



Emergency Response Plan

PUBLIC INFORMATION GUIDE

THE CORPORATION OF THE MUNICIPALITY OF NEEBING

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PUBLIC INFORMATION GUIDE

Emergencies are defined as situations, or the threat of impending situations, abnormally affecting the health, safety, welfare or property of the community, which by their nature or magnitude, require a controlled and coordinated response by all agencies. These are distinct from routine operations carried out by municipal agencies, e.g., fire, police, or roads department, etc.

The *Emergency Management and Civil Protection Act, R.S.O. 1990, c. E.9*, as amended, (the “Act”) is the authority for the by-law approving the Neebing Emergency Response Plan (ERP). The ERP prescribes procedures for and the manner in which municipal employees and other persons will respond to an emergency.

Emergency Management Program Committee

The Emergency Management Program Committee (EMPC) is comprised of the Mayor, Administrative Head, Community Emergency Management Co-Ordinator (CEMC) and Fire Chief. This group will approve the content of the Emergency Response Plan (ERP) and review the ERP annually, making recommendations for updates or amendments to Council for approval.

The EMPC is responsible for the Neebing Emergency Management Program (EMP), which includes public information and education, municipal emergency programming and the annual testing of the ERP, as well as keeping all those involved current in terms of emergency planning education and training.

EMERGENCY PREPAREDNESS STRATEGIES FOR THE PUBLIC

It is extremely important not to panic in emergency circumstances. Pre-planning and up-to-date information help to keep everyone calm during the situation. Knowing where to turn and who to call before an emergency or disaster strikes, helps alleviate the stress brought on by these dreadful events. Public education helps us get the word out to you, the residents, so that you are as prepared as we are. However, while the Municipality has emergency protocols and such in place to handle these unexpected events, each household is responsible for its own family safety plan.

A. BUILD AN EMERGENCY PREPAREDNESS KIT

Every Neebing household should have an Emergency Preparedness Kit. This emergency survival kit should have everything you and your family would need to be safe and take care of yourselves for at least three days immediately following an emergency. Pack the contents of your kit in an easy-to-carry bag or a case on wheels. Store your kit in a place that is easy to reach and ensure that everyone in your family knows where it is. Check and refresh your kit twice a year swapping out expired items (food, batteries) with a fresh supply. The following list is broken down into the essentials, items you may need to meet your family's unique needs, and items to have ready in case you must leave your home.

Essentials

- Food (non-perishable and easy-to-prepare items, enough for 3 days) and a manual can opener
- Bottled water (4 litres per person for each day)
- Medication(s)
- Flashlight
- Radio (crank or battery-run)
- Extra batteries
- First-aid kit
- Candles and matches/lighter
- Hand sanitizer or moist towelettes
- Important papers (identification, contact lists, copies of prescriptions, etc.)
- Extra car keys and cash
- Whistle (to attract attention, if needed)
- Zip-lock bags (to keep things dry)
- Garbage bags

Special Considerations

- Items for babies and small children—diapers, formula, bottles, baby food, comfort items
- Prescription medication
- Medical supplies and equipment
- Pet food and supplies
- Any other items specific to your family's needs

Extra Supplies for Evacuation

- Clothes, shoes
- Sleeping bags or blankets
- Personal items (soap, toothpaste, shampoo, comb, other toiletries)
- Playing cards, travel games, other activities for children

OTHER TIPS:

- Your kit does not have to be built overnight. Spread your shopping over a few weeks. Purchase a few items every time you go to the store.

- Your water supply is meant to cover what you would drink as well as what you might need for food preparation, hygiene and dishwashing.
- Keep your cell phones and mobile devices fully charged.

B. GET TO KNOW ONTARIO'S 211 NOTIFICATION & COMMUNICATION SYSTEM

2-1-1 is an easy-to-remember phone number available throughout Ontario to support residents, municipalities, businesses, and others. 2-1-1's information and referral professionals are available 24/7/365 to provide live answer information about Ontario's community, social, health and government services.

During the response to and recovery from emergency or disaster events, 2-1-1 supports communities by providing authoritative, non-emergency information to residents (e.g., road closures, reception center locations, evacuation routes, safety precautions, etc.). 2-1-1 alleviates the burden of non-emergency calls to 9-1-1 as well as requests for information calls to the Municipal Office.

Rest assured that in the event of an emergency or disaster, the Municipality of Neebing will be using the 2-1-1 service to help Neebing residents with one call access on information regarding where to go and what to do during the emergency.

C. SOCIAL MEDIA AND ALERT APPS

Social media and emergency alert apps are one of the best mass communication tools used by the Municipality to get the word out to residents about an impending or occurring emergency in the area. Residents are encouraged to follow the Municipality of Neebing on Facebook and Instagram and to sign up for the Neebing Text Alert service. The Text Alert service will send out a text to notify subscribers of immediate dangers or emergencies. The service is free but requires a smartphone equipped to receive text messages. The AlertReady system is Canada's emergency alerting system. AlertReady delivers critical and potentially life-saving alerts to Canadians through television, radio and LTE-connected and compatible wireless devices. The AlertReady system can be customized to send notices such as evacuations, road closures, forest fires and other hazards to location-specific cellphones giving the municipality another tool to use.

D. LEARN ABOUT RECEPTION CENTRES

Reception Centres (RC) are locations designated by the Municipality's Emergency Control Group (ECG), as safe gathering places for people displaced from their homes because of an emergency or disaster. At a Reception Center, individuals can receive certain short-term services (first aid, a hot meal) as well as information about the ongoing emergency situation. The Blake Community Hall is the first choice as a Reception Centre as it is within the community, has kitchen and restroom facilities, telephone and internet capacity, as well as back up generator power.

Reception Centres have sometimes been referred to as evacuation centres, registration centres, disaster relief centres, or family centres. The term Reception Center describes the initial function of the center – to receive evacuees who have been forced from their homes because of an emergency or disaster. Sites to be used for RCs will have been identified during the Municipality's pre-disaster planning phase, as well as contingency plans to deal with potential issues such as power outages, water shortages, and lack of resources.

In the event of an evacuation or emergency, a Reception Centre may be opened in the municipality (if it is safe to do so) and the location broadcast across the Neebing Social Media Network, via the Text Alert System, and through the 2-1-1 notification system.

E. GET READY TO EVACUATE

If an evacuation is anticipated, the public will be warned by the OPP. On becoming aware of an evacuation warning, residents are requested to turn on available radios, televisions, computers, or other telecommunication devices to local stations. The Neebing Social Media Network, the Text Alert System, and the 2-1-1 Notification System will be used for announcements and/or evacuation instructions on where to go. Neebing residents would be encouraged to stay with family/friends or seek hotel/motel accommodations in neighbouring municipalities rather than relying solely on Reception Centres.

Evacuation Municipalities and Routes:

The **PRIMARY** reception municipality would be Thunder Bay.

The **ALTERNATE** reception municipality would be OLIVER-PAIPOONGE.

The **SECOND ALTERNATE** municipality would be GRAND MARAIS, MN, USA if residents must be evacuated south.

The **PRIMARY** evacuation route would be Highway 61 North unless unsafe to travel.

The **ALTERNATE** evacuation routes could include Highways 593 595 597 and 608 west and north to Highway 588 then north to Highway 11/17 and east to Thunder Bay.

The **SECOND ALTERNATE** evacuation route would be Highway 61 South to Grand Marais.

Getting out of the Municipality:

When evacuation becomes necessary and is ordered, the Municipality is not equipped to transport residents who do not have their own transportation. Neighbours will be encouraged to assist neighbours in that regard. If residents are physically unable to leave their property or do not have transportation, they are requested to phone the broadcasted numbers or 2-1-1 and/or contact the broadcasted agencies via email or social media and/or place a white sheet or towel in a visible outdoor location at the roadway entrance to their property to indicate the need for transportation.

On evacuation orders by the Mayor, and provided it is safe to do so, Neebing Emergency Services volunteers and/or other volunteers, assisted by the OPP, will alert the residents by going door to door to ensure all citizens have been notified. Door to door procedures are as follows:

- a) Volunteers will be equipped with identification badges, safety vests, and flagging tape and “we were here” cards.
- b) Using the Neebing 9-1-1 Directory and GIS mapping data, volunteers will be given a list of residential and business addresses on the roads or highways to be evacuated.
- c) Volunteers will knock and/or use doorbell facilities at each address in the evacuation area to attempt to communicate with the occupants of the household or business.
- d) Any responding occupant will be provided with information relevant to the evacuation. The occupant(s) will be advised that their blue 911 civic address will be marked with **green flagging tape** to indicate that evacuation volunteers have successfully reached any occupants.
- e) If no person responds, the volunteer will try the door. If it is unlocked, the volunteer will open the door and call out to attempt to raise the attention of potential occupants. If a person responds, the procedure above is followed. The volunteer will not enter the premises unless invited to do so by the occupant(s).
- f) If knocking, doorbell use and/or calling out does not bring a person to the door (or an invitation to enter), the volunteer will leave a “we were here” card in a conspicuous place at the doorway

entrance; and will mark the blue 911 civic address sign with **red flagging tape** to indicate that evacuation volunteers have attempted to reach occupants without success.

- g) Processes in c) through g) above will continue for each address identified for the evacuation area.
- h) The Mayor, time permitting, will give a brief interview to the media to verify for residents the authenticity of the evacuation order and to provide reassurance to residents.

Whenever an evacuation is being considered, a '*shelter in-place*' order should be contemplated as an alternate method. *Shelter-in-place* is a means of directing people to go inside a dwelling or sound structure quickly and remain inside until the danger has passed. During *shelter in-place*, residents may be advised to close all doors and windows and shut off all ventilating, heating, and cooling systems. This method is used when evacuating the public would cause greater risk than directing them to stay where they are, or when an evacuation cannot be undertaken

The Municipality will attempt to arrange transportation for those that cannot transport themselves through volunteers and service agencies. Residents who have their own transportation are asked to follow specific instructions and adhere to the designated evacuation routes. If instructions have not yet been provided, they should monitor telecommunications devices and the Neebing Social Media Network and/or Text Alert system for further information.

Those who are able to evacuate on their own (meaning, prior to the arrival of the volunteers knocking on doors telling them to leave), these residents are asked to leave a note on the front door for the evacuation volunteers indicating that all residents at the address have evacuated safely. Evacuees with private transportation are asked to check on neighbours who do not have transportation, and to include them in the private vehicle if possible. If there is room in a vehicle, watch for residences where occupants have placed a white cloth at the road or on the front door indicating that transportation assistance is required within this household. Remember to remove the white cloth if you've helped evacuate the resident requiring assistance.

Evacuees will be asked to attend and register at designated Registration Centres in the reception community so that inquiries by relatives and friends can be answered as quickly as possible. An Emergency Public Information Service will be established in the reception community as well.

Residents relying on public reception centres for accommodation are reminded that while service animals are permitted in these facilities, pets are not. Personal home emergency plans should plan for alternate accommodations and/or pet care.

The following actions are recommended in case of an evacuation:

1. Secure the home;
2. Carry identification (driver's licence, birth certificate, medical alert, etc.);
3. Carry sufficient money to meet contingencies;
4. Take 1 blanket or sleeping bag and 1 air mattress per person if available;
5. Take appropriate clothing for the season, and carry one change of clothes;
6. Take outerwear: a raincoat, windbreaker or parka, depending on the season;
7. Take enough ready-to-eat food to last at least 12 hours;
8. Take a thermos bottle of hot beverage;
9. Take a flashlight with spare batteries;
10. Take any prescription drugs as required (carry the prescription itself, if possible);
11. Take soap, a small towel, and any personal basic toiletries or hygiene articles;
12. Take Kleenex® or toilet paper; and

Adults with small children should include items of special needs as required, such as:

1. Infant formula in thermos bottle;
2. Disposable diapers; and
3. Toys, games, pastime activities.

Persons with pets or livestock should:

1. Where the pets or livestock will remain in place, put out sufficient food and water for 72 hours, if possible;
2. Where the family's personal emergency plan provides for transport of animals to shelters or other care givers, follow that plan, provided it does not cause conflict with instructions from the broadcasting emergency agencies; and
3. Follow instructions provided from the EOC in terms of notifying appropriate agencies when pets or livestock are left in place, so that they can be accommodated when it is safe to do so.

EMERGENCY SITUATIONS – WHAT TO DO WHEN...

A. DANGEROUS GASES

If an Emergency related to dangerous gas is called:

1. Go inside.
2. Tightly close all doors, windows and exterior openings.
3. Turn off forced air heating or ventilation systems.
4. Turn on radio, television, computers, and/or other telecommunication devices, including monitoring the Neebing Social Media Network, as available, for instructions.
5. Stay in upper portion of building. If necessary, seal yourself in one room and seal all windows and doors with wet cloths.
6. Do not go into the basement.
7. Move quickly, but do not run if moving through gas.
8. Soak cloth in water and breathe through it, if breathing becomes difficult.
9. Evacuation areas will be determined by wind direction.
10. Each household is responsible for its own evacuation plan.

If you are in your car:

1. Close all windows.
2. Shut off ventilation.
3. Continue driving away from the area and do not drive through the gas cloud. This may cause the car engine to stall, creating significant danger.

If you are walking:

1. Go to nearest building or car and follow the above instructions.
2. If in open area and in the path of the cloud, move quickly to high ground at right angles to the wind direction.

B. TORNADO

Weather Watches and Warnings

Environment Canada issues weather watches and warnings when anticipated weather poses a threat to public safety. This information is relayed to the public by radio, television and Environment Canada's website and other information. Download the WeatherCAN app to your smart phone. Public Safety Canada will also have relevant information.

A severe weather **watch** is issued up to six hours in advance to alert the general public that, for a specified portion of Ontario, there is a high potential for dangerous thunderstorm weather, which may be accompanied by a tornado.

A severe weather **warning** is issued as closely as possible in advance to alert the public that severe thunderstorms or tornadoes are imminent in the warning area -- i.e., a severe thunderstorm is in progress or expected to occur within two hours.

Neebing will post Environment Canada's public weather alerts relating to significant weather events on the Neebing Social Media Network and via the Text Alert system.

Tornado Safety Information

A personal tornado awareness program should include:

1. being aware of the weather, knowing the radio, social media or television stations which broadcast up-to-the-minute weather information
2. knowing the name by which Environment Canada refers to your forecast region when they issue weather watches and warnings
3. reviewing personal household emergency plans of action

When a Tornado Threatens:

1. Stay away from your windows, doors and outside walls. Protect your head.
2. For maximum safety, go down to the basement or seek shelter under a stairway or sturdy table, or in a closet. Prop a table or large piece of furniture against a wall to form a triangular form of "tunnel" within which to lie down.
3. Try to reach the centre of the house or the side away from the storm.
4. Avoid buildings with large areas of unsupported roof, including arenas, barns or supermarkets.
5. If caught in such a building, seek out the lowest floor, an inside hallway or small interior windowless room, or get under something sturdy. Prop a table or large piece of furniture against a wall to form a triangular form of "tunnel" within which to lie down.
6. If caught in the open, try to determine the tornado's direction of travel and move at right angles to it. If you cannot avoid the storm, find a ditch, ravine or other depression and lie flat. Do not remain in your car. Many people have been killed trying to ride out a tornado in their cars.
7. If no shelter can be found, hang on to the base of a small tree or shrub.
8. Remember that damaged and weakened structures, fallen debris, downed hydro wires, and gas leaks are potential dangers after a storm has passed.

C. WILDFIRES

While forest fires can be dangerous to people and property, being prepared in advance and knowing what actions to take can better protect you.

Prepare Now

Take the following steps so you and your family are prepared in the event of a forest fire:

1. Review and discuss the safety tips with your entire household to make sure everyone understands what to do in a forest/wildland fire.
2. Clearly mark all driveway entrances and display your address so that fire vehicles can easily find your home.
3. Practice evacuating your home. Teach all household members the technique of "stop, drop and roll" in case clothes catch on fire.
4. Install smoke detectors and sprinklers on every floor and by all sleeping areas.
5. Plan several escape routes away from your home by car and by foot.
6. Create a safety zone around your home. Modify or eliminate brush, trees and other vegetation that could spread fire.

The best way to protect yourself and your family in case of a wildfire is to follow these steps:

1. Stay informed: Monitor weather, listen to local authorities and prepare to evacuate.
2. Monitor local radio stations for up-to-date information on the fire and possible road closures.
3. Be prepared to evacuate at any time. If told to evacuate, do so.
4. Keep your vehicle fueled. Park your car, positioned forward out of the driveway. Keep car windows closed and have your Emergency Preparedness Kit in your car should you need to evacuate.
5. If you are on a farm/ranch, leaving livestock unsheltered is preferable, or if time and personal safety permits, evacuation from the danger zone should be considered.
6. Move all combustibles away from the house, including firewood and lawn furniture. Move any propane barbeques into the open, away from structures.
7. Close all doors, garage doors and windows. If weather seal or doors have gaps, seal with duct tape.
8. Hook up your garden hose should the fire department need to use it.
9. If you do not evacuate, close all windows and doors in the house to reduce smoke and debris entering your home.

D. SNOW AND ICE STORMS

Across Canada, winter storms or extreme cold can occur suddenly and last for multiple days. The best way to protect yourself and your family is to have your emergency preparedness kit ready and be prepared for power outages.

When a severe storm is expected, Environment Canada will issue a weather warning. Radio and television stations will also broadcast Environment Canada weather statements. Neebing will also post such warnings on the Neebing Social Media Network. Pay attention to these warnings.

Be alert for instructions from officials and community leaders – listen to the radio, watch your local news channels, and/or follow your municipality, local news outlets, and emergency officials on social media.

During the storm, avoid going outside or unnecessary travel. If you must go outside, dress appropriately to protect yourself from the elements. Watch for signs of frostbite and hypothermia. Use the “buddy” system if you can - bring someone outside with you. Do not overexert yourself or work outside for extended periods of time.

Bring companion animals indoors. Create a place where other animals can be comfortable in severe winter weather.

E. PROLONGED POWER OUTAGES

Extended power outages may impact the whole community. The best way to manage during a power outage is to be prepared.

- Have your emergency preparedness kit ready.
- Never use a BBQ, generator or propane heater inside an enclosed area. Carbon monoxide kills.

A power outage may:

- disrupt communications, water, and transportation;
- close retail business, grocery stores, gas stations, ATMs, banks and other services;
- cause food spoilage and water contamination; and
- prevent the use of medical devices.

Power Outage Tips:

- Keep freezers and refrigerators closed.
- Disconnect appliances and electronics to avoid damage from electrical surges.
- Have alternate plans for refrigerating medicines or using power-dependent medical devices.
- Use the 211 Notification and Communications system to inquire about heating and cooling locations (public reception centres) open in the municipality.

EMERGENCY DISASTER RELIEF PROGRAM – WHAT TO DO AFTER...

A. Apply for Disaster Recovery Assistance

Disaster Recovery Assistance for Ontarians (DRAO) is a program that can help homeowners and tenants recover costs after a natural disaster. The Province may activate DRAO for damage to private property if there's a sudden, unexpected natural event, such as a flood or tornado that causes costly and widespread damage in your area.

If you are eligible, you could be reimbursed for clean up expenses, costs to repair or replace essential property, and basic emergency expenses like evacuation travel costs.

Visit the Ontario website: <https://www.ontario.ca/page/apply-disaster-recovery-assistance> for the program overview, eligibility criteria, and an application.