

Emergency Preparedness Guide

City and Region Contacts

City of Niagara Falls Website: www.niagarafalls.ca Phone: 905-356-7521	Niagara Regional Police Website: www.nrps.com Phone: 905-688-4111
Niagara Region Website: www.niagararegion.ca Phone: 905-685-1571	

Utilities

Bell Canada
Phone: 1-866-310-2355

Enbridge Gas
Phone: 1-800-461-0998

Niagara Peninsula Energy
Phone: 1-877-270-3938

Other Important Contacts

Call Before You Dig!
Phone: 1-800-400-2255

Environmental Canada Weather Forecast
Phone: 905-562-3409

Ministry of Transportation Roads Report
Phone: 1-800-268-4686

Telehealth Ontario
Phone: 1-866-797-0000

Emergency Contact Information

Police, Fire, Ambulance
Phone: 9-1-1

For non-emergency calls or for general information, do not use 9-1-1.

Use the Niagara Regional Police Service number for your area and follow the instructions given by the automated attendant.

Non-Emergency/General Information

Fort Erie
Phone: 905-871-2300

Grimsby, Lincoln, West Lincoln
Phone: 905-945-2211

St. Catharines, Niagara-on-the-Lake, Niagara Falls, Thorold
Phone: 905-688-4111

Welland, Wainfleet, Pelham, Port Colborne
Phone: 905-735-7811

Non-Emergency Calls to Fire Services Dispatch

Niagara Falls Phone: 905-356-1321	St. Catharines, Niagara-on-the-Lake, Thorold, Welland, Wainfleet, Port Colborne, Fort Erie, Pelham, Grimsby, Lincoln, West Lincoln Phone: 905-684-4311
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Be Disaster Ready – Know the Risks

We are fortunate to live in a very safe part of Canada; however, no place is immune to the possibility of a large-scale emergency. By being prepared for an emergency, we enable first responders to concentrate on assisting people who are the most vulnerable.

Call 9-1-1 to report a fire, crime, medical emergency, or dangerous situation. By doing so we may be saving lives. The dispatcher will ask if police, fire, or ambulance are needed on the scene. It is imperative that the correct address be given as well as the closest intersection.

If at the time of any type of emergency there is a person with a disability in one of our buildings, the Health and Safety Committee will make sure the person is removed safely from the building.

In the event of an emergency, Youngs Insurance has installed a PA System that Human Resources or another member of the Management team will utilize to notify all employees they must evacuate the building.

In the event of a fire, fire extinguishers are updated monthly along with Youngs Insurance's fire alarm systems. Emergency exits are free from any obstacles. This is checked regularly by all Health and Safety Committee members at all Youngs Insurance locations.

EMERGENCY EXITS

Every new employee hired at Youngs Insurance is shown where the emergency exits are including the one in their work area they will utilize in the event of an emergency.

MEETING PLACES

Considering Youngs Insurance has its largest location in Niagara Falls with employees on three floors, two people from each department (the primary and a backup) are designated to take a count of the employees once the building is evacuated. The backup will manage this task when the primary employee is not in the office. A clipboard has all the names of employees in each department; once employees have reported to their designated areas in the parking lot, the person in charge of each department will do a head count to ensure all employees are out of the building.

Employees at other Youngs Insurance locations will be able to meet outside together due to having less people in each of those offices.

In the event there is a person(s) with a disability in any of our offices at the time when an incident or emergency may arise, they would be led to safety immediately. Since elevators cannot be used in a fire, immediate action would need to be taken to get the person(s) with disabilities out of the building by other means.

NO ONE SHOULD RE-ENTER THE BUILDING UNLESS THE PROPER AUTHORITIES ADVISE IT IS SAFE