

NEW TO SERVICE WELCOME KIT



Providing
mental health and
addictions services to adults
including crisis intervention, counseling,
rehabilitation, housing and recovery support

BE MIND FULL

CHAMPIONS FOR POSITIVE MENTAL HEALTH SINCE 1918



**Canadian Mental
Health Association**
Muskoka - Parry Sound

**Addictions and
Mental Health Services**



As part of our Accessibility policy and commitment, if you are wishing to have this information in a different format, please contact the Manager of Human Resources and Administration feedback@cmhamps.ca or call 705-645-2262.

Supported by / Avec le soutien de



Ontario

North Simcoe Muskoka Local
Health Integration Network
Réseau local d'intégration
des services de santé de
Simcoe Nord Muskoka

MISSION STATEMENT

Canadian Mental Health Association, Muskoka-Parry Sound Branch is committed to hope and recovery through integrated mental health and addiction services. Using effective, innovative partnerships and practices, we provide the highest quality treatment, support, education and advocacy for the people of Muskoka-Parry Sound.

VISION STATEMENT

Empowering individuals, families and communities to thrive through hope, recovery, wellness and healthy lifestyles.

CORE VALUES

Self-Determination and Empowerment
Social Justice
Collaboration
Diversity and Inclusion
Excellence, Quality and Innovation
Accountability

TEAM VALUES

Trust
Respect
Communication
Teamwork

TAG LINE

Recovery and Thriving



Your Current CMHAMPS Services

BRACEBRIDGE: 173 Manitoba St., Suite 202, P1L 1S3 **TEL:** 705-645-2262 / 1-800-245-5036
HUNTSVILLE: 67 Main St. W., P1H 1W9 **TEL:** 705-789-8891
PARRY SOUND: 26 James St., P2A 1T5 **TEL:** 705-746-4264 / 1-866-829-7049
SUNDRIDGE: 87 Main St. E., Box 40, P0A 1Z0 **TEL:** 705-384-5392 / 1-866-829-7050

Your Primary CMHAMPS Contact is: _____

Their Phone Number is: _____

Type of Service You Are Receiving	Comments

In case of a mental health or addiction crisis, call 1-800-461-5424.

In the case of a physical health care emergency, call 911 or go to the emergency department of your local hospital.

Call your Primary CMHAMPS Contact when:

- **You require assistance with services**
- **You have questions about services**
- **You are admitted to hospital**
- **You have to change an appointment time**



IMPORTANT WELLNESS & HEALTH CARE INFORMATION

In the event of an emergency,
it is important to know the following information about me.

My Name
My Date of Birth
My Address/Phone Number
My Health Card Number
Health Conditions
I NEED HELP when...
My current areas of concern are...
What people NEED TO DO to support me...
What people NEED TO KNOW to support me...
What I DON'T WANT while people support me...

Normally, I am able to do the following things without help.

- | | | | | | |
|--|-------------------------------------|------------------------------------|---------------------------------|-----------------------------|-----------------------------------|
| <input type="radio"/> Hear | <input type="radio"/> See | <input type="radio"/> Talk | <input type="radio"/> Read | <input type="radio"/> Write | <input type="radio"/> Use a phone |
| <input type="radio"/> Prepare my meals | <input type="radio"/> Feed myself | <input type="radio"/> Dress myself | <input type="radio"/> Wash/Bath | | |
| <input type="radio"/> Take my Medication | <input type="radio"/> Sit and Stand | <input type="radio"/> Walk | <input type="radio"/> Toilet | | |

I HAVE A PET: Name(s): _____

Type of Animal(s): _____

My pet's special needs: _____



IMPORTANT PEOPLE and EMERGENCY CONTACTS

NAME	PHONE NUMBER	WHO ARE THEY?

MY MEDICATIONS Pharmacy: _____ Phone #: _____

NAME	DOSE	WHEN	WHY

I AM IN CRISIS

CMHAMPS Crisis Line: 1-800-461-5424
Warm Line: 1-866-856-9276

Aboriginal Crisis Line: 1-705-746-2512

I NEED HELP KNOWING MY RIGHTS – Psychiatric Patient Advocate Office

North East Mental Health Centre: 705-747-1200 x 3871 / 3872
Waypoint Centre for Mental Health Care: 705-549-3181 x 2385 / 2389

I NEED HELP WITH DETOX / WITHDRAWAL MANAGEMENT

Barrie Withdrawal Management 705-728-4226
North Bay Withdrawal Management 1-833-434-7800 (New as of August 30/2017)

I NEED FOOD

Bracebridge:	Manna Food Bank:	705-646-0114	Salvation Army:	705-645-2602
Huntsville:	The Table:	705-783-5827	Salvation Army:	705-789-3398
Gravenhurst:	Salvation Army:	705-687-2131		
Parry Sound:	Harvest Share:	705-774-9111	Salvation Army:	705-746-5391
Sundridge:	Food Bank:	705-384-1632		

I NEED SHELTER/CLOTHING

Salvation Army	Bracebridge: 456 Manitoba St.	Phone: 705-645-2602
	Gravenhurst: 620 Muskoka Rd.	Phone: 705-687-2131
	Huntsville: 4 Mary St. West	Phone: 705-789-3398
	Parry Sound: 16 Gibson St.	Phone: 705-746-9644
Ontario Works	Parry Sound: 705-746-8886 / 1-800-461-4464	
	Muskoka: 705-645-2412 / 1-800-461-4215	
	Sundridge: 705-386-2358	
Churches	Parry Sound, St. James United Church:	705-746-5602
CMHA Simcoe CARAH House short term stay home (Orillia)		705-728-5044
Men's Shelter (Orillia)		705-329-2265
North Bay Crisis Centre		705-472-6204

I NEED MONEY

Ontario Works Muskoka: 705-645-2412 / 800-461-4215
Parry Sound: 705-746-8886 / 800-461-4464

I NEED PROTECTION:

Ontario Provincial Police:	911 / 1-888-310-1122	
Muskoka Victim Services:	705-645-5444/1-877-229-2217	Parry Sound Victim Services: 705-746-0508
(WOMEN)	Bracebridge & area / Interval House	705-645-4461
	Huntsville & area / Chrysalis	705-789-8488
	Parry Sound & area / Esprit Place	705-746-4800
(YOUTH)	Simcoe Muskoka Family Connections	1-800-680-4426
	Children's Aid – Nipissing/Parry Sound	1-877-303-0910
(SENIORS)	Muskoka Network for the Prevention of Elder Abuse	705-646-7677

DISTRICT HEALTH UNITS

Parry Sound Office:	70 Joseph Street, Suite 302	P: 705-746-5801	Toll-free: 1-800-563-2808
North Bay Office:	681 Commercial Street	P: 705-474-1400	
Burk's Falls Office:	17 Copeland Street		Toll-free: 1-800-563-2808
Huntsville Office:	34 Chaffey St., Huntsville	P: 705-789-8813	
Gravenhurst Office:	2-5 Pineridge Gate, Gravenhurst	P: 705-684-9090	



PRIVACY and your PERSONAL HEALTH INFORMATION

Your Personal Health Information (PHI) is important in allowing us to provide you with better service. Canadian Mental Health Association, Muskoka-Parry Sound Branch (CMHAMPS) recognizes that the health information of clients must be treated with respect and sensitivity, and that client privacy must be protected. CMHAMPS uses paper and electronic health records. We collect information directly from you, the person acting on your behalf, and from other sources if we have obtained consent to do so or if the law permits. The type of information we may collect includes your name, date of birth, address and health related information such as;

- Medical, mental health and addiction history
- Progress Notes, services delivered and plans of care
- Assessment and treatments information
- Other information that is collected in the course of providing service to you

This information is called “personal health information”. The Personal Health and Information Protection Act (PHIPA, 2004) requires that your information be protected from theft, loss, unauthorized use or disclosure, and unauthorized copying, modification and/or disposal. CMHAMPS uses one secure electronic health record (EHR) to store your personal health information.

Personal Information May Be Used For The Following

- To identify your record quickly and accurately each time you have contact with the Service.
- To treat and care for you. You may have contact with several programs of the Service. All of this information is recorded in your file and made available to those involved in your care.
- To evaluate our services, and to improve the quality and efficiency of our services
- To collect and compile statistics.
- To conduct risk management activities.
- To comply with legal and regulatory requirements and, fulfill other purposes permitted or required by law.
- To get payment for your treatment and care as required (e.g. OHIP)

Accessing Your Information

Under the Personal Health Information Protection Act, you have the right to access and correct your personal health records, or withdraw consent for some of the above uses and disclosures (subject to legal expectations). An individual does not have a right of access to a record where the information in the record:

- Is subject to a legal privilege (e.g. solicitor/client privilege or settlement privilege that prohibits the disclosure)
- Is prohibited by law from being disclosed (i.e., youth criminal justice act)
- Is such that granting access could reasonably be expected to:
 - Result in a risk of serious harm to the treatment or recovery of the individual or a risk of serious bodily harm to the individual or another person
 - Lead to the identification of a person who was required by law to provide information in the record
 - Reveal information about another person if the agency considers this to be harmful to the person

Where an individual’s record contains information of a type listed above, access will be discussed with you so you will understand why access is not permitted.

YOUR HEALTH RECORD IS SECURE

It is NOT part of the internet. It is saved on a secure and private computer system located in a secure location within our office. It will only be accessed and viewed by authorized people using secure computers. Everyone who has access to your health record is bound by a confidentiality agreement. When someone views your electronic health record, it is recorded in a log. This log is reviewed regularly and we will investigate any suspected breach or unauthorized viewing of your health record



DISCLOSURE

In the process of providing service to you, the Agency may need to share your information with other services that are assisting you. The Agency assumes you agree to the sharing of information for the purpose of receiving services. This sharing may occur both verbally and in writing. If you do not want information to be shared please inform the Agency as soon as possible.

These may include health care providers such as:

- Doctors, nurses, counsellors, psychologists, dieticians, occupational therapists, physiotherapists, etc.
- Community Care Access Centres
- Hospitals, Psychiatric facilities, Long Term Care facilities
- Regional Programs (i.e., Seniors Mental Health; Dual Diagnosis; Early Intervention for Psychosis; Court Diversion & Support)
- Specimen collection centres; laboratories; independent health facilities or pharmacies
- Ambulance Services

In the process of providing service to you, the Agency may request permission to collect, use or share information with people, services, or other agencies/organizations that are not considered health care providers. In these situations, the Agency will ensure that it has received your expressed consent (verbal or in writing) before we share information. Examples of these include but are not limited to:

- Family members, friends, churches/pastors, community groups, peer support groups, etc.
- Ontario Disability and Support Program / Ontario Works, banks, collection agencies, capacity assessors
- Police, probation, parole, lawyer, etc.
- Shelters, social service agencies
- Landlords, group homes, retirement facilities
- Educational/Research agencies

There are situations that we may be legally required to break confidentiality.

- We must report any suspicion of child abuse or neglect to the appropriate children's services
- We must report any serious threat/actions that endanger(s) others to the appropriate authorities and warn the target of the threats/actions
- We must obtain help for you if we feel that you are going to harm yourself or are unable to look after yourself
- We may be required to give information to the courts

PRIVACY CHOICES

Tell your health care provider or our Privacy Officers if you;

1. Only want specific people, or a group of people to view your health information.
2. Do not want a specific person, or group of people to view your health information.

Speak to your health care provider or our Privacy Officer if you want to:

- Change your privacy and security of your health record.
- See your own health record.
- Correct your health record.

To access your information, for more information about our privacy protection practices, or if you have concerns about privacy of your personal health information, please call and ask to speak with the Privacy Officer.

(705) 645-2262 or 1-800-245-5036



You have the right to complain to the Information and Privacy Commissioner/Ontario

if you think we have violated your rights.

The Commissioner can be reached at: (416) 326-3333

e-mail: info@ipc.on.ca



YOUR RIGHTS & RESPONSIBILITIES AS A CLIENT

BE AN ACTIVE MEMBER OF YOUR HEALTH CARE TEAM!

- Keep a list of your medications
- Keep your health care providers up to date on your medical and health care history.
- Voice your concerns.
- Take action if you are not satisfied with your health care team.
- Ask for a second opinion.
- Be prepared for your appointments.

KNOW YOUR RIGHTS – Upon admission to a program, your health care team will:

- Make sure you are involved in the planning of your services.
- Involve your family and other important people in your care, if you want them involved.
- Make sure you have received and understand all of the information needed to make an informed decision about receiving services from us, including risks and benefits.
- Complete assessments on a regular basis.
- Review your goals and your care plan with you on a regular basis.

ASK QUESTIONS. TAKE PART IN DECISIONS ABOUT YOUR CARE.

- What is my health problem?
- What is my care plan? What care/services will I need and why? What are my choices for services?
- What do I need to do and why?
- What should I tell my family and friends?
- Who will be providing me with services and what is their training and experience?
- What are the risks and benefits of those choices?
- What is the role of the worker and what will they be doing?
- How will the services be provided?
- How helpful will the services be?
- What might happen if I choose to refuse the recommended services?
- Tell your health care team the types of services you do and do not want to receive and who can make decisions for you should you not be able to make them for yourself.

YOUR RESPONSIBILITIES – TO YOURSELF AND YOUR TEAM

- Participate in identifying your health care goals and in the planning of your health care services.
- Tell your health care team if you have family, friends or significant others that you want involved in your care and how you want them to help you.
- Meet your personal health care goals: Participate in implementing the treatment and services.
- Provide personal health information so that your health care team is aware of your history.
- Keep your appointments OR call the office and let us know if you need to cancel and/or reschedule.
- Be respectful of your health care team and those who receive services from us. Respect their privacy.
- Please do not attend appointments if you are under the influence of alcohol or drugs.
- Our offices are **smoke-free**: If you smoke, talk with your health care team and negotiate a plan.
- Our offices are **scents free**: Do not use perfumes, colognes and other fragrances during appointments.
- Unless you have a Service Animal, please refrain from bringing your pets to the office.
- If your health care team is visiting you at your home or in the community, please talk to them about your home or where they will be visiting you. Talk to them about any pets that you may have and any household hazards they may experience. Please ensure any weapons or firearms are stored securely prior to the appointment.
- If you are sick or not feeling well, let your health care team know before your appointment OR cancel and reschedule your appointment. We want your health care team to be healthy so they can continue supporting you.



IMPORTANT INFORMATION ABOUT OUR SERVICES

B'SAANIBAMAADSIWIN translated means “living a good life “.

The Aboriginal Program is committed to practicing First Nation, Inuit, and Metis mental wellness care that is **culturally safe**. We acknowledge that there is a difference in how you see creation and how greater society sees the world. We are committed to building skills, knowledge, and respectful attitudes that lead toward empathy and advocacy for you, your family, and your community. There will be no assault, challenge, or denial of your identity. Our services will work together with you in understanding your individual values, customs, and beliefs. We will be helpers on your healing path and will meet you where you are at in your healing without judgment. We will work with you in care planning to reach your goals towards mental wellness. Our program provides assessment, referral, crisis, and counselling services. Direction for the design, development, and delivery of services is provided by the Aboriginal Program Advisory Committee which represents the First Nation and Aboriginal communities. For more information call (705) 746-2512 or fax (705) 746-9590.

COST

The North Simcoe Muskoka Local Health Integration Network and The Ministry of Community and Social Services cover most fees. You may be asked for your health card number. You will be informed if there are additional costs.

TREATMENT OF CLIENTS

We try to make sure the Agency operates in a manner that is safe, respectful, dignified, and not unnecessarily intrusive. The Agency respects confidentiality and privacy. Staff will be caring, non-judgmental, open, and professional. Agency offices will provide a reasonable level of privacy, both auditory and visual.

CONTACT WITH THE AGENCY

Please try to give us 24 hours' notice if you have to change your appointment or wish to cancel your appointment. The Agency may contact you for various reasons by phone or mail (i.e. scheduling arrangements, to obtain feedback on service satisfaction, etc.)

COMMENTS-COMPLAINTS ON SERVICE

We are always looking to improve our services. We will be asking you to provide us with feedback by completing a survey about your experience receiving services from CMHAMPS. Surveys are provided annually, or at the end of your services. This feedback is anonymous and voluntary. Your comments will not affect the services you are receiving now or in the future. In addition to our annual surveys, you are encouraged to give us feedback at any time. Feedback can include suggestions on how to make services better, or concerns or complaints about service. Feedback can be made in person, over the phone, in writing, or by completing our on-line Agency Feedback survey.

- Executive Director c/o CMHAMPS, 173 Manitoba Street, Suite 202, Bracebridge, ON P1L 1S3
- Returned to the drop box in the reception area of every office
- Given directly to the Receptionist
- Faxed to 704-645-7473
- On-line at (to be updated)
- If you would like to speak directly with someone to provide feedback, please feel free to contact;
Michael Varieur, Manager of Quality Improvement
705-645-2262 / 1-800-245-5036



Everyone in Ontario who receives MENTAL HEALTH and ADDICTION SERVICES Will have a Comprehensive Assessment completed.

MENTAL HEALTH SERVICES: ONTARIO COMMON ASSESSMENT OF NEED (OCAN)

OCAN is an assessment that covers the following areas of your life:

- Physical health needs
- Mental health needs
- Addiction needs
- Psychosocial needs
- Services /People who support you
- Other information that will help us support you in achieving your life goals

ADDICTION SERVICES: STAGED SCREENING AND ASSESSMENT (SSA)

The SSA process is a 2-stage screening approach and an in-depth assessment, with particular focus on concurrent disorders.

- Improve the accuracy of screening and assessment
- Helps your health care providers recommend services that best meet your needs
- Treatment plans based on your individual needs
- Helps your health care team provide you with the right service at the right time
- Reduces the number of times we ask the same question

Ontario uses a secure electronic system to share OCAN and SS&A information between health service providers. This system is called the Integrated Assessment Record (IAR). With consent the IAR allows health care providers who may be involved with you to view your mental health and addiction comprehensive assessment information. If you agreed to share your OCAN or SSA on the IAR it will be used to:

- Provide health support and services based on your needs
- Make sure your providers have your most up-to-date health history and needs
- Reduce the number of times you are asked the same questions
- Help us see where you may not be receiving the support that you need
- Make sure you are getting the right support and services at the right time

Your health information belongs to you.

The privacy and protection of your health information is a priority to us.

- Your health information is stored in a secure place and disposed of according to the law
- Your OCAN or SSA information will only be viewed by authorized people who deliver you services and have access to the IAR. They are bound by a confidentiality agreement
- When a person views your OCAN or SSA on the IAR, it is recorded in a log. This log is reviewed regularly to make sure there has been no unauthorized access to your information. We will investigate any suspected breach or unauthorized access to your health information

Tell us how you want your health record secured in the IAR.

You have three (3) options:

- (1) You agree to allow other health care providers to see your OCAN or SSA information on the IAR.
- (2) You don't want other health care providers to see your OCAN or SS&A information BUT you agree to allow them to see your Name, Date of Birth, Gender, Phone Number, and City where you live (Personal Information).
- (3) You don't want any of your OCAN, SSA or Personal Information seen on the IAR:
 - Call the IAR at 1-855-585-5279 (TTY 1-855-973-4445) and tell them you want "IAR-Level Option 2 Consent"



HOME SAFETY AND YOU

The Canadian Mental Health Association, Muskoka Parry Sound is dedicated to ensuring your safety and security.

When a CMHAMPS service provider visits you in the community or at your home, we will always:

- Schedule our visit ahead of time.
- Carry CMHAMPS identification with our name and photograph.
- On rare occasions, we may visit you without an appointment if we are concerned about your safety.

Always ask to see the CMHAMPS identification if the person is a stranger.

- Keep your valuables such as credit cards, bank cards, and cash stored safely in your home.
- Never give out your account numbers, bank numbers, or private information to people over the phone, people you do not know, or people who do not have a reason to be helping you on these issues.
- If you are expecting a visit from us and you suspect the person who arrives is not who they say they are, don't let them inside. Call 1-800-461-5424 to confirm with us who they are.



FIRE SAFETY WHAT YOU CAN DO

- Test smoke and carbon monoxide alarms monthly.
- Change alarm batteries every time you change your clocks for daylight savings time.
- Have fire extinguishers and know how to use them.
- Do not leave cooking unattended or leave the stove on.
- Be cautious when using greasy pots for deep frying.
- Check power cords to make sure they are not frayed, cracked or damaged.
- Keep space heaters at a safe distance from combustible materials - unplug when not in use.
- For smokers, use large deep ashtrays and wet down the ashes and cigarette butt before disposing of them.
- Never leave burning candles unattended.
- Have a fire exit plan and practice it.
- Call your local fire services for a free home fire safety inspection.

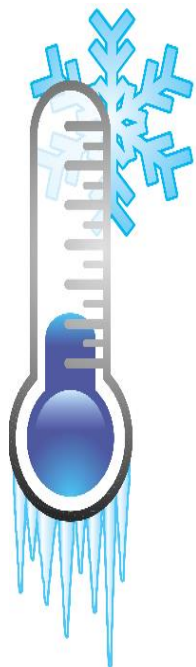
IN CASE OF FIRE ~ ALWAYS CALL 9-1-1

Huntsville Fire Hall: 705-789-5201
Bracebridge Fire Hall: 705-645-8258
Gravenhurst Fire Hall: 705-687-3414
Parry Sound Fire Hall: 705-746-2262
Powassan Fire Hall: 705-724-3522
Laurier Fire Hall: 705-386-0800

Port Sydney Fire Hall: 705-789-5201
Georgian Bay Fire Hall: 705-375-5381
Perry Fire Hall: 705-636-5311
Carling Fire Hall: 705-342-5856
South River Fire Hall: 705-386-0066
Sequin Fire Hall: 1-877-473-4846



STAY SAFE IN THE COLD



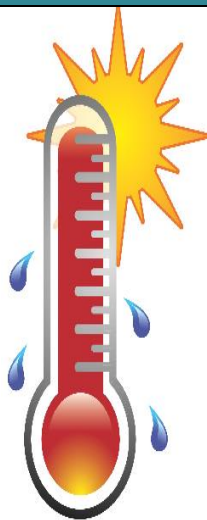
- Stay active. Maintain good nutrition. Get plenty of rest.
- Drink warm fluids to prevent dehydration.
- Postpone outdoor activities or limit time outside when the temperature is -25 Celsius or colder.
- Maintain a heated indoor environment in your home. Landlords must maintain the heat at a minimum of +20 Celsius between September 15 and June 1.
- Do not use an oven as a heating device.
- Ensure space heaters are well maintained and are used properly.
- Do not use portable propane heaters inside your home.
- Dress in layers. Change wet clothing or footwear immediately.

Frostnip: Mild frostbite. Skin appears yellowish to white and feels soft but is painful, tingling and burning. **ACTION:** Get out of the cold. Warm affected area with body heat, blowing on it, under arm pits. Never rub or massage a cold injury.

Frostbite: More severe. Swelling and redness of skin becomes white and waxy, greyish yellow and hard to touch. Tingling and burning, and numbness. **ACTION:** Get medical help. Get warm. Loosen/remove tight clothes or jewelry. Do not restrict circulation. Warm affected area. No alcohol or smoking.

Hypothermia: Body temperature drops. Drowsiness, shivering, irritability, confusion, stiff muscles, slurred speech, fatigue, discoloration in lips, cold skin, apathy. Can be life threatening when shivering stops, person become unconscious. **ACTION:** Get medical help. Move person inside. Remove wet cloths. Warm with blankets and body heat. DO NOT use hot water bottles or electrical blanket. Call 9-1-1 if person appears unconscious.

STAY SAFE IN THE HEAT



- When in the sun, cover up and stay in the shade.
- Wear loose-fitting long shirts and pants, and a wide-brimmed hat.
- Wear UV protective sunglasses.
- If your home does not have air conditioning, go to a location in town that does such as a library, recreational facility or store.










Sunburn: Redness, pain, swelling of skin, blisters, fever, headache. **ACTION:** Do not burst blisters. If blisters break, apply a sterile bandage. If serious, see a doctor.

Heat Cramps: Heavy sweating, muscle spasms in legs and stomach. **ACTION:** Firm pressure on cramping muscles or gently massage. Sip water. If nauseous, stop drinking and move to a cool place to rest. Visit a cooling center such as a store, arena, library or mall. Watch to see if symptoms worsen.

Heat Exhaustion: Heavy sweating. Weakness. Cold, pale, clammy skin. Weak pulse. Fainting. Vomiting. **ACTION:** Move to cool place. Lay down. Loosen clothing. Apply cool/wet towels or cloths. Sip water. If nauseous, stop drinking water. If vomiting, seek medical help.



WHAT TO DO IF YOU FALL and you are ALONE

1. PREPARE	2. RISE	3. SIT
 <p>Getting up quickly or the wrong way could make an injury worse. If you are hurt, call for help using a medical alert service or a telephone.</p>	 <p>Push your upper body up. Lift your head and pause for a few moments to steady yourself.</p>	 <p>Keep the other leg bent with the knee on the floor.</p>
 <p>Look around for a sturdy piece of furniture, or the bottom of a staircase. Don't try and stand up on your own.</p>	 <p>Slowly get up on your hands and knees and crawl to a sturdy chair.</p>	 <p>From this kneeling position, slowly rise and turn your body to sit in the chair.</p>
 <p>Roll over onto your side by turning your head in the direction you are trying to roll, then move your shoulders, arm, hips, and finally your leg over.</p>	 <p>Place your hands on the seat of the chair and slide one foot forward so it is flat on the floor.</p>	 <p>Sit for a few minutes before you try to do anything else.</p>

WHAT TO DO IF YOU ARE HURT

DO NOT GET UP

GET HELP: Try to get to a phone. Call 9-1-1. Stay on the line.

KEEP WARM: Use anything close; a jacket, tablecloth, or bedding.

IF YOU ARE WET: If your bladder lets go when you fall, move away from the damp area.

MOVE YOUR LIMBS: Gently moving your arms and legs will help your circulation and reduce pressure areas.



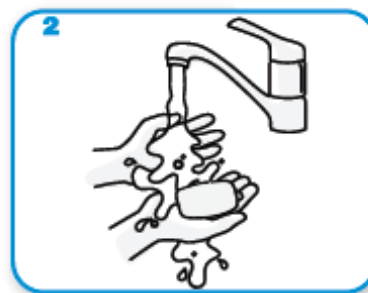
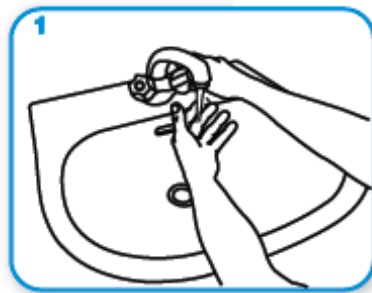
AVOID GETTING SICK - WASH YOUR HANDS

BEFORE:

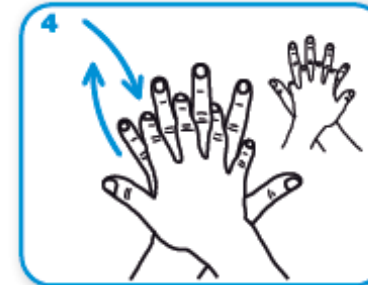
- Preparing Food
- Eating
- Taking Medications
- Touching someone who is sick
- Treating a Wound

AFTER:

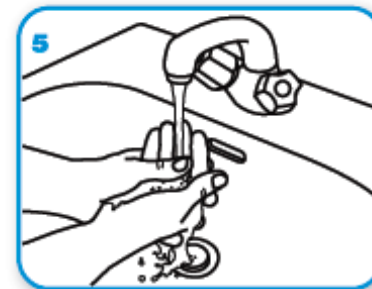
- Preparing Food
- Using the Toilet
- Housing Cleaning
- Touching Animals
- Blowing your Nose
- Coughing or Sneezing
- Handling Garbage
- Touching someone who is sick
- Treating a Wound



Wet hands with water and soap



Wash hands together making sure you wash your thumbs, between your fingers and the backs of your hands



Rinse hands with water



Dry thoroughly with a single use towel

STAYING HEALTHY DURING THE FLU SEASON

Getting a flu shot every year gives you your best chance to avoid the flu virus. But it can not guarantee you 100 percent protection. When you are under stress, your immune system weakens and that makes you a target for the latest viruses. For extra defense it makes sense to take a few added precautions during flu season, this will help keep you and those around you healthy.

A few tips to staying healthy:

- Take good care of your body
- Eat healthy
- Get plenty of sleep
- Stay active
- Wash your hands often with warm soapy water, especially after coughing and sneezing, before eating, and after using the washroom.

What to do if you get the flu

If you have been unlucky enough to get the flu, take steps to speed up your recovery and prevent sharing the "bug" with others.

- Get lots of rest
- Treat fever and cough if necessary
- Drink plenty of fluids
- Stay off work or school until you are feeling better
- Keep surfaces clean
- Sneeze or cough into a tissue or sleeve, not your hands
- Dispose of Kleenex tissues immediately after use
- Wash your hands often
- Do not visit friends or relatives in the hospital or in a long-term care facility
- Avoid close contact with infants, people over the age of 65 and those with chronic health problems. Anyone in these groups can catch the flu easily.

(Simcoe Muskoka District Health Unit)

For more information, contact YOUR LOCAL HEALTH UNITS.

Parry Sound Office

70 Joseph Street, Suite 302
Parry Sound Mall, Parry Sound, ON P2A 2G5
P: 705-746-5801 Toll-free: 1-800-563-2808

North Bay Office

681 Commercial Street
705-474-1400

Burk's Falls Office

17 Copeland Street
Toll-free: 1-800-563-2808

Huntsville Office

34 Chaffey St., Huntsville, Ontario, P1H 1K1
P: 705-789-8813 Please note – Office Closed Daily 12:30 p.m. – 1:30 p.m.

Gravenhurst Office

2-5 Pineridge Gate, Gravenhurst, ON, P1P 1Z3

Please call for an appointment

P: 705-684-9090



THREE STEPS TO EMERGENCY PREPAREDNESS

If an emergency happens in Muskoka-Parry Sound, it may take emergency workers some time to get to you. You should be prepared to take care of yourself, your family and your pets for up to 72 hours. Here are some tips and recommendations on how you can be better prepared if an emergency should occur. You can also call **1-800-662-6232** or **TTY: 1-800-926-9105** for more information or visit **GetPrepared.ca**.

1: KNOW THE RISKS

Although the consequences of various disasters can be similar, knowing the risks in your region can help you better prepare. In Muskoka and Parry Sound, we face a number of hazards such as flooding, wildfires, blizzards, power outages, road closures and even tornados.

2: MAKE A PLAN

Everyone living in Muskoka-Parry Sound needs an emergency plan. It will help you and your family know what to do in case of an emergency. Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another, and discuss what you would do in different situations.

It only takes 20 minutes to complete a personalized plan online. You can then print it out. Most of this information can be filled out on your own. You may need to get some information from your municipality. To complete your emergency plan online visit the 'Make an emergency plan' page from the GetPrepared.ca website. Think about the following:

- Safe exits from home and neighbourhood
- Meeting places to reunite with family or roommates
- Designated person to pick up children should you be unavailable
- Contact persons close-by and out-of-town
- Special health needs
- Place for your pet to stay
- Risks in your region
- Location of your fire extinguisher, water valve, electrical box, gas valve and floor drain

Keep this document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). Photocopy this plan and keep it in your car and/or at work.

3: GET AN EMERGENCY KIT

Keep it in a backpack, duffle bag or suitcase with wheels, in an easy-to-reach, accessible place, such as your front-hall closet.

BASIC EMERGENCY KIT

- Water – at least two liters of water per person per day.
- Food that won't spoil, such as canned food, energy bars and dried foods. (Replace once a year)
- Wind-up or battery-powered flashlight and radio (and extra batteries)
- First aid kit
- Extra keys to your car and house and some cash in smaller bills, such as \$10 bills
- A copy of your emergency plan and contact information
- Special items such as list all food/drug allergies and current prescription medications, infant formula, equipment for people with disabilities

EMERGENCY PREPAREDNESS TIPS and OTHER IMPORTANT ITEMS

- Keep a corded phone in your home, as most cordless phones will not work during a power outage
- Two additional litres of water per person per day for cooking and cleaning
- Candles and matches or lighter
- Change of clothing and footwear for each household member
- Sleeping bag or warm blanket for each household member
- Toiletries, Hand sanitizer, Toilet paper
- Utensils, Garbage bags
- Household chlorine bleach or water purifying tablets



- Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- Small fuel-driven stove and fuel
- A whistle (in case you need to attract attention)
- Tag all of your special needs equipment including instructions on how to use and/or move each assistive device during an emergency.
- Complete a checklist and personal assessment sheet and keep a copy in your emergency kit(s).
- If you have food / drug allergies, wear a MedicAlert® bracelet.
- If you rely on any life sustaining equipment or if you require regular attendant care, ask your network to check on you immediately if an emergency occurs and have an emergency backup plan in the event of a power outage.

PEOPLE WITH DIABETES

- Extra supply of insulin or oral agent
- Extra supply of syringes, needles and insulin pens (if used)
- Small container for storing used syringes and/or needles (if applicable)
- Blood glucose testing kit, spare batteries and record book
- Supply of blood glucose and urine ketone testing strips. Fast acting insulin for high blood glucose (if applicable) Fast acting sugar for low blood glucose
- Extra food to cover delayed meals
- Ice packs and thermal bag to store insulin (if applicable)

PEOPLE WITH HEARING LOSS

- Keep a pencil and paper handy for written communication.
- Install a smoke detection system that includes flashing strobe lights or vibrators to get your attention if the alarms sound.
- Pre-printed phrases you would use during an emergency
- Assistive equipment according to your needs (i.e., hearing aid, personal amplifier, etc.)
- Portable visual notification devices
- Extra batteries for assistive devices
- Communication Card

PEOPLE WITH REDUCED VISION

- Have a longer white cane available to readily maneuver around obstacles (there may be debris on the floor or furniture may have shifted).
- Identify all emergency supplies in advance with fluorescent tape, large print or Braille text, such as gas, water and electric shutoff valves.
- Familiarize yourself in advance with all escape routes and locations of emergency doors/exits on each floor of any building where you work, live and visit.
- Talking or Braille clock
- Large print timepiece with extra batteries
- Extra vision aids such as an electronic travel aid, monocular, binocular or magnifier
- Extra pair of prescription glasses (if applicable)
- Any reading devices / assistive technology to access information or portable CCTV devices

PEOPLE WITH SERVICE ANIMALS

- Minimum 72-hour supply of bottled water and pet food
- Portable water and food bowls
- Paper towels and manual can opener
- Medications with a list identifying medical condition, dosage, frequency and contact information of prescribing veterinarian
- Medical records including vaccinations
- Leash and collar
- Blanket and toy
- Plastic bags



- Bandages (a dog's paws could get cut on rough terrain)
- Up-to-date ID tag with your phone number and the name/phone number of your veterinarian (a microchip is also recommended)
- Recent photo of your service animal in case they get separated from you
- Name of the animal's training center and qualifying number (for identification purposes)
- Copy of license (if required)

PEOPLE WITH MOBILITY NEEDS

- If you use a wheelchair or scooter, request that an emergency evacuation chair be stored near a stairwell on the same floor where you work or live, so that your network can readily access it to help you evacuate.
- In your personal assessment checklist, identify areas of your body that have reduced sensation so that these areas can be checked for injuries after an emergency, if you cannot do so yourself
- Recommended additional items checklist
 - Tire patch kit
 - Can of seal-in-air product (to repair flat tires on your wheelchair or scooter)
 - Supply of inner tubes
 - Pair of heavy gloves (to protect your hands while wheeling over glass or other sharp debris)
 - Latex-free gloves (for anyone providing personal care to you)
 - Spare deep-cycle battery for a motorized wheelchair or scooter
 - A lightweight, manual wheelchair as a backup to a motorized wheelchair (if feasible)
 - Spare catheters (if applicable)
 - Your power outage backup plan

EMERGENCY PREPAREDNESS for MUSKOKA-PARRY SOUND

POWER OUTAGES

DURING A POWER OUTAGE

- First, check whether the power outage is limited to your home. If your neighbours' power is still on, check your own circuit breaker panel or fuse box. If the problem is not a breaker or a fuse, check the service wires leading to the house. If they are obviously damaged or on the ground, stay at least 10 metres back and notify your electric supply authority. Keep the number along with other emergency numbers near your telephone.
- If your neighbours' power is also out, notify your electric supply authority.
- Turn off all tools, appliances and electronic equipment, and turn the thermostat(s) for the home heating system down to minimum to prevent damage from a power surge when power is restored.
- Turn off all lights, except one inside and one outside, so that both you and hydro crews outside know that power has been restored.
- Do not open your freezer or fridge unless it is absolutely necessary. A full freezer will keep food frozen for 24 to 36 hours if the door remains closed.
- Never use charcoal or gas barbecues, camping heating equipment, or home generators indoors or in garages. They give off carbon monoxide. Because you can not smell or see it, carbon monoxide can cause health problems and is life-threatening.
- Use proper candle holders. Never leave lit candles unattended and keep out of reach of children. Always extinguish candles before going to bed.
- Listen to your battery-powered or wind-up radio for information on the outage and advice from authorities.

AFTER A POWER OUTAGE

- Make sure that the hot water heater is filled before turning on the power to it.
- Check food supplies in refrigerators, freezers and cupboards for signs of spoilage. If a freezer door has been kept closed, food should stay frozen 24 to 36 hours, depending on the temperature. When food begins to defrost (usually after two days), it should be cooked; otherwise it should be thrown out.



- Reset your clocks, automatic timers, and alarms.
- Restock your emergency kit so the supplies will be there when needed again.

SEVERE STORMS

Thunderstorms, hail, blizzards, ice storms, high winds and heavy rain can develop quickly. Severe storms occur in Muskoka and Parry Sound districts in all seasons. Listen to the local radio or television stations for severe weather warnings and advice. Keep a battery-powered or wind-up radio on hand as there can be power outages during severe storms.

Preparing for severe storms

Stock up on heating fuel and ready-to-eat food, as well as battery-powered or wind-up flashlights and radios - and extra batteries.

- If a severe storm is forecast, secure everything that might be blown around or torn loose - indoors and outdoors. Flying objects such as garbage cans and lawn furniture can injure people and damage property.
- If you are indoors, stay away from windows, doors and fireplaces.
- You may want to go to the sheltered area that you and your family chose for your emergency plan.
- If you are advised by officials to evacuate, do so. Take your emergency kit with you.
- You can use a cellular telephone during a severe storm, but it is not safe to use a land-line telephone.
- Never go out in a boat during a storm.
- If you are in a car, stop the car away from trees or power lines that might fall on you. Stay there.

Blizzards

- When a winter storm hits, stay indoors. If you must go outside, dress for the weather. Outer clothing should be tightly woven and water-repellent. The jacket should have a hood. Wear mittens - they are warmer than gloves - and a hat, as large portion of body heat is lost through the head.
- In wide-open areas, visibility can be virtually zero during heavy blowing snow or a blizzard.
- If you must travel during a winter storm, do so during the day and let someone know your route and arrival time.
- If your car gets stuck in a blizzard or snowstorm, remain calm and stay in your car. Allow fresh air in your car by opening the window slightly on the sheltered side - away from the wind. You can run the car engine about 10 minutes every half-hour if the exhaust system is working well. Beware of exhaust fumes and check the exhaust pipe periodically to make sure it is not blocked with snow. Remember: you can not smell potentially fatal carbon monoxide fumes.
- To keep your hands and feet warm, exercise them periodically. In general, it is a good idea to keep moving to avoid falling asleep. If you do try to shovel the snow from around your car, avoid overexerting yourself.
- Overexertion in the bitter cold can cause death as a result of sweating or a heart attack.
- Keep watch for traffic or searchers.

Hail

- Take cover when hail begins to fall. Do not go out to cover plants, cars or garden furniture or to rescue animals.
- Stay indoors, and keep yourself and your pets away from windows, glass doors and skylights which can shatter if hit by hailstones. Avoid using the telephone during a storm, and do not touch metal objects like stoves, radiators, metal pipes, and sinks.
- If outside, find shelter and avoid underpasses or any low lying areas that may flood.

Ice storms

- Ice from freezing rain accumulates on branches, power lines and buildings. If you must go outside when a significant amount of ice has accumulated, pay attention to branches or wires that could break due to the weight of the ice and fall on you. Ice sheets could also do the same.
- Never touch power lines.
- When freezing rain is forecast, avoid driving



- Rapid onsets of freezing rain combined with the risks of blizzards increase the chances for extreme hypothermia.

Lightning

- Always take shelter during a lightning storm.
- There is no safe place outside during a thunderstorm. Safe shelter can be found either in an enclosed building or a hard-topped vehicle.
- If you can see lightning or hear thunder, you are in danger of being hit. Seek shelter immediately.
- Wait 30 minutes after the last lightning strike in a severe storm before venturing outside again.
- Do not ride bicycles, motorcycles, tractors, or ATVs.

Thunderstorms

- During thunderstorms, you should also stay away from items that conduct electricity, such as corded telephones, appliances, sinks, bathtubs, radiators and metal pipes.

FLOODING

- A heavy rainfall can result in flooding, particularly when the ground is still frozen or already saturated from previous storms. Quickly melting snow and ice can also raise the risk of flooding.
- Many rivers in Muskoka and Parry Sound experience flooding at one time or another. The potential for flood damage is high where there is development on low-lying, flood-prone lands.

If a flood is forecast

- Turn off basement furnaces and the outside gas valve.
- Take special precautions to safeguard electrical, natural gas or propane heating equipment.
- If there is enough time, consult your electricity or fuel supplier for instructions on how to proceed.

If flooding is imminent

- Move furniture, electrical appliances and other belongings to floors above ground level.
- Remove toxic substances such as gasoline, oil, pesticides and insecticides from the flood area.
- Plug basement sewer drains and toilet connections with a wooden stopper.
- Disconnect eaves troughs if they are connected to the house sewer.
- Do NOT attempt to shut off electricity if any water is present.

During a flood

- Keep your radio on to find out what areas are affected, what roads are safe, where to go and what to do if the local emergency team asks you to leave your home.
- Do not enter a flooded basement unless you are sure the power is disconnected.
- Do not use flooded appliances, electrical outlets, switch boxes or fuse-breaker panels until they have been checked and cleaned by a qualified electrician.

If you need to evacuate

- Vacate your home when you are advised to do so by local emergency authorities.
- Take your emergency kit with you.
- Follow the routes specified by officials. Do not take shortcuts. They could lead you to a blocked or dangerous area.
- Make arrangements for pets.
- Time permitting, leave a note informing others when you left and where you went. If you have a mailbox, leave the note there.
- Never cross a flooded area

For more information on what to do AFTER A FLOOD or any emergency
<http://www.getprepared.gc.ca>



OTHER IMPORTANT THINGS TO REMEMBER

