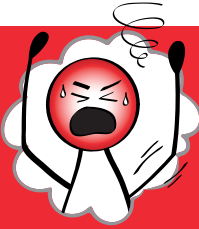


EMERGENCY TOOLKIT



EMERGENCY TOOLKIT



Emergencies p. 3



Non-Emergencies ... p. 6



Be Prepared p. 12



**Take a breath.
Make sure you are safe.
Know your location.
Find a phone.**

911

Emergencies 24/7

When to call 911?



- there is a fire



- there is an intruder



- someone's life is in danger



- someone's health is threatened



- someone wants to harm themselves



- you see a serious accident or a crime



- someone needs an ambulance

What happens when you call?



1. They will ask:
“What is your emergency?” and
“What is your location?”
(address, street corner, landmark)
2. They will call the right department
(police, fire, ambulance).
3. Stay on the line. Don't hang up until
you are told to.

Tips



- Know your location
at all times



- Don't program 911
into any phone



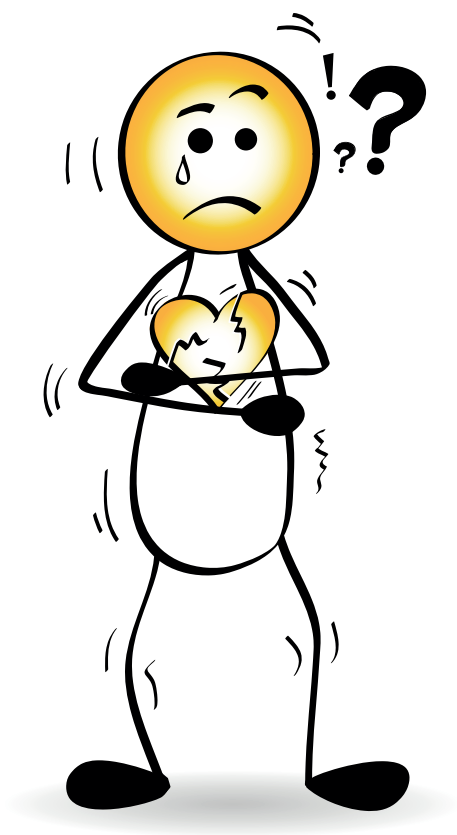
- If you call 911
by mistake, stay on
the line and let them know



- Lock and store your cell phone
carefully to prevent
accidental 911 calls



- Do not text or tweet 911



Where does it hurt?

- **Body?**
- **Feelings?**
- **Not sure?**

811

Confidential 24/7

Info-Santé Option 1



Nurses give advice and answer questions about health.



- you have the flu, should you see a doctor?



- your child has a high fever, should you go to Emergency?



- you don't know how to stop the itching and swelling of a bug bite.

Info-Social Option 2



Social workers give advice and answer questions about emotional wellbeing.



- you feel anxious or stressed



- you are worried about someone



- you have family or relationship problems



- you are sad or grieving

What happens when you call?

A call lasts about 15 to 20 minutes.



The nurse or social worker:

- collects personal information
- asks questions
- gives advice
- refers you to an appropriate resource, if necessary

Personal information

- first and last name
- date of birth
- postal code
- telephone number



Personal information is **confidential**, but you do **not** have to provide it. Just let them know.



What is 211?

Free Information and Referral 24/7

When to call 211?



- I am having a hard time meeting my basic needs (food, housing, furniture, clothing).



- I would like to get a job.



- I want to help my elderly parents (seniors' residence, medical transportation, accompaniment).



- My daughter has a mental health issue.



- I'm lonely and would like to join a support group.

When to call 211?



- I am a new resident and need help with integration (help finding government programmes, French classes, etc.).



- I have a disability and I need help.



- I am looking for supervised apartments.



- I am a counsellor and looking for temporary shelter for a female client.



- I want to know my tenant's rights.



- I need help filling out my income tax forms.



- My parents do not accept that I am gay. I want to talk to someone that understands what I am going through.

What happens when you call?

You do **not** have to give your name or personal details to ask for information.

Before you call, ask yourself:

- **Who am I calling about? (me, friend, family)**
- **What is the problem?**
- **What would help?**

The counsellor uses your postal code to find contact information that can help you.





Prepare for emergencies:
Make a plan.
Gather supplies.
Gather your info.
Get help.

BE PREPARED

Make a plan

In case of **FIRE**



- Change the batteries in your smoke detector and your carbon monoxide detector twice per year (March and November)



- Keep a fire extinguisher handy



- Choose a safe meeting spot outside of your home.

Other emergencies...



Main Water Valve

Location: _____

How to shut off: _____



Floor Drain

Location: _____

Plumber: _____



Electrical Box

Location: _____

Hydro-Quebec: 1-800-790-2424



Gas Valve

Location: _____

How to shut off: _____

Gas Company: _____

Gather your Information

Home Insurance



Policy number: _____

Insurance Company: _____

Landlord: _____

Car Insurance



Policy number: _____

Insurance Company: _____

Emergency Contact Person



Name: _____

Home: _____

Cell: _____

Work: _____

Dentist: _____

Doctor: _____

School: _____

Daycare: _____

Veterinarian: _____

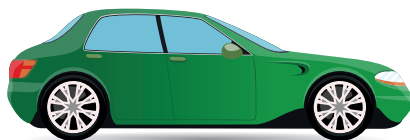
Other: _____

Gather Supplies

Make a Grab & Go bag!



Emergency Car Kit



- **food** (that won't spoil, such as energy bars)
- **water** (in plastic bottles so they won't break if frozen - change every six months)
- blanket
- extra clothing and shoes
- **first aid kit**
- seatbelt cutter
- small shovel, scraper and snowbrush
- candle in a deep can
- matches
- wind-up flashlight
- **whistle** (to attract attention)
- roadmaps
- copy of your emergency plan and personal documents

In your trunk

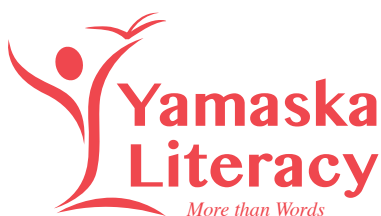
- sand, salt or cat litter (non-clumping)
- antifreeze/windshield washer fluid
- tow rope
- jumper cables
- fire extinguisher
- warning light or road flares

Get Help

Literacy Helpline

Call **1-888-521-8181** for FREE help.

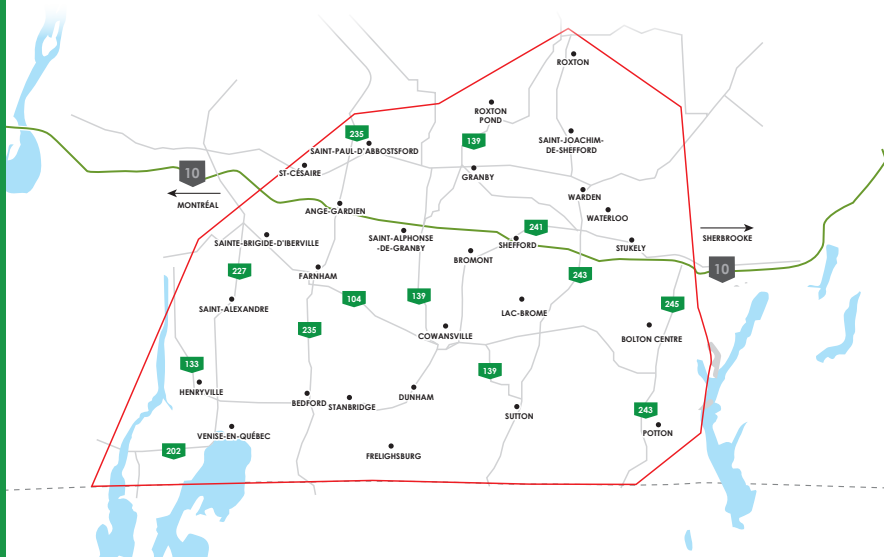
The **Literacy Helpline** is a FREE service that provides referrals to support for reading, writing and digital literacy tasks.



1-866-337-7503

www.yamaskaliteracy.ca

The **Yamaska Literacy Council** offers one-to-one tutoring in English. It is FREE, confidential, and helps you meet your goals. YLC provides materials and support.



FAQ

Q: I don't speak French, will I be served in English?

A: **911, 811, and 211** services are available in English. For other services, if you can't get help in English:

1. Call YLC at 1-866-337-7503 and ask for help.
2. Call Townshipers Association at 1-866-566-5717 and ask for help.

Q: Someone stole my bike or other property. Who do I call?

A: Call the Sureté du Québec at 310-4141.

Q: I witnessed a crime, but I'm afraid to call 911. Who do I call?

A: Provide an anonymous tip by calling Crime Stoppers at 1-800-711-1800.

This toolkit was produced with financial assistance from the Ministry of Higher Education.

Éducation
et Enseignement
supérieur

Québec 

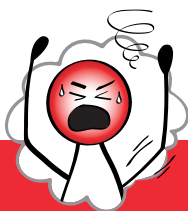
My Contacts

Friends

Family

Community

24/7 Hotlines



911

Emergencies
Police, fire and ambulance



811

Non-Emergencies
Health or Emotional Wellbeing

211

Non-Emergencies
Information and referrals



511

Provincial highway information

411

Telephone directory and business listings

Free tutoring for adults (16 years +)

- Get help with reading, writing and math.
- Explore health, digital or financial literacies.
 - Work at your own pace with a tutor.
- Registration is ongoing from September to June.

Scribe service

Get help reading and filling out forms and paperwork.

Youth and Family Programs

Literacy activities and workshops



Yamaska Literacy Council

1-866-337-7503

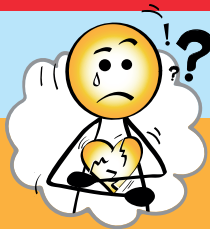
info@yamaskaliteracy.ca

www.yamaskaliteracy.ca





911 Ambulance, Fire, Police
Crisis and Suicide 1-866-277-3553
Poison Control 1-800-463-5060



811 Info-Santé / Info-Social
Domestic Abuse 1-800-363-9010
Crime Stoppers 1-800-711-1800
211 Information and Referrals



Literacy Helpline 1-888-521-8181
Yamaska Literacy Council
1-866-337-7503