



Wellington County

Emergency Preparedness Guide



**BE BETTER
PREPARED.**SM

Wellington County
Emergency Management





BE BETTERSM PREPARED.

Wellington County
Emergency Management

One of the primary responsibilities of the County of Wellington's Emergency Management Division is to help residents **Be Better Prepared** for emergencies that may arise in our communities.

This guide provides basic information about what to do before, during, and after an emergency. It also outlines how to create your own Emergency Plan, build an Emergency Kit, and how to find important information and local resources.

This guide was prepared with the support of your local municipality and local partner agencies serving our communities. Find additional resources at www.wellington.ca/emergency.

Only call 911 in an emergency.

An emergency is any situation where people or property are at risk and an immediate response from police, fire or ambulance is required.



NOTE: Non-emergency contact numbers are listed on Page 28

Be Better Prepared

In an emergency it is essential that you are prepared to be self-sufficient for a minimum of 72-hours.

Follow these three simple steps to get started:



MAKE A PLAN

Planning ahead and knowing what to do during an emergency is a great first step to Be Better Prepared.

BUILD A KIT

Having extra supplies, commonly known as a 72-Hour Emergency Kit, can help you and your family prepare for any emergency during any season.



BE INFORMED

Stay up to date with the latest weather forecasts and sign up for weather emergency alerts for your community through EC Alert me.



For additional information on emergency preparedness or an emergency Quick Start Guide, visit www.ontario.ca/be-prepared-emergency

MAKE A PLAN

Being better prepared starts with having a plan and making sure that your household knows what to do in an emergency.

Start by familiarizing yourself with the risks in your community and considering what your emergency plan should contain.

Complete your personal Emergency Plan on Page 30.

Communications

- Local emergency contacts
- Out-of-town emergency contacts
- Important numbers (e.g. doctor, daycare, pharmacy, etc.)
- Plan how you will contact your key contacts
- Backup communications options

Evacuation

- Home escape plan (two ways out)
- Neighbourhood evacuation plan (two ways out)
- Emergency meeting locations
- Transportation options
- Arrangements for pets

Know Your Home

- Emergency preparedness kit
- Fire extinguisher
- Water shut-off valve
- Electrical panel
- Gas shut-off valve
- Floor drain

BUILD A KIT

Your Emergency Kit should contain the essential items you and your household (including pets) will need to shelter in place or evacuate your home for a minimum of **72-hours**.

Keep your Emergency Kit easy to find and easy to carry (e.g. backpack or duffle bag) and in an accessible location.



Emergency Kit for your Home

Recommended items:

- 3-day supply of drinking water (4 litres per person per day)
- 3-day supply of non-perishable food (per person and pet)
- Prescription medications and essential medical supplies
- Assistive devices
- First Aid Kit
- Flashlight or headlamp with extra batteries
- Battery powered or crank radio
- Cell phone charger or power bank
- Emergency contact information
- Identification and important personal documents
- Personal Emergency Plan
- Cash (in small bills)
- Emergency/warm blanket
- Personal toiletries
- Hand sanitizer or moist towelettes
- Extra car and house keys
- Can opener
- Whistle (to attract attention, if needed)



If you have a disability or specific needs, it is important to plan ahead with your family and/or healthcare provider(s) and arrange for someone to check on you during an emergency.



Emergency Kit for your Vehicle

Recommended items:

- Bottled water
- Non-perishable food (e.g. energy bars)
- First Aid Kit
- Seatbelt cutter
- Cell phone charger or power bank
- Jumper/Booster cables
- Tow ropes
- Vehicle fluids (e.g. antifreeze, windshield washer fluid)
- Warning lights or road flares
- Sand, salt or cat litter (non-clumping)
- Small shovel, scraper and snowbrush
- Blanket and extra clothing/shoes
- Candle in a deep can and matches
- Wind-up flashlight
- Whistle (to attract attention, if needed)
- Paper roadmaps
- Copy of your personal Emergency Plan and documents
- Fire extinguisher

Your emergency car kit should be kept in your vehicle at all times.



Emergency Kit for your Pets

The safest place for your pet during an emergency is **with you**. Plan ahead so you can bring them if you need to leave quickly.

Advanced planning:

- Ensure your pet wears a collar with ID tag or is microchipped
- Include your pet in in your household's Emergency Plan
- Create a list of locations where your pet can be taken if you need to evacuate (e.g. pet-friendly hotels, boarding centres, animal shelters, veterinarian clinics, friends or family, etc.)

Recommended items:

- Crate or carrier
- Collar with ID tag and leash or harness
- 3-day supply of food and water
(on average: 4 litres/day per dog, 1 litre/day per cat)
- Food and water bowls (with can opener if needed)
- Waste supplies (e.g. litter, newspaper, paper towels, bags, etc.)
- Medications with dosage details and veterinarian's contact
- Pet records (including recent photos, vaccination records, licenses, emergency contact numbers, alternate caregivers, etc.)
- A pet First Aid Kit
- Pet comfort items (e.g. blanket, toy)



Agricultural Needs

Severe weather, power outages and animal disease outbreaks can affect livestock and disrupt farming businesses.

Farm and agricultural sites should develop site-specific emergency plans based on their unique needs.

Plan recommendations:

- Awareness of biohazards/ other risks in the area
- Up-to-date animal identification and health records for all stock
- Identification of alternate sources of water, food, shelter
- Identification of livestock transportation options/ requirements
- Plans for relocation if needed

Business Owners

Developing emergency preparedness and service continuity plans and training your employees on their roles are important steps for any business.

Plan recommendations:

- Review your insurance policy to ensure key assets are covered
- Post emergency contact information in visible locations
- Back up critical business data and store copies off-site or in the cloud.
- Consider contingency plans in case of utility disruption (e.g. power, water, internet, etc.)
- Develop and train evacuation and shelter-in place procedures



Find more information on how to build a 72-hour Emergency Kit to meet your specific needs at www.wellington.ca/emergency



BE INFORMED

During an emergency, it is important to stay informed to local news channels, follow official social media accounts, and track emergency recommendations from your local municipality and official County of Wellington sources.

Weather Updates

Environment and Climate Change Canada

For current weather conditions, public alerts, and weather radar

www.weather.gc.ca

Road Conditions

Municipal511

Road closures, construction activity, and emergency response on all roads.

www.municipal511.ca

Social Media



@wellingtoncounty



@wellingtncounty



In an emergency, please also follow your member municipality for updates and local service interruptions.

Radio Stations

News 570 AM

County of Wellington

CJOY 1460 AM

Guelph/Eramosa

CKNX 920 AM

Wellington North

Magic 106.1 FM

Guelph/Eramosa, Puslinch

The Grand 101.1 FM

Centre Wellington

Erin Radio 91.7 FM

Town of Erin

The River 88.7 FM

Northern Wellington

Country 93.7 FM

Minto, Wellington North



In the event of an emergency, the County may activate their **Emergency Updates** webpage to provide updates and details on service interruptions.



www.wellington.ca/emergencyupdates

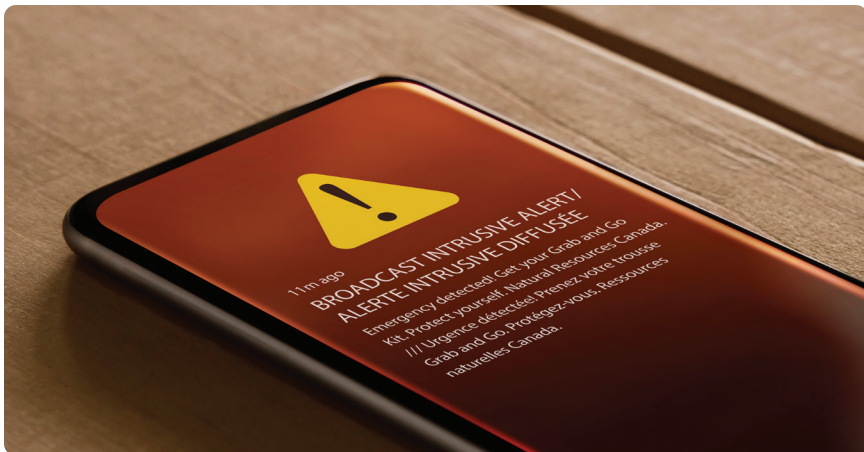
Broadcast Intrusive Alerts

Authorized government agencies may use the **Alert Ready** system to issue alerts at any time when there is considered to be a serious threat to life or safety. Notifications will be delivered to mobile devices, radio and television stations.

All alerts use the same warning tone, so it is important to read or listen carefully to the message and follow instructions provided.

Examples of Alerts include:

- Tornado
- Flash Flood
- Forest Fire
- Air Quality
- Thunderstorm
- Drinking Water Contamination
- Amber (Missing Child)
- Dam Overflow





Shelter in Place

Sheltering in place means staying inside your home or current location to protect yourself, as it is too dangerous to go outside. This could last for a few hours or several days, depending on the emergency.

If you are asked to Shelter in Place:

- Stay indoors and monitor updates from local authorities
- Be prepared to evacuate if instructed
- Close and lock all windows and exterior doors
- Use your emergency kit for supplies and essentials
- Avoid using outdoor fuel-burning equipment (e.g. camp stove, barbecues, portable burners, etc.)
- Do not run a vehicle in a garage to warm up or charge electronics, even if the garage door is open
- Know your evacuation routes and plan in advance in case cellular or internet services become unavailable
- Prepare to evacuate if your home becomes unsafe due to extreme cold, extreme heat, floods or any other hazard



Evacuations

During an emergency, local authorities may direct you to evacuate your home or business to protect your safety. You may receive alerts on your phone or hear alerts on the radio or TV.

If you are asked to Evacuate:

- Leave your home or work immediately
- Follow instructions from local authorities
- Travel using designated evacuation routes
- Go to an identified reception/evacuation centre, if directed
- Take your 72-hour Emergency Kit with you if possible
- Take your pets with you if it is safe to do so
- Do not return to the area until officials confirm it is safe



Find additional resources about what to do if you are asked to Shelter in Place or Evacuate at www.wellington.ca/emergencypreparedness

Weather Alerts

Environment and Climate Change Canada uses three types of alerts to indicate the severity of the weather, timing, and how quickly you should act. Each one of these alerts will also be assigned a colour (yellow, orange, or red) to further indicate the weather event's severity. **See descriptions on next page.**

Watches

- **Get ready** to protect yourself from **potential** severe weather
- Issued when conditions are favourable for the development of severe weather
- May be upgraded to a Warning when certainty increases

Advisories

- **Act now** to protect yourself from **significant** weather
- Issued for specific weather events that are less severe but still significant
- Issued for blowing snow, fog, freezing drizzle, and frost

Warnings

- **Act now** to protect yourself from **severe** weather
- Urgent messages that severe weather is happening or will soon happen
- Usually issued 6 to 24 hours in advance, but can be longer
- Some severe weather (e.g. tornadoes) can occur rapidly, with less than 30 minutes' notice



Visit www.weather.gc.ca for additional information on Environment and Climate Change Canada's Weather Alert system.



Weather Alerts | www.weather.gc.ca

Environment and Climate Change Canada distributes up to date weather forecasts and alerts through the **WeatherCAN mobile app** or through interactive maps at www.weather.gc.ca.

Colour coded alerts are issued to tell you what risk the weather is to you. Each type of weather alert - **Watches, Advisories, and Warnings** have a colour when they are issued, moving from yellow to orange to red, as the potential risk increases.



Yellow Alerts

Impacts are likely moderate, localized, or short-term.

Hazardous weather may cause damage, disruption or health impacts.



Orange Alerts

Impacts can be major and widespread.

Severe weather is likely to cause significant damage, disruption or health impacts



Red Alerts

Impacts can be extreme, extensive and prolonged.

Very dangerous, possibly life-threatening, weather will cause extreme disruption.



Extreme Weather

Extreme weather events - such as tornadoes, blizzards, ice storms, extreme rainfall, and extreme heat or cold - are common in the County of Wellington.

These events can cause:

- Injury or illness (including heat/cold related illnesses)
- Power outages
- Property and infrastructure damage
- Flooding, fires, and crop loss

Climate change continues to affect the intensity, frequency, and severity of extreme weather, making emergency events less predictable and more severe.



Weather is unpredictable. It is important to have a household emergency plan in place and a 72-hour Emergency Kit prepared and accessible. #BeBetterPrepared

www.wellington.ca/emergency





Tornadoes

Tornadoes can occur in Wellington County, typically during the spring and summer months when severe thunderstorms develop. While they are often brief, tornadoes can form quickly and cause significant damage, making it important to stay alert and be prepared.

Before

- Prepare a 72-hour Emergency Kit or grab-and-go bag
- Create a household emergency plan
- Stay informed of weather alerts (mobile, radio, television)
- Learn the warning signs of a tornado, including:
 - Severe thunderstorms
 - Extremely dark skies, sometimes with green/yellow clouds
 - Loud rumbling or whistling sounds (like a train)

During

- Take shelter immediately

Indoors

- Go to the lowest, most central room (e.g. basement or cellar)
- Stay away from windows, doors, and outside walls
- Take cover under a sturdy piece of furniture
- Get low and protect your head and neck with your arms
- Do not use elevators

Outdoors (or in a vehicle)

- Do not wait to see a tornado before taking shelter
- If driving, pull over and seek shelter in the nearest sturdy building
- If no shelter is available, lie flat in a low-lying area (e.g. ditch) and cover your head and neck with your arms
- Do not shelter under bridges or overpasses, as the wind is amplified and debris builds up, putting you at greater risk
- Leave mobile homes and seek sturdy shelter immediately
- Stay in your vehicle only if it is unsafe to exit (e.g. downed power lines within 10 metres)

After

- Stay weather aware and continue to monitor weather updates, as conditions can change quickly
- Remain in a protected position for at least one minute after the tornado has passed
- Once it is safe to move, follow your emergency plan
- If you need to leave your home, take your emergency kit
- Limit phone calls to immediate life-threatening needs, otherwise use texting or data based instant messaging
- If you are safe and able, help those in your community





Floods

Flooding is one of the most common hazards in Canada and can occur at any time of year. Ice jams, rapid snowmelt, heavy rain, and thunderstorms can cause rivers, streams, and low-lying areas to flood. Flash flooding can wash out roads, overwhelm catch basins and turn streams into fast-moving, dangerous water.

Before

- Prepare a 72-hour Emergency Kit or grab-and-go bag
- Create a household emergency plan
- Stay informed of weather alerts (mobile, radio, television)
- Know the flood risks specific to your community/area
- Follow local Conservation Authorities for flood updates/alerts
- Learn about your property's flood risk through:
 - Your local municipal building department
 - The County of Wellington's Planning department
 - Your local Conservation Authority's website
- Store important documents in waterproof containers/up high
- Install a backflow valve to help prevent sewer backup
- Consider installing a sump pump to help remove water near your home's foundation



Reminder: during a flood, water may appear shallow but you could come across washed out roads or dangerous debris.



Floods can occur anywhere at any time, however in Wellington County the urban areas of Drayton (Township of Mapleton) and Harriston (Town of Minto) are at the greatest risk of severe floods.

During

- Avoid walking or driving through flooded areas
- Stay away from fast-moving water, rivers, and streams
- Move valuables to higher levels of your home
- Turn off electricity and gas only if instructed by authorities (do not enter flooded areas to shut off power)
- If flood waters approach, follow instructions from local authorities
- Evacuate immediately if directed to do so
- Post an “Evacuated” sign on your front door if time permits

After

- Do not return home until authorities say it is safe to do so
- Practice extreme caution when entering your home; have utilities inspected by qualified professionals to prevent injury
- Avoid contact with floodwater, which may be contaminated
- Document any damage to your home or property
- Contact your insurance provider for direction on best practice restoration efforts
- Watch for mould, water damage, and hazardous materials during clean up efforts



Winter Weather

Winter weather is common in the County of Wellington and regularly includes heavy snowfall, blizzards, blowing snow, freezing rain, ice storms and extreme cold temperatures.



In the event of an emergency, the County may activate their **Emergency Updates** webpage to provide updates and details on service interruptions.



www.wellington.ca/emergencyupdates

Before

- Prepare a 72-hour Emergency Kit or grab-and-go bag
- Create a household emergency plan
- Stock your vehicle's Emergency Car Kit
- Prepare your vehicle for winter (e.g install winter tires, full tank of gas, top up windshield washer fluid, etc.)
- Stay informed of weather alerts (cell phone, radio, website)
- Keep snow removal supplies accessible (shovel, salt, sand)
- Check on relatives and neighbours and ensure they have sufficient supplies



During

- Stay informed and follow directions from emergency officials
- Avoid travel if advised
- Limit time outdoors and if you must go outside, dress warmly
- Bring pets indoors
- Keep vents clear of snow and ice (dryer, furnace, stove, fireplace) to prevent Carbon Monoxide (CO) buildup
- Clear snow from doors and windows to ensure they can be opened in an emergency
- Delay travel until conditions improve and roads are cleared
- Prepare for possible power outages with an alternate power source (e.g. generator) and a backup heat source (e.g. fireplace, wood stove, space heater)
- If you become stranded in your vehicle - stay calm:
 - Remain sure your car exhaust is not blocked by snow
 - Run your car engine for 10 minutes every half hour to stay warm (with the window open while engine is running)

After

- Clear snow and apply salt or sand to walkways to prevent slips and falls
- Watch for signs and symptoms of extreme cold
- Check pipes for freezing or damage (e.g. leaks once thawed)
- Monitor for water damage and potential mould growth



Winter weather conditions can change rapidly.
Always remember: **See snow... Go slow.**



Power Outages

Power outages can be caused by hazards such as high winds, winter storms, and tornadoes.

Before

- Prepare a 72-hour Emergency Kit or grab-and-go bag
- Make a household emergency plan
- Plan for backup power (e.g. batteries, power banks, generator)
- Keep flashlights and batteries in accessible locations
- Keep your vehicle fuel tank at least half full
- Keep your phone and electric vehicle charged
- Consider installing surge-protectors to help prevent damage

During

- Report the power outage to your power/hydro provider
- Use flashlights instead of candles to reduce the risk of fire
- Keep fridge and freezer doors closed as much as possible
- Unplug appliances/electronics to prevent power surge damage
- Turn down thermostats to reduce strain when power returns
- Leave one light on to know when power is restored
- Avoid contact with your electrical panel if you are wet or standing on a damp surface
- Check that smoke and carbon monoxide alarms are working

- Use natural gas appliances safely:
 - Cook with a gas stove if needed, but never use it for heating
 - Use gas fireplaces according to manufacturer's instructions
- Operate portable generators at least 6 metres from buildings (away from doors and windows)
- Never use barbecues or fuel-burning equipment indoors

After

- Wait 10-15 minutes before plugging appliances back in
- Turn up heating-system thermostats gradually
- Check refrigerated/frozen food for safety before consuming
- Ensure the hot water heater is full before turning power on
- Stay clear of downed power lines
- Report downed power lines to your local utility provider



Safety tips for using a generator:

Operate outdoors only – Away from windows or vents.

Keep it dry – Shield from rain or snow with a generator-safe cover to avoid electrical hazards.

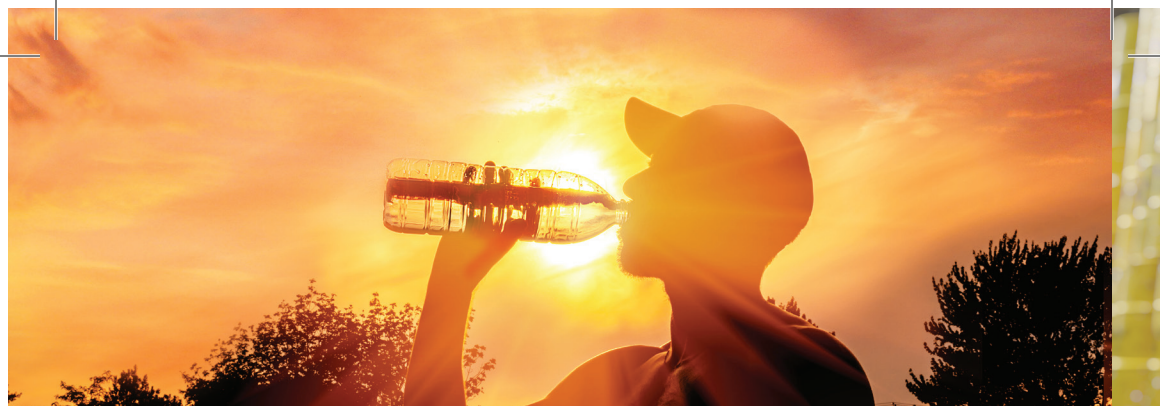
Cool before refueling – Always shut off and let the generator cool to prevent fires or explosions.

Use proper cords – Choose heavy-duty, outdoor-rated extension cords with grounded plugs.

Avoid backfeeding – Use a transfer switch installed by a licensed electrician; never plug into a wall outlet.

Use fresh fuel – Rotate fuel or add stabilizers; store in approved containers away from heat.

Inspect before use – Be sure to check oil, air filter, spark plugs, and fuel lines for safe operation.



Extreme Heat

Extreme heat can affect anyone, but the greatest risks are for older adults, infants/young children, people with chronic health conditions, and those who work or spend extended time outdoors.

Before

- Prepare a 72-hour Emergency Kit or grab-and-go bag
- Create a household emergency plan
- Stay informed of weather alerts (mobile, radio, television)
- Ensure your air conditioning is working properly
- Install blackout curtains to reduce heat indoors

During

- Stay in shaded or air-conditioned spaces as much as possible
- Drink plenty of water, even if you are not thirsty
- Wear lightweight, loose-fitting, light coloured clothing, a hat and UV sunscreen
- Slow down, limit physical activity and strenuous activities
- Know and watch for signs of heat-related illness
- Never leave people or pets inside parked vehicles
- Check on neighbours, family, and others at a higher risk
- Know what public spaces are available to visit as cooling spaces if needed (e.g. libraries, community centers, etc.)



Hazardous Materials

Hazardous materials include chemical, biological, radioactive, nuclear or explosive substances that may be harmful to people, property, and the environment. They may be gas, liquid or solid substances and may explode, may be poisonous, flammable or combustible (e.g. fuel spills, chemical spills at an industrial site, etc.).

Before

- If you live or work near an industrial area, learn about the risks
- Know the highways/railways where materials may be transported

During

- Follow instructions from emergency responders and local officials
- Be prepared to evacuate or shelter in place as directed
- If advised to evacuate: leave the area immediately
- If advised to shelter in place: stay indoors, close all windows and doors, and turn off any ventilation systems as needed
- If outdoors: move away from the affected area(s)
- Monitor your health for symptoms and exposure

After

- Seek medical attention if you feel unwell or experience symptoms
- Follow guidance from authorities regarding food, water, air safety
- Avoid affected areas until officials confirm it is safe



Non-Emergency Contact List



211 is available by phone, chat, text, and website to help connect you to the health and social services available in your community.

Wellington County Ontario Provincial Police (OPP)

(Collision reporting centres)

| | |
|--------------------------------------|--------------|
| Centre Wellington (Aboyne) | 519.846.5930 |
| South Wellington (Rockwood) | 519.856.1506 |
| North Wellington (Teviotdale) | 519.343.5770 |

Fire - Administration and Information

General information, public education, and fire prevention.

| | |
|--------------------------|--------------|
| Centre Wellington | 519.843.1950 |
| Erin | 519.855.4407 |
| Guelph/Eramosa | 519.856.9637 |
| Mapleton | 519.343.3735 |
| Minto | 519.343.3735 |
| Puslinch | 519.821.3010 |
| Wellington North | 519.343.3735 |



Guelph Wellington Paramedic Services (GWPS)

Guelph-Wellington

519.822.1260 x 2880

Natural Gas

Enbridge Gas

1.877.362.7434

Hospitals and Public Health

Groves Memorial Hospital

(Fergus, Centre Wellington)

519.843.2010

Palmerston District Hospital

(Palmerston, Town of Minto)

519.343.2030

Louise Marshall Hospital

(Mount Forest, Wellington North)

519.323.2210

**Wellington-Dufferin-Guelph
Public Health**

1.800.265.7293

Electricity

Alectra

(Rockwood)

519.822.3010

Centre Wellington Hydro

(Fergus, Elora)

519.843.2900

Wellington North Power

(Arthur, Mount Forest)

519.323.1710

Westario Power

(Clifford, Harriston, Palmerston)

1.866.978.2746

Hydro One

(Wellington County)

1.888.664.9376

Personal Emergency Plan

Household Information

Name(s): _____

Address: _____

City/Town: _____ Postal Code: _____

Email: _____ Phone: _____

Pets: _____

Local Emergency Contact

Name: _____

Relationship: _____

Address: _____

Phone: _____

Out-of-Town Emergency Contact

Name: _____

Relationship: _____

Address: _____

Phone: _____

Where to find...

Emergency Kit: _____ Water Shut-Off: _____

Electricity Shut-Off: _____ Gas Shut-Off: _____

Important Contact Information

Family Doctor: _____

Pharmacy: _____

Child Care/School: _____

Medications / Medical Needs: _____

Insurance: _____

Pet Record

Type of pet: _____ Description: _____

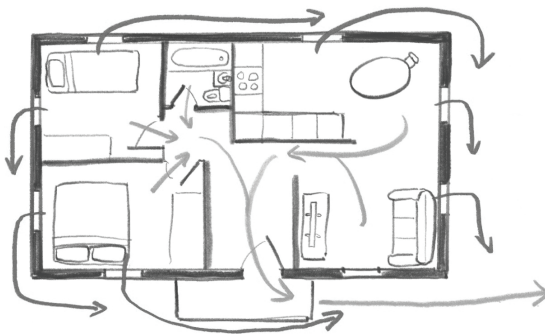
Pet name(s): _____

Medications / Medical Needs: _____

Temperament of animal: **Friendly** **Timid** **Aggressive** **Vicious**

Home Evacuation Plan

It is important to know two ways to exit your home from each level of the building.



Draw your plans here:

Neighbourhood Evacuation Routes

Identify two ways out of your neighbourhood:

1. _____
2. _____

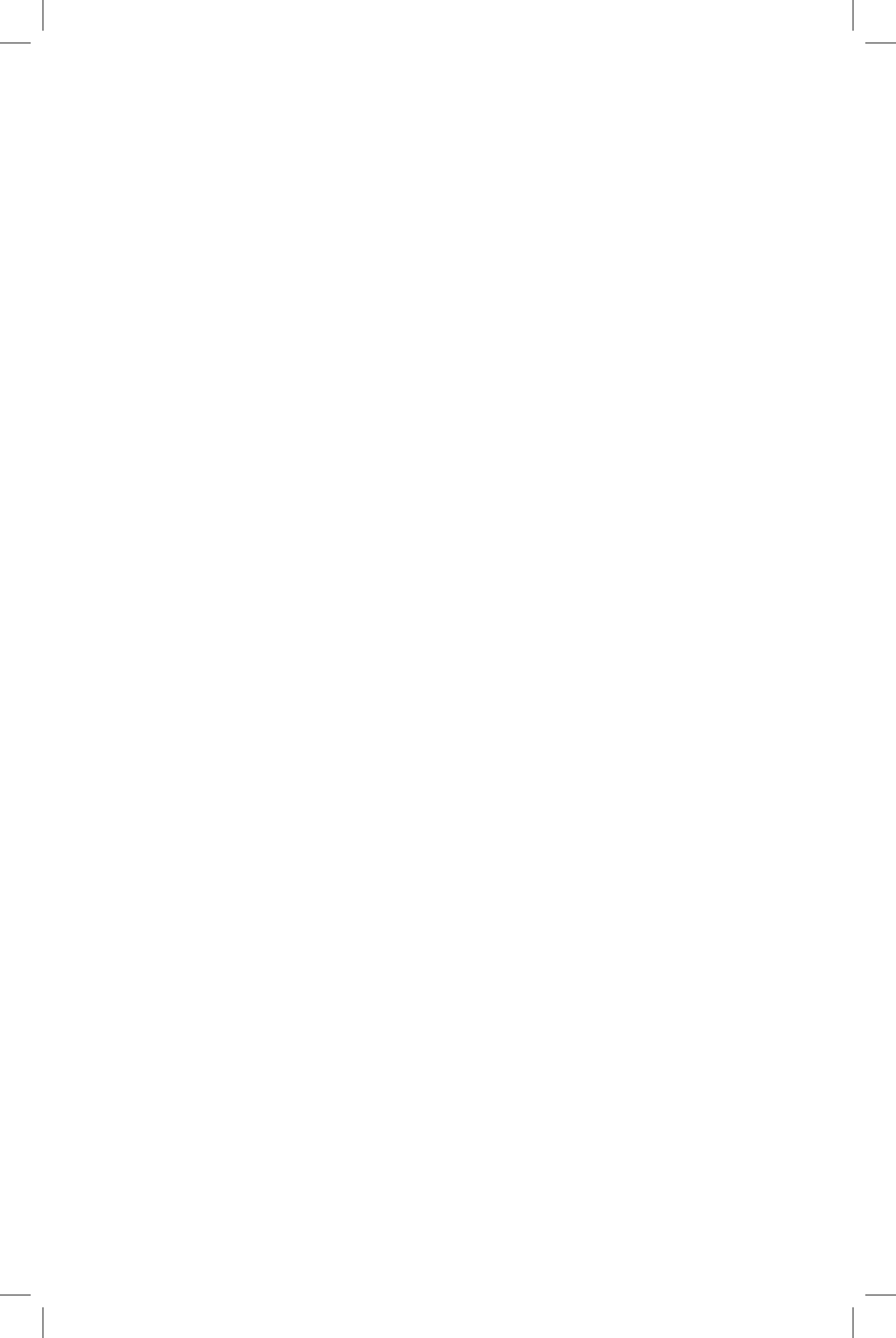
Emergency Meeting Places

Near Home:

1. _____
2. _____

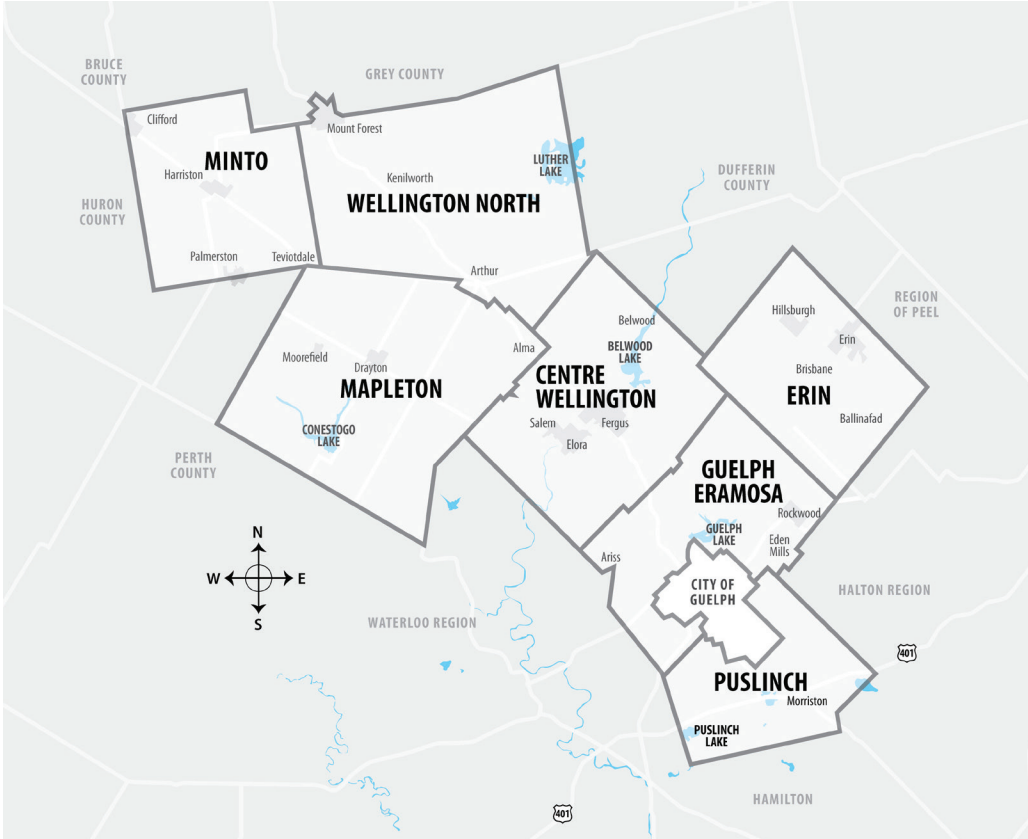
Outside Neighbourhood:

1. _____
2. _____



#BeBetterPrepared

Use this guide to help you know the risks in your community and make a plan, build a kit, and stay informed in the event of an emergency.



www.wellington.ca/emergency

OM Official Mark of The Corporation of the County of Wellington.
Alternate formats available upon request.