

# **Emergency Planning and Preparedness for People with Disabilities in Canada's North**



A Handbook



# Overview

This handbook provides important emergency preparedness information for Northern persons with disabilities. The North is culturally and geographically diverse. We encourage you to adapt the information in this handbook to your personal circumstances.

The first part of the handbook provides general information about preparing for emergencies. We have identified four key steps in the planning process:



**1**  
**Be Aware**



**2**  
**Create a Team**



**3**  
**Make a Plan**



**4**  
**Build a Kit**

In the second half of the handbook you will find tips and suggestions for different kinds of disabilities.

Being prepared is key to an effective response. If you have taken the necessary precautions, emergency service workers can focus their attention on helping people who need immediate assistance.

Preparation takes time and effort. Doing a little at a time, as you are physically and financially able, can make the process easier.

Consider getting involved in or starting community emergency preparedness activities. Assist emergency planners, firefighters, and other emergency service workers in thinking about the needs of the whole community, including people with disabilities and elders. Communities are stronger and more resilient when everyone is included.



**Being prepared is key to  
an effective response.**

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**It is important  
to know what to  
prepare for.**

# 1 Be Aware

Identify the types of emergencies that could affect you and your area (e.g. forest fires, floods, winter storms, transportation disruptions, earthquakes, long-term power outages). Because different kinds of emergencies require different responses, it is important to know what to prepare for.



**What is your community's emergency response plan?**

If your community has a plan, it should be available through the community or hamlet office.

Learn how residents in your community get information about emergencies when they happen. You may want to ask a community official or an emergency service worker to go through the plan with you to make sure that you understand what to do and what kinds of help you can expect.



**Do you spend part of  
the year on the land or  
at a camp?**

Identify what emergencies you could face when you are on the land or at your camp and what type of assistance will be available to you.

Each territory has an emergency management organization (EMO) that manages large-scale emergencies and provides assistance to community and hamlet response teams. Contact your territorial EMO to learn more about how to prepare for emergencies that could affect your area.

Fire safety is an important component of emergency preparedness, but requires different kinds of planning and response. The Office of the Fire Marshal and local fire service organizations are good sources of information about fire safety.



**Contact information for territorial EMOs and fire marshals can be found on page 59.**

**Ask family, friends,  
co-workers, and  
others to be part of  
your support team.**

# 2



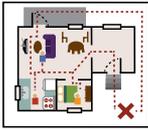
## Create a Team

If you think you will need help in an emergency, ask family, friends, co-workers, and others to be part of your support team. Include a family member or friend in another area who is unlikely to be affected by the same emergency event. This person can serve as a point of contact between you and your family or support team if you are separated.

Make sure everyone on your team knows your plan. Know how you will communicate with your team during an emergency. You may want to identify one or two people who will make it a priority to check in with you and provide immediate assistance if you need it. At least one team member should have a key to your home and know where you keep your emergency kit(s). If you depend on medical or assistive devices like oxygen or a wheelchair, show members of your team how to use them.

**Different types  
of emergencies  
require different  
responses.**

# 3



## Make a Plan

A good plan will help you to effectively respond to an emergency. As you are preparing your plan, keep in mind that different types of emergencies require different responses. A fire or gas leak, for example, requires greater urgency than a loss of power.



**Think of things ahead of time that could affect your ability to respond (e.g. power and phone outages, stress, limited support, season).**

## Your plan should consider:

- What kinds of emergencies could affect you and your community?
- How will you know if there is an emergency? How will you stay informed during the emergency?
- How will you contact and communicate with emergency services if you need help?
- How will you stay in contact with your family and support team?
- What supplies will you need to survive if you have to stay in your home for an extended period of time?
- What items will you need if you have to leave your home?
- Where will you go if you have to leave your home and how will you get there?



## **Should you “shelter in place” or evacuate in an emergency situation?**

One of the most important decisions you will make in an emergency situation is whether you should “shelter in place” or evacuate. In some cases, staying put will be the safest option. In other situations, you will have no choice but to leave your home or evacuate from your community. Prepare for both possibilities.



**See the section on Responding to an Emergency on pages 27-35 for more information about sheltering in place and evacuation.**

Disability Alliance BC has developed a useful personal planning tool that will assist you in identifying your needs in the following areas before an emergency happens: Communication, Medical, Independence, Supervision, and Transportation.

Using this tool as a guide, you can develop a more complete and effective plan.

Most importantly, practice your plan. This will increase your confidence and highlight any gaps.



**A special thanks to  
Disability Alliance BC for  
sharing their Personal  
Planning Tool.**

# Disability Alliance BC Personal Planning Tool



## What are your communication needs?

e.g. sign language, hearing aid, eye glasses, interpreter, plain language instructions



## What are your medical needs?

e.g. medications, medical equipment or supplies (e.g. needles, oxygen, incontinence supplies, etc.)



## What do you need to maintain your independence?

e.g. assistive devices, service animal, personal care worker, accessible facility



## Do you require supervision?

e.g. to ensure you take your medication, because you have seizures, etc.



## Do you require transportation assistance?

e.g. public transit, accessible van, taxi

**A good plan  
will help you to  
effectively respond  
to an emergency.**

# 4 Build a Kit

Everyone should have basic supplies on hand so that they can effectively respond to an emergency. Consider having two kits: a home emergency kit for sheltering in place and a smaller, portable evacuation bag that you will take with you if you have to leave your home or community.



**What do you use everyday to live independently?**

For your Home Emergency Kit, gather the essential things that you will need to survive: food and water, a first aid kit, medications, tools, and supplies. Your kit should reflect your local circumstances and your personal needs.

Public Safety Canada advises all Canadians to be prepared for a minimum of 72 hours. In the North, and especially in more remote communities, you may need to be self-reliant for 7 days or more.



**A home emergency kit checklist can be found on page 20.**

An Evacuation Bag is a smaller, lightweight kit with essential items that is easy to carry. The Red Cross and Moose Creek First Nation developed evacuation bag guidelines for elders in remote communities that are easily adapted to the needs of Northern persons with disabilities.



**Evacuation bag guidelines can be found on page 24.**

If you have a service animal, you should prepare a separate kit for them that includes food, water, and medication for a week; identification documents; vaccination and medical records; and other emergency animal supplies.



**A service animal kit checklist can be found on page 57.**

If you spend part of the year on the land or at a camp, identify any additional supplies you will need to stay safe (e.g. satellite phone).

Make sure that your kits are in one place and easy to find.

## Home Emergency Kit Checklist

- ❑ Food, specifically non-perishable items such as canned food, dried foods, traditional foods, and country foods.
- ❑ Water or a water source (spring, snow, lake ice, etc.) that will meet your drinking, cooking, and bathing needs.
- ❑ Manual can opener
- ❑ Radio (battery-powered or hand-crank)
- ❑ Corded telephone
- ❑ Flashlight  
(battery-powered or hand-crank)
- ❑ Batteries (replace annually)
- ❑ Quilliq or candles and matches
- ❑ First aid kit
- ❑ Whistle to signal for help
- ❑ Personal sanitation supplies  
(e.g. toilet paper, garbage bags, incontinence supplies)

- ❑ Personal hygiene items (e.g. toothbrush, shampoo, feminine hygiene products, etc.)
- ❑ Wrench or pliers to turn off utilities
- ❑ Duct tape
- ❑ Local maps
- ❑ Cash and coins (ATMs and credit card machines may not be working)
- ❑ Copies of personal identification documents (e.g. driver's license, health card, status card, social insurance card, passport)
- ❑ Copies of other important documents (e.g. medical records, wills, deeds, bank account information, and recent tax assessments)
- ❑ Contact information for emergency services, your team, and other family and friends

## Additional Personal Items

- ❑ Medications: You may not have access to a pharmacy or health centre during an emergency, so you should have medication to last you for 7 days. If this is unrealistic, keep as much as possible on hand and talk to your health care provider about what else you can do to prepare. Have copies of your prescriptions and dosages.
- ❑ Medical Supplies: Access to medical supplies (e.g. oxygen, glucometer test strips, etc.) may be disrupted by an emergency. Where possible, keep 7 days worth of supplies on hand or speak to your supplier about what you should do in an emergency before one happens.
- ❑ Assistive Devices: Label all assistive devices with your name, address, and phone number. Attach simple and clear instruction cards to your equipment.
- ❑ Review the disability-specific tips in this guide for additional items you may need in your kit.



**Emergency preparedness needs to consider the season.**

## **Additional Winter Items**

- ❑ Sand for traction
- ❑ Snow shovels and other snow removal equipment
- ❑ Heat sources such as hand warmers, qulliq, emergency candles, propane or butane heat sources (labelled for indoor use), etc.
- ❑ Adequate clothing and blankets

## Evacuation Bag Checklist

(adapted from the Canadian Red Cross Grab and Go Kit for Elders)

- ❑ Water and food for 12-24 hours  
(non-perishable ready-to-eat foods are best)
- ❑ Flashlight  
(battery-powered or hand-crank)
- ❑ Copies of important documents  
(e.g. credit cards, medical and vaccination records, health card, status card, birth certificate, passport, prescriptions, insurance policies, bank account information)
- ❑ Contact information for emergency services, your team, and other family and friends
- ❑ Seasonal change of clothes  
(2-3 sets per person)
- ❑ House keys
- ❑ Cash and coins  
(ATMs and credit card machines may not be working)

- ❑ Basic first aid kit
- ❑ Personal items  
(e.g. toothbrush, toothpaste, shampoo, soap, feminine hygiene products, etc.)
- ❑ Medication for 7 days (if possible)
- ❑ Medical and assistive devices  
(e.g. canes, walkers, wheelchairs, glasses, hearing aid and batteries, white cane, etc.)



**Do your best to  
stay calm and  
stay informed.**



# Responding to an Emergency

When faced with an emergency, do your best to stay calm and stay informed. Check the television, radio, news websites, Facebook, and Twitter for updates about the emergency. Always follow the instructions of emergency officials.

## Sheltering in Place

If you are advised by emergency officials to “shelter in place,” they want you to remain where you are (home, work, school, etc.) and take the necessary steps to protect yourself.

As an example, imagine you are at home during a severe blizzard that has resulted in a community-wide power outage and a shelter-in-place order is given. Your house or apartment may not be very warm or comfortable, but it should be safe.

There should be no fumes, threat of fire, risk of structural collapse, etc. If you are using back-up heating, cooking, or power generation equipment, make sure that it is well ventilated (outside is best) to avoid a carbon monoxide buildup.



**The goal of sheltering in place is to maintain a barrier between you and the threat (e.g. blizzard, extreme cold, chemical spill, forest fire, etc.).**

In some cases, you may need to do extra things to make sure you are safe from the threat. For example, following a chemical spill, you should turn off forced-air heating and clothes dryers, close fireplace dampers, and tape doors and windows to prevent the fumes from entering your home.

You may be required to shelter in place for up to 7 days, so make sure that you are able to feed and look after yourself and your family for at least that long.

If remaining in your home is no longer a safe option and you require assistance, contact people on your team or emergency services.

### **Evacuating**

Have an evacuation plan for your home, your place of employment, and places that you and your family visit on a regular basis (e.g. children's school, hospital, health clinic, community centre). Your evacuation plans should be developed with your family and members of your team.



**Your evacuation plans should include at least two exit routes from each building.**

If you live or work in a multi-unit building, make sure the building manager knows about your disability and knows how to assist you during an emergency. Your location and assistance needs should be included in the building's emergency plans so that first responders will know where to find you if an evacuation is necessary.



**Make sure your local  
emergency services  
know about your  
evacuation needs.**

Contact your local emergency services for advice about safely leaving your building and to make sure that they know about your evacuation needs.

If you rely on elevators, have a plan in case they are not working. For example, your building may have places where you can wait safely until help arrives (e.g. areas of rescue assistance). Make sure that these places are developed in coordination with the fire service and are identified in the building's emergency plan.

Practice your evacuation plans until you are confident that you can safely leave your home, place of work, etc. As you practice, check for items such as bookcases, hanging pictures, or overhead lights that could fall and block an evacuation route.

If you have to leave your home, you should have several possible destinations (e.g. home of a family member or friend, community shelter, etc.).



**Evacuation destinations should be located in different areas.**

Where possible, visit your evacuation destinations in advance to ensure they are accessible to you. Identify alternate routes to these locations using different means of transportation (e.g. your own vehicle, snowmobiles, ATVs, accessible taxis, a vehicle belonging to someone on your team, etc.).

Depending on the severity of the situation, you may need to evacuate from your neighbourhood or community. In this case, emergency officials will inform you of how you will be evacuated and your destination.



**Evacuation orders are usually broadcast over the radio and television or are delivered through door-to-door notifications. They may also be communicated using social media (e.g. Twitter, Facebook) or a loudspeaker.**

Depending on the season and available time, you may wish to do one or more of the following things before you leave your home:

- ❑ Turn off fans, vents, and heating systems.
- ❑ Turn off the water supply, then open your taps and flush the toilet 3-4 times. Remember to close your taps before you leave.
- ❑ Turn off all of the lights.
- ❑ Shut off the electricity at the main breaker.
- ❑ Lock the doors and windows.

In some communities, it may be necessary to evacuate by air. Keep in mind that aircraft weight limits will restrict what you can take on the plane with you. Normally, this is one piece of luggage per person. The weight limit does not apply to assistive devices such as wheelchairs.

Very often, pets are not permitted when evacuating a community. This restriction does not apply to service animals.



**Contact local emergency officials before an emergency happens to inform them of your disability and your service animal.**

If your community is evacuated, you will likely be taken to a nearby community, a regional centre, or the territorial capital. Depending on the situation and your personal circumstances, you may be asked to stay with family or friends, arrangements may be made for hotel accommodation, or you may be directed to a community emergency shelter.

### **Community Emergency Shelters**

Temporary emergency shelters are often set up in sport facilities, schools, and community centres. Most shelters have dormitory-style sleeping arrangements on cots, limited personal space, shared washroom facilities, catered or collective feeding arrangements, and limited availability of traditional or country foods.



**Shelters have varying levels of accessibility. Where possible, be in contact with emergency officials ahead of time to avoid problems during an emergency.**

Typically, pets are not allowed in community emergency shelters. However, shelters are legally required to accommodate service animals.

**Different  
disabilities require  
different planning  
considerations.**



# People with Mobility Disabilities

## Additional Emergency Plan Considerations

- ❑ Create evacuation plans in collaboration with your team and building managers (if applicable).
- ❑ Arrange and secure furniture and other items to provide clear paths of travel.
- ❑ If you use a power wheelchair, have a power outage backup plan.
- ❑ If you use a wheelchair or scooter and you need to evacuate from a multi-story building, request that a suitable emergency evacuation chair or device be stored near a stairwell on the same floor where you work or live, so that your team can easily access it to help you evacuate.

- ❑ If you are unable to use stairs and need to evacuate from a building without an accessible exit, discuss and practice appropriate lifting and carrying techniques with your team.
- ❑ If you require the use of an evacuation chair, identify people on your team who can assist you during an evacuation. Practice using the chair with them.
- ❑ Tell your team about parts of your body with reduced sensation, so they can check you for injuries if you are unable to do so yourself.
- ❑ In some worst-case scenarios, wheelchair users may have to leave their chairs behind in order to safely evacuate a building.
- ❑ Check with your community or hamlet office to find out if emergency shelters in your area are wheelchair accessible. Also, inquire about the availability of a commode or shower chair if you require one.

## **Additional Kit Items You May Require:**

- ❑ Spare mobility aids (e.g. canes, crutches, walkers, wheelchairs)
- ❑ Small repair kit (e.g. tools, pump, tire patch kit, seal-in-air product)
- ❑ Supply of inner tubes and other spare parts
- ❑ Heavy gloves (to protect your hands while wheeling over glass or other sharp debris)
- ❑ Latex-free gloves (for anyone providing personal care to you)
- ❑ Incontinence supplies
- ❑ Spare battery for a motorized wheelchair or scooter (See the section on Electric or Battery-Operated Assistive Devices for more information)
- ❑ Transfer devices such as transfer boards



# People Who Are Blind or Have Vision Disabilities

## Additional Emergency Plan Considerations

- ❑ Make sure that your team, co-workers, and building managers are aware of your evacuation requirements and guiding techniques.
- ❑ If you have some vision, place security lights in each room to illuminate paths of travel. These lights plug into wall outlets and come on automatically if there is a loss of power.
- ❑ Prepare to navigate without your usual auditory cues (e.g. sound of the fridge, etc.). They may not be available during an emergency.

- ❑ Have a long white cane available for manoeuvring around obstacles.
- ❑ If you have some vision, prepare for the possibility of reduced light and obstructions in paths of travel (e.g. there may be debris on the floor, furniture may have shifted, etc.)
- ❑ Identify gas, water, and electrical shutoff valves with brightly coloured tape, large-print labels, or Braille text.

## **Additional Kit Items You May Require:**

- ❑ Extra white cane
- ❑ Extra glasses, contact lenses, and contact lens solution
- ❑ Extra vision aids (e.g. electronic travel aid, monocular, binocular or magnifier)
- ❑ Reading devices/assistive technologies (e.g. refreshable Braille devices)



# People with Cognitive Disabilities

(including Fetal Alcohol  
Spectrum Disorder)

## Additional Emergency Plan Considerations

- ❑ Make sure your emergency plan is easy for you to read and understand.
- ❑ Keep a copy of your plan with you. Keep another copy in your emergency kit.
- ❑ Give copies of your plan to friends or family who will help you in an emergency.
- ❑ Practice what you will do during an emergency on a regular basis.
- ❑ Practice exiting from your home, your work, your school, the community centre, and other places where you spend time.

- ❑ Make a list of things that firefighters or police will need to know about you. Practice saying these things or keep a copy of the list with you.

## **Additional Kit Items You May Require:**

- ❑ A voice recorder or pen and notebook
- ❑ Copies of a word or letter board
- ❑ A list of key phrases that will help you to communicate with firefighters and police. For example:
  - “I may have difficulty understanding what you are telling me. Please speak slowly and use simple language.”
  - “I forget things. Please write down the information for me.”
  - “I cannot read. I can point to simple pictures or key words. I use a communication board, which you will find in my emergency kit.”



# Deaf People and People with Hearing Disabilities

## Additional Emergency Plan Considerations

- ❑ Identify which emergency alerting systems will be accessible for you (i.e. television, text, Internet, social media, etc.).
- ❑ Make sure that you will be able to maintain access to these systems (e.g. battery back-up for your computer or phone, battery-operated television, etc.).
- ❑ Install smoke alarms that have both audible and visual signals. At least one of these alarms should be battery operated, and the batteries should be changed twice a year.

- ❑ Have people on your team that can help you communicate with emergency services, if necessary.
- ❑ Determine how you will contact and communicate with emergency services (e.g. neighbour, text, TTY, sign language, etc.).

## **Additional Kit Items You May Require:**

- ❑ Notebook and pencils for communication
- ❑ A card that explains your hearing loss and indicates how first responders can communicate with you, e.g. “I use Sign Language” or “I need to have instructions written using short simple sentences.”
- ❑ Assistive devices (e.g. hearing aid, TTY, personal amplifier, smartphone, etc.), extra batteries, and chargers
- ❑ Portable visual notification devices to know if someone is knocking on the door, ringing the doorbell, or calling on the telephone, etc.



# People with Communication and Speech-Related Disabilities

## Additional Emergency Plan Considerations

- ❑ Know in advance how you will contact and communicate with emergency services and first responders. Consider the fact that you may not have your communication devices.
- ❑ Have people on your team that can help you communicate with emergency services, if necessary.

## **Additional Kit Items You May Require:**

- Assistive devices (e.g. augmentative communication device, word board, artificial larynx, smartphone, tablet), extra batteries, and chargers.
- Other communication tools:
  - Copies of a word or letter board
  - Paper and writing materials
  - Preprinted messages and key phrases specific to an anticipated emergency (see the previous page)



# People with Non-Visible Disabilities

## Additional Emergency Plan Considerations

- ❑ Consider wearing a MedicAlert® bracelet or having an emergency health information card to notify first responders about your needs.
- ❑ Panic buttons (e.g. Lifeline, Lifecall, etc.) can provide a means of notifying emergency services of your location in the event of an emergency. They are available for installation and use in some Northern communities.
- ❑ Plan for limited or no access to medications and medical supplies.

## Additional Kit Items You May Require:

- MedicAlert® identification or emergency health information card.
- Disability-specific medications and supplies (e.g. epi-pen, insulin, etc.). For example, people with diabetes may require:
  - Extra insulin or oral agent
  - Extra syringes, needles, and insulin pens
  - Small container for storing used syringes and/or needles
  - Blood glucose testing kit, spare batteries, and record book
  - Testing strips
  - Fast acting sugar for low blood glucose
  - Extra food and snacks in case meals are delayed
  - Ice packs and thermal bag to store insulin



# People Who Use Electric or Battery-Operated Assistive Devices

## General

- ❑ Read equipment instructions and talk to equipment suppliers about your backup power options.
- ❑ Identify alternative sources of power. For example, talk to your neighbours about the possibility of sharing generators.
- ❑ Keep copies of the serial and model numbers of your devices, as well as operating instructions in your emergency kit.
- ❑ Label all equipment with your name, address, and phone number. Attach simple and clear instruction cards to your equipment.

- ❑ Perform periodic tests of your backup systems to ensure they will function during an emergency.
- ❑ Teach your team how to use your backup systems and operate your equipment.
- ❑ Contact your utility company to see if they have a “priority reconnection service” list or a map of the locations of power-dependent customers for use in an emergency. Even if you are on the priority reconnection list, your power could still be out for many days following a disaster. It is vital that you have power backup options for your equipment.

## Oxygen Users

- ❑ Contact emergency services before an emergency happens and tell them that you are dependent on oxygen and may require immediate assistance during an emergency.

- ❑ Ask your doctor and oxygen provider if you can use a reduced flow rate in an emergency to extend the life of your oxygen system.
- ❑ Indicate on your equipment the reduced flow numbers as a quick reference.
- ❑ Contact your local hospital or health centre and emergency services to see if you could use them for your equipment power if your backup systems fail.
- ❑ Follow oxygen safety practices:
  - Avoid areas where there are open flames or gas leaks.
  - Post "Oxygen in Use" signs.
  - Use battery-powered flashlights or lanterns rather than gas lights or candles when oxygen is in use.
  - Keep the shut-off switch for oxygen equipment near you so you can get to it quickly in case of emergency.

## Life-Support Device Users

- ❑ Contact emergency services before an emergency happens and tell them that you are dependent on life-support devices and may require immediate assistance during an emergency.
- ❑ Contact your power and water companies about your needs for life-support devices (e.g. home dialysis, suction, breathing machines, etc.) in advance of an emergency.
- ❑ Contact your local hospital or health centre and emergency services to see if you could use them for your equipment power if your backup systems fail.
- ❑ All ventilator users should have a resuscitation bag in their kit.
- ❑ If you receive dialysis or other ongoing medical treatments, ask your provider for their emergency plans. Also, determine where you should go for treatment if your regular site is not available during or after an emergency.

## Rechargeable Batteries

- ❑ Know the working time and charging time of any batteries that support your systems.
- ❑ Create a plan for recharging batteries when there is no electricity.
- ❑ Contact your supplier about alternative ways to charge batteries. For example, you may be able to use an inverter that plugs into a vehicle cigarette lighter.
- ❑ If you use a motorized wheelchair or scooter, keep a lightweight manual wheelchair for emergency use (if possible).
- ❑ Stored batteries require charging even when they are unused. If your survival strategy depends on storing batteries, follow a recharging schedule.
- ❑ Where possible, choose equipment that uses batteries easily purchased from local stores.

## Generator Users

- ❑ Make sure that the generator is appropriate to your needs. A 2,000 to 2,500-watt gas-powered portable generator can power the equivalent of a refrigerator and several lamps.
- ❑ Operate generators outdoors in areas that have good air circulation and are away from building air intakes.
- ❑ Safely store fuel and replace every six months.
- ❑ Keep a siphon kit.
- ❑ Test your generator from time to time to make sure it will work when needed.
- ❑ Some generators can connect to existing home wiring systems. Contact an electrician or your utility company regarding restrictions and safety issues.



# People with Service Animals

## Additional Emergency Plan Considerations

- ❑ Contact emergency officials before an emergency happens to ensure they are aware of your disability and your service animal.
- ❑ Make sure that your animal's license is current and affixed to their collar. They should also have identification tags with your home phone number and the number of your emergency contact on their collar.
- ❑ You may wish to have your service animal micro-chipped. Contact your veterinarian for more information.

## Additional Kit Items You May Require:

- ❑ Food in an airtight, waterproof container. To avoid waste, rotate food into use every two months.
- ❑ Water
- ❑ Bowls for food and water
- ❑ Medication that your service animal takes on a regular basis in a waterproof container
- ❑ Medical records, including recent vaccination records
- ❑ Comfort items, such as a favourite toy and blanket
- ❑ First Aid Kit containing bandages, antibiotic ointment, corn starch, and tape will enable you to attend to minor cuts and scrapes. Ask your veterinarian if there are other items that you should include to meet your service animal's emergency medical needs.
- ❑ Plastic bags for disposing of feces

**EMOs and  
fire service  
organizations  
are good sources  
of information  
about emergency  
preparedness.**

# Emergency Contact Information

## **Northwest Territories**

Emergency Measures Office: 867.873.7565

MACA 24-Hour Emergency Line: 867.920.2303

Office of the Fire Marshal: 867.873.7469

## **Nunavut**

Emergency Services Response: 867.979.6262

Emergency Service Toll-Free: 1.800.693.1666

Office of the Fire Marshal: 867.975.5310

## **Yukon**

Emergency Measures Org: 867.667.5220

EMO Toll Free: 1.800.661.0408, ext. 5220

Office of the Fire Marshal: 867.667.5217

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NWT Emergency Measures Office

NWT Disabilities Council

Nunavummi Disabilities Makinnasuaqtiit Society

Ontario Office of the Fire Marshal

Yukon Association for Community Living

Yukon Council on disABILITY

Yukon Department of Health and Social  
Services

Yukon Emergency Measures Organization

Any errors or omissions in the handbook are the responsibility of the OTI Project Team.



# References and Resources

Some of the content in this handbook was adapted from the following resources:

BC Coalition of People with Disabilities,  
Emergency.

<http://www.disabilityalliancebc.org/ourwork/emergency.htm>

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# Emergency Planning and Preparedness for People with Disabilities in Canada's North

# Who Should I Call In An Emergency?

9-1-1 service is not available in most northern communities. As of March 2015, only Whitehorse has full 9-1-1 service.

For immediate assistance in your community, contact:

**Fire**

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**RCMP**

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**Other (e.g. Health Centre)**

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Post these numbers near your phone(s) or program them into your phone(s).

If you have a hearing or speech disability, have a system in place that will allow you to communicate with emergency services.



# Emergency Alerts

Information about emergencies is usually shared by radio and television. Some emergency organizations also use Facebook and Twitter.

To learn more about how emergency information is shared in your community and to find out if notification systems are accessible to you, contact your community or hamlet office, or the territorial emergency management organization (EMO). Contact information for territorial EMOs can be found on page 59.

**Radio Station(s)**

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**Television Channel(s)**

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**Facebook**

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**Twitter**

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# Members of My Team

Name

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Tel: \_\_\_\_\_ Tel: \_\_\_\_\_

Other info: \_\_\_\_\_

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# Members of My Team

Health Care Provider

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Pharmacy/Health Centre

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Equipment Provider

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Transportation Provider (Para, Taxi, etc.)

Name: \_\_\_\_\_

Tel: \_\_\_\_\_

Veterinary Centre

Name: \_\_\_\_\_

Tel: \_\_\_\_\_







On Thin Ice  
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Sur un terrain glissant  
ttheñi tèn dètəñhilé k'é nõdher sọṇə

[www.onthiniceproject.com](http://www.onthiniceproject.com)