



The Courier

Ville de  City of
Côte Saint-Luc

CoteSaintLuc.org 514-485-6800

Spring and Summer 2014

We're ready for an emergency. You need to be ready too.

Emergency Preparedness Edition



**Mayor
Anthony
Housefather**

In her book *The Unthinkable: Who Survives When Disaster Strikes—and Why*, investigative journalist Amanda Ripley analyses previous disasters and how people react. She argues that in moments of disaster such as a fire or terrorist attack, something happens in our brains that affects how we think. For instance, the average time it took for people to begin fleeing the World Trade Center after it was struck was six minutes. Even after people began to leave, they walked.

Disasters are so rare an occurrence that the only way to prepare for them is to practice what to do if one happens, so that you don't have to think about what to do—you just need to act. That's why schools practice fire drills. That's why authorities recommend families practice evacuating their home too.

This issue of *The Courier* is all about emergency preparedness. We want you to know what the City of Côte Saint-Luc is doing to prepare for a disaster. We hope we never have to implement our plan. But we have a responsibility to be ready.

We have recently updated our emergency plan and our city council, staff, and volunteers will be trained and will practice what to do in an emergency. We are continually investing in supplies, such as cots for our shelters, emergency generators for our facilities and a new pump station for our underpasses.

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The first 72 hours after an emergency

You should be prepared to take care of yourself and your family for a minimum of 72 hours during a major emergency, says Public Safety Canada, the federal agency responsible for emergency planning.

"In the event of a major emergency, it may take emergency workers some time to get to you because they have to prioritize who needs the most help," Mayor Anthony Housefather said. "I call upon all of our residents to educate yourselves and prepare in advance to face a range of emergency situations by understanding what needs to be done before anything actually happens."

The Côte Saint-Luc city council member responsible for emergency preparedness says that some emergencies might require people to stay in their homes, while others emergencies might require people to leave their homes quickly. It depends on the crisis.

"Many residents remember the ice storm of January 1998, which caused a loss of electricity for more than 3 million people in Quebec," Councillor Glenn J. Nashen said. "Some people have installed emergency generators to mitigate the risk. But loss of electricity is only one possible risk."

"Do you have enough gasoline in your car in case you need to drive away? Do you have enough bottled water and canned food in case you need to stay put for a week? Do you have a manual can opener to open those cans? Is your supply of medication adequate if you cannot get a refill for a while? These are the questions all people need to think about now, before a disaster strikes," Nashen said.

continued on page 3



Councillor Glenn J. Nashen

Celebrate



with
Bowser and Blue



**years since the successful
demerger referendum**

Sunday, June 15 4:30 pm to 6:30 pm

Pierre Elliott Trudeau Park—Mackle & Einstein

Bring your own lawn chair.

Event organized in collaboration with the towns of Hampstead and Montreal West

Mayor Housefather

continued from page 1

This summer, we will be launching our mass notification system. We are automatically adding all the phone numbers publicly available in phone books so we can call you in an emergency. But we are also going to ask you to use a special website to add your mobile phone number and e-mail address so we have more ways to reach you in the event we need to warn you to, say, boil your water or evacuate your home.

We know safety is a concern for those who live near a railway track or the St. Luc Yards. We met with representatives from Canadian Pacific Railways in 2013 to discuss your concerns. We were satisfied that CP took our concerns and those of other communities across Canada

seriously. We were also impressed by the technology and procedures in place to guard against an accident.

Nonetheless, a train-related accident is one of the risks our emergency plan has taken into account and we will be prepared for any possibility, no matter how remote.

Finally, you have a role to play in emergency planning, too. You need to be prepared to look after yourself and your family for at 72 hours—or three days—following a disaster. This means you need to have enough water, prescription medication, canned foods and other supplies at your home.

We hope to never have to face any disaster in our beautiful city. If we do, we will be ready. You need to be ready too.

The Courier

Ville de City of
Côte Saint-Luc
Spring•Summer 2014

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Côte Saint-Luc
DRAMATIC SOCIETY
presents

CATCH ME

IF YOU CAN

THE MUSICAL

Based on the Dreamworks Motion Picture

Book by Terrence McNally
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Lyrics by Marc Shaiman and Scott Wittman

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Catch Me If You Can is presented with special permission from Music Theatre International (MTI). All authorized performance materials are also provided by MTI.

Evening performances:

**June 7, 10, 11, 12, 14,
17, 18, 19 and 21 at 8 pm**

Tickets: Adults: \$27* Seniors/students: \$24* taxes included

Previews: **June 3 and 4 at 8 pm**

Matinees: **June 8, 15, 22 at 2 pm**

Tickets: \$18* (one price for previews/matinees)

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Three steps to get prepared continued from page 1

Here are three steps you should take today to be prepared for any emergency.

Step 1

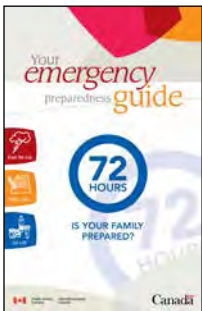
Know the risks in your area

Our area probably won't suffer a major earthquake, but power failures, ice storms, transportation accidents and other events are possible. Think about how you would react to any of these events.

Step 3

Prepare a kit

Include things that you will need to care for yourself and your family, to shelter in your home or to evacuate. Consult the list at right to see what to include.



These steps were adapted from the 72 hours: Is your family prepared? booklet from Public Safety and Emergency Preparedness Canada. To view the booklet, visit www.getprepared.gc.ca.

Step 2

Make a plan

What are the ways to leave your home? What are the routes to escape the neighbourhood. What's the plan to meet up with your family if you are not all together when a disaster happens? Do you have an out-of-town contact person to check in with? What will you do with your pets?

Your kit should include at minimum the following the items:

- bottled water
- canned food and a manual can opener
- flashlights with extra batteries
- battery-powered radio
- cellular phone charger
- candles and waterproof matches
- first aid kit and prescription medications
- infant formula and diapers
- extra keys for car and home
- money including coins for pay phones
- a copy of your emergency plan

How tenants in apartment buildings should prepare

You should know the telephone number of the superintendent or the company that manages the apartment so you can get information in the event there is, say, a power failure. If you have trouble walking and the elevator doesn't work, you may have to rely on your neighbours to bring you groceries or other items. Better yet, keep an emergency reserve of canned foods and bottled water to ensure you have enough to eat.

How seniors should prepare

Whether you live at a house, a condo, an apartment or a seniors' residence, you need to ensure you have an enough of your prescription medication. Don't wait to the last day to get a refill. Make sure you have enough to last at least 72 hours—or three days. If you have to leave your home, make sure that you have everything you will need, including your medications, walker or cane, sanitary and hygiene products and an extra sweater or jacket.

How home owners should prepare

Most home phones are wireless, which is a great convenience but won't work in the event of a power failure. Make sure that you have at least one wired telephone in your house so that you can make and receive calls in a blackout. Designate one room in your house, ideally one with no windows, as a safe room where you can wait out a storm.

How parents of babies and young children should prepare

If you cannot leave your home for several days, or if you are forced to leave with little or no warning, make sure you have enough canned food and water for you and your children. This is especially true for babies, who rely heavily on baby formula. Keep a bag with all these

items close by so you can grab it and go, if need be. Be sure to include diapers, wipes and other baby essentials. Place some age appropriate toys in your bag to focus the children's attention away from the disaster.



The Côte Saint-Luc Public Safety Department



Jordy Reichson is the Director of Public Safety.

Like many other suburbs on the island of Montreal, the City of Côte Saint-Luc has its own Public Security service. But Côte Saint-Luc goes beyond that with a volunteer EMS first-responder service for medical emergencies and a volunteer citizen patrol. In addition to our local services, we have strong partnerships with the Montreal police and fire departments, Urgences-Santé ambulance service, the local community services centres (CLSC), Canadian Pacific Railway Police and Federation CJA Community Security.

Taken together, these services give Côte Saint-Luc a reputation as a safe community that acts proactively to keep it that way.

At a glance

Côte Saint-Luc Public Security

is responsible for enforcing municipal by-laws, assisting residents and protecting city property. Public Security officers enforce parking and noise by-laws, patrol local parks and municipal buildings, respond to major incidents, divert traffic and much more.

Côte Saint-Luc Emergency Medical Services (EMS)

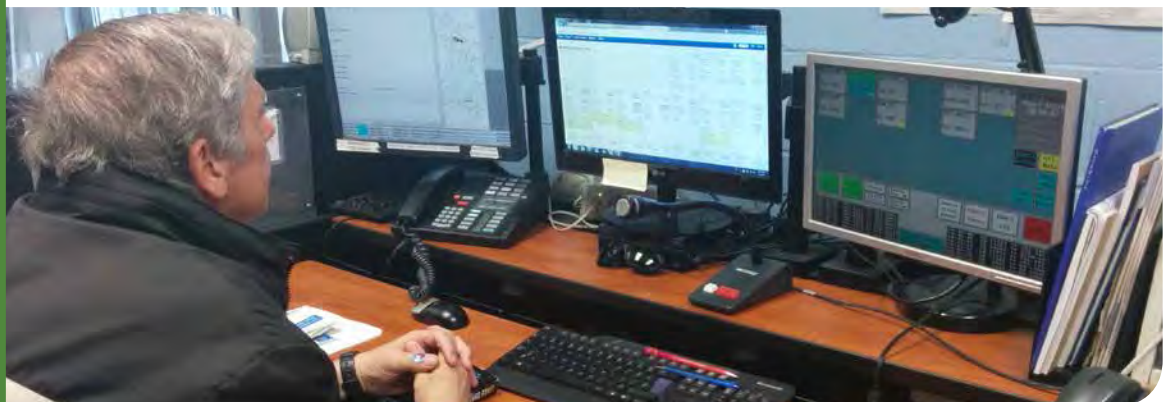
is an all-volunteer group that provides emergency response services. The primary function of EMS is to provide first response for life-threatening or serious medical emergencies received through the 9-1-1 system.

Côte Saint-Luc Volunteer Citizens on Patrol (vCOP)

members patrol the city, observing and reporting any suspicious activities or problems. Our vCOP members are not law enforcement personnel; instead, they act as the eyes and ears for our emergency services.

The Dispatch Centre

is the central hub for the city's public safety services. They receive and transmit calls for EMS received through the 9-1-1 system, handle requests for overnight parking permits and deal with off-hours city business, including reports of water main breaks.



How to volunteer for vCOP



To volunteer for Côte Saint-Luc volunteer Citizens on Patrol, candidates must be age 18 or older, in good physical health and able to commit to a minimum of six hours per month and participate in bi-monthly training meetings. All volunteers must pass a police background check.

For more information, send an e-mail to vCOP@CoteSaintLuc.org or visit CoteSaintLuc.org/vCop.



How to volunteer for EMS



Côte Saint-Luc Emergency Medical Services (EMS) is looking for new members to join its team of volunteer medics. Members must be active, eager to get involved, ready to learn and enjoy taking on challenges and making a difference in the community. No previous first-aid training is required.

EMS courses are offered twice during the year. Students complete in-class sessions and an on-the-road apprenticeship, where they respond to real calls and put into practice the skills they learned in class. Members are encouraged to perform at least one shift per week.

For more information, send an e-mail to ems@cotesaintluc.org or visit CoteSaintLuc.org/EMS.



Councillors

Councillor Sam Goldbloom



District 1

Portfolios:
Public safety

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I hope all of you have successfully coped with the long cold winter we were subjected to and are now enjoying a beautiful spring.

At the outset of our new four-year mandate, the mayor assigned different portfolios to members of city council. I have been entrusted with responsibility over public safety, which encompasses the Emergency Medical Services (EMS) first responder service, the Public Security division, volunteer citizens on patrol and our dispatch centre.

We are fortunate to live in a city that has the only volunteer first responder service on the island of Montreal. Côte Saint-Luc EMS includes 102 volunteers from varied backgrounds who are highly trained and have received their provincial first responder certification. EMS has a fleet of three vehicles equipped with all the latest life-saving medical equipment. The volunteers are on call 24-hours-a-day, 365-days-a-year and respond to more than 3,000 medical emergency calls each year.

I witness first-hand the professionalism, medical knowledge and empathy EMS provid-

ed to my own parents years ago. I know what a positive difference they make. They arrive before the Urgences-santé ambulance and work to stabilize, treat and comfort the patient. In some cases, they literally help keep a patient alive until the ambulance arrives to transport him or her to the hospital.

I recently did a shift with an EMS crew and observed two separate examples of their life-saving technique. For those who want to be part of a team that makes a positive difference in the lives of people in need, EMS is always looking for new volunteer first responders. Contact ems@cotesaintluc.org to learn more.

The Public Security division includes 11 agents and a fleet of two vans. They patrol the city 24-hours-a-day, 7-days-a-week. The agents help direct traffic, and help enforce city bylaws on the roads, in parks and elsewhere. I also did a ride-along with our Public Security agents and was very impressed by their level of expertise, dedication, and interaction with residents.

The dispatch centre is open 24/7. Our dispatchers are the ones who answer the phone when you call 514-485-6960 or if you need to reach someone at the city after hours to report a water main break, request a temporary parking permit and more.

I am proud to be part of an administration that supports these services, which contribute to bettering the lives of our residents.

I hope you enjoy a happy, healthy and safe spring and summer. As always, I am available for any of your suggestions or comments.

Councillor Dida Berku



District 3

Portfolios: Public works, railway relations, environmental issues, Cavendish Boulevard extension

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Following the train accident at Lac Mégantic last July, Côte Saint-Luc immediately joined other Canadian cities in demanding greater safety and security measures from its railways and from the government agencies that oversee the national railway network. As a member of the Federation of Canadian Municipalities, Côte Saint-Luc supported the creation of the task force, which gave new urgency to long standing demands for greater transparency from the railway companies and for safer tanker cars for the transport of hazardous materials.

On September 11, 2013, the Mayor Anthony Housefather and I—along with other members of council and staff—met with Canadian Pacific Railways to review its safety protocols, most particularly in light of the significant increase

in the transport of oil by rail. Under common carrier rules CP, like all railway companies, is required to transport all materials including oil and other hazardous products that meet federal transportation guidelines.

It is up to federal regulators to require sturdier rail cars, more stringent safety rules and stiffer penalties for shipping companies that mislabel hazardous goods or fail to obey existing regulations.

Earlier this year in a joint statement, the Canadian and American transport agencies issued recommendations that will improve the safety of transport of hazardous materials in general and crude oil in particular. These recommendations include: (1) The progressive replacement of the older DOT111 cars with newer double-walled and safer cars; (2) The requirement that railway companies conduct more stringent route planning and perform risk assessment analysis especially on routes going through sensitive high density areas; (3) More accuracy in the labeling of products being transported; and (4) The adoption of emergency response assistance plans for the transport of liquid hydrocarbons.

These measures are in addition to the orders issued by the Minister of Transport in the aftermath of the Lac Mégantic accident, which in-

Councillor Mike Cohen



District 2

Portfolios: Library and culture, sponsorship, animal protection, cats committee liaison

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Last fall I was re-elected by acclamation to represent the residents of District 2 in Côte Saint-Luc. As I embark upon my third term in office, I continue to maintain a close relationship with constituents, via regular walkabouts, phone calls, e-mail exchanges and my annual district meetings. The next such gathering will take place on Monday, June 2 at 7 pm at City Hall (5801 Cavendish Blvd.) Among my guests will be Eric Ibey, our coordinator of Urban Development and a point man on traffic concerns. He will listen to any comments residents might have about the intersection of Cavendish Blvd. and Kildare Rd.

In this mandate, I have assumed responsibility for library and culture while retaining sponsorship and expanding my role from the Côte Saint-Luc Cats Committee to animal protection.

Naturally, I am very excited to move forward with my new portfolios. Our Eleanor London

cluded most significantly the prohibition against leaving a train unattended on a main line and the obligation of railway companies to provide municipalities with regular reports of hazardous materials being transported. When the mayor and council visited the St. Luc Yards on November 22, we were reassured that CP never leaves a loaded train unattended on a main line track. And for the past six months Côte Saint-Luc has been receiving regular reports on hazardous products being transported.

While CP maintains that it exercises all necessary precautions in order to minimize risk and accidents, the Côte Saint-Luc relies on our public safety services to coordinate emergency response. A major component of our emergency measures plan includes protocols and procedures to respond to any railway incident coming from the St. Luc Yards or on the train lines.

Over the past few decades and certainly since I was first elected more than 24 years ago, no major incident has been reported in the St. Luc Yards. We are confident that the good safety record of CP in our community will continue. However in the event of an emergency our residents can be assured that we will be prepared to respond and collaborate with the emergency forces of CP as well as those of the rest of the island of Montreal.

Councillors

Côte Saint-Luc Public Library is a true jewel within this province and I would go as far as saying our country. Library director Janine West and her staff continue to do a magnificent job. Our library is a lot more than books—we are also DVDs and videos, concerts, lectures, musical performances, an art gallery and a satellite branch (called Library Express) at the Aquatic and Community Centre (5794 Parkhaven Ave.). Janine and I have many new objectives to explore over the next four years.

I wish to thank Mayor Anthony Housefather for introducing the animal protection portfolio. For the past three-and-a-half years I have overseen the birth and the subsequent day-to-day activities of an all-volunteer Côte Saint-Luc Cats Committee. However, I also end up getting calls about dogs, raccoons, skunks, squirrels and pet stores. I do not know of any community that has such a portfolio. In fact, I have suggested on a few occasions that our provincial government create such a ministry. Once again, Côte Saint-Luc is ahead of the game.

I am presently working on establishing an advisory committee of dog owners in the city. There are a number of important issues we can work on. So stay tuned.

Councillor Steven Erdelyi District 4



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It continues to be a pleasure to serve as your councillor for District 4. Thank you for your continued support and the confidence you have shown in me. I look forward to continuing to serve as your city councillor for the next four years.

My priority over the next few months is to ensure that the renovations at Richard Schwartz Park go smoothly, and that the park is beautiful when it is completed later this summer/fall. I appreciate the feedback that residents have given me regarding the park and hope to make sure that the park meets your needs. We will send out more information regarding the new community garden to be placed at the park later this summer.

I am enjoying working on the finance portfolio and learning the details of the inner working of

the department. Thank you to Councillor Dida Berku who had been leading the finance portfolio over the last eight years.

I have also been working as a member of the city's Emergency Preparedness Committee and I encourage you to please read through the important suggestions in this issue of the Courier. In my house as everyone should have, we make sure to have enough emergency supplies to last at least 72 hours.

Please sign up this summer for Côte Saint-Luc's mass notification system in order to be alerted if there is an emergency such as a boil water advisory. As a city, Côte Saint-Luc is continuing to invest in our infrastructure every year to avoid emergencies, by relining pipes, and repairing our water network. This year, we are also purchasing a backup generator for the Aquatic and Community Centre to use the facility as an evacuation site if necessary.

On the environmental front, we continue to produce large annual increases in waste that is diverted from landfill through either the brown or blue bin programs.

I encourage all residents to use the city services and facilities and look forward to seeing you all at the upcoming special events as part of the Summer in the City banner.

Councillor Allan J. Levine District 5



Portfolios: Urban agriculture, seniors issues, Royal Canadian Legion liaison, CSL Tennis Club liaison, hockey

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It has been my pleasure to serve as your city councillor since 1986. District 5 is blessed with dedicated, co-operative, and caring residents who take pride in their homes and gardens.

New this summer is a community garden at Kirwan Park. Contact Laurence Fauteux at lfauteux@cotesaintluc.org or 514-486-6800 ext. 4201 to secure a spot. Registration began on May 1 and spaces are very limited.

Côte Saint-Luc will be joining other communities across Quebec to celebrate Neighbours Day on Saturday, June 7. The goal is to take people who live in the same area and bring

them together. Renewing friendships and making new friends makes your street safer and increases your quality of life. Extra eyes watching the newspapers not picked up, and extra arms helping with a difficult chore help bring us all closer together.

District 5 is equipped with lovely parks and playgrounds within walking distance of your home. The Côte Saint-Luc Tennis Club with its nine clay courts, Kirwan Park with its two softball fields and basketball courts, and Yitzhak Rabin Park with its playgrounds are wonderful resources for young families. We also have two daycares, two synagogues, and the 18-hole Meadowbrook Golf Course, which I pledge to preserve.

I serve on both the audit committee and the urban planning committee, but my portfolio of responsibilities also include the seniors dossier, Branch 97 of the Royal Canadian Legion, tennis and tennis camps, hockey, and urban agriculture. My priority is your quality of life.

Residents have spoken to me about the planned 2015 renovation at Kirwan Park, speeding on residential streets, dangerous pets, and fixing more sidewalks. These are four major concerns that I focus upon, with sidewalk replacement on the top of my list.

Congratulations to our Midget BB Maroons who are regional hockey champions. A special thank you to all volunteers who help the shut-ins in winter and help kids get involved in sports and other activities. You are the key to quality of life.

Please stay in touch with me, invite me to your fundraisers, special events and block parties. Do you know of a district 5 person who has won an award or contributed to society in a special way? Please let me know so that we can all share in the pride of our special extended family.

Councillors

Councillor Glenn J. Nashen



District 6

Portfolios: Public Affairs and Communications, IT, emergency preparedness, and vCOP

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Sunny, warm days are finally here after a wicked winter and a stressful provincial election. Let the good times roll but please drive carefully and look out for kids playing and cycling.

Following last autumn's municipal elections, Mayor Anthony Housefather has assigned new portfolio responsibilities to council. While I am still overseeing emergency preparedness and our volunteer Citizens on Patrol (vCOP) program, I have also taken on new responsibilities in public affairs, communications and information technology. Nevertheless, I am still passionate about issues of public safety, especially our incredible Emergency Medical Services, or EMS.

vCOP continues to grow as our volunteer corps approaches 80 members, allowing for more patrols day and night, and more folks ready to help when disaster strikes. Our crews are also trained by the fire department to inspect your smoke detectors, which are required by law. Please invite them in when they ring your doorbell for a free inspection. And consider joining vCOP. Learn more at CoteSaintLuc.org/vCOP.

This year city council is focusing efforts on emergency preparedness and disaster planning. Already a leader in these issues, we are upgrading plans, training staff and volunteers, and involving and educating you. You will soon be able to sign up for emergency alerts by home phone, text message, or e-mail. Watch the local papers and my blog for important updates over the coming months.

The Parkhaven Courtyard townhouse project is in full swing. The old Griffith-McConnell Residence has been demolished and there is much activity in preparation for the construction of 50 townhouses. The long-term prospects for this site are very positive.

Welcome to several new residents who have moved in to their beautiful new homes on Kellert Ave. (between Kildare Rd. and Mackle Rd.), now part of District 6.

Please be sure to subscribe to my blog or follow me on Twitter or Facebook. My postings are an unparalleled means of keeping you informed on local issues, breaking news, opinion, public safety information and news clippings from Côte Saint-Luc.

Councillor Mitchell Brownstein



District 7

Portfolios: Parks and Recreation

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Côte Saint-Luc is one of the best places in the world to live. We benefit from living on the beautiful island of Montreal, in the only province in Canada with a European flavour, in an internationally respected leading federal democracy with one of the highest qualities of life in the world. I have been sending that message since first elected to city council in 1990, passing resolutions on Canadian unity and the Charlottetown Accord in 1992, joining a Raise the Flag grass roots organization in 1993, followed by resolutions to remain a part of Canada in 1996 and speaking out against the most recent Parti Québécois Charter of Values in 2013.

I tell my friends and relatives how lucky we are to live here and that Quebecers of all backgrounds appreciate all the benefits that exist right here in our community. Where else can you live in a city with one of the best recreation, library, public works and emergency services, while at the same time being minutes from downtown Montreal, an hour from the lakes and mountains of the Laurentians and our United States border communities? Where else can you find real estate whether housing or rental apartments of the calibre offered here at affordable rates? Where else can you have access to learning two languages with ease and run a business at affordable cost?

The 18-to-24 year old voters in this election voted 2-to-1 against PQ indicating a bright future for a strong Quebec within Canada. If a referendum were held today approximately 65 percent of voters would vote to remain a part of Canada. There is a clear movement by young French-speaking Quebecers to become members of our global community and the old idea of being insular is no longer attractive to our youth. Although some may like the idea of an independent Quebec, they do not want to deal with the issues of constitutional reform, borders, currency, passports etc. Their concerns revolve around the economy and jobs and they feel comfortable in Quebec, Canada and in the global community at large.

Our future is bright.

Councillor Ruth Kovac



District 8

Portfolios: Urban development (engineering and urban planning)

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As an active member of the emergency preparedness team, prevention and preparedness are always at the forefront of my thinking. Having been trained at Arnprior, Ontario by Emergency Preparedness Canada, I was well-suited to head up the Bialik shelter during the 1998 ice storm where we took care about 450 people.

Today we face many other concerns. The Lac Mégantic train derailment brought the railways once again to the forefront. I am pleased that after meeting with the representatives from Canadian Pacific we once again know what is going through the yards and when.

Our Emergency Preparedness Plan is continuously reviewed and updated. An emergency call out system that can reach people by landline, cell phone, text message, e-mail, pager or fax to inform them of an incident will be implemented and operational this summer. For example it can alert people to a boil-water advisory in a particular sector or advise them to avoid certain streets if there is a fire or other incident.

Our city council and staff work closely together with our partners at the police and fire departments as well as CSSS Cavendish and other stakeholders. Our staff and members of council will update our skills this year and know the roles we will all play in the event of a small or large incident.

We also rely on a large contingent of volunteers. This past year we saw a growth in our membership of volunteer Citizens on Patrol (vCOP) who serve as eyes and ears for the public and assist in a variety of events in the city. They number about 80 and you can identify them by their distinctive orange coloured uniforms. Volunteers also make up our first responder service, Côte Saint-Luc Emergency Medical Services.

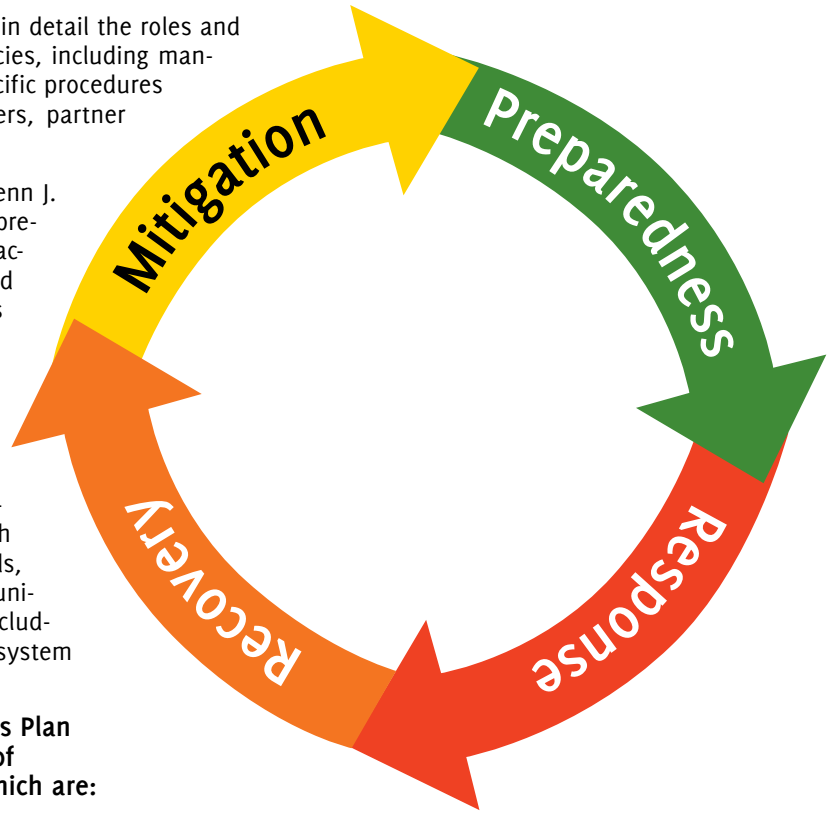
Don't forget to take a CPR course offered by the city. In an emergency large or small, one person can make a big difference. Visit CoteSaintLuc.org/CPR to find the schedule for upcoming courses.

The Côte Saint-Luc Emergency Preparedness Plan

The Côte Saint-Luc Emergency Preparedness Plan outlines in detail the roles and responsibilities in dealing with various types of emergencies, including man-made incidents and natural disasters. It also provides specific procedures to follow in emergency and includes city staff, volunteers, partner services and the public.

“We update the plan every few years,” said Councillor Glenn J. Nashen, the council member responsible for emergency preparedness. “We also conduct simulations, which lets us practice and refine our skills so that we can be more prepared when a disaster does strike. Our Emergency Preparedness Committee, made up of city council, staff and subject matter experts, meets on a regular basis to review our plan, organize training scenarios and help ensure that we are always ready to intervene at a moment’s notice.”

In general, the plan states that, regardless of the type or nature of the emergency, a complete management structure is put into place, which will deal with everything from sheltering evacuees, clearing roads, keeping records, screening volunteers and communicating with the public through various means including social media and our new mass communication system (see bottom of this page).



The Emergency Preparedness Plan deals with the four phases of emergency management, which are:

Mitigation

preventing disasters from occurring by reducing risks and strong pre-planning.

Preparedness

creating plans to deal with risks that we can not mitigate, such as major snow storms.

Response

plans and people accomplishing the tasks required to deal with the disaster and reduce the risks to human life and property.

Recovery

getting the people and the city back to normal life.

Mass Notification System Coming Soon

Coming this summer, the City of Côte Saint-Luc will launch a mass notification system, which will be used in an emergency to notify every resident of the issue by phone, e-mail or text message and provide instructions and guidance.

Notifications can include things like a boil-water advisory affecting just your block or a major incident affecting the whole city.

To make sure we will be able to reach every resident, we will need your help to make sure your home phone number is on our list. We also want you to add your mobile phone number and e-mail address.

The more ways we have to reach you, the better. You choose how you prefer to be notified.

The city will send an information sheet to every home later this summer with details on how to check your information is up to date and how to edit it or add to it.



Emergency infrastructure

The City of Côte Saint-Luc continually invests in its infrastructure, in particular the items that are most needed in an emergency, such as generators for emergency shelters, portable cots and so on.



“When we decide to buy a new vehicle or renovate a city building, we keep in mind how these could be used in an emergency,” Mayor Anthony Housefather said.

For instance, Côte Saint-Luc has three heavily-travelled underpasses on Cavendish Blvd., Westminster Ave. and Côte Saint-Luc Rd. Since 2006, the city has replaced the pump station equipment that is used to drain water from the road surface at two of them. The third pump station is scheduled to be replaced at the third underpass this summer.

“Pump stations aren’t as glamorous as new park equipment or a freshly paved road, but it is a vitally important piece of technology that helps ensure our underpasses are passable,” said Councillor Ruth Kovac, the council member responsible for urban planning and engineering. “The flash rainfall of July 1987 demonstrated how reliant we are on these underpasses,

which are the ways in and out for the majority of our residents.”

Ever if the underpasses were to become blocked, whether by heavy snow fall or debris, Côte Saint-Luc has an agreement with Canadian Pacific Railway allowing the city to direct vehicles over the train tracks in order to evacuate, if necessary.

The city is also installing a new generator at the Aquatic and Community Centre (5794 Parkhaven Ave.) this year. That building is one of several that could act as a shelter in the event of a disaster that forces residents from their homes. The city is also buying cots and other items that will allow staff and volunteers to provide the basics to evacuees.

Railway safety

The City of Côte Saint-Luc is home to the Canadian Pacific Railway St. Luc Yards and to two rail lines, making rail safety a particular interest to the residents and the city council.

“The tragic 2013 train derailment at Lac Mégantic obviously created a lot of anxiety in communities that are home to train lines and train yards,” Mayor Anthony Housefather said. “Long before that accident, we had established a good working relationship with representatives at Canadian Pacific to try to encourage them to tackle issues related to noise, access to the rail yard, hazardous material transport and, of course, issues of safety.



“We met with CP again shortly after the accident at Lac Mégantic to address additional concerns and toured the St. Luc Yards to better understand their operations. We continue to communicate with CP and are confident they understand the concerns that Côte Saint-Luc and all other railway communities have about rail safety and share our concerns about safer tanker cars, slower speeds in dangerous areas and are continuing to improve their operations.”

Like all major railways, CP is governed by strict safety standards established by Transport Canada and they are required to disclose the nature of the various materials that they transport across our territory.

“One of the 10 risk factors that the Côte Saint-Luc Emergency Plan lists is a train derailment or cargo spill at the St. Luc Yards,” Mayor Housefather said. “Through our excellent collaboration with CP, we are able to ensure that in the event of an incident, our people on the ground will work closely together to reduce the risks and impact on our residents.”

For more information about train safety, see Councillor Dida Berku’s column on page 6.

Other ways we prepare

The City of Côte Saint-Luc prepares for emergencies using all of the resources at its disposal. Residents can help by transforming themselves into another resource—if only in their home or on their street.

For instance, the city offers cardio-pulmonary resuscitation (CPR) classes throughout the year. See the list of dates at CoteSaintLuc.org/CPR. You can also take part in our Hero in 30 classes, where we train participants in the basic CPR skills, how to use an automated external defibrillator (AED) and how to help someone who is choking—all in 30 minutes.



9-1-1

When to call 9-1-1



Many people are reluctant to call 9-1-1 because they are not sure their issue is truly an emergency. How can you tell?

An emergency is any situation that requires immediate assistance from the police, fire department or an ambulance. A medical emergency includes when someone is unconscious, gasping for air or not breathing, experiencing an allergic reaction, having chest pain, having uncontrollable bleeding, or any other symptoms that require immediate medical attention.

If you're not sure whether the situation is a true emergency, we recommend that you call 9-1-1 anyway. The dispatcher will ask you the right questions and be able to determine whether you need emergency help.

For non-urgent police matters call 514-280-2222

For non-urgent healthcare questions call 811

To reach Poison Control call 1-800-463-5060

What happens when you call 9-1-1



When you call 9-1-1, be prepared to stay on the line and answer the dispatcher's questions. Do not hang up until instructed to do so by the dispatcher. The dispatcher will want to know:

- 1** The location of the emergency, including the street address.
- 2** The phone number you are calling from.
- 3** The nature of the emergency.

The 9-1-1 service in our area can also provide step-by-step instructions on how you can help someone who is choking or needs first aid or CPR.

Additional details about the emergency, such as a physical description of a person who may have committed a crime, a description of a fire that may be burning, or the specific injuries or symptoms being experienced by a person having a medical emergency, are all helpful in ensuring that the right resources are sent to handle the emergency. However, don't delay calling 9-1-1 in order to obtain any of this additional information.

If you dial 9-1-1 by mistake, or if a child in your home dials 9-1-1 when no emergency exists, do not hang up—that could make 9-1-1 officials think that there is a real emergency and possibly send responders to your location. Instead, simply explain to the dispatcher what happened.

Smoke detector brigade



Smoke detectors save lives by warning people of possible fires in a home. But they can only do the job if they are working. Too many deaths occur that could have been prevented if the house was equipped with a working smoke detector.

Every summer, through a partnership with the Montreal Fire Department, a fire prevention officer or a team from the vCOP smoke detector brigade may ring your doorbell and offer to check your smoke detector, replace dead batteries and install new smoke detectors where needed.

Smoke detector brigade volunteers will be wearing their vCOP uniform and carry a photo ID. If you are not home when they come to visit, they will leave a notice with information on how to schedule a visit. We encourage all residents to take advantage of this free service to safeguard their family, their house and their property.

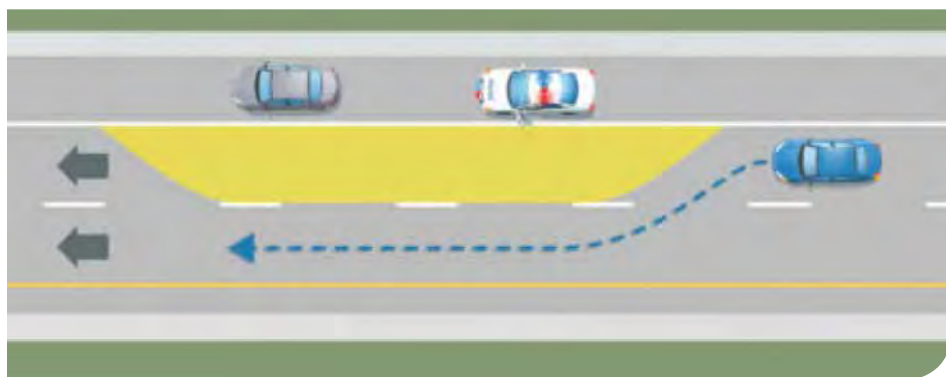
The 1977 Côte Saint-Luc by-law 1556 requires smoke detectors in all new homes and buildings.

Protect those who protect you: respect the Move Over Law

When you see an emergency vehicle approaching in your rear view mirror with its emergency lights and/or sirens activated, the Highway Safety Code states you must slow down and pull to the right, if it is safe and possible to do so. This will allow the emergency vehicle to pass safely en route to their emergency call.

Since 2012 when an emergency or service vehicle is stopped on the side of the road with its emergency lights activated, you must change into another lane in order to create a safety buffer. Also, it is illegal—and quite dangerous—to follow an emergency vehicle that has its emergency lights and/or sirens activated.

Visit www.moveoverlawquebec.gouv.qc.ca to watch a 90-second video that clearly explains how you should move over if an emergency vehicle is stopped.



source: www.moveoverlawquebec.gouv.qc.ca

CÔTE SAINT-LUC
Summer
IN THE
CITY

Summer has so much
to offer in CSL!

Farmer's Market * Fun at the Pool
Outdoor Concerts * Family Movies

CoteSaintLuc.org/Summer