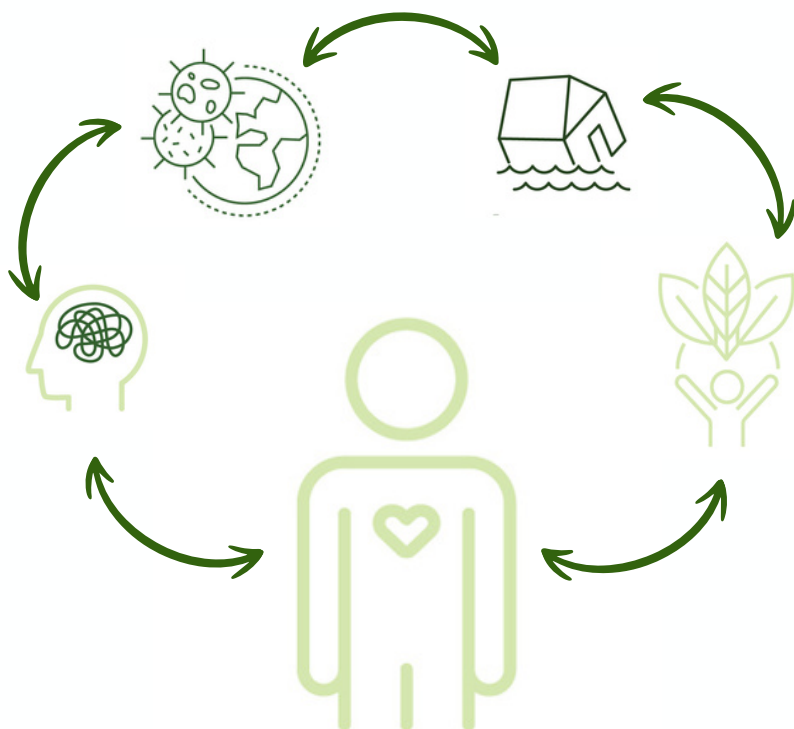


My climate emergency notebook








Getting ready...
and getting well!



WHAT TO DO WITH THIS NOTEBOOK?

This notebook is a very practical tool, keep it!

Its information, check lists and fill-in sheets enable you to prepare for emergencies right away. That way, in the event of road closures, food shortages, power or internet failures, you won't be left out in the cold!

- Go through this booklet and fill it in. 
- Follow the instructions to get ready. 
- Cut out the page 45 for your car.  
- Cut out the page 47 for the fridge.  
- Keep this book in a safe place! 

You are all set! Pull it out when a storm approaches or after an event to help you recover.

Happy storms!

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Emergency numbers	on the back of the booklet

Are you more of a “techno” type?

Download the electronic version available on
cisssdesiles.com and on muniles.ca



But remember, in the event of a breakdown, a
 completed paper version will always come in handy!

Thanks

The authors would like to thank the ministère de la Sécurité publique as well as the municipalities of Îles-de-la-Madeleine and Grosse-Île for their collaboration and for their publications which largely inspired the content of this notebook.

Notice

The Quebec.ca site remains the official reference and the most complete source of information on civil security in Quebec.

Visit <https://www.quebec.ca/securite-situations-urgence/urgences-sinistres-risks-naturels/quoi-faire-avant-pendant-apres-urgence-sinistre> for more information.

Credits

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Gaspésie-Îles-de-la-Madeleine.

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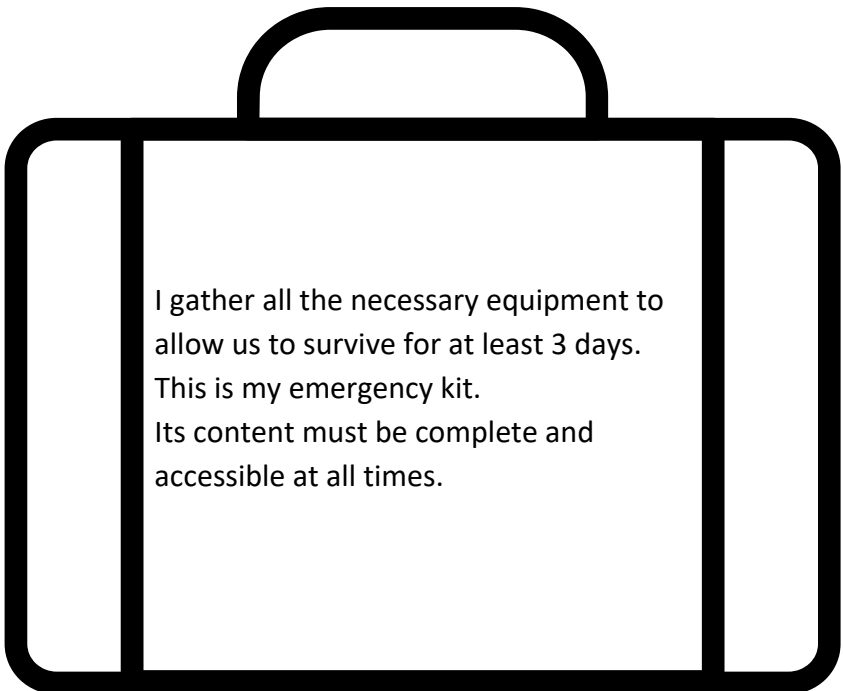
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GETTING READY...

Preparing my emergency kit

In an emergency situation, I am the first person responsible for my own safety. So I have to prepare for the unexpected!

Following these tips will help keep myself and everyone in my home safe:



I check this content twice a year, at time change.
I replace it as needed.



Checklist

Essential items in my emergency kit

- Water for drinking (at least 6 liters per person)



- Food and non-perishable food for at least 3 days (canned goods, energy snack bars, dried foods, etc.)



- Manual can opener



- Headlamp or flashlight



- Crank or battery operated radio



- Extra batteries



- Cash



- Candles and lighter or matches



- First aid kit (antiseptics, painkillers, adhesive bandages, sterile gauze pads, scissors, etc.)



- This notebook filled and up to date!







Checklist

Other items emergency items

- Water for food preparation and hygiene (6 liters more water per person)



- Utensils



- Change of clothes and shoes for each occupant of the home



- Sleeping bags or blankets



- Waste bags



- Hand sanitizer



- Toiletries : soap, shampoo, toothbrushes, toothpaste, sanitary napkins, condoms, etc.



- Prescription medications for at least a week



- Basic tools (hammer, pliers, adjustable wrench, screwdriver, work gloves, dust mask, pocket knife)



- Adhesive tape to seal windows, doors and air ducts



- Portable cell phone charger, pre-charged, and power cable



- Corded phone



- Bag or suitcase or bin



- Identity documents and important papers



- House and car keys



- Other : _____

Checklist

✓ Additions to my emergency kit according to my needs

If I have young children :

- Adapted food and dishes (infant formula, sippy cup, etc.)



- Suitable medications



- Diapers and cream



- Wipes



- Play or changing mat



- Small toy or comforting object

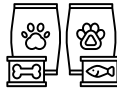


- Car seat



And if I have an animal :

- Water and pet food for at least 3 days



- Bowls and manual can openers



- Leash and collar, carrying cage



- Blanket, toys



- Plastic bags or litter and bin



- Animal medications

















Checklist

Additions to my emergency kit according to my needs

If I have health problems or limitations:

- Non-perishable foods according to my diet
- Equipment and devices necessary for my needs (see page 22) :
 - glasses 
 - hearing aid 
 - orthodontic appliance 
 - denture, denture cleaner 
 - medical shoes, cane, walker 
 - wheelchair (with tire repair kit and thick gloves) 
 - incontinence briefs 
 - glucometer and strips 
 - breathing apparatus (and backup power source) 
- A minimum of one week's supply of my medications (and request a list of my medications from my pharmacy or list them on page 24) 
- MedicAlert® bracelet or ID 
- Latex free glove 



Building a support network

1. Ask people I trust if they are willing to help me in an emergency.
2. Identify 3 people and write them on the right. This will be my support network.
3. Keep their contact details handy!
4. If necessary, ask them to help me fill out my notebook or prepare my emergency kit.
5. Tell them where I store my notebook and my kit.
6. Explain to them my needs, how my medical equipment works and who else to look after in an emergency (see pages 16 to 25).
7. Once my notebook is filled, give them a copy or photos before putting it away.


My support network :

1) A person who can help me quickly in an emergency (a neighbor)

Name : _____

Link : _____

Address : _____


 : _____

2) A person further away who will not be in the same situation as me

Name : _____

Link : _____

Address : _____


 : _____

3) Another person who could give me support

Name : _____

Link : _____

Address : _____

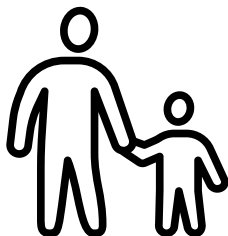
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In an emergency situation, I also have to watch over the people and animals who depend on me.

Who are they?

What will their needs be?



Children who depend on me :

Name : _____

Special needs : _____

Other emergency contact : _____ - _____

Name : _____

Special needs : _____

Other emergency contact : _____ - _____

Name : _____

Special needs : _____

Other emergency contact : _____ - _____

Name : _____

Special needs : _____

Other emergency contact : _____ - _____



Animals :

Name : _____

Type of animal : _____

Special needs : _____

Other emergency contact : _____ - _____

Name : _____

Type of animal : _____

Special needs : _____

Other emergency contact : _____ - _____

Other occupants of my house:

Name : _____

Special needs : _____

Other emergency contact : _____ - _____

Name : _____

Special needs : _____

Other emergency contact : _____ - _____

Name : _____

Special needs : _____

Other emergency contact : _____ - _____

People for whom I am a caregiver:

Name : _____

Address : _____



: _____

Special needs : _____

Other emergency contact : _____

Name : _____

Address : _____



: _____

Special needs : _____

Other emergency contact : _____

Name : _____

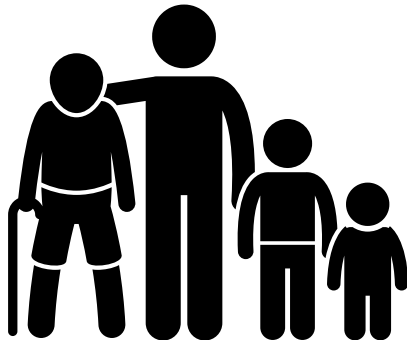
Address : _____



: _____

Special needs : _____

Other emergency contact : _____



Other people to contact in case of emergency

Name : _____

Link or service : _____



: _____

Name : _____

Link or service : _____



: _____

Name : _____

Link or service : _____



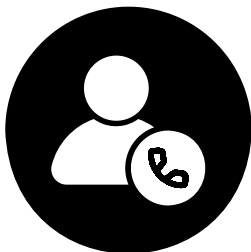
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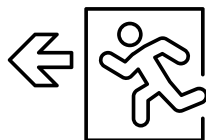
Name : _____

Link or service : _____



: _____





Preparing my emergency evacuation

- Keep my exits clear at all times!
- Make an evacuation plan for my house.
- Decide on the gathering place (example: at the front of the house, near the street) :



If I have difficulty using the stairs or to move quickly:

In the event of an evacuation, I may need to use a wheelchair, walker, crutches or cane.

If necessary, request that an emergency evacuation chair be kept near my stairwell.

With my support network, familiarize myself with my emergency exits and equipment.

Prepare my personal information

My health insurance card number :

Doctor : _____



Social worker : _____



Health insurance company : _____

My insurance policy number : _____



Home insurance company : _____

My insurance policy number : _____

















Banking institution : _____





Special needs

Check : I am able to...

- ☐ hear 
- ☐ see 
- ☐ read 
- ☐ walk without help 
- ☐ walk with assistance 
- ☐ dress myself 
- ☐ sit up without help 
- ☐ sit with help 
- ☐ wash and bathe without help 
- ☐ wash and bathe with help 
- ☐ go to the toilet without help 
- ☐ go to the toilet with help 
- ☐ prepare my meals 
- ☐ eat alone 

I will need special help for :

Adapted or medical equipment that I use :

Where to stay in the event of a prolonged power outage :

Special diet : _____

Other special needs : _____

My medications

Pharmacy : _____



: _____

Ask my pharmacy for a list of my medications.

Otherwise, write them here. Example: #3456, aspirin,
80 mg once daily, heart.

Prescription number : _____

Name of medicine : _____

Dosage and number of times per day : _____

Reason : _____

Prescription number : _____

Name of medicine : _____

Dosage and number of times per day : _____

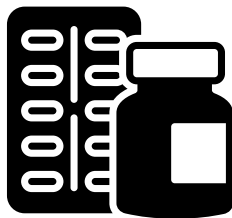
Reason : _____

Prescription number : _____

Name of medicine : _____

Dosage and number of times per day : _____

Reason : _____



Prescription number : _____

Name of medicine : _____

Dosage and number of times per day : _____

Reason : _____

Prescription number : _____

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Name of medicine : _____

Dosage and number of times per day : _____

Reason : _____

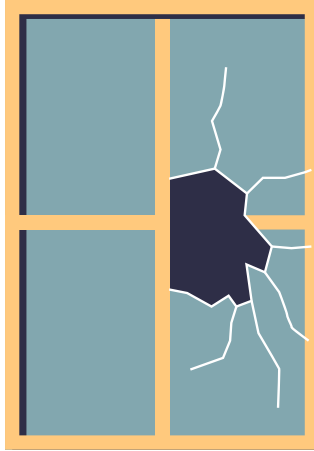
Prescription number : _____

Name of medicine : _____

Dosage and number of times per day : _____

Reason : _____

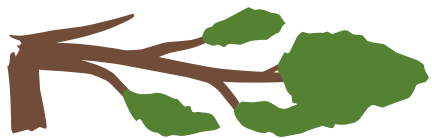
Preventing dangerous situations



Urgent repairs and safety

Sometimes, to avoid damage, urgent actions are necessary :

- Turn off water or electricity when recommended
- Block doors or windows
- Remove water from the basement and dry it out
- Move valuable possessions
- Remove debris

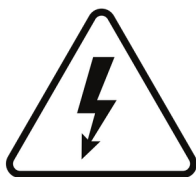


But above all, don't put myself in danger!

My safety must always come first!

If I am in immediate danger, I call 911.

Example: fire, danger of electrocution, destruction of my shelter, life in danger, etc.



If I am NOT in danger and I notice a water main, sewer or road break, I notify my municipality:

- Magdalen Islands : 418 986-3100
- Grosse-Île : 418 985-2510



Generator, cooking and heating

Attention!

Generators and cooking or heating appliances can generate a toxic, odorless and colorless gas : carbon monoxide (CO). CO poisoning can quickly occur and be fatal...

This is why in the presence of these devices, if I have symptoms, even mild (headaches, fatigue, nausea or vomiting), I must immediately evacuate the premises and call 911.

Precautions to take :

- 1 Use the generator and cooking appliances only outdoors, in a well-ventilated area.
- 2 Keep these devices a safe distance from windows and air inlets in the house.
- 3 Have a CO detector and make sure it works.



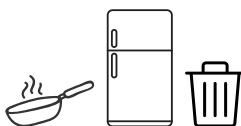
Never use them for heating.

Never use them indoors!

Food safety in the event of a breakdown

- Keep refrigerator and freezer doors closed as much as possible!
- Foods in the freezer will stay frozen for 1 day (2 days if full).
- Food in the refrigerator will stay cold for 4 hours (6 hours if full).
- Use ice or a friend's freezer if necessary.
- Sort food when power returns.

???



Getting ready to hit the road



In the event of an emergency, **where** I will go and **how** will I get there?



Plan two routes to leave my area in the event of an evacuation - in case one road is impassable.



Prepare a first aid kit for the car (see page 45 to cut out and leave in the car).



Check this first aid kit **twice a year**, when the time changes.



First, do no harm! **Follow the instructions** and prepare to limit my movements so as not to clog public roads.



Before any necessary travel, consult **CFIM 92.7 FM** to find out the road conditions or **Quebec 511** for provincial roads and municipal platforms (**Facebook** and **bciti+**) for municipal roads.

Preparing myself to leave my home

In the event of an evacuation notice from the Municipality :

- ➊ Listen to the radio or visit the Municipality website (www.muniles.ca) to find out which sectors are affected.
 - ➋ Notify all occupants of the house.
 - ➌ Check road conditions (Quebec 511).
 - ➍ Keep the contents of my emergency kit and items on hand to meet my needs (see pages 8 to 13).
 - ➎ Leave with recommended equipment as soon as emergency operations officials advise me to evacuate my home.
 - ➏ Follow their instructions to find out if I need to turn off the water, electricity and gas before leaving.
 - ➐ Write on a sheet of paper “We are all gone” and indicate where. Place the sheet in the door when leaving.
 - ➑ Take the routes indicated by those in charge.
-
- ⊘ Do not take shortcuts as they may be blocked or dangerous.
 - ⊘ Never cross a flooded area.



GETTING WELL!

What to watch for when you return?



Do not enter a building that has suffered significant damage!



Come back during the day to see better.



Walk around the house outside to assess if any damage has occurred.



Monitor the foundation, doors and windows, the condition of the roof and signs of flooding.



Once safe, take an inventory of the damage, with supporting photos or videos.

Tip: taking photos BEFORE the damage allows you to compare.



If I fear a risk to my residence

911 if immediate danger!

Once safe, I report to my municipality the presence of :

- water or debris on my property after a storm surge (submersion)
- loss of land (erosion)
- cracks in the ground (ground movements).

After the site visit by the municipality and civil security :

- I comply with the advice received
- I find out about my options
- I find out about the eligible expenses and the amounts that can be granted to me:

➡* [Quebec.ca/claims-help](https://quebec.ca/claims-help)

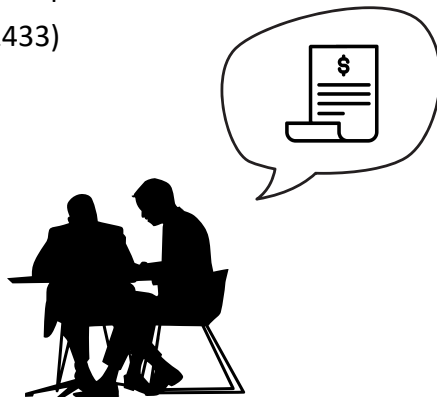
☎ 1 888 643-AIDE (2433)

If I was affected by a disaster

- I keep all receipts and invoices : urgent work, costs for accommodation elsewhere, etc.
- I make sure I am identified as a disaster victim with my municipality.
- I call my insurer as soon as possible (see page 21).
- If I cannot stay at home, I inform my insurer because I may be entitled to compensation.
- Depending on the situation, my insurer will give me instructions to follow.
- I also inform my landlord or the financial institution that granted me a mortgage loan (see page 21).
- I can apply for financial assistance from the ministère de la Sécurité publique :

👉* [Quebec.ca/claims-help](https://quebec.ca/claims-help)

☎ 1 888 643-AIDE (2433)



TAKING CARE OF MYSELF AND OTHERS

A normal reaction to an abnormal situation

An important event occurred in my community. This event gave us surprise, perhaps fear. Here are common reactions after experiencing unexpected and impressive situations:

- ☁ Physical reactions : headaches, stomach aches, fatigue, agitation, sleep problems.
- ☁ Cognitive and emotional reactions : difficulty concentrating, anxiety, feelings of vulnerability, concerns about safety and fears that the event will happen again.
- ☁ Behavioral reactions : avoidance of the event location, need to ensure that loved ones are safe, alcohol or drug abuse, anger.





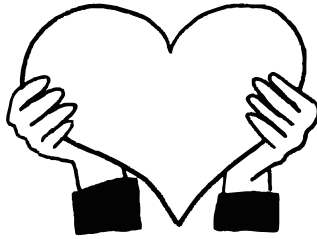
There is no miracle solution!

My reactions are NORMAL and necessary for my recovery. I react in my own way to a significant event. My reactions are signs of my efforts to adjust to this situation.

Fortunately, there are several ways to take care of myself. Also, do not hesitate to ask my loved ones for help if necessary! (See also pages 42-43 for support.)



To improve my well-being



Show indulgence

- Believe in my abilities, build on my strengths
- Prioritize my needs
- Grant myself the right to emotion
- Recognize and respect my limits
- Delegate tasks and ask for help

Take care of my lifestyle

- Limit my consumption of alcohol, tobacco, drugs and gambling
- Exercise regularly
- Give myself enough sleep
- Limit time on screens and social media
- Take care to eat well

Give myself time

- To move and relieve stress : cycling, walking, swimming, outdoor or household maintenance, etc.
- To unwind : meditate, relax, take a bath, journal, go into nature, music, etc.
- To create and entertain myself : knit, paint, draw, dance, sing, do puzzles, cook, etc.

Maintain positive connections

- Get news from those around me
- Avoid being alone, surround myself with loved ones
- Get involved in the community and contribute to solidarity, volunteer, etc.

Be kind to others

- Being present for others and offering a listening ear
- Adopt an open and tolerant attitude
- Focus on positive emotions
- Adopt simple gestures that make you smile



Psychological health barometer

How to assess psychological health

IN HEALTH

Calm and collected
Good energy level
Alertness
Restorative sleep
Sense of humor
Self-confidence
Physically and socially active
No or low-risk consumption
(alcohol, drugs, etc.)

IN REACTION

Occasional anxiety and sadness
Irritable
Difficulty sleeping
Procrastination
Self-doubt
Reduced physical activity
Tension and headaches
Risky drinking (alcohol, drugs, etc.)

FRAGILE

Frequent anxiety and sadness
Anger - Contempt
Lack of concentration
Restless sleep, nightmares
Feeling of being overwhelmed
Physical pain
Fatigue
Inactive
Problematic consumption
(alcohol, drugs, etc.)
Avoided social contacts

IN DISTRESS

Constant anxiety and sadness
Suicidal thoughts
Excessive anger
Inability to concentrate
Severe sleep problems
Inability to do tasks
Suspicious
Physical illnesses
Exhaustion
Interruption of contact with loved ones
Depression
Abuse or dependence

How to react to a person's psychological distress?










It is sometimes difficult to accept the reactions or emotions of a person experiencing a difficult situation causing stress, anxiety or distress.

Examples of good practices

- ♥ Remain calm and adopt a warm, honest and empathetic attitude.
- ♥ Listen to the person, let them express themselves about their difficulties and identify their needs.
- ♥ Normalize the emotions experienced (stress, anxiety, distress, etc.).
- ♥ Validate the information received and what the person retains from the discussion.
- ♥ Raise hope and optimism : reassure and provide information.
- ♥ Recognize your limits and those of the person. Refer to the right resources and respect confidentiality.







Reactions to avoid



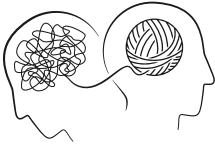
-  Bring the situation back to me.
-  Give my own recipes for happiness.
-  Giving solutions too quickly without knowing the whole situation.
-  Overestimating my skills and exceeding my role.
-  Judging the person/situation or believing they are manipulating me.
-  Carrying the person's story on me or wanting to save them.
-  Making promises or communicating false information.

Examples of key phrases



-  What is most difficult for you at the moment?
-  When you're going through something difficult, who do you usually turn to?
-  When you're going through difficult times, what usually makes you feel good?
-  What type of support do you need most right now?
-  Can I tell you about the resources available? (see next page)
-  What do you remember from our discussion?
Does it meet your needs?

Psychological, legal and financial help



MENTAL HEALTH

Health info

811, option 1: for health advice

811, option 2: Info-Social for psychosocial advice

Suicide prevention

1-866-APPELLE (277-3553)

Listening and support

Carrefour Unité

(418) 986-2233

Reception, listening and referral for drug addiction

Centre communautaire L'Éclaircie

(418) 986-6456

Reception and support related to mental health

Hommes et gars

(418) 986-1811

Well-being of the male population



FAMILY SUPPORT

L'Embellie

(418) 969-4040

Child development (0 to 5 years) Parental support

Corporation de service d'aide à domicile

l'Essentiel

(418) 986-4855

Respite, food support, help with domestic work

Entraide communautaire des Îles

(418) 986-3240

Food assistance and other basic needs



ACCOMMODATION

L'Accalmie

(418) 986-5044

Temporary accommodation,
domestic or family violence 24/7

Maison à Damas

(418) 986-6631

Temporary accommodation for
people in difficulty

Red Cross

1-877-362-2433 (emergency
number)

418-648-9066 (services)

Emergency help



LEGAL

Juridical help

(418) 986-4143

Family, civil, criminal,
bankruptcy law

Local justice

1 844-689-1505

Legal information and
reference

Ministry of Public Security

1 888 643-AIDE (2433)

[Québec.ca/claims-aid](https://quebec.ca/claims-aid)








Financial assistance

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

Car safety kit

- Warm blanket 
- Flashlight or headlamp 
- Replacement batteries 
- Jumper cables 
- Windshield washer antifreeze 
- Fuel line antifreeze 
- First aid kit 

To be visible and safe :








- Safety flag 
- Emergency road flares (or other lighting devices) 
- Carbon monoxide alarm 

For winter :

- Shovel 
- Snow scraper and broom 
- Anti-slip plates or sandbag 
- Gloves/mittens, boots, scarf, hat 



If an emergency situation requires me to stay in my vehicle:

- Report my situation by calling 
- Stay calm and stay in my car 
- Turn on my hazard lights (flashing) 
- Save car battery by alternating use of light, heater and radio 
- If it is dark, turn on the interior light of the vehicle so that you are visible to rescuers 
- Move to activate my blood circulation and to avoid falling asleep 
- Pay attention to the symptoms of hypothermia 

If I have to start the engine to keep the vehicle warm, I avoid carbon monoxide poisoning by following these rules :

- Make sure the snow does not block the exhaust pipe
- Slightly open the window on the side away from the wind before starting the engine
- Run the car engine for 10 minutes per 30 minute period



Sorting food after a power outage

KEEP

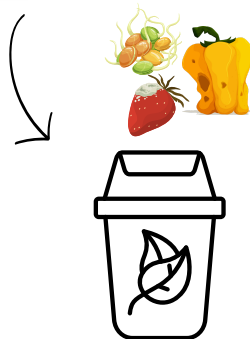
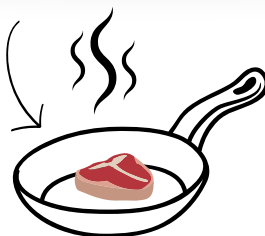
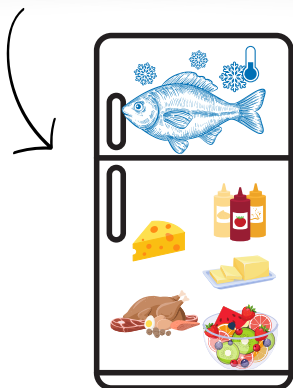
Fresh fruits and vegetables, butter, hard cheeses, condiments.
Food kept cold in the fridge.
Food slightly thawed but still hard in the center, with frost on the packaging.

COOK

Food in the fridge that is starting to feel less cold (more than 4°C for less than 2 hours).
Thawed and raw food but still cold.

THROW

Food in the fridge not cold enough (more than 4°C for 2 hours or more).
Change in color or bad smell.
Questionable food.



EMERGENCY NUMBER : 911

Info : cfim.ca 92.7 FM

www.muniles.ca

Breakdown info : 1 800 790-2424

Road conditions : 511

Health and social emergency info : 811



EMERGENCY NUMBERS :

911 : emergency, immediate danger, evacuation, etc.

Other emergency numbers :

811 : health info, social emergency

511 : road conditions

Breakdown information : 1 800 790-2424

Municipal emergencies (sewers, aqueducts, roads) :


Îles-de-la-Madeleine : 418 986-3100

Grosse-Île : 418 985-2510

Information to consult in an emergency situation :

CFIM.ca at 92.7 FM

[Facebook page of the Municipality of the Islands](#)

www.muniles.ca (or www.mungi.ca) 

www.quebec.ca/securite-situations-urgence 