



PLAN D'URGENCE



This emergency plan will help you prepare to deal with emergency situations. It contains information about your family and a few useful tips about what to do before a disaster. Keep it in a readily accessible place known to the whole family. Keep a copy in your car, at the office and in your emergency kit.

Ville de Gatineau thanks Ville de Québec for so generously sharing their family plan document, which has been adapted for Gatineau residents.

EMERGENCY NUMBERS

Only call 911 if you require immediate intervention by police, firefighters or paramedics (medical emergency, downed power lines, gas leak, etc.).

Do not call 911 for information.

Call the Centre d'appels non urgents at 311 to report potentially dangerous situations (defective traffic lights, broken trees, damaged road, etc.) or to inquire about assistance for victims of a disaster.

OTHER IMPORTANT NUMBERS

Info-Santé: 811

Centre d'appels non urgents (CANU): 311

Centre antipoison du Québec: 1-800-463-5060

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

YOUR IMPORTANT NUMBERS

Medical clinic: _____

Pharmacy: _____

Veterinarian: _____

Home insurance: _____

Policy number: _____ Tel.: _____

Car insurance: _____

Policy number: _____ Tel.: _____

Medical insurance: _____

Policy number: _____ Tel.: _____

CONTACTS

Write down the coordinates of people to contact or whom you can turn to in an emergency, including at least one person in your neighbourhood.

PERSON 1

First and last names: _____

Tel.: _____ Cell: _____

Email: _____

PERSON 2

First and last names: _____

Tel.: _____ Cell: _____

Email: _____

FAMILY MEMBERS

MEMBER 1

First and last names: _____

Date of birth: YEAR/MONTH/DAY _____ Email: _____

Tel.: _____ Cell: _____

Medical information: _____

MEMBER 2

First and last names: _____

Date of birth: YEAR/MONTH/DAY _____ Email: _____

Tel.: _____ Cell: _____

Medical information: _____

MEMBER 3

First and last names: _____

Date of birth: YEAR/MONTH/DAY _____ Email: _____

Tel.: _____ Cell: _____

Medical information: _____

MEMBER 4

First and last names: _____

Date of birth: YEAR/MONTH/DAY _____ Email: _____

Tel.: _____ Cell: _____

Medical information: _____

PLACES WHERE YOUR FAMILY MEMBERS CAN USUALLY BE FOUND

MEMBER 1

Work/school/daycare: _____

Address: _____

Tel.: _____ Cell: _____

MEMBER 2

Work/school/daycare: _____

Address: _____

Tel.: _____ Cell: _____

MEMBER 3

Work/school/daycare: _____

Address: _____

Tel.: _____ Cell: _____

MEMBER 4

Work/school/daycare: _____

Address: _____

Tel.: _____ Cell: _____

Other places: _____

Address: _____

Tel.: _____ Cell: _____

ASSEMBLY POINTS

In the neighbourhood: _____

Outside the neighbourhood: _____

YOUR HOME

Make a note of where the following are located and make sure your family members know how they work.

Extinguisher: _____

Water intake tap: _____

Fuse box: _____

Alarm system: _____

Gas intake tap: _____

Floor drain: _____

BE PREPARED

EMERGENCY KIT

Make sure you have an emergency kit. Check the following link for a list of what you should include in it: [72 hours kit](#).

Figure out ahead of time what you would do with your pet in case you have to evacuate.

Put your valuables in a safe place (important documents, photos, inventory of your belongings, etc.).

ALERTS AND NOTIFICATIONS

In an emergency, Gatineau sets up a page on its website that you can check for real time updates on the situation and sign up for alerts through gatineau.ca

Sign up to receive email or text message (SMS) alerts and updates about a current situation: [Notification system](#).

CHECK THE GATINEAU WEBSITE FOR INFORMATION

For tips on prevention and preparation for different types of emergencies, check Gatineau's pages dedicated to public safety at gatineau.ca.

IN AN EMERGENCY SITUATION

SECURITY

Always protect your health and physical integrity. Take the time to check around you to determine whether there is any hazardous debris (e.g. glass on the ground). You won't be able to help others if you are injured.

If you have time, evacuate your home after shutting off the power and water. Only shut off the gas if you are told to do so because only the gas company can turn it back on, and that could take some time. Lock your doors and let emergency services know that you have evacuated (tape a large X on your main door, using reflective tape, or tie a bright coloured cloth to the door handle).

Once you are safe, help your close friends and neighbours, especially if they are in any way vulnerable, such as seniors, people living alone and people with a disability. Follow the instructions issued by emergency services, and don't take any unnecessary risks.

KEEP INFORMED

There are different means of finding out about the state of the emergency and the safety measures you are asked to follow: Gatineau Facebook page and website, radio and TV.

STAY IN TOUCH

It is essential that you be able to **communicate with your family and friends** in an emergency. However, the usual devices may not work because the system is saturated or services have been interrupted.

Inasmuch as possible, use non vocal channels such as **text messages, emails or social media**, which can work even when the phones are down.

Keep your **phone calls brief** and wait a few minutes before calling again if your call does not go through.

Try not to drain your cell phone battery and be sure to bring your charger if you leave home.

Notify your employer of how you are doing (are you healthy, have you been affected, etc.).

Be prepared!