

# YUKON EMERGENCY PREPAREDNESS HANDBOOK



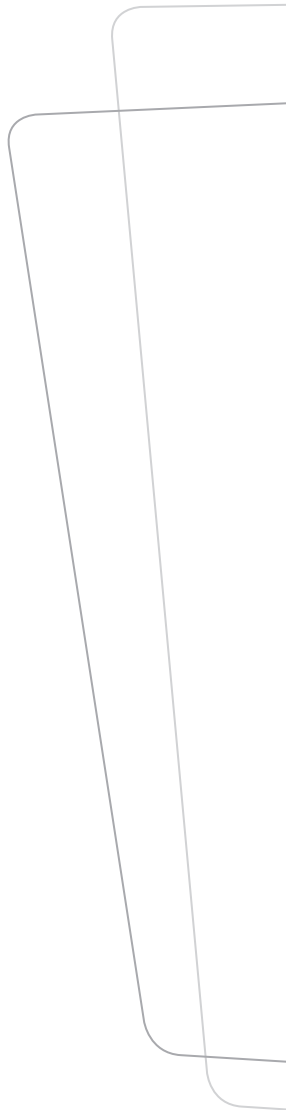
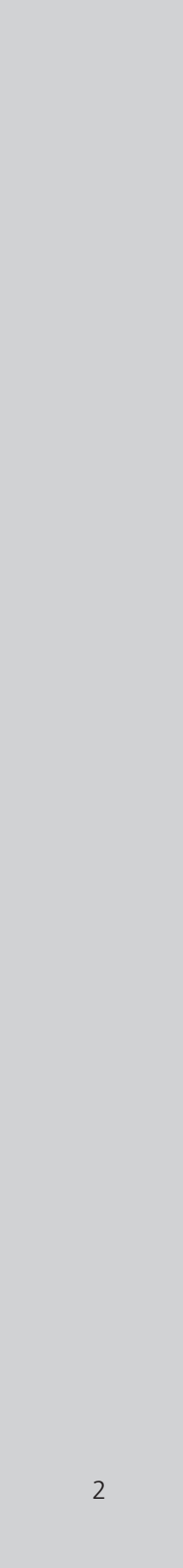


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Cette brochure est également disponible en français. Prière de contacter Janet Patterson au (867) 393-5333 ou à [communications@yukonenergy.ca](mailto:communications@yukonenergy.ca)

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# MESSAGE FROM YUKON ENERGY

Yukon Energy is the primary generator and transmitter of power to Yukoners. Because of this, we are also one of the agencies to respond when emergencies occur.

Over the years, our experience in responding to crisis situations has taught us two key things: firstly, the more prepared people and organizations are, the less severe the consequences; and secondly, it is essential for organizations and the public to work together and combine efforts during an emergency.

We offer the information in this handbook as a tool to help you plan your personal emergency response. While it focuses on winter power outages, the booklet will prepare you for a range of situations with the aim of lessening the negative impacts on you and your family.

Should you have questions or concerns after reading this handbook, please contact us at 393-5333 or email [communications@yukonenergy.ca](mailto:communications@yukonenergy.ca).

# YUKON ENERGY EMERGENCY INFO

DURING A POWER OUTAGE, YOU CAN LISTEN TO YOUR RADIO FOR INFORMATION REGARDING THE BLACK-OUT. IF YOU ARE A YUKON ENERGY CUSTOMER (IF YOU RECEIVE YOUR POWER BILLS FROM YUKON ENERGY AND NOT ANOTHER PROVIDER), YOU CAN ALSO CALL YUKON ENERGY'S 24-HOUR TROUBLE LINE AT 1-800-676-2843.

## YOU ARE A YUKON ENERGY CUSTOMER IF YOU LIVE IN THE FOLLOWING AREAS:

- Dawson City
- Mayo
- Faro
- Mendenhall
- Champagne
- Braeburn
- Johnson's Crossing
- Little Salmon
- Drury Creek
- Little Fox
- Pine Lake
- Canyon Creek
- McGundy
- Campbell Highway

Our telephone lines are often very busy during an outage, so if the phone isn't answered right away please leave a message and someone will call you back as soon as possible. There will be a recording on that line with information about the outage, which will be updated regularly until power is restored.

During business hours, you can also call your local district office:

Dawson City: 993-5565 or 5349  
Faro: 994-3013 / Mayo: 996-2387



PLEASE NOTE THAT THERE ARE TWO UTILITIES IN THE YUKON, AND WE WILL ONLY BE ABLE TO PROVIDE YOU WITH INFORMATION REGARDING YUKON ENERGY OUTAGES.

## **WHEN IS IT IMPORTANT TO CALL YUKON ENERGY DURING AN OUTAGE?**

The system used to distribute electricity is complex. If you live in rural areas serviced by Yukon Energy and you experience an outage, a call to us often helps us identify the location of the problem and assists us in restoring power to you as soon as possible.

## **WHAT CAUSES A POWER OUTAGE?**

Yukon Energy works hard to ensure you receive a reliable, continuous supply of electricity. However in our northern climate, winter storms, lightning or high winds can cause a power outage no matter what we do. A traffic accident or fallen tree can also cause an outage. And although we follow an aggressive maintenance schedule, components can and do sometimes break, resulting in a black-out.

Starting in 2009 and for the foreseeable future, Yukon Energy is dedicating a full two-thirds of our core capital budget to improvements to our system as a way of enhancing reliability. We are committed to providing safe, reliable energy to all Yukoners.

## **HOW LONG WILL THE POWER BE OUT?**

That's a difficult question for us to answer, since it depends on the extent and location of the outage. Please know that our staff works extremely hard to restore power as quickly and safely as possible. Generally we are able to bring back your electricity within an hour or two.

In the rare case that there is an extended outage, we encourage you to be prepared. We hope you will find the information in this booklet helpful when planning for emergencies.

# BE PREPARED

WILL YOUR FAMILY BE ABLE TO THINK CLEARLY AND LOGICALLY IN A CRISIS? NOT MANY OF US CAN. THAT'S WHY WE SUGGEST YOU DO YOUR CLEAR, LOGICAL THINKING NOW – WHEN YOU HAVE THE TIME TO BE THOROUGH.

## KNOW WHAT TO DO BEFORE AN EMERGENCY STRIKES

### CREATE A PLAN

- At least once a year, meet with family members or housemates to design or update a plan for how each person will respond during an emergency.
- Draw a floor plan of your home, showing the locations of exits, the shut-off valves for power/ water, the location of emergency supplies and first aid kits, etc. Make sure everyone is familiar with the plan.
- Discuss alternate reunion locations and strategies if a disaster strikes when you are not at home.
- Become familiar with the disaster plans at your children's schools and your family members' workplaces.

### PREPARE

- Make an updated list of key addresses and phone numbers and make sure each family member has a copy.
- Install and ensure batteries are working in smoke and monoxide detectors.
- Know what medications your family uses.
- Learn first aid and CPR.
- Keep important papers together in a fire and waterproof container.
- Make sure you have adequate insurance coverage for the range of risks in your community.
- Make prior arrangements for your pets in the event that you must be evacuated.
- Prepare your emergency supply kit (see p.8)



## FAMILIARIZE FAMILY WITH SAFETY RULES

- Make sure that each person knows and practices ways of protecting himself/herself from falling objects, smoke, fire, caustic fumes, etc.
- Make sure each person knows and practices how to shut off utilities.
- Make sure each person knows and practices how to leave the home during an emergency.
- Make sure each person knows how to use a home fire extinguisher.
- Teach children how and when to use emergency phone numbers such as 9-1-1 or other local emergency numbers (RCMP, fire or ambulance).

## REVIEW AND UPDATE

- Go over these basic procedures at least once a year and update information such as phone numbers.



# PREPARE AN EMERGENCY SUPPLIES KIT

PUT TOGETHER A KIT THAT WILL KEEP YOU AND YOUR FAMILY SELF-SUFFICIENT IN YOUR HOME FOR AT LEAST THREE DAYS. MAKE EVERYONE AWARE OF THE STORAGE LOCATION. TRY TO STORE THE ITEMS IN A PLACE THAT WILL BE ACCESSIBLE EVEN IF THERE IS STRUCTURAL DAMAGE TO THE HOME (E.G. IN AN OUTSIDE STORAGE SHED OR GARAGE).

## THE KIT SHOULD INCLUDE:

### COMMUNICATION AND NAVIGATION

- A portable wind-up or battery-operated radio to keep you informed on the status of a power outage
- Cellular phone
- Insurance policy numbers/ insurance agent contact numbers
- Numbers of people you want to contact
- Paper and pencil
- Flashlights/candles
- Whistle
- Map of area for evacuation or for locating shelters
- Compass

### FOOD AND WATER

- A supply of food that doesn't need cooking
- Water (two to four litres per person per day)
- Cooking and eating utensils (knives, forks, plates, cups, pots, manual can opener, etc.)
- Small camp stove
- Pet food





## WARM AND DRY

- Extra blankets or sleeping bags
- Rain poncho
- Large tarp/tent
- Candles and matches
- Firewood for wood burning stove or fireplace
- Resealable plastic bags

## PERSONAL ITEMS

- An extra set of car keys and house keys
- Special items for infants (formula, diapers, etc.) and for the elderly or disabled
- Denture needs
- Sanitation supplies (soap, toilet paper, feminine hygiene products, etc.)
- One complete change of clothing
- A wind-up or battery-powered clock
- Sewing kit
- Cash
- Toys and games for children

## FIRST AID

- First aid kit
- Critical medications

## TOOLS

- Basic tool kit (axe, hammer, pliers, screwdriver, nails, etc.)
- Fire extinguisher (dry chemical)
- Small shovel
- Rope and duct tape
- Extra batteries
- Household liquid bleach (unscented) and a medicine dropper. The bleach can be used as a disinfectant (diluted nine parts water to one part bleach). You can also use it to purify water (16 drops per one gallon of water).

## **ADDITIONAL SUPPLIES FOR PEOPLE WITH DISABILITIES**

- List of doctors, relatives or friends who should be notified
- List of the style and serial number of medical devices
- Medical insurance and Medicare cards
- Prescription medicines; list of medications including dosage; list of any allergies
- Extra eyeglasses and hearing aid batteries
- Extra wheelchair batteries
- Oxygen

## **DON'T FORGET YOUR CAR**

In the event that you are required to leave the area quickly, your vehicle should be ready to go. It's recommended you keep the following in your vehicle:

- |   |   |
|---|---|
| <input type="checkbox"/> Flashlight and extra batteries | <input type="checkbox"/> Warm clothing                        |
| <input type="checkbox"/> Flares or other signal aids    | <input type="checkbox"/> First aid kit                        |
| <input type="checkbox"/> Water                          | <input type="checkbox"/> Critical medication                  |
| <input type="checkbox"/> Non-perishable food            | <input type="checkbox"/> Tools                                |
| <input type="checkbox"/> Granola bars/candy             | <input type="checkbox"/> Booster cables                       |
| <input type="checkbox"/> Candles and a coffee tin       | <input type="checkbox"/> Shovel and tow rope                  |
| <input type="checkbox"/> Matches/lighter                | <input type="checkbox"/> Fire extinguisher (CO <sub>2</sub> ) |
| <input type="checkbox"/> Comfortable shoes or boots     |   |
| <input type="checkbox"/> Blankets                       |   |

# RISKS & POTENTIAL HAZARDS IN THE YUKON

## THUNDERSTORMS ACCOMPANIED BY LIGHTNING

### IF YOU ARE IN A BUILDING:

- Stay inside.
- Stay away from windows, doors, fireplaces, radiators and anything metal, like pipes that conduct electricity.
- If possible, unplug electrical appliances and don't use electrical equipment.

### IF YOU ARE OUTSIDE:

- Seek shelter in a building or depressed area.
- If you are caught in the open, kneel on the ground and lean forward with your head lower than your back (but not touching the ground) and place your hands on your thighs.
- Don't lie flat.
- Keep away from power lines, fences, trees and hilltops.
- Do not touch anything metal.
- Do not ride bicycles, motorcycles, tractors or ATVs.

### IF YOU ARE IN A VEHICLE:

- Stop the vehicle and stay inside it.
- Do not stop near trees or power lines that could fall.
- Do not touch metal surfaces.



**FIRST AID:** IF YOU SEE SOMEONE STRUCK BY LIGHTNING, CALL AN AMBULANCE IMMEDIATELY. ADMINISTER FIRST AID SUCH AS MOUTH-TO-MOUTH RESUSCITATION. LIGHTNING VICTIMS ARE NOT "CHARGED" AND ARE THEREFORE NOT DANGEROUS TO TOUCH.

# WINTER STORMS

## BLIZZARDS, ICE STORMS AND HEAVY SNOWFALLS CAN CAUSE POWER OUTAGES.

### IF YOU ARE AT HOME WHEN THIS HAPPENS:

- Stay calm – your house will keep you warm for several hours.
- Turn off and unplug all electrical appliances.
- Begin using an alternate heating unit such as a wood stove before the house cools down.
- Never use a barbecue or portable cook stove inside the house or garage.
- If freezing is a possibility, turn on the taps so there is a small but steady drip. Put antifreeze in the toilet bowl. In an extended outage of several days (not expected in the Yukon), you will need to turn off the main water valve and drain the water lines.



### IF YOU ARE TRAVELLING DURING A WINTER STORM AND BECOME STRANDED IN YOUR VEHICLE:

- Do not panic.
- Stay with the vehicle.
- Check the exhaust pipe to make sure it is not blocked with snow.
- Keep a window partially opened.
- Run the engine sparingly for heat.
- Avoid overuse of the headlights. Use the interior dome light at night as an emergency signal.
- Do not let all occupants sleep at the same time.

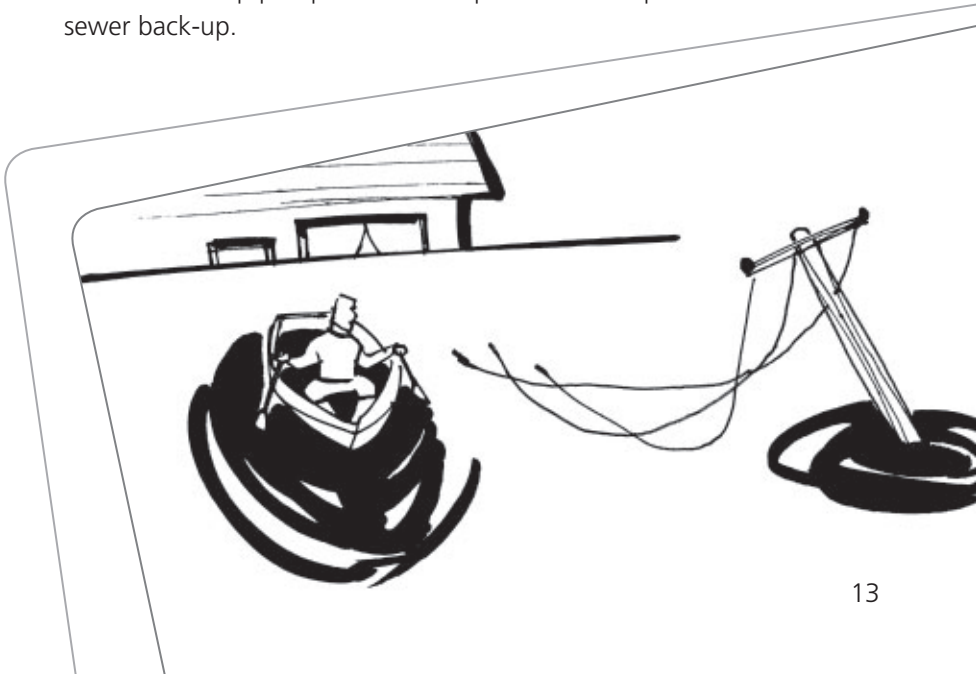
# FLOODING

## WHEN THERE IS A FLOOD WARNING:

- Install plugs in basement drains, or in main floor drains if you have them and if you don't have a basement.
- Store drinking water in case the tap supply becomes contaminated.
- Remove all chemicals from the basement/main floor and move personal belongings to upper floors.
- Install pumps if they are available.

## BEFORE FLOODING OCCURS:

- If the basement floor is dry, turn off the main power switch. Stay clear of anything that could conduct electrical current such as metal pipes, metal ladders or even damp wood.
- Move large electrical appliances to your home's second floor. On main floor levels, raise equipment off the floor with tables or sawhorses.
- Remove all food from the refrigerator. Leave the door open.
- Furnace fan motors, oil burner motors and pressure systems usually can be removed for dry storage.
- Make sure sump pumps work. Take precautions to prevent sewer back-up.



## **DURING FLOODING:**

- If your basement floods, do not attempt to turn off the main power switch. Notify your electricity provider to disconnect your power at the pole.
- Turn basement furnaces off and ensure propane gas tank valves are shut off.
- Add 2.5 litres of disinfectant (e.g. bleach) to basement flood waters every two to three days.
- Never try to cross flood areas on foot or in a vehicle. The water can be swift and you could be swept away.
- Boaters in flooded areas should avoid low-hanging energized lines. Do not travel by boat at night.

## **AFTER FLOODING:**

- Do not enter flooded basements or buildings which may contain energized electrical wiring or appliances.
- The main electrical panel must be cleaned, dried and tested to ensure the integrity of the insulation.
- Circuit breakers that have been submerged must be removed and destroyed as they may not operate safely.
- Do not use any appliance, heating, pressure or sewage system until electrical components have been thoroughly cleaned, dried and inspected by a qualified electrician.
- Before turning on power, have a qualified electrician inspect all wiring. Even if your basement did not have water in it, the interior structure may be soaked and may still be a conductor of electricity.

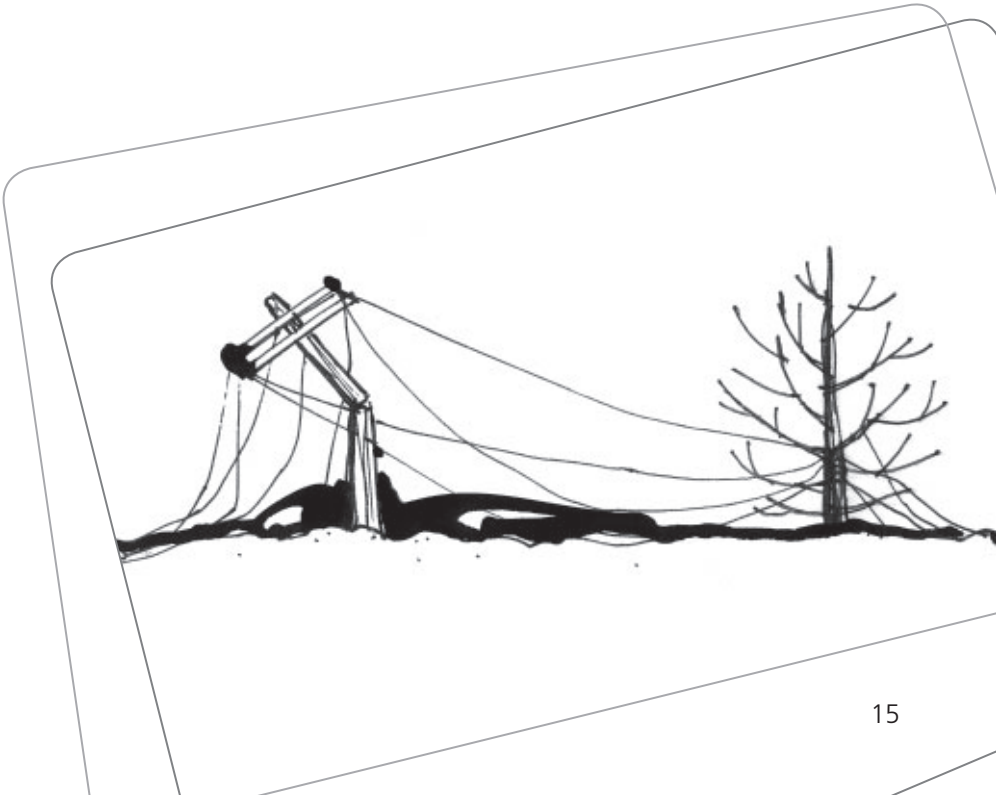
CALL YOUR POWER PROVIDER IF  
YOU ARE CONCERNED ABOUT  
ELECTRICAL HAZARDS AND WHAT  
TO DO IF YOUR HOME IS FLOODED.



# ICE STORMS

## SAFETY TIPS:

- Call your power provider if you notice excessive ice build-up on any section of power line.
- Stay clear of low or sagging power lines. Travelling under or near these lines can be dangerous.
- Immediately report downed wires to your power provider or to the RCMP. Treat all downed wires as if they were energized and stay away from them. Make sure your children do not go anywhere near them either.
- If you see crews working on ice-laden power lines, try to avoid travelling near their work area.
- Never try to repair damaged power lines or remove tree limbs from power lines. Only a qualified utility employee should do this.
- During a prolonged power outage, listen to your local radio station for regular updates on the progress of restoration efforts.





## **ELECTRICAL FIRES**

### **ELECTRICITY IS HOT!**

#### **IT CAN CAUSE FIRES IN THE FOLLOWING WAYS:**

- A hot electrical device, like a light bulb, can get too close to something that can burn.
- The insulation on an overloaded cord may burn or melt, exposing live wires. Live wires can spark and cause a fire.

ELECTRICAL FIRES ARE DIFFERENT THAN OTHER FIRES BECAUSE THEY HAVE A SOURCE OF ELECTRICITY THAT IS STILL CONDUCTING ELECTRIC CURRENT.

#### **IF YOU ARE NEAR AN ELECTRICAL FIRE:**

- Leave the area.
- Telephone for help from a safe location.
- Use a proper chemical fire extinguisher on the fire.

## WHAT TO DO IF SOMEONE HAS BEEN SHOCKED OR BURNED BY ELECTRICITY

- In an electrical emergency, the hardest thing to remember is that the best help may be to stay away. Call 9-1-1 or your local emergency number (RCMP or health centre) for assistance, and stay far away from a person who has been shocked, or from a vehicle with an electric line touching it.
- Pull the plug from the outlet or turn off the power at the fuse box or circuit box.
- When the victim is not in contact with the source of electricity and you are sure there is no danger, give first aid. If the victim is not breathing, give CPR or mouth to mouth resuscitation.
- Loosen the victim's clothing. Keep them warm and lying down until help arrives.
- Don't touch the burns, break blisters or remove burned clothing.
- You cannot tell if there are electrical burns inside the body, so be sure the person is taken to a doctor.

## POWER OUTAGES

### BE PREPARED FOR A POWER OUTAGE

When power fails in your home, keep your family safe and comfortable by following these basic safety procedures:

- Keep essential items in an emergency kit in a location that is easy to find in the dark. Make sure everyone in your family knows where it is. On pages 8 and 9 you'll find a list of what should go into this kit.
- Lower the thermostat and unplug appliances and equipment to avoid overloading the electrical system when power is restored. Leave one light on so you know when power is back on.



## DEALING WITH A LENGTHY POWER OUTAGE

In the Yukon it is extremely rare to have power out for more than a few hours. However in the event that this happens, here are some tips to help you and your family stay safe:

- Do not panic. Even in cold weather a building with closed doors and windows will retain some heat for several hours.
- Stay inside.
- Conserve heat by keeping outside doors closed, curtains drawn unless the sun is shining in, and all interior doors closed.
- Dress warmly and in layers.
- Protect against hypothermia by dressing warmly and in layers, keep clothing dry, choose clothing made from wool, down or quilted synthetic materials, sleep with hot water bottles and extra blankets, and make sure that any medications you are taking are not affecting your body temperature. If you suspect you or someone in your household has been affected by hypothermia, call for emergency medical assistance immediately.
- If you live alone, have someone you know look in on you regularly.
- Turn on your bathroom and kitchen water taps slightly, allowing water to drip. This will help prevent pipes from freezing.

## WATER

- If your water system is powered by an electric pump it will be out of service during a power outage, so store several litres of boiled water in plastic or clean glass containers.
- Keep five to 10 litres of RV/septic antifreeze on hand to protect plumbing fixtures from freezing in cold weather.
- Snow can be melted for an additional water source.

## FOOD

- Keep an emergency supply of nonperishable foods that do not require cooking, along with a manual can opener.
- Today's refrigerators and freezers are insulated well enough to keep foods cold for many hours if the power goes out. A fully-packed freezer will stay cold longer than one that is half full. If the freezer is kept closed, food should stay frozen for 24 to 48 hours. If the freezer is not full, fill with plastic ice packs if you have them available.
- Keep refrigerator and freezer doors closed as much as possible.
- Adjust your freezer to a colder setting during storm seasons.
- Defrost your freezer periodically. This ensures more efficient operation.
- Throw a blanket over the refrigerator to help insulate it. Be careful not to cover the vents or motor area.





## FOR PEOPLE WITH DISABILITIES

- Create a support network to help in an emergency.
- Tell these people where you keep your emergency supplies.
- Give one member of your support network a key to your house or apartment.
- Wear medical alert identification.
- Know the size and weight of your wheelchair, in addition to whether it is collapsible.

## STANDBY GENERATORS

Some Yukoners prepare for the possibility of outages by installing a standby electric generator to keep appliances, life-support devices or businesses running until power can be restored.

Review the operation manual and start your generator periodically to ensure it is in good running condition. If an outage does occur:

- Wait three to 10 minutes (in case the power outage is a very brief one)
- Do not work on live circuits or perform work that you are not technically qualified to do.
- The output cables of a standby generator can be deadly, so treat them with respect. Do not allow a child or unqualified person to operate or connect the generator to any circuits.



- Use the generator only in a well-ventilated area. Operating it in the garage, house or any enclosed building may lead to overheating, and more seriously, to a build-up of carbon monoxide gas.
- Because the power quality from a portable generator can be unpredictable, install a surge protector in the electrical panel. This helps protect sensitive equipment such as computers against serious damage.
- Note that stored fuel creates a fire/explosion hazard. Under the National Fire Code, only five litres may be stored in a residential dwelling or 30 litres in a garage/shed.

IF YOU DON'T HAVE A STANDBY GENERATOR BUT PLAN TO INSTALL ONE, HAVE A QUALIFIED ELECTRICIAN DO THE WORK. ENSURE THAT YOUR GENERATOR PACKAGE INCLUDES A TRANSFER SWITCH THAT ISOLATES THE GENERATOR FROM THE MAIN POWER GRID.

## **PROTECT ELECTRONIC EQUIPMENT**

Microwave ovens, DVD players, answering machines and computers are extremely sensitive to even the slightest voltage change. It is recommended that you protect your electronic equipment with surge suppressors and other protective devices.

You can buy suppressors for each electronic device you own or you can have an electrician install a surge protector in your main fuse box or circuit breaker panel.

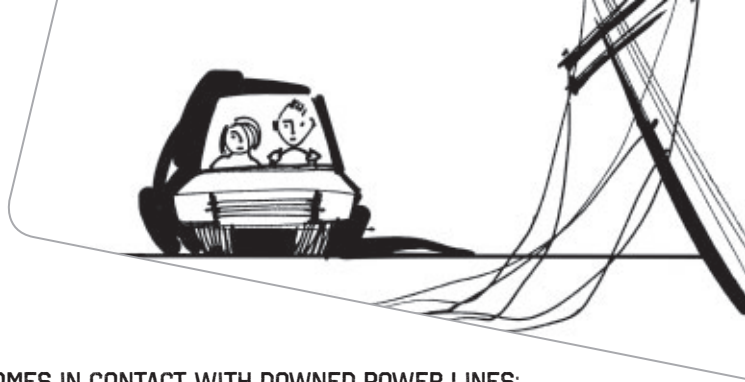
Purchase clock radios with battery back-up and electronic devices with built-in protection.

## WHAT TO DO WHEN POWER IS RESTORED

- Switch on the main breaker if it was turned off.
- Let the electrical system stabilize before reconnecting appliances. Turn the thermostats up first, then reconnect the refrigerator and freezer. Wait 10 to 15 minutes before reconnecting other appliances.
- Be extra cautious if you go outside to inspect for damage after a storm. Downed or hanging electrical wires can be hidden by snowdrifts, trees or debris, and could be live. Never attempt to touch or move downed lines. Keep children and pets away from them.
- Check with/help neighbors.
- If pipes have frozen during the outage, remove any insulation, completely open all faucets and pour hot water over the pipes, starting where they are most exposed to the cold. A hand-held hair dryer also works well.
- Inspect the food that is in your fridge and freezer for spoilage. If in doubt, don't eat it.
- Restock your emergency supplies.







## DOWNED LINES

### IF YOUR VEHICLE COMES IN CONTACT WITH DOWNED POWER LINES:

- Stay where you are if at all possible as it may be dangerous to leave your vehicle.
- If you can safely back the vehicle away from contact with the lines, do so.
- Warn others to stay clear of the power lines.
- Have someone call your local utility to de-energize the line.
- If it is necessary to leave the vehicle, it is important not to step out of the car as your body will make a path for electricity to ground. Keep your feet together. Hold your arms tightly at your sides. Jump clear without touching the vehicle and the ground at the same time. Shuffle away from the downed line.

## MAKING EMERGENCY CALLS

### IN AN EMERGENCY:

- Call 9-1-1 or your local emergency numbers (police/fire/ambulance/poison treatment). See a list of emergency numbers on page 24.
- Know your location and be prepared to explain as clearly and calmly as possible the nature of the emergency.
- Keep a list of emergency numbers near your phones and in your vehicle. Also include with the list your address, phone number, and directions to your home.

# EMERGENCY PHONE NUMBERS AT A GLANCE

RCMP/Fire/Ambulance (for those communities that have 9-1-1 service)	9-1-1
RCMP (for those communities without 9-1-1 service)	your 3 digit prefix + 5555
Ambulance (for those communities without 9-1-1 service)	your 3 digit prefix + 4444
Fire (for those communities without 9-1-1 service)	your 3 digit prefix + 2222
Yukon Energy's 24-hour trouble line	1-800-676-2843
Emergency Measures Organization	667-5220 or 1-866-985-6636
Forest Fire	1-888-798-3473 (FIRE)
HealthLine	811
Kids Help Line	1-800-668-6868
Sexual Assault/Family Violence	1-800-661-0511
Marine and Air Search & Rescue	1-800-567-5111
Environmental Emergency Line (oil, pesticide, chemical spills)	1-867-667-7244
Poison Control Centre	1-867-393-8700
Safer Communities/Neighbourhoods	1-867-456-7226 (SCAN) or toll free 1-866-530-7226 (SCAN)
Turn in Poachers	1-800-661-0525



Yukon Energy provides a secure supply of clean electrical energy for the Yukon by focusing on renewable sources of power and energy solutions that complement the corporation's legacy hydro assets.

For more information, visit: [yukonenergy.ca](http://yukonenergy.ca)

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