical Safety Authority

Customer service: 1-877-372-7233

Web: [esasafe.com](#)

Facebook: [@ElectricalSafetyAuthority](#)

X (formerly Twitter): [@HomeAndSafety](#)

Insurance

Insurance Bureau of Canada

Consumer information: 1-844-227-5422

Web: [ibc.ca](#)

Facebook: [@InsuranceBureau](#)

X (formerly Twitter): [@InsuranceBureau](#)

Emergency contact information cards

Side 1:

Meeting points

Home (street address):

Emergency meeting place near our home:

Emergency meeting place away from home:

Side 2:

Emergency contacts

Local contact

Name:

Phone:

Email:

Out-of-area contact

Name:

Phone:

Email:

Meeting points

Home (street address):

Emergency meeting place near our home:

Emergency meeting place away from home:

Emergency contacts

Local contact

Name:

Phone:

Email:

Out-of-area contact

Name:

Phone:

Email:

Side 1:

Meeting points

Home (street address):

Emergency meeting place near our home:

Emergency meeting place away from home:

Side 2:

Emergency contacts

Local contact

Name:

Phone:

Email:

Out-of-area contact

Name:

Phone:

Email:

Meeting points

Home (street address):

Emergency meeting place near our home:

Emergency meeting place away from home:

Emergency contacts

Local contact

Name:

Phone:

Email:

Out-of-area contact

Name:

Phone:

Email:



ottawa.ca/AreYouReady

ottawa.ca • 3-1-1

VRS • SRV 613-580-2400
TTY • ATS 613-580-2401



The Ottawa logo, featuring a stylized 'O' with three curved lines above it, followed by the word 'Ottawa' in a serif font.