

# Preparing for Emergencies

## Individual/Family Guide

**Be prepared to take care of yourself and your family for at least 72 hours in an emergency.**

Hazards in Yukon include earthquakes, floods and wildland fires. We experience power outages, communication failures and highway closures.

This guide will help you think about risks, and the steps you can take to protect your life and property.

Learn more at  
**[PreparedYukon.ca](http://PreparedYukon.ca)**

# Call 9-1-1 in an emergency

If you or someone else is hurt or in danger, phone 9-1-1 to get help from RCMP, the fire department or emergency medical services.

## Call 9-1-1 when there is:

- a life-threatening emergency or medical situation
- a crime in progress
- a fire
- a serious accident
- exposure to, or inhalation or swallowing of, a poisonous substance

## Phone doesn't work?

If there is **no telephone service**, send someone to report the emergency.

- In Whitehorse, go to a City of Whitehorse fire hall.
- Listen to the radio for locations where emergency personnel will be stationed.

If cell phone service is **disrupted**, keep trying to call 9-1-1. At the same time, send someone to the nearest City of Whitehorse fire hall for help or call 9-1-1 from the **emergency landline** located outside the door of community RCMP detachment offices.

# Make emergency plans

Understand the risks in your community and develop plans for your family and your circumstances. For example, you will need different plans for a house fire, evacuation from wildland fire and sheltering in place during a power outage.

- Think about how your plan works if you are at work or your kids are at school when an emergency happens.
- Where can you take your pets?
- Who can you stay with?
- What happens if roads are closed, gas stations are out of service, or telephones don't work?

## Review your plans regularly.

If you or a family member has physical, medical, sensory or cognitive disabilities or requires extra assistance, establish a network of friends, neighbours and family who understand your needs and can assist during an emergency.



## Need more help to build a plan?

Visit [www.getprepared.gc.ca](http://www.getprepared.gc.ca).



# Build your emergency kit

Plan to be self-sufficient for a **minimum of 72 hours**. Keep your emergency kit in a dedicated location, change and restock items as needed seasonally, and refresh your store of water, food and medication regularly. Consider kits for your home, workplace and vehicle.

## Essentials

- Drinking water: at least two litres of water/person/day, plus pets. Store in quantities that you can carry during evacuation. Add two additional litres/person/day for cooking and cleaning.
- Food, ready-to-eat that won't spoil: canned food (and manual can opener), energy bars and dried foods
- Crank or battery-powered flashlight (and extra batteries)
- Crank or battery-powered radio (and extra batteries)
- First aid kit
- Cellphone with charger and alternate power source
- Extra keys to your car and home
- Cash, in smaller bills and change
- Copy of your emergency plan and contact information
- As applicable:
  - prescription medication
  - infant formula, diapers
  - equipment for people with disabilities
  - food, water and medication for animals



## **Recommended additional items**

- Candles and matches or lighter (place candles in deep, sturdy containers and do not burn unattended)
- Camp stove, fuel and cookware
- Change of seasonal clothing and sturdy footwear for each person
- Sleeping bag or warm blanket for each person
- Toiletries; tampons/pads
- Hand sanitizer
- Utensils
- Garbage bags
- Toilet paper
- Water purifying tablets
- Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- A whistle (to attract attention)
- Duct tape (to tape up windows, doors, air vents, etc.)

## Establish emergency contacts

Plan for each family member to call or e-mail the same **out-of-town** contact person who will not be affected by the same event. This contact can help make arrangements, provide shelter and keep everyone informed. Tell your contact where you are and when you will call again.

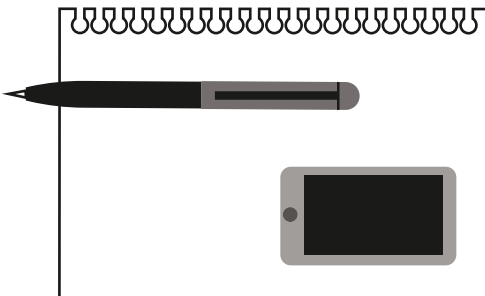
In advance, provide your contact with a copy of your emergency information (page 8-10) and any important—or hard to replace—documents you might need.

**Local** emergency contacts, such as neighbours, can pick up your kids or pets.

Ensure that the designated people know they are your family contacts. Carry the numbers and e-mail addresses, in addition to keeping them with your kit.

## Record important information

Keep paper copies of your identification, pet's identification and photo, prescriptions and medication schedules, insurance policies and other essential documents with your emergency kit and make secure electronic copies you can access from another location or give to your out-of-town contact for safe keeping.



## Know how to turn off utilities

A burst pipe, a leaky propane pipe, an impending flood—depending on the emergency, and whether it is safe to do so, you may need to turn off utilities to your home. Know where the electrical panel, water shut off valves, and propane or oil tank shut offs are located, and how to use them.

### Remember:

- Water and electricity don't mix. Don't try to turn off your power if water is present. Instead, call the electric company.
- Propane is heavier than air and will flow along the ground like water, seeking low areas. Stay away from a damaged tank and evacuate uphill.
- Do not attempt to turn propane back on yourself—get a professional to do this.

## Fire

Smoke alarms are required by law in every Yukon dwelling. When you hear the alarm, get out!

Be sure you know two ways out of every room and have a prearranged meeting place outside. Practice your home fire escape plan regularly.

To help prevent **home fires**: never smoke indoors, use safe kitchen practices, have your chimney inspected and cleaned; never leave candles unattended, turn off heaters when you leave the room or go to sleep. Visit [PreparedYukon.ca](http://PreparedYukon.ca) for a home fire safety checklist.

The best way to protect your home from **wildland fire** is to remove sources of ignition from your property.

Houses are threatened by embers carried on wind, flames in tree canopies, and flames burning through grass and underbrush. Reduce fuel for embers and create fire breaks for flames in a 200-meter safety zone around your home. Start with a yard clean-up of dead branches, needles and underbrush; clean the gutters of organic material; move your woodpile; and remove tree branches lower than 2.5 meters above ground.

Visit [PreparedYukon.ca](http://PreparedYukon.ca) for a full safety zone list.

## Flood

In areas with a previous history of flooding or in close proximity to a body of water, take measures to protect your possessions, such as elevating your furnace, water heaters and electric panel; installing backflow valves or plugs for drains to prevent sewer water from entering your home; and moving valuables out of low lying areas.

For details, visit [PreparedYukon.ca](http://PreparedYukon.ca).



# Earthquake

Protecting yourself during an earthquake means dropping to the ground, taking cover under a sturdy table, and holding on to it until the shaking stops. Protecting yourself before an earthquake involves following the building code for structural stability and securing furniture and household objects that can fall and break, causing injury.

Learn more at [shakeout.org/yukon](http://shakeout.org/yukon).



# Household Emergency Information

Address \_\_\_\_\_  
\_\_\_\_\_

Emergency kit location \_\_\_\_\_

**Meeting place**      Work day  
   \_\_\_\_\_  
   Day      \_\_\_\_\_  
   Evening      \_\_\_\_\_

## Family information

<b>Occupant</b>	<b>Health #</b>	<b>DOB</b>
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Doctor** \_\_\_\_\_

<b>Pet</b>	<b>Type/Breed</b>
_____	_____
_____	_____

**Veterinarian** \_\_\_\_\_

## Emergency Contacts

Out-of-town emergency contacts  
\_\_\_\_\_  
\_\_\_\_\_

Local emergency contacts  
\_\_\_\_\_  
\_\_\_\_\_

People designated to pick up children  
\_\_\_\_\_  
\_\_\_\_\_

## Utilities

	<b>Location</b>
Fire extinguishers	_____
Water valve	_____
Floor drain/pump	_____
Electrical panel	_____
Propane	_____

Landlord \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Shelter-in-place room \_\_\_\_\_

Non-work day  
\_\_\_\_\_  
\_\_\_\_\_

Phone	Email
_____	_____
_____	_____
_____	_____
_____	_____

Phone \_\_\_\_\_

Colour	Registration/ID
_____	_____
_____	_____

Phone \_\_\_\_\_

Phone	Email
_____	_____
_____	_____

Phone	Email
_____	_____
_____	_____

Phone	Email
_____	_____
_____	_____

Service provider	Phone
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

## Insurance

**Home** Provider \_\_\_\_\_

Policy \_\_\_\_\_ Phone \_\_\_\_\_

**Auto** Provider \_\_\_\_\_

Policy \_\_\_\_\_ Phone \_\_\_\_\_

**Life** Provider \_\_\_\_\_

Policy \_\_\_\_\_ Phone \_\_\_\_\_

## Notes

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## Get information

**Online:** Safety tips and emergency information are posted on Twitter (@YukonPS) and Facebook (YukonProtectiveServices). During an emergency, instructions and information will be posted there, as well as online at gov.yk.ca and Twitter @yukongov.

**On air:** Radio and television broadcasts may be interrupted with emergency messages. Local media will also receive information to broadcast.

**In person:** Depending on the nature and location of the emergency, loud speakers, information posters, community meetings and other tools may be used.



## Shelter in place

Sometimes staying where you are during an emergency is the safest thing to do, but “shelter in place” can mean more than just staying indoors. Follow instructions to go inside, lock doors and windows, or eliminate all ways in which hazardous materials can enter the room, such as taping off vents and closing fireplace dampers.

# Evacuate

Evacuation is required when life is threatened. An **evacuation order** means you need to **leave the area immediately**. If you don't evacuate, you can't expect timely rescue or assistance. The evacuation order will have instructions on where to go but may not have details on the route you should take—be sure your emergency plan includes exit routes from your neighbourhood.

An evacuation order may be issued without prior warning. However, some situations might allow for advance notice.

- ❑ An **evacuation alert** warns that you may need to **leave on short notice**. When an alert is issued, get ready to leave by gathering your family, emergency kit and necessities for travel. Be ready to go!
- ❑ Early **notification** of a **possible threat** may be given so the public is aware of situations being monitored (such as flood risk). This gives you time to activate your family emergency plan and engage in personal preparedness activities so that you are ready if the situation changes.

If you decide to leave before an evacuation order, let your emergency contacts know your plan. If an evacuation order is issued after you have left, or you were away from home during an emergency, you may be asked to check in.

# Immediately after a disaster

1. Protect your head, feet and hands from injury with a hard hat, sturdy shoes and gloves.
2. Check on your family members.  
Tend to injuries.
3. Check and shut off utilities if necessary.
4. Shut off water at the main valve.  
This will conserve the water already in your home.
5. Assess your home for serious damage: is it safe to stay?
6. Place the OK or HELP sign from this booklet in a front window or door.
7. Communicate, if possible, with your emergency contacts. A text is easier on the telecommunication system than phone calls.
8. If safe to do so, help your neighbours.



Fill out the information in this booklet, and keep it in your emergency kit with your emergency plans.

Download English and French versions from **PreparedYukon.ca**. Keep another copy to keep in your glove box or at work.

Information prepared by:  
Protective Services  
Emergency Measures Organization  
867-667-5220  
1-800-661-0408 x5220



The image features the letters 'OK' in a large, bold, white, sans-serif font. The 'O' is a simple circle with a central hole. The 'K' is composed of a vertical stem on the left and two diagonal strokes on the right that meet at a point at the top and bottom. The entire graphic is set against a solid, vibrant green background.

To be sure help gets where it is needed the most after a disaster, emergency responders will look for this sign in your front window or door.

Use tape from your emergency or first aid kit to hold the sign in place.

- If you do not need help, put the OK sign where it can be seen from the street.
- If you need immediate assistance, display the HELP sign.

**HELP**