

# Western New Brunswick

Service Commission



## **PUBLIC SAFETY GUIDANCE**

in the Western Valley Region



This public safety guidance booklet is provided by:

**Western New Brunswick Service Commission**  
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Enclosed you will find essential safety measures for your family, home and personal security, crime prevention tips, and contacts for safety and crime prevention services in our region and province.

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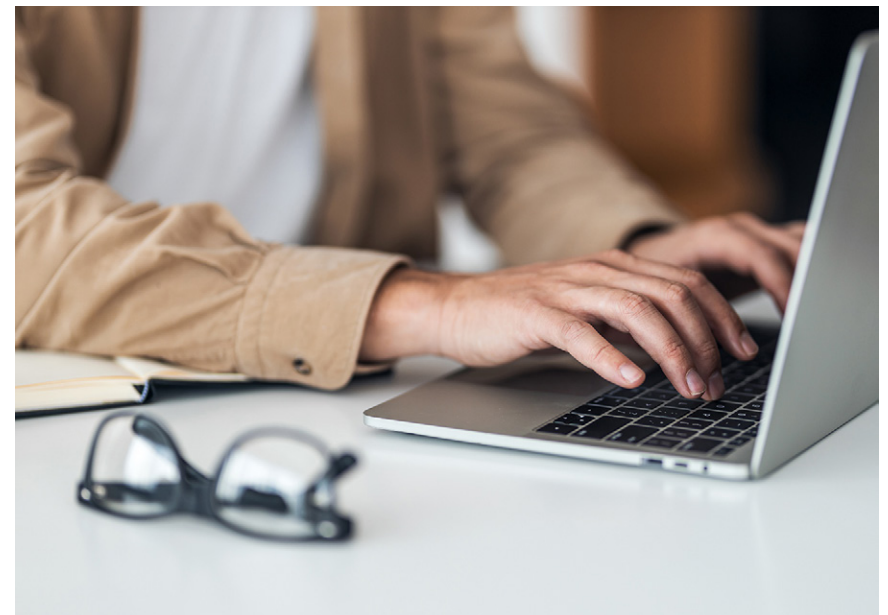
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# EMERGENCY PREPAREDNESS





## Emergency Preparedness Guide

Take the time to know the risks and plan ahead. Although the consequences of various disasters can be similar, knowing risks for any event will help you better prepare. Risks vary by region but can affect the province as a whole. Natural disasters, such as flooding, hurricanes, Nor'easters, or sudden events, such as train derailments and power outages, can happen at any time. Knowing the risks can help you better prepare for these disasters.

Public Safety Canada offers brochures on specific risks, such as earthquakes, power outages, floods, and severe storms. Download your free copies at [www.GetPrepared.ca](http://www.GetPrepared.ca)

### MAKE A PLAN

Every household needs an emergency plan. It will help you and your family know what to do in case of an emergency. It will take you about 20 minutes to make your plan. 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.

Use the following pages to create your plan. Most of this information can be filled out on your own. You may need to get some information from your municipality and the province about their emergency plans.

A list of municipal emergency management agencies are available throughout this booklet. Keep this booklet in an easy-to-access place and use it as a handy, informative guide if you should need it.

## Household Emergency Plan

### EMERGENCY EXITS

Draw up a floor plan of your home that shows all possible exits from each room. Plan a main exit route and an alternate exit route from each room. If you live in an apartment, plan to use the stairs instead of elevators. If you are unable to use the stairs, notify emergency personnel ahead of time. Also, identify an evacuation route from your neighbourhood in case you need to leave in a hurry (and think of more than one option).

### MEETING PLACES

Identify safe places where everyone should meet if you cannot go home or you need to evacuate.

#### Safe Meeting Place Near Home:

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#### Safe Meeting Place Outside Immediate Neighbourhood:

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#### Evacuation Routes from Neighbourhood:

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**WORKPLACE**

Learn about the emergency evacuation plans in place and what you will need to do. You may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay put for a while. Check with your employer about workplace emergency plans such as emergency exits, fire alarms, meeting spots, and designated safety personnel or floor wardens.

**CHILDREN**

Ask your children's school or daycare about their emergency policies. Find out how they will contact families during an emergency. Find out what type of authorization the school or daycare requires to release your children to a designated person if you cannot pick them up.

Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

**Designated Person 1:**

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**Designated Person 2:**

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**School Contact Information:**

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**PETS**

In case of an evacuation, remember that pets are not always allowed in some public shelters or hotels. In case of an evacuation, prepare to take your pets with you to the home of a relative or friend who can care for them, or take steps to identify pet-friendly hotels or pet boarding facilities in your area and further away from home.

**Location and Contact Information:**

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**SPECIAL HEALTH NEEDS**

Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs.

Write down details about:

- Accommodation Needs
- Allergies
- Medical Conditions
- Medications
- Family Medical History
- Insurance Information
- Recent Vaccinations
- Surgeries
- Health Screenings
- Emergency Contacts

Keep a copy of this information in your emergency kit, and give a copy to your personal support network. Talk to your doctor about preparing a grab-and-go bag, if possible, with a two-week supply of medication

and medical supplies. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.

Work with your neighbours to identify people who may need extra help during an emergency to help ensure everyone is taken care of. During an emergency, vulnerable people may be frightened and need extra assistance. Do the neighbourly thing and check in on them in their time of need.

**Health Information:**

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**Medication and Medical Equipment:**

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**Grab-and-Go Bag Location:**

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**Emergency Contact Information**

Photocopy your emergency contact information (next page) and put a copy close to your telephone. If possible, you may want to program the numbers into your phone.

**EMERGENCY CONTACT INFORMATION****Emergency Numbers:**

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

**Non-Emergency Numbers:**

Police: \_\_\_\_\_ Health Clinic: \_\_\_\_\_

Fire: \_\_\_\_\_ Other: \_\_\_\_\_

Poison Control: \_\_\_\_\_ Other: \_\_\_\_\_

Tele-Care NB: \_\_\_\_\_ Other: \_\_\_\_\_

**Family Member:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone (Home): \_\_\_\_\_ Phone (Cell): \_\_\_\_\_

Phone (Work): \_\_\_\_\_ Email: \_\_\_\_\_

Home Address: \_\_\_\_\_

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**Friend/Neighbour:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone (Home): \_\_\_\_\_ Phone (Cell): \_\_\_\_\_

Phone (Work): \_\_\_\_\_ Email: \_\_\_\_\_

Home Address: \_\_\_\_\_

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*Continued on the Next Page*

**Out-of-Town Contact:**

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone (Home): \_\_\_\_\_ Phone (Cell): \_\_\_\_\_

Phone (Work): \_\_\_\_\_ Email: \_\_\_\_\_

Home Address: \_\_\_\_\_  
\_\_\_\_\_**Family Doctors:**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Clinic Address: \_\_\_\_\_

**Pet Care:**

Veterinarian: \_\_\_\_\_ Clinic Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone (After-Hours): \_\_\_\_\_

Clinic Address: \_\_\_\_\_  
\_\_\_\_\_

Boarding Kennel: \_\_\_\_\_ Phone: \_\_\_\_\_

Kennel Address: \_\_\_\_\_

**Insurance Agent/Company:**

Agent's Name: \_\_\_\_\_ Company Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone (Other): \_\_\_\_\_

Policy Number(s): \_\_\_\_\_  
\_\_\_\_\_**Safe Home Instructions**

- Make sure you have a working carbon monoxide detector, smoke detector/alarm, fire extinguisher and well-stocked first-aid kit. If you live in an apartment or are staying in a hotel, know where the fire alarms and emergency exits are located.
- Make sure you have a fire extinguisher on every level of your home, including one in your kitchen.
- Everyone in your home should know where to find the fire extinguishers. All capable adults and older children should know how to use it. See instructions regarding the lifetime of your fire extinguisher and check with your local fire department for more information.
- Carbon monoxide has no smell, taste, or colour. Unless you have a carbon monoxide (CO) detector in your home, you might never know it is present until it is too late.
- There are several signs that indicate someone may be suffering from carbon monoxide poisoning: dull headache, weakness, dizziness, nausea or vomiting, shortness of breath, confusion, blurred vision and loss of consciousness. If you think you have been affected by carbon monoxide, you should immediately go outside and go to the nearest hospital or call 911.

- Older children and adults should know how to turn off your home’s water, electricity and gas. Make large, easy-to-see signs for water and gas shut-offs as well as for the electrical panel.
- Teach children how and when to dial 911 as well as how to call the designated out-of-town contact.

**Locations of Fire Extinguishers:**

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**Water Valve Location:**

**Utility Company Number:**

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**Electrical Panel Location:**

**Utility Company Number:**

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**Gas Valve Location\*:**

**Utility Company Number:**

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\*Only shut off gas when the authorities tell you to do so.

Always make sure the drain area is clear of boxes, furniture, etc., in case of flooding.

**Emergency Instructions**

- Call 911 to report a fire, a crime or a threat to life. For non-emergency calls, use the ten-digit numbers listed in your local phone book or your emergency plan for police, fire and other health services.
- When notifying emergency services of your location, provide the municipality, exact street or civic address, and nearest intersection.



**IN AN EMERGENCY**

- Follow your emergency plan.
- Get your emergency kit.
- Make sure you are safe prior to assisting others.
- Listen to the media for information from authorities. Local officials may advise you to stay where you are. Follow their instructions. Stay put until all is safe or until you are ordered to evacuate.

**EVACUATION ORDERS**

Authorities will not ask you to leave your home unless they have reason to believe that you may be in danger. If you are ordered to evacuate, take your emergency kit, your wallet, personal ID for each family member and copies of essential family documents with you. Bring a cellular phone and spare battery or charger with you, if you have one. Use travel routes specified by local authorities.

If you have time, call or email your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.

If possible, leave a note telling others when you left and where you are. Shut off water and electricity if officials tell you to do so. Leave natural gas service on unless officials tell you to turn it off. If you turn off the gas, the gas company must reconnect it. In a major emergency, it could take weeks for a professional to respond.

Take pets with you. Lock your home. Follow instructions from the authorities. If you go to an evacuation centre, register your personal information at the registration desk. Do not return home until authorities advise that it is safe to do so.

## Get an Emergency Kit

In an emergency, you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours. You may have some of these items already, such as food, water and a battery operated or crank flashlight. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark?

Make sure your kit is easy to carry and everyone in the household knows where it is. Keep it in a backpack, duffle bag or suitcase with wheels, in an easy-to-reach, accessible place such as your front hall



closet. If you have many people in your household, your emergency kit could get heavy. It's a good idea to separate some of these supplies in backpacks. That way, your kit will be more portable and each person can personalize his/her own grab-and-go emergency kit.

## WHAT DO YOU PUT IN YOUR EMERGENCY KIT?

A basic emergency kit should contain the following:

- Water – at least two litres of water per person per day for a minimum of 72 hours; include small bottles that can be carried easily in case of an evacuation order
- Food – that won't spoil, such as canned food, energy bars and dried food (replace food and water once a year and be mindful of expiry dates)
- Manual can opener
- Crank/solar/battery-powered flashlights and radio. Check and replace batteries once a year
- Face masks – cloth or disposable
- Hand sanitizer
- First aid kit
- Extra keys to your vehicle(s) and home
- A copy of your emergency plan and contact information
- If applicable, other items such as prescription medications, infant formula, pet food, and equipment for people with special needs (personalize accordingly)

## RECOMMENDED ADDITIONAL ITEMS

- Two additional litres of water per person per day for cooking and cleaning
- Candles and matches or lighter (keep candles in deep, sturdy containers and do not burn unattended)
- Disinfecting wipes

- Change of clothing and footwear for each household member
- Sleeping bags/warm blankets for each household member
- Toiletries
- Utensils
- Garbage bags
- Household chlorine bleach or water purifying tablets (to make water potable)
- Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocketknife)
- A whistle (in case you need to attract attention)
- Duct tape (to tape up windows, doors, air vents, etc.)

### PRE-PACKAGED KITS

Various kits and supplies are available for sale from commercial entities.

### EMERGENCY VEHICLE KIT

Prepare a small kit and keep it in your vehicle(s). Your basic kit should include:

- Blanket
- Candle in a deep, sturdy container and matches/lighter
- Extra clothing and shoes
- First aid kit with seatbelt cutter
- Flashlight and small portable radio (crank or battery-powered) with extra
- batteries; replace batteries once a year.
- Food that won't spoil (such as energy bars)
- List of contact numbers
- Small shovel, scraper and snow brush
- Warning light or road flares

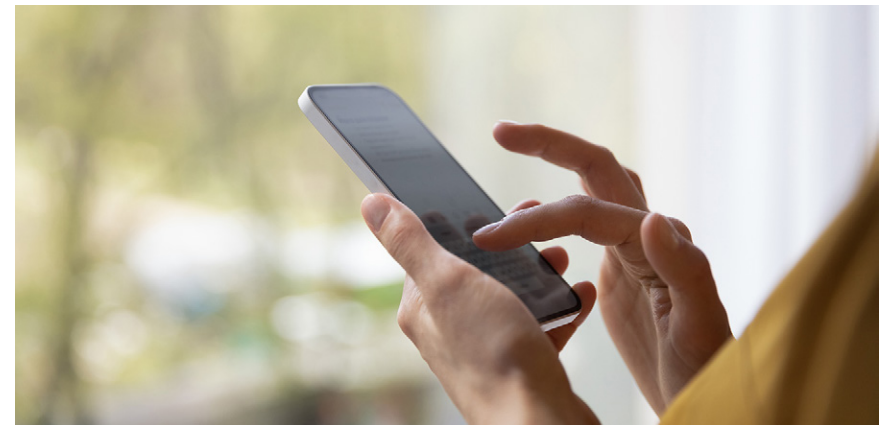
- Water
- Whistle

### RECOMMENDED ADDITIONAL ITEMS TO KEEP IN YOUR VEHICLE

- Antifreeze, windshield washer fluid
- Fire extinguisher
- Road maps
- Sand, salt or cat litter (non-clumping)
- Tow rope and jumper cables
- Full tank of gas and small can of fuel
- Full battery charge and back up battery pack

### Alert Ready

If an alert is broadcast, it's time to act. Alert Ready is designed to deliver critical and potentially life-saving alerts to Canadians through television, radio, cell phones and wireless devices. The Alert Ready system is developed in partnership with federal, provincial and territorial Emergency Management Officials, Environment Canada, and the broadcast industry to ensure you receive alerts immediately and know when to take action to keep yourself and your family safe.



## ALERT READY TESTING

Periodically, we will issue a test of the Alert Ready emergency alert system to be broadcast to New Brunswickers via radio and television, or on their mobile device(s) if a person has signed up to receive Public Safety Alerts. To ensure readiness, it is important to test these systems periodically. These tests are necessary, as they raise awareness of what Alert Ready is and provide important information in the event of an actual emergency.

## WHAT TYPES OF ALERTS ARE BROADCAST?

Government officials have developed a specific list of the types of alerts that are considered a threat to life and should be “broadcast immediately”. Alerts may be broadcast for several reasons such as severe life-threatening weather and other situations where we would need to alert the public and provide emergency public information in the event of an emergency, natural disaster, or if an evacuation must occur.

## ALERTS ON THE WEATHER NETWORK

As part of its regulatory commitments, the Weather Network provides government issued weather warnings and public safety on its television service as well as all its other products and services. The Weather Network works closely with Environment and Climate Change Canada to keep you aware of weather and safety concerns so that you can take the appropriate precautions or protect yourself, your family and your property.

- To see current weather alerts in your region please visit: <https://www.theweathernetwork.com/en/alerts/ca>
- For more information, FAQ's, please check out Alert Ready website at: <https://www.alertready.ca/>

## Resources

### New Brunswick Emergency Measures Organization (NB EMO)

Website: <https://www2.gnb.ca/content/gnb/en/departments/emo.html>

Phone: [1-800-561-4034](tel:1-800-561-4034)

X (Formerly Twitter): [https://x.com/nbemo\\_omunb](https://x.com/nbemo_omunb)

Facebook: <https://www.facebook.com/NBEMO.OMUNB>

### River Watch

Website: [https://www2.gnb.ca/content/gnb/en/news/public\\_alerts/river\\_watch.html](https://www2.gnb.ca/content/gnb/en/news/public_alerts/river_watch.html)

Phone: [1-888-561-4048](tel:1-888-561-4048) (River Watch Recorded Message)

### Environment Canada Weather Office

Website: <https://weather.gc.ca/>

Phone: [1-900-565-4455](tel:1-900-565-4455) - a \$2.99 per minute charge applies

Weather Warnings: [https://weather.gc.ca/mainmenu/alert\\_menu\\_e.html](https://weather.gc.ca/mainmenu/alert_menu_e.html)

Check the blue pages in your phonebook under Weather for weather reports and forecasting available by phone.

### Canadian Red Cross

Website: <https://www.redcross.ca/in-your-community/new-brunswick>

Phone: [1-800-222-9597](tel:1-800-222-9597)

### Salvation Army

Website: [www.salvationarmy.ca](http://www.salvationarmy.ca)

Phone: [1-800-SAL-ARMY \(725-2769\)](tel:1-800-SAL-ARMY)

### Tele-Care 811

Tele-Care is a free, bilingual confidential health advice and information line. Dial 811 for access to registered nurses 24 hours a day, seven days a week.





## During an Emergency

During an emergency, you may not have time to make alternative plans. You may also not be aware of who to listen to for instructions. That's why it is important to know who to call and what to do under different circumstances.

### WHEN TO CALL 9-1-1 (WHERE AVAILABLE)

- Report a fire
- Report a crime
- Save a life

For non-emergency calls, use the seven- or ten-digit numbers listed in your local phone book for police, fire and paramedic services.

### IN CASE OF A MAJOR EMERGENCY

- Follow your emergency plan.
- Get your emergency kit.
- Make sure you are safe before assisting others.

- Listen to the radio or television for information from local officials and follow their instructions.
- Stay put until all is safe or until you are ordered to evacuate.

### MAJOR POLICE ACTION / EVENT

If you find yourself near a major police event, and aren't sure what's happening, here's what you should do:

- Follow the directions and advice of law enforcement and first responders.
- For your own safety, do not approach the area and unless you are advised by police to shelter in place, move away from and avoid the area where the situation is ongoing.
- Try to limit the use of your cell phone to reduce the burden on the telecommunications network.
- Avoid posting pictures of law enforcement activities on social media as it may provide sensitive information to potential criminals and/or endanger first responders.
- In the case of road closures, expect delays for your commute or find an alternative mode or route for transportation.
- If possible/applicable, avoid evacuation areas to permit those attempting to leave the area to do so efficiently and safely.

### SHELTER-IN-PLACE

You may be instructed to "shelter-in-place" if chemical, biological or radiological contaminants are released into the environment. This means you must remain inside your home or office and protect yourself there. The following steps will help maximize your protection:

- Close and lock all windows and exterior doors.
- Turn off all fans, heating and air-conditioning systems to avoid drawing in air from the outside.
- Close the fireplace damper.

- Get your emergency kit and make sure the radio is working.
- Go to an interior room that's above ground level (if possible, one without windows). In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air and may seep into basements even if the windows are closed.
- Using duct or other wide tape, seal all cracks around the door and any vents into the room.
- Continue to monitor your radio or television until you are told all is safe or are advised to evacuate.

### EVACUATION ORDERS

Authorities will not ask you to leave your home unless they have reason to believe you are in danger.

If you are ordered to evacuate, take:

- Your emergency kit
- Your emergency plan
- Essential medications and copies of prescriptions
- A cellular phone (if you have one)
- Your pets

Pets are not allowed in some emergency shelters, so plan in advance for a pet-friendly location.

### PROTECT YOUR HOME

- Shut off water and electricity if officials tell you to.
- Leave natural gas service on, unless officials tell you to turn it off. (If you turn off the gas, the gas company must reconnect it. In a major emergency, it could take weeks for a professional to respond. You would be without gas for heating and cooking).
- Lock your home.

### IF YOU HAVE TIME

- Call or e-mail your out-of-town contact. Tell them where you are going and when you expect to arrive. (Once you are safe, let them know. Tell them if any family members have become separated.)
- Leave a note telling others when you left and where you are going.

### After an Emergency

These are general instructions that apply to many emergencies but not every situation is the same. These tips can also apply during an emergency. Also, please read the sections on specific disasters.

- Try to stay calm.
- Check yourself and others for injuries. Give first aid to people who are injured or trapped. Take care of life-threatening situations first. Get help if necessary.
- Check on neighbours, especially the elderly or people with disabilities.
- Confine or secure pets.
- Use the battery-operated radio from your emergency kit to listen for information and instructions.



- Do not use the telephone except to report a life-threatening injury. Please leave the lines free for official use.
- If possible, put on sturdy shoes and protective clothing to help prevent injury from debris, especially broken glass.
- If you are inside, check the building for structural damage. If you suspect it is unsafe, leave and do not re-enter.
- Do not turn on light switches or light matches until you are sure that there aren't any gas leaks or flammable liquids spilled. Use a flashlight to check utilities.
- Do not shut off utilities unless they are damaged, leaking (a gas leak smells like rotten eggs) or if there is a fire. If you turn the gas off, don't turn it on again. That must be done by a qualified technician.
- If tap water is available, fill a bathtub and other containers in case the supply gets cut off.
- If there is no running water, remember that you may have water available in a hot water tank, toilet reservoir or in ice cube trays.
- Water supplies may be contaminated so purify your water.
- Do not flush toilets if you suspect that sewer lines are broken.
- If you are in a high-rise building, do not use the elevator in case of power outage. If you are in an elevator, push every floor button and get out as soon as possible.
- Pick up your children from school or the pre-determined collection point.
- Stay away from damaged areas unless you are asked to help or are qualified to give assistance.
- Do not go near loose or dangling power lines. Downed power lines can cause fires and carry sufficient power to cause harm. Report them and any broken sewer and water mains to the authorities.
- If the power has been off for several hours, check the food in the refrigerator and freezer in case it has spoiled.



## Specific Threats to Our Region: Wildfires

Wildfires are Canada's second most costly disaster and impact every region in Canada. Hotter temperatures and drier conditions are changing the frequency and intensity of wildfires. Wildfire events do not impact communities equally. Indigenous communities are more likely to be evacuated due to long standing socioeconomic conditions and vulnerabilities that become intensified by wildfire and wildfire smoke. Indigenous ceremonial sites, hunt camps, traplines, as well as hunting, fishing and harvesting grounds can also be damaged by wildfires.

### HOW TO PREPARE BEFORE A WILDFIRE

- Educate the members of your household. Make sure that your family and the members of your household are prepared, should a wildfire occur or should your area be impacted by wildfire smoke.
- Make a household emergency plan: Consider the specific needs of all members of your household, including older adults, anyone with special health needs, children, children, pets and service animals
- Prepare your emergency kits

- Practice your primary escape route, as well as alternative routes out of your community
- Be familiar with local, provincial, territorial emergency management organizations, their plans and evacuation procedures
- Take time to learn about emergency planning in your area, speak to your municipality.
- Stay informed of weather conditions and advisories in your area
- Be aware of wildfire smoke, its impact on air quality and health
- Stay informed about wildfire conditions
- Check if your wireless phone is compatible with Alert Ready, Canada's emergency alerting system

### PREPARE YOUR HOME

- Preventative measures can help protect your home and property before an emergency occurs:
- Remove any fire hazards in and around your home, such as dried out branches, leaves and debris



- FireSmart Canada has information and resources to increase the resiliency of your home and your community to wildfires. Please use this link to learn more: [HIZ Self-Assessment \(PDF\)](#)
- Keep a sprinkler in good working condition available and easily placeable on your roof.
- Have smoke detectors on every level of your home, preferably in every bedroom
- Test smoke detectors once a month. Replace batteries every 6 months. Replace the smoke detector every 10 years
- Have carbon monoxide alarms in your home that are in proper working order
- Consult with your local fire department or a qualified engineer about making your home fire-resistant
- Know how to turn off the utilities in your residence. Local authorities may instruct you to shut them off

### PREPARE FOR WILDFIRE SMOKE

Smoke from wildfires can be a major source of air pollution. During heavy smoke conditions, everyone is at risk regardless of their age or health but some people are more likely to be at risk. It is recommended that you have a half face respirator for each member of the family with spare cannisters.

Actions to prepare your home for wildfire smoke include:

- Properly seal windows and doors
- Consider purchasing one or more certified, properly-sized portable air purifiers
- Purchase a clean, good quality air filter for your ventilation system and air purifiers, and have extra filters available
- Reduce other sources of indoor air pollution and take steps to improve air quality in your home

**BE FAMILIAR WITH:**

- Air Quality Health Index (AQHI)
- Info-Smog (QC) observation and forecasts
- WeatherCan app for weather warnings and air quality advisories in your area
- Weather alerts and air quality advisories

**BE READY TO EVACUATE**

- Make sure that your vehicle is fully fueled. If evacuated, stopping to refuel could be difficult depending on your region or distances
- Check on elderly relatives and neighbours to see if they require assistance
- If you need assistance, place a help sign in your window
- If on a farm/ranch, it is preferable to leave animals unsheltered. If time and personal safety permits, move them away from the danger zone
- Learn more about who does what during an emergency
- Learn more from your provincial or territorial emergency management organization

**DURING A WILDFIRE**

- Stay calm. If you see a fire approaching your home or community, report its location immediately by dialing 9-1-1 or your local emergency number. If it is safe enough to do so, take some or all of the following actions:
- Monitor local radio, television or social media for information, warnings, alerts or evacuation orders from authorities and emergency officials
- Follow instructions. Be ready to leave
- Park your vehicle, positioned forward out of the driveway. Keep car windows closed



- Pack your emergency kit and any valuables or items that cannot be replaced in your vehicle, in preparation to evacuate
- If you are comfortable doing so, post a message in clear view for local authorities to know where a property's resident has gone and how they can be contacted

**PROTECT YOUR HOME**

- Close all doors and windows
- Cover vents and other openings to your house to limit smoke entering your house
- Turn on all lights in the house, porch, garage and yard for increased visibility
- Place a ladder to the roof in the front of the house to assist firefighters
- Move propane BBQs and other combustibles, including firewood and lawn furniture away from structures. (It is good practice to permanently do this).
- Turn off propane or natural gas if you evacuate



### DRIVING DURING A WILDFIRE

- Stay at least 10 metres away from downed power lines to avoid electrocution. Do not drive through areas that have downed power lines
- Do not attempt to drive through a wildfire unless directed by emergency officials
- Always follow official evacuation routes
- Follow local social media and stay tuned to your local radio station for up-to-date information on the fire and possible road closures

### DURING A WILDFIRE SMOKE EVENT

- Monitor radio, television or local social media accounts for air quality statements or air quality advisories issued for your location
- Monitor the Government of Canada's:
  - Current air quality conditions and forecasts for your area
  - Firework system for how smoke from wildfires is expected to move
- Seek out and follow health guidance from local authorities

- Listen to your body. Consider reducing, rescheduling or stopping strenuous outdoor activities. Seek medical attention if experiencing symptoms
- Take care of your mental health
- When there's an extreme heat event occurring with poor air quality, prioritize keeping cool
- Limit time outdoors
- If you must spend time outdoors, a well-constructed, well-fitting and properly worn respirator type mask (such as a NIOSH-certified N95 or equivalent respirator) can reduce your exposure to the fine particles (PM2.5) that represent the main health risk from wildfire smoke
- Check in on others who may be impacted by wildfire smoke
- Protect your indoor air from wildfire smoke by:
  - Keeping windows and doors closed as much as possible
  - Using a clean, good quality air filter in your ventilation system based on the manufacturer's recommendations
  - Using a certified portable air purifier that can filter fine particles
  - If you don't have access to a ventilation system or portable air purifier, you may plan to use a Do-It-Yourself (DIY) air cleaner. Understand the limitations and safety risks associated with DIY air cleaners if used in short-term emergency situations
  - Limit the use of exhaust fans, such as bathroom fans

### AFTER A WILDFIRE

- Assess the situation. Walking or driving might be difficult. Roads may be littered with debris, trees may be down and traffic lights may not be working.
- Monitor local radio, television or social media for up-to-date information from authorities and emergency officials
- Seek immediate medical attention if injured

- Make phone calls only if immediate emergency assistance is needed. Otherwise, use alternative communication methods
- Stay at least 10 metres away from downed power lines to avoid electrocution. Do not drive through areas with downed power lines

### RETURNING TO YOUR HOME

- Follow evacuation orders and remain outside the evacuation zone until authorities have advised that it is safe to return
- Work with experts to ensure utilities are safe. Natural gas should only be turned back on by a licensed technician
- Work with local authorities and professional engineers to assess the structural safety of your home. Re-enter your home only after being advised that it is structurally safe
- Test smoke detectors and carbon monoxide alarms, replace or install new batteries as necessary
- Remove spoiled food from fridges and freezers. When in doubt throw it out
- Do not drink stagnant water in water tanks
- Ensure your well water is safe. Have a water testing kit in the home
- Document & photograph damage to your home and property for insurance purposes

### Specific Threats to Our Region: Flooding

Flooding can be caused by major rivers bursting their banks, tributary rivers and streams receiving too much precipitation or melt in a short time period, a major infrastructure failure (dam failure, water main failure, backflow into the sewage system etc) or a blockage in the normal draining of a catchment area, (ice dam, beaver dam, culvert blockage etc).

#### PLAN AHEAD

- Know your community's flood risks – areas prone to flooding under normal conditions and those at risk during extreme weather.



- Make a plan – consider the resources you have available and what additional assistance your household may need (mobility, transportation, etc.)
- Have “go bags” ready with supplies for everyone in your household, including medications, pet supplies, and USB or paper copies of important documents
- If you live in a home with a basement - seal windows and doors, install a sump pump if you can, and move important items to a higher level
- Check for any leaks during rainy weather and fix them or inform your landlord
- Document or take photos of your property and belongings for insurance purposes
- Check your insurance coverage before a storm, so you know what is covered and who you need to contact
- Clear rain gutters, downspouts, and storm drains
- If there is a drain near your property, make sure it is free of any debris

**DURING A FLOOD**

- Monitor weather and news reports or consider downloading a weather app such as WeatherCan.
- Be prepared if you must evacuate - have your go bag or emergency kit ready to take with you
- Do not attempt to shut off electricity if water is present
- Avoid rivers/streams, the water level may have risen and banks may be unstable. Check your evacuation route and where possible have as many alternative routes as possible.
- DO NOT cross flood waters, including driving through flooded streets
- Follow any instructions or evacuation orders from authorities

**AFTER A FLOOD**

- Do not return home until authorities tell you it's safe to do so
- Have a qualified electrician check the power
- Avoid contact with flood waters, which may be contaminated
- Water may not be safe to drink, cook or clean with after a flood – well water should be tested before use
- Be careful of mold and contamination during the cleanup. Wear appropriate PPE

**Specific Threats to Our Region: Winter Storms**

A major winter storm can last for days and make travel difficult. It is important to ensure there are enough supplies at home until conditions improve.

**HOW TO PREPARE BEFORE A WINTER STORM**

- Prepare your emergency kit. Learn more about what items to put in your kit, including quick and easy steps you can take right away
- Make a household emergency plan. Consider the specific needs of all members of your household, including older adults, children, pets, and anyone with special health needs
- Protect yourself from carbon monoxide poisoning in the event of a power outage
- If you must travel during winter weather, take safety precautions and plan your trip
- Have a plan to shelter pets and farm animals
- Before a winter storm, check on older relatives and neighbors to ensure they have sufficient supplies, as they may be unable to go out safely.

**WHERE TO GET INFORMATION**

Stay connected to weather alert services that share weather warnings, watches, advisories and statements:

- WeatherCAN app provides local weather alert notifications
- Weather information including public weather alerts across Canada
- Weatheradio network hosts a listing of radio weather broadcast frequencies by province or territory
- Hello Weather provides forecasts, conditions, and other weather information by telephone
- Local radio and television broadcasts will help you stay up to date with the latest local weather information



**PREPARE YOUR HOME**

- Take steps to winterize your home including:
  - Insulating walls and attics
  - Caulking and weather-stripping doors and windows
  - Installing outdoor storm windows or covering windows with plastic indoors
- Have shovels, salt, and snow removal supplies in an easily accessed place
- Install snow fences in rural areas to reduce drifting snow on roads and paths
- Check your house including your roof for damage
- Consider having an alternate power source (e.g., outdoor generator) in case you lose power for an extended period of time
- Consider having a backup heat source (e.g., fireplace, wood stove, or space heater) so that you can stay warm
- If required, string a lifeline (such as a rope) between your house and any outbuildings that you might have to access during the winter
- Learn more about how to prepare for extreme cold

**PREVENT CARBON MONOXIDE POISONING**

- Install certified carbon monoxide alarms with battery backup in hallways and outside of sleeping areas
- If you have fuel burning appliances such as stoves or fireplaces, make sure they are well maintained and working properly
- Clean your chimney and flues
- Never use a fuel-burning generator or fuel-burning cooking equipment such as BBQs or camping stoves inside a home, garage, basement, crawlspace or shed, or under a covered area outside the house (such as under an awning or gazebo)
- Operate portable generators at least 6 metres (20 feet) from all homes or buildings. Direct the exhaust away from open windows and doors. Close all windows and doors closest to or downwind from the generator
- If you use your vehicle to charge electronics or warm up, do not idle your vehicle in a garage, even with the garage door open
- Ensure proper ventilation if using fuel-burning appliances
- Learn more about carbon monoxide and preventing carbon monoxide poisoning

**PREPARE YOUR VEHICLE**

- Be ready to change or cancel your travel plans if hazardous travel conditions are expected
- Get a vehicle emergency kit including winter supplies
- Ensure your vehicle is prepared for winter conditions, such as having winter tires a full tank of gas and plenty of windshield washer fluid

**DURING A WINTER STORM**

When severe winter storms are forecast:

- Stay up to date with weather forecasts and plan ahead
- Avoid exposure to extreme cold and snow



- Do not overexert yourself or work outside for extended periods of time
- If you must go outside, dress for the weather and be prepared for hazardous travel conditions
- Avoid driving if a winter storm is happening and delay your travel plans until after the storm has passed, making sure to check weather forecasts and driving conditions
- Avoid travelling alone and at night
- Clear snow and ice from vehicle windows before driving
- Drive slowly in the snow as visibility can be low
- Be aware of black ice, which can be difficult to see, even when visibility is good
- Learn more about driving safely in winter
- If trapped, stay inside your vehicle. Be sure the tail pipe is kept clear of snow and ice
- Help anyone who needs assistance in your neighbourhood if conditions allow
- Run a trickle of water to prevent pipes from freezing

- Prevent carbon monoxide poisoning in the event of a power outage. Frequently check outdoor exhaust vents to make sure they are clear of snow and ice. Dangerous levels of carbon monoxide can build up if fuel burning appliance exhaust vents are blocked

### AFTER A WINTER STORM

- Salt walkways and remove snow from your sidewalks to reduce risk of injury from slipping on ice
- Watch out for flooding caused by melting snow
- Be aware of the risks in the event of an extended power outage
- Be aware of the risks in the event of extreme cold weather
- Check pipes, since these may be frozen, as water expands when it freezes and can cause pipes to burst. Leaks may occur behind walls which can be difficult to notice
- Once thawed, check for water damage and monitor the affected areas for mould growth

## Specific Threats to Our Region: Extreme Cold

### HOW TO PREPARE BEFORE AN EXTREME COLD EVENT

- Prepare your emergency kits. Learn more about what items to put in your kit, including quick and easy steps you can take right away
- Make a household emergency plan. Consider the specific needs of all members of your household, including older adults, children, pets, and anyone with special health needs
- Some local governments may offer warming centres during extreme cold events. Check with your city or municipality to learn more
- Make sure that you have appropriate winter clothing that is suitable for your region's winter temperatures for all members of your household, especially infants, young children, and older adults. Recommended items include insulated winter jackets, waterproof footwear, warm socks, gloves or mittens, a toque, and a scarf or face covering

## KNOW YOUR HEALTH RISKS

- Ask your health care professional if you have a medical condition that might put you at an increased risk from extreme cold
- If you do have health problems, such as a heart condition or other medical issues, you may want to avoid strenuous activities like shoveling snow

## WHERE TO GET INFORMATION

Stay connected to weather alert services that share weather warnings, watches, advisories and statements:

- WeatherCAN app provides local weather alert notifications
- Weather information including public weather alerts across Canada
- Weatheradio network hosts a listing of radio weather broadcast frequencies by province or territory
- Hello Weather provides forecasts, conditions, and other weather information by telephone
- Local radio and television broadcasts will help you stay up to date with the latest local weather information



## PREPARE YOUR HOME

- Prepare your home for winter temperatures by doing regular maintenance before cold weather starts. Make sure your heating system is working efficiently, that your chimney is clean and ready for use, and that any cracks and drafts are sealed to keep the heat inside
- Check on older adult relatives and neighbours to ensure they are warm enough and have sufficient supplies, particularly when the weather is cold or snowy. They may not be able to safely go outside to shop and may require food, medications and other supplies to prepare
- Consider installing a backup heat source that can be used in case of a power outage, such as a fireplace that does not require power to operate the exhaust system or a generator that can be used to power an electric space heater or run existing electric heating appliances
- Install certified carbon monoxide alarms with battery backup in hallways, outside of sleeping areas.
- Learn more about carbon monoxide and preventing carbon monoxide poisoning

## PREPARE YOUR VEHICLE

- Get an emergency kit for your car, including winter supplies such as extra blankets and jumper cables
- Make sure to keep your gas tank full when periods of extreme cold are forecast
- Install winter tires on your vehicle. In some provinces and territories, this is required by law
- Learn more about how to prepare your vehicle for cold weather winter driving

## DURING AN EXTREME COLD EVENT

- Take shelter, don't delay! Extreme cold can quickly become life threatening. If you head outdoors remember to dress for the

weather including the wind chill – bright, sunny days can appear deceptively mild. Go to the nearest heated location at the first signs of exposure to extreme cold (numb extremities). On a cold day, dress for the weather and don't leave home without your toque!

- Protect your indoor air quality in the event of a power outage
- Consider delaying travel or outdoor activities until conditions improve
- Never operate a fuel-burning generator or use fuel burning cooking equipment such as BBQs or camping stoves inside a home, garage, basement, crawlspace or shed, or under a covered area outside the house (such as under an awning or gazebo)
- Operate portable generators at least 6 metres (20 feet) from all homes or buildings
- Direct the exhaust away from open windows and doors. Close all windows and doors on the side of the home closest to or downwind from the generator
- Run a trickle of water to prevent pipes from freezing if the pipes cannot be kept at a temperature above freezing

### AFTER AN EXTREME COLD EVENT

- Watch for signs of illness following an extreme cold event. Health effects can take up to a few weeks to occur.



## Specific Threats to Our Region: Extreme Heat

Although anyone can experience heat stress, the associated health risks are greatest for those over the age of 65, infants and young children, people with chronic conditions such as breathing or heart problems, and for those who work or exercise in the heat. Fortunately, heat-related illnesses are preventable.

### HOW TO PREPARE BEFORE AN EXTREME HEAT EVENT

- Find out how to keep cool and stay safe when temperatures rise
- Prepare your emergency kits. Learn more about what items to put in your kit, including quick and easy steps you can take right away at no cost
- Make a household emergency plan that considers ways to prepare for extreme heat. Consider the specific needs of all members of your household, including older adults, children, pets, and anyone with additional health needs
- Arrange for regular wellness check-ins or visits in person (or by phone or virtually) several times daily by family, neighbours, or friends
- Many local governments offer relief strategies such as cooling centres, extended pool hours, or transportation services during extreme heat events. Check with your city or municipality to learn more

### WHERE TO GET INFORMATION

- Stay connected to weather alert services that share weather warnings, watches, advisories and statements

### KNOW THE HEALTH RISKS OF EXTREME HEAT

- UV Index and Sun Safety - [Canada.ca](http://Canada.ca)
- Be aware of your personal risk to extreme heat. Ask a health professional, such as a pharmacist, physician, or nurse practitioner how medications or health conditions may make you more susceptible to the heat

- Know the signs and symptoms of heat-related illness and which groups are more at-risk for heat-related illness
- During extreme heat events, people may spend more time outdoors. Be aware of extreme heat combined with humidity, wildfire smoke, and sun exposure
- Wildfire smoke 101: Combined wildfire smoke and heat

### PREPARE YOUR HOME

- If you have an air conditioner, make sure it works properly
- If you do not have an air conditioner, consider other ways to keep your home cool such as blocking the sun by closing awnings, curtains or blinds during the day. Opening windows may be advisable if the temperature outdoors is lower than indoors, while being mindful of any outdoor air quality warnings
- When your home gets too hot, take advantage of public cooling centers or air-conditioned spaces that you can visit during heat events
- If it is safe to do so, leave a couple of windows open at night to take advantage of falling temperatures

### DURING AN EXTREME HEAT EVENT

- It is important to slow down, drink water, and stay cool during an extreme heat event because your body can't function as well in high temperatures. Whether you are indoors or outdoors during extreme heat, you can protect yourself from the health effects of extreme heat.
- Stay in an air-conditioned space or in the shade as much as possible
- Stay hydrated and dress for the weather by wearing lightweight, light-coloured, and loose-fitting clothing
- Pay attention to how you, and those around you feel and watch for signs and symptoms of heat illnesses such as heat exhaustion and heat stroke



- **NEVER** leave people (especially children) or pets inside a parked vehicle, even on a moderately hot day
- Check on older adult family members, neighbours, and friends to make sure they are comfortable and safe

### AFTER AN EXTREME HEAT EVENT

Remember that indoor temperatures can remain warm, even after outdoor temperatures cool down. Continue monitoring the temperature of your home and watching for signs and symptoms of heat-related illness in yourself and others. If you experienced a heat-related illness during the heat event, consult with your health care provider to prepare for future heat events.

### Specific Threats to Our Region: Power Outages

Most power outages will be over almost as soon as they begin, but some can last much longer - up to days or even weeks. Power outages are often caused by freezing rain, sleet storms and/or high winds which damage power lines and equipment. Cold snaps or heat waves can also overload the electric power system.

During a power outage, you may be left without heating/air conditioning, lighting, hot water, or even running water. If you only have a cordless phone, you will also be left without phone service. If you do not have a battery-powered or crank radio, you may have no way of monitoring news broadcasts. In other words, you could be facing major challenges.

You can greatly lessen the impact of a power outage by taking the time to prepare in advance. You and your family should be prepared to cope on your own during a power outage for at least 72 hours.

### BEFORE A POWER OUTAGE

You can install a non-electric standby stove or heater. Choose heating units that are not dependent on an electric motor, electric fan, or some other electric device to function. It is important to adequately vent the stove or heater with the type of chimney flue specified for it. Never connect two heating units to the same chimney flue at the same time.

- If you have a wood-burning fireplace, have the chimney cleaned every fall in preparation for use and to eliminate creosote build-up which could ignite and cause a chimney fire.



- If the standby heating unit uses the normal house oil or gas supply, have it connected with shut-off valves by a certified tradesperson.
- Before considering the use of an emergency generator during a power outage, check with furnace, appliance and lighting fixture dealers or manufacturers regarding power requirements and proper operating procedures.
- Whole house power storage systems are available, but consideration on how to recharge these will need to be considered in advance if an outage goes beyond 3 days.

### PEOPLE WITH DISABILITIES OR OTHERS REQUIRING ASSISTANCE

Consider how you may be affected in a power outage with the points listed below. If you live in an apartment, advise the property management that you may need assistance staying in your apartment or that you must be evacuated if there is a power outage. This will allow the property manager to plan and make the necessary arrangements on your behalf.

- Your evacuation route - without elevator service (if applicable).
- Planning for a backup power supply for essential medical equipment.
- Keeping a flashlight and a cell phone handy to signal for help.
- Establishing a self-help network to assist and check on you during an emergency.
- Enrolling in a medical alert program that will signal for help if you are immobilized.
- Keeping a list of facilities that provide life-sustaining equipment or treatment.
- Keeping a list of medical conditions and treatment.

### 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 meters 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. Also, power can be restored more easily when there is not a heavy load on the electrical system.
- Turn off all lights, except one inside and one outside, so that both you and hydro crews outside know that power has been restored.
- Don't 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't 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.

### HELPFUL TIPS

- Make sure your home has a working carbon monoxide detector. If it is hard-wired to the house's electrical supply, ensure it has a battery-powered back-up.
- Protect sensitive electrical appliances such as TVs, computer, and DVD players with a surge-protecting powerbar.



### USE OF HOME GENERATORS

Home generators are handy for backup electricity in case of an outage, but must only be used in accordance with the manufacturer's guidelines. A back-up generator may only be connected to your home's electrical system through an approved transfer panel and switch that has been installed by a qualified electrician. Never plug a generator into a wall outlet as serious injury can result when the current produced by the home generator is fed back into the electrical lines, and transformed to a higher voltage. This can endanger the lives of utility employees working to restore the power.

### HOW TO OPERATE A GENERATOR SAFELY

- Follow the manufacturer's instructions
- Ensure that the generator operates outdoors in well-ventilated conditions, well away from doors or windows, and never in your garage, to prevent exhaust gases from entering the house
- Connect lights and appliances directly to the generator. If extension cords must be used, ensure they are properly rated, CSA-approved cords

**IF YOU HAVE TO EVACUATE**

Evacuation is more likely during winter months, when plummeting temperatures can make a house inhabitable. Although a house can be damaged by low temperatures, the major threat is to the plumbing system. If a standby heating system is used, check to see that no part of the plumbing system can freeze.

If the house must be evacuated, protect it by taking the following precautions:

- Turn off the main breaker or switch of the circuit-breaker panel or power-supply box.
- Turn off the water main where it enters the house. Protect the valve, inlet pipe, and meter or pump with blankets or insulation material.
- Drain the water from your plumbing system. Starting at the top of the house, open all taps, and flush toilets several times. Go to the basement and open the drain valve. Drain your hot water tank by attaching a hose to the tank drain valve and running it to the basement floor drain.
- Note: If you drain a gas-fired water tank, the pilot light should be turned out - call the local gas supplier to re-light it.
- Unhook washing machine hoses and drain.



- Do not worry about small amounts of water trapped in horizontal pipes. Add a small amount of glycol or antifreeze to water left in the toilet bowl, and the sink and bathtub traps.
- If your house is protected from groundwater by a sump pump, clear valuables from the basement floor in case of flooding.

**AFTER A POWER OUTAGE**

- 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.
- Replace the furnace flue (if removed) and turn off the fuel to the standby heating unit.
- Switch on the main electric switch (before, check to ensure appliances, electric heaters, TVs, microwaves computers, etc. were unplugged to prevent damage from a power surge).
- Give the electrical system a chance to stabilize before reconnecting tools and appliances. Turn the heating-system thermostats up first, followed in a couple of minutes by reconnection of the fridge and freezer. Wait 10 to 15 minutes before reconnecting all other tools and appliances.
- Close the drain valve in the basement.
- Turn on the water supply. Close lowest valves/taps first and allow air to escape from upper taps.
- 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.



- As a general precaution, keep a bag of ice cubes in the freezer. If you return home after a period of absence and the ice has melted and refrozen, there is a good chance that the food will be spoiled. When in doubt, throw it out!
- Reset your clocks, automatic timers, and alarms
- Restock your emergency kit so the supplies will be there when needed again

## Specific Threats to Our Region: Tornadoes

### IF YOU ARE IN A HOUSE

- Go to the basement or take shelter in a small interior ground floor room such as a bathroom, closet or hallway
- If you have no basement, protect yourself by taking shelter under a heavy table or desk
- In all cases, stay away from windows, outside walls and doors

### IF YOU LIVE ON A FARM

Livestock hear and sense impending tornadoes. If your family or home is at risk, the livestock will be a non-issue. If your personal safety is not an issue, you may only have time to open routes of escape for your livestock. Open the gate, if you must, and then exit the area in a tangent direction away from the expected path of the twister.



### IF YOU ARE IN AN OFFICE OR APARTMENT BUILDING

- Take shelter in an inner hallway or room, ideally in the basement or on the ground floor
- Do not use the elevator
- Stay away from windows

### IF YOU ARE IN A GYMNASIUM, CHURCH OR AUDITORIUM

- Large buildings with wide-span roofs may collapse if a tornado hits
- If possible, find shelter in another building
- If you are in one of these buildings and cannot leave, take cover under a sturdy structure such as a table or desk
- Avoid cars and mobile homes
- More than half of all deaths from tornadoes happen in mobile homes
- Find shelter elsewhere, preferably in a building with a strong foundation
- If no shelter is available, lie down in a ditch away from the car or mobile home. Beware of flooding from downpours and be prepared to move

### IF YOU ARE DRIVING

- If you spot a tornado in the distance, go to the nearest solid shelter
- If the tornado is close, get out of your car and take cover in a low-lying area, such as a ditch

### IN ALL CASES

- Get as close to the ground as possible, protect your head and watch for flying debris
- Do not chase tornadoes - they are unpredictable and can change course abruptly
- A tornado is deceptive. It may appear to be standing still but is, in fact, moving toward you

## Help and Assistance

### CANADIAN RED CROSS NEW BRUNSWICK

When an emergency or disaster strikes, the Canadian Red Cross may work in partnership with first responders, public officials, emergency managers, and alongside other voluntary sector organizations to provide vital services to the public. This assistance may come in the form of emergency food and clothing, emergency lodging, reception and information, personal services and family reunification services. If you have been affected by a personal disaster, such as a house fire, contact us at [1-800-222-9597](tel:1-800-222-9597). Otherwise, contact your closest service location for general enquiries.

#### Fredericton Branch

1299 Hanwell Road  
Fredericton, NB E3C 1A7

Phone: [506-458-8445](tel:506-458-8445)

#### Woodstock Branch

115 King Street  
Woodstock NB E7M 2Y4

Phone: [506-328-8881](tel:506-328-8881)

### SALVATION ARMY REGION 12

The Salvation Army provides numerous disaster relief services. Since each disaster is unique and devastating in the way it impacts the lives of individuals and communities, The Salvation Army's emergency & disaster response is community based, varying from place-to-place based upon the community's situation and the magnitude of the incident.

Emergency response services are activated on short notice according to an agreed-upon notification procedure. As one of Canada's major emergency relief organizations, The Salvation Army is often assigned specific roles by emergency preparedness authorities. Even with the ability to be flexible and to respond based upon the community's

situation, there are several basic services that The Salvation Army offers. These services form the core of The Salvation Army's Emergency Disaster Services program: Food & Hydration, Emotional & Spiritual Care, Donations Management, and Disaster Social Services.

#### Woodstock Community Family Services

100 Eastwood Drive  
Woodstock, NB E7M 1P4

Phone: [506-328-8276](tel:506-328-8276)

Email: [angel.sandoval@salvationarmy.ca](mailto:angel.sandoval@salvationarmy.ca)

Email: [marlene.sandoval@salvationarmy.ca](mailto:marlene.sandoval@salvationarmy.ca)

### SALVATION ARMY: FOOD & HYDRATION

Often, the most visible Salvation Army emergency disaster service is the meals and drinks served to disaster survivors and emergency first-responders. This food may be prepared and served at congregate feeding sites, such as community centres, Salvation Army buildings, camps or shelters, or from one of the Army's Community Response Units (CRUs), which are mobile canteens. The Salvation Army's CRUs are strategically placed in various communities to allow for a rapid response.

### SALVATION ARMY: EMOTIONAL & SPIRITUAL CARE

Emotional & Spiritual Care includes spiritual comfort and emotional support to those impacted by the incident, their families, as well as emergency first-responders coping with the stress of a disaster. This support may include comforting the injured and bereaved, conducting memorial services, and providing chaplaincy services. Emotional & Spiritual Care respects all faiths and traditions. In addition, individual, family and group trauma intervention and emotional support may be available through trained personnel and Critical Incident Stress Management (CISM) teams.

In some communities, The Salvation Army offers Meet and Greet. The primary role of Meet and Greet is to provide support for evacuees and

## EMERGENCY PREPAREDNESS

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staff, mainly in designated reception centres, group lodging, staffing bureau or at disaster sites. Meet and Greet services at these venues could: welcome evacuees, provide initial information, perform initial screening, help to maintain order, assist special needs evacuees, and ensure evacuees' needs are met.

### **SALVATION ARMY: DONATIONS MANAGEMENT**

During a major disaster, the generosity of Canadians enables The Salvation Army to solicit and distribute donated goods. Additionally, The Salvation Army may be tasked with the collection, sorting and distribution of in-kind donations, including but not limited to: food, clothing, cleaning supplies, hygiene supplies, furniture, or personal protective equipment.

We may elect to purchase and distribute basic commodities (food, water, medicines, etc.) not readily available at the time of need. Financial donations are the best way for the public to assist The Salvation Army during a disaster. This is because:

- It allows for a rapid response (i.e. money can be sent immediately)
- Ensures we can purchase exactly what is needed and when it is needed.
- Supplies are purchased as close to the impacted community as possible to help offset economic losses caused by the incident

Donations are gratefully accepted online or by phone:

[www.salvationarmy.ca/emergency](http://www.salvationarmy.ca/emergency) or call [1-800-SAL-ARMY \(725-2769\)](tel:1-800-SAL-ARMY)

### **SALVATION ARMY: DISASTER SOCIAL SERVICES**

The Salvation Army may provide direct financial assistance to disaster survivors. In the early phases of a disaster event, emergency financial assistance is focused on survivors' essential needs: food, clothing, shelter, and medications. Assistance may be provided through vouchers or gift cards. In addition, The Salvation Army may provide clothing, usually through vouchers to our thrift stores, or other essential items, such as hygiene kits.



# FIRE SAFETY



## Fire Safety & Precautions

The Office of the Fire Marshal reminds you to check your home for fire hazards:

- Make sure your chimney is clean and that the liner is in good repair. Rust, separated seams, and interior collapse are signs that your chimney must be replaced.
- Check all ductwork, heating vents and registers. Dust and other combustibles can collect on your heating elements over the summer.
- A working smoke alarm is your first line of defense in the early detection of fire. Install one on every level of your home. Make sure you change its battery regularly.
- A carbon monoxide detector will help protect you against toxic gases and deadly fumes. These should be placed in furnace and laundry rooms, hallways and in any room containing a heating unit.
- Portable fuel-fired heaters and gas lanterns need ventilation when used indoors. Before operating these appliances, make sure gases are properly vented outdoors.

- Prevent deadly gases from entering your home. Don't run your car's engine or a portable generator in an attached garage or next to an open door or window where the exhaust can enter your home.
- Never attempt to thaw a frozen pipe with a torch or other form of open flame. Call a professional. You may also try using a hair dryer or electric pipe heat tape.
- Have your heating appliance checked by a professional.

## Smoke Detectors

Most deaths due to house fires happen at night, while people are sleeping. Victims may never wake up because of the poisonous effects of gas and smoke created by the blaze. Smoke alarms will protect you from these silent killers if they are properly installed and maintained.

### WHERE SHOULD YOU PUT YOUR SMOKE ALARMS?

Alarms should be placed outside every sleeping area and on every level of the home. Don't forget to install a smoke alarm at the bottom of the basement stairs.

If you sleep with the bedroom door closed, install a smoke alarm inside the bedroom.

### TESTING YOUR SMOKE ALARMS

It is a good idea to test your smoke alarms while the family is sleeping. One test will verify if they hear the alarm, and escape from a fire in time.

### CHOOSING A SMOKE ALARM

Smoke alarms either run on batteries or are wired directly into your home's electrical system. You can easily install battery-powered smoke alarms following the manufacturer's instructions. A qualified electrician should install units that use your home's electrical system. These alarms must be used with a battery as backup in case of power outages. No matter which model you select, carefully follow the manufacturer's instructions on testing and maintenance.

## DIFFERENT TYPES OF SMOKE ALARMS

Notwithstanding the differences indicated below, to achieve the Underwriters Laboratory of Canada (ULC) listing, both alarms must be tested to the same standard and meet the same requirements. Photoelectric smoke alarms may respond slightly faster to smoldering fires, while ionization alarms respond slightly faster to flaming fires. Since you can't predict the type of fire that may occur, it is difficult to recommend which is best. Both alarms will detect all types of fires that commonly occur in the home. Installing both types of smoke alarms in your home can enhance fire safety.

### Photoelectric:

- Fastest type to respond to slow smoldering fires and white or gray smoke
- Less prone to nuisance alarms from cooking

### Ionization:

- Fastest type to respond to flaming fires
- Lowest cost and most commonly sold
- Some models have a hush or temporary silence feature that allows silencing without removing the battery
- Some models are available with a long-life battery

## FEATURES YOU CAN EXPECT TO FIND ON NEW MODELS

- A “missing battery” indicator
- An optional alarm hush or silence feature
- The use of a power “on” indicator light to show that AC power is being supplied to 120 volt wired in smoke alarms

## SMOKE ALARM MAINTENANCE

Test your smoke alarms every month. Do this by pressing and holding the test button for a few seconds. The alarm should sound immediately. Replace models that do not have test buttons or that are more than



10 years old. Change the battery in your smoke alarm at least once a year, more often if necessary. A good reminder is: change your clock, change your battery!

Beeping smoke alarms may need cleaning. Clean your smoke alarms twice a year by removing the cover and carefully wiping it with a damp cloth. Gently vacuum the sensor unit inside. Replace the cover and test the smoke alarm to make sure it is working properly. If it doesn't stop beeping, replace the unit or the battery.

## Fire Escape Planning

Do you know what to do in case of fire? Plan now— before it's too late!

### FIRE ESCAPE PLANNING AT WORK

Most workplaces use a fire alarm system to warn employees to leave the building or meet in a designated area. However, evacuation plans or fire reporting procedures can vary, so follow the posted emergency instructions to plan your escape. If you need help to leave the building

in case of fire, make sure you let your coworkers know and ask them to help you participate in fire drills.

Remember: Take the time to report fire hazards. It can save lives. Don't try to fight fires on your own. Operate available emergency fire equipment to extinguish small fires only. Call your fire department for help. Your safety *always* comes first!

**CAN YOU ANSWER THESE QUESTIONS?**

1. Where is the nearest fire extinguisher?
2. Where is the nearest fire alarm pull station?
3. Which exits are closest to your workstation?
4. Who is the fire emergency officer in your workplace?

**FIRE ESCAPE PLANNING AT HOME**

You can protect yourself and your family by preparing and practicing a home fire escape plan. It only takes a few minutes of time – but it can prevent panic in case of fire.



- Draw a floor plan of your home to show every possible exit from every room. Each room should have a main, and an alternate exit.
- Make sure your family knows that they should leave the house immediately if they hear the smoke alarm going off or hear someone shouting “fire!”
- Set up a meeting place outside your home in case of fire. This will ensure that you know who is outside of the building, and who is still inside.
- In case of fire, everyone should agree to gather at this meeting place.
- Make sure someone calls the fire department once they have escaped from the building.
- Send a family member to meet the firefighters when they arrive in case they need information on the fire or on family members.
- Make certain no one re-enters the burning building. Firefighters are especially trained and equipped to perform rescue operations.

**PRACTICE YOUR ESCAPE PLAN**

Practice prevents panic! Children will follow a fire drill if they have been prepared ahead of time. Make sure every family member, including your babysitter, knows what to do in an emergency and is familiar with your fire escape plan.

Contact your local fire department for more information on fire escape planning either at home or at work.

**ADDITIONAL SAFETY TIPS**

- In case of fire, feel doors before opening them. Do not open them if the door is hot – use an alternate route.
- Install and maintain smoke alarms on every floor of your house and test them regularly. They will give you a few extra minutes warning that can mean the difference between life and death in case of fire.
- Crouch or crawl through a smoke-filled area. The freshest air is closest to the floor.

- Practice your escape plan on your hands and knees.
- If you live in an apartment building, develop an escape plan according to the fire escape procedures outlined by the building's management.
- Family members requiring help to escape should be assigned a partner in case of fire.

## Common Causes of Fire

- Cooking with grease
- Smoking
- Faulty electrical systems — fuses, loose connections, shorts or overloaded circuits
- Misuse of flammable liquids, grease, oil and wax

## Cooking Oil and Grease Fires

Cooking oil and grease fires are a major cause of fires and fatalities. Kitchen fires triggered by cooking oil or grease cause the fastest-spreading destruction of any kind of fire. A pot of cooking oil placed on a stove burner at high heat is a sure-fire recipe for danger. It's important to pay attention.



Cooking late at night poses the greatest risk because there is a chance you could fall asleep, especially if you have been drinking. In only a few minutes, oil can overheat, and the vapours burst into flames. Many people are killed or seriously burned in kitchen fires that start this way. Whatever method you choose for cooking, there are ways to greatly reduce the risk of fire. Never leave what you are doing unattended or allow yourself to be distracted.

## DEEP FRYING

- Never heat oil or shortening for deep frying in a pot on top of a burner.
- Use only a thermostatically controlled deep fat fryer which is properly designed for safe cooking with oil.
- Follow the manufacturer's instructions for care and cleaning. The Office of the Fire Marshal and your local fire department urge you to use ONLY thermostatically controlled deep fat fryers.

## PAN FRYING

- The safest way to pan fry if you're using oil is in a thermostatically-controlled electric skillet. Use only enough oil to cover the bottom of the pan.
- If you're using a frying pan on a burner, it is safer to apply a non-stick spray rather than a layer of oil on the pan's surface.
- When using a gas stove, adjust the burner to avoid flare-ups around the pan.
- When using a pan or wok for stir frying, preheat the pan before adding oil. The pan is ready if a teaspoon of water skitters or dances across its surface.

## OVEN COOKING

- Keep your oven clean. Grease and food splatters can ignite at high temperatures, causing an oven fire.
- Follow the oven cooking instructions for the recipe or product you are using.

- Broiling is a popular method of cooking. When you use your broiler, place the rack 50 to 80 millimetres (two to three inches) from the broiler element. Always place a pan beneath the broiler rack to catch the fat drippings. Never use aluminum foil for this purpose—the fat gathered in the foil could catch fire.

### OTHER KITCHEN SAFETY TIPS

- Keep the area around your stove free from items that could catch fire easily - paper towels, pot holders, curtains and dish cloths, for instance.
- Keep your stove top and fan unit clean.
- Loose clothing is a serious burn hazard when you're working around your stove.
- Never leave food cooking on the stove unattended.
- Keep a charged fire extinguisher handy. Contact your local fire department for instructions on its proper placement and operation.
- Never use a stove as a heating appliance.
- Work out an escape plan with your family and practice it regularly.

## What to Do in an Emergency

### OVEN FIRES

- Turn off the heat.
- Close the oven door and keep it closed.
- Only use a fire extinguisher if you have the proper one for the job and you know how to use it.

### COOKING OIL FIRES

- Never use water to extinguish a cooking oil fire — it will make the fire flare and spread.
- Put a tight-fitting lid on the pot or slide a cookie sheet over it to smother the flames.

- Turn off the overhead fan to keep the flames from spreading.
- Don't remove the pot from the stove. The flaming oil will slosh and spill, burning you or spreading the fire.
- Never pour burning oil down the sink. If the fire doesn't go out right away, leave the house and call the fire department from a neighbour's house.

## Cooking on a Barbecue

### BARBECUING WITH CHARCOAL AND PROPANE

Portable charcoal grills are designed for outdoor use. They are dangerous when used in a confined area. Gas grills may be specially designed for indoor use, but they must be carefully installed to allow toxic gases to vent outside.

### CHARCOAL GRILLS

Only charcoal briquettes should be used in charcoal grills. To ignite charcoal briquettes, use charcoal lighter fluids that are specially manufactured for this purpose. The use of any other flammable liquid is not recommended. Never use gasoline as a charcoal lighter fuel.





- To light charcoal briquettes, sprinkle them with charcoal lighter fluid and allow it to soak in. Wait approximately 10 minutes. Never add additional fluid after igniting your barbecues.
- Light briquettes with a long match or a mechanical lighter designed for barbecues.
- Keep your barbecue uncovered during start up and never lean over the grill during ignition. Place your barbecue away from combustibles before igniting.
- When cooking on a patio or deck, ensure that your barbecue can't tip onto combustible materials. Before storing your charcoal barbecue, dispose of the ashes by soaking them with water and placing them in a covered metal container.
- The use of barbecues on apartment building balconies is not recommended.

## GAS GRILL

- Purchase a gas grill that meets standards of approval. If your grill needs assembly, follow the manufacturer's instructions carefully. If you need assistance, contact your nearest gas grill retailer.
- Before using, check for leaks by applying a mixture of soap and water to all connections, hoses and the gas cylinder head. If bubbles form, you have a leak. Tighten the connections or replace the defective parts. A trained professional should replace defective parts.
- Before igniting your grill, make sure the lid is open to prevent gas build up. Use the igniter button or a lighter designed for barbecues to light your grill.
- Never ignite a gas grill with a match or cigarette lighter. You will be burned. Keep your grill away from combustibles when cooking. When cooking on a deck, ensure that your grill will not tip over.
- Gas grills should not be used on the balconies of apartment buildings. The danger of toxic fumes, explosions and accidental fire spreading to other apartments is too great.

- When storing your gas grill, make sure the tank and the grill are both turned off. Never store a gas grill indoors with the tank attached. If you plan to store your grill inside — remember to remove the tank first.

Follow these steps when moving your tank:

- Go directly to the refill station and home.
- Keep the tank in an upright position at all times.
- Keep the window open to avoid breathing toxic fumes.
- Make sure your tank is equipped with a safety plug.
- Never leave a tank in an enclosed space such as the trunk of your car.
- Never smoke while refilling, reconnecting or while transporting the tank.

## Smoking... A Fire Hazard

They say, "Where there's smoke, there's fire." Health Canada researchers have discovered that where there's cigarette smoke, there's a major increase in fires.



- Cigarettes are the number one known cause of fire-related fatalities in Canada.
- Cigarettes are the leading cause of residential fires in Canada.
- Fires started by cigarettes tend to result in more deaths and more property damage than fires started by other sources.
- Regulations require that all cigarettes manufactured in, or imported for sale into Canada, meet strict ignition standards.

**THE LIVING ROOM**

- Check furniture for fallen cigarettes or embers before you leave the room. A cigarette butt can smolder undetected for hours on carpets and under cushions before causing furniture to burst into flames.
- Use large, deep ashtrays. Safety ashtrays with a double rim and deep centre are best.
- Never leave a lit cigarette unattended in an ashtray.
- Never place an ashtray on or near something which will burn – such as on the arm of a sofa, chair or on newspapers.
- Never leave matches and lighters where children can reach them. Teach your children that playing with fire is dangerous.
- If smoking sets off your smoke alarm, don't remove the battery. Open windows to clear cigarette smoke.

**THE BEDROOM**

- Never smoke in bed! It is too easy to doze off – causing a serious fire hazard. The bedroom should be off-limits to smoking except in special circumstances where extra precautions are taken.
- Smokers should be encouraged to smoke only in certain designated rooms such as the living room and the kitchen.
- Elderly family members should be supervised if they must smoke in bed. Supervision is also important for smokers who are on medication and who may become drowsy or forget to extinguish their lit cigarettes.

- Smoke alarms should be installed in rooms where smoking is allowed and the battery tested regularly.

**THE GARAGE AND WORKSHOP**

- Garages and workshops contain highly flammable materials such as thinners, gas, paints and industrial cleaners. These chemicals should be tightly covered and stored away from heat or flames.
- Paper products and wood shavings are also combustible. Keep your work area clean. Don't give fire a place to start.
- Keep your workspace well-ventilated to ensure that flammable gases can vent to the outdoors.
- Store matches and lighters in a safe place, well away from children.
- Avoid smoking in areas which contain flammable products. If you must smoke, take extreme caution.
- Have a working fire extinguisher handy and know how to use it. Keep it properly maintained so that it will work in an emergency.
- If a fire starts and you can't put it out quickly, get out and stay out! Call for help from a neighbour's phone or a cell phone.





## Heating Your Home Safely

Deaths and injuries from the careless use and improper installation of heating units can be prevented! Here are some basic rules which will help you avoid the anguish of personal injury or property loss.

- Ask a heating expert to help you choose the safest, most efficient and economical unit for your home.
- Don't try to install your own heating system. Leave it to a qualified technician.
- When buying a new home – ask a specialist to inspect the heating system. Purchasing a new furnace and installing new wiring is expensive.

### SOLID FUEL

A solid fuel heating system uses wood, coal or fuel pellets.

- Don't choose a unit that is too large for your needs. Select a heating unit that is appropriate to the size of the floor space you want to heat.

- The unit should be properly positioned, according to the manufacturer's specifications for correct clearance.
- Install your unit close to a chimney.

### ELECTRIC

Electric heating includes baseboard, portable and forced-air systems.

- Curtains should not hang over an electric baseboard heater.
- Electric portable heaters are designed to be used to supplement your main heating source. They are intended for smaller floor spaces.
- Units must be properly maintained. Frayed cords and loose plugs can cause fires.
- Never remove the third prong on a three-prong plug or bend it back to use a two-prong outlet. The third prong is a necessary ground for the appliance or heater.
- Never use extension cords to run electric heaters or any major appliance.

### LIQUID FUEL

Liquid fuels include oil, waste oil and kerosene. Oil fuel heaters such as oil furnaces and oil-fired space heaters pose certain hazards which can be avoided.

- Fuel must be stored in an approved container/tank.
- Regular servicing by a qualified technician is necessary for the efficient and safe operation of your furnace.
- Ventilation systems for oil-fueled units must be inspected frequently.
- Waste oil heaters are designed for use in commercial buildings and should not be installed in a residence.
- Kerosene heaters must be supervised at all times. They are dangerous to children and pets.
- Kerosene heaters should only use fuel specified by the manufacturer.

- Never refuel a kerosene unit indoors, or when the unit is hot.

**GAS FUEL**

- Vents must be checked frequently to prevent blockage.
- Portable gas heaters should never be installed in poorly ventilated areas. Deadly carbon monoxide gases may build up in such areas.
- A supply of fresh air is essential when operating a gas-fired unit.

**SAFETY TIPS**

- Keep all heaters a safe distance from combustibles.
- Never hang clothing on, or near the heater to dry.
- Never use your stove or clothes dryer to heat your home.
- Don't use a hair dryer under the covers to warm your bed, it could set it on fire!
- Keep bed clothes and toys away from baseboard heaters.
- Never place wet wood on top of a wood stove to dry. Keep your wood stored under cover in a dry, vented area.



- Frequently check your wood stove for defects such as cracks and swelling.
- Second-hand appliances should be checked by a qualified person before use.
- Have your local fire department check your home for safety hazards.
- Develop an emergency escape plan for your family and practice it regularly.
- In case of fire, get out and stay out! Use a neighbour's phone to call the emergency response number in your area.

**Portable Fire Extinguishers**

Equip your home with a working fire extinguisher! Your local fire department can help you choose the right one for your needs.

**LOCATION**

Hang your extinguisher:

- According to NFPA guidelines
- In plain view. Don't use it to hang clothing!
- Out of reach of small children
- Near an exit door
- Away from stoves and heating appliances
- With the instructions in clear view. Never paint a fire extinguisher! Read the instructions and know how to use your extinguisher. Don't wait until your house is on fire to learn this important skill!

**MAINTENANCE**

Follow the manufacturer's instructions for care and maintenance.

- Rechargeable models must be serviced after every use.
- Disposable models can only be used once and must be replaced after use.

**Monthly:**

- Make sure your extinguisher is at operating pressure by checking the round pressure gauge on its head.
- Dry powder extinguishers must be gently rocked, top to bottom, to ensure that the powder inside has not compacted.

**Yearly:**

Fire extinguishers should be given a maintenance check once a year.

- Extinguishers must be checked periodically for weaknesses in the tank's construction. Have your extinguisher hydrostatically tested on the date indicated on the service tag.
- Have your extinguisher regularly serviced by a qualified service person. Contact your local fire department for the one nearest you or check the yellow pages under Fire Extinguisher Service.

**USING YOUR PORTABLE FIRE EXTINGUISHER**

Follow the manufacturer's instructions provided on your extinguisher. Not all models operate in the same way. A simple rule to follow is – PASS:

- **P**ull the pin. Some models require you to remove a locking pin.
- **A**im low and direct the hose nozzle or cone at the base of the fire.
- **S**queeze the handle to release the contents of the extinguisher.
- **S**weep the extinguisher from side to side while moving forward.

**FIGHT OR FLIGHT?**

Before you fight — remember:

- Evacuate the building.
- Call the fire department.
- Check to be sure your extinguisher is the right one for the job, and that you know how to use it.
- Home fire extinguishers are designed to handle small fires. Don't try to fight a fire if it puts you in danger!

- If you do stay and fight – make sure you have access to an unobstructed exit.

**CLASSES OF FIRES**

For general household use, we recommend a multi-purpose ABC extinguisher.

- **“A” class fires:** Materials such as wood, paper, cloth and rubber which are normally found around the family home
- **“B” class fires:** Flammable or combustible liquids, flammable gases, grease, oil-based paints, lacquers, some rubbers
- **“C” class fires:** Electrical equipment and household appliances such as televisions, radios, and stoves
- **“D” class fires:** Combustible metals such as magnesium, sodium or potassium

**SELECTING AN EXTINGUISHER**

Portable fire extinguishers are rated by independent laboratories according to their ability to handle certain types and sizes of fires. These ratings are provided on the label of the extinguisher. The rating



## FIRE SAFETY

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may consist of a letter or a number and letter. The letter tells you what kind of fire the extinguisher can handle, and the number tells you how big an area it can cover. Numbers are found only on Class A and B extinguishers.

For Example: A fire extinguisher is rated and classified 4-A:20-B:C. This indicates the following:

1. It should extinguish approximately twice as many Class A fire as a 2-A (2 1/2 gal or 9.46-L water) rated fire extinguisher.
2. It should extinguish approximately 20 times as many Class B fire as a 1-B rated fire extinguisher.
3. It is suitable for use on energized electrical equipment.

### IMPORTANT REMINDERS

- Portable fire extinguishers are designed to fight small, contained fires. The improper use of a portable fire extinguisher can make small fires become large fires very quickly. Make sure you know how to use your extinguisher, and the kinds of fire it is designed to fight!
- Know which to choose – fight or flight! If you can't put a fire out immediately – call in the professionals! They are trained to fight fires! Never put yourself and others in danger. When fleeing a fire – close the doors behind you to contain the fire and get out and stay out! Call the fire department from a neighbour's phone. Leave firefighting to the professionals.



# BURGLARY PREVENTION

## Burglary Prevention Tips

If burglars are certain that no one is at home, they will feel safer committing a crime. Suspects will often target houses where the lawn has not been cut or the snow hasn't been cleared, houses that are completely dark, or houses that have left the same lights on for too long.

To reduce the possibility of a break and enter, it is recommended to follow these burglary prevention tips:

### AT HOME OR WORK

- Install secure locks on all doors and windows.
- Always lock your garage and garage door.
- Consider installing a security system.
- Change locks if keys have been lost or stolen.
- When moving, change all the locks.
- High value items such as lawn mowers, snow blowers, and gas barbecues should be stored out of sight when not in use.



- Garden sheds and cabanas should also be locked.
- Keep a record of serial numbers and descriptions of your household possessions.
- Inscribe your possessions with your name or other easily identifiable markings so that police can confirm them as yours and return them to you.
- Doors should have sturdy frames, with hinges that cannot be removed.

### WHILE ON VACATION

- Make sure your garage, windows, and doors are locked.
- Use automatic timers that turn lights on and off to give your home the appearance of being occupied.
- Have a neighbour pick up packages and mail or discontinue all deliveries.
- Arrange to have your lawn cut or snow shovelled.
- Leave your travel schedule and phone number with a trusted neighbour or relative so that you may be contacted if necessary.
- Also provide that neighbour with the phone number of a close relative or friend in case of emergencies.
- Leave a door key and alarm system (if you have one) pass code with a neighbour.
- Let close neighbours know how long you will be gone and provide details about any persons who will be visiting your home during your absence.
- If you have a second car, leave it in your driveway or arrange to have a neighbour park their car in your driveway.
- Review your insurance before you leave. You may not be covered if your home has not been visited while you are away on vacation.
- Consider a house sitter.

## Door and Lock Safety

Your home's front and back doors are the quickest and easiest places to enter your home. It is recommended to review the quality and security of all outside doors is the first step in protecting your home and/or business against burglars.

### DOORS

The quality of your front and back doors is as important as the lock installed on them. Higher quality doors are more secure and will provide more resistance to someone trying to force your door open.

We recommend that hollow core or corrugated cardboard filled doors are replaced with steel or solid core wooden doors.

### FRENCH OR DOUBLE DOORS

If you have French or Double exterior doors, it is important that one of the doors is properly secured so only one door is active.

- If the doors have glass panes, install long slide bolts at the top and bottom of the door you are bracing.
- On the active door, install a jimmy-proof deadbolt with a double cylinder. This lock not only secures the active door, but it also bolts the two doors snugly together.

### SLIDING GLASS DOORS

If you have a sliding glass exterior door, it is important to ensure the doors are properly secured.

- Install "jimmy-plates" or screws at the top of the tracks to reduce any vertical play in the doors.
- Install a "Charlie Bar" or other horizontal folding device which blocks movement of the sliding portion of the door.
- Place a metal rod, broom, or hockey stick cut down and along the bottom of door tracks.



### LOCKS

While no lock can make a house, store, or office burglar-proof, good locks can be an effective deterrent against break-ins. The more difficult the lock, the less likely a culprit will attempt to or succeed in breaking in.

The lock suggestions and tips below can help provide better security for your exterior doors:

- Install deadbolt locks on exterior doors. Deadbolts cannot be slipped with a card or shim tool, usually contain a slip ring feature which prevents the cylinder from being twisted off and have strike plate or a wrap-around door guard to reinforce the door around the lock.
- Install Interlocking Bolt Rim Locks. These are two vertically moving deadbolts that lock into a frame-mounted striker so that the lock and striker are firmly interlocked.
- If your doors open outward, you must ensure that your exposed hinges are secured. Ensure that your door is equipped with non-removable hinge pins so an intruder cannot gain entry by swinging the door on the lock after removing the pins.



- Reinforce your door frames by filling any gaps between the wall and the frame, making it harder to force the door off the frame.
- If you install a double cylinder door lock, be sure to leave a key in the inside cylinder in case you need to exit in an emergency.

## Window Safety

Did you know that securing windows that are not dedicated as emergency exit windows can help increase your home's security? It is recommended that you consider securing some of your home's windows.

### UPPER AND MAIN FLOOR WINDOWS

To secure your home's main and upper floor windows:

- Slide bolts installed with heavy-duty screws can provide extra security while allowing the window to be opened.
- Place a metal rod, broom, or hockey stick cut down in the tracks of the window frame to stop them from sliding open.
- Replace non-keyed latches with keyed latches.
- Install grillwork or bars if the window is not to be used as a fire exit.



## BASEMENT WINDOWS

Basement windows can be an easy point of entry because of hinges being fastened with short screws, frames not being anchored into the foundation, and the use of single pane glass which is easily broken.

To secure basement windows:

- Use longer screws to fasten the window to the foundation.
- Replace single pane windows with double pane windows.
- Install window safety film onto windows to prevent them being broken.
- On windows that are not used as fire exits, consider installing metal window bars or grills which are fastened to foundation walls.

## Garage Safety

Garage door locks can usually be broken or jimmied open with ease. On older garage doors, especially those not attached to the house, a sturdy hasp and padlock can provide adequate security.

### KEEPING YOUR GARAGE SECURE

It is recommended to adopt the tips below to help provide additional security for your garage:

- Keep doors locked at all times.
- Overhead doors which tilt or roll up can be secured with padlocks or bolts installed in the centre of the tracks 1/4" above a roller. This should be done to both tracks to prevent rollers from moving, even if the outer lock is broken.
- Hasps for padlocks should be installed so that no screws are visible when the hasp is closed.
- Padlocks should be heavy-duty with hardened shackles and heavy steel or laminated casings.



## Protect Your Valuables

You may have lots of items in your home that are expensive or easy to replace. There are simple steps you can take to protect them.

### GENERAL TIPS

- A hand turn dial on a house safe
- Make a list of valuables in your home
- Get contents insurance
- Record serial numbers and model numbers in a secure place
- Register more expensive items
- Use the built-in security features for computers, tablets and mobile phones
- Take photos or videos of your valuables (e.g. electronics, jewellery)
- Keep valuables in a locked and secured safe
- Record unique markings or damage to your valuables
- Mark your valuables with an engraver, permanent stencil, or microdot technology tool

## Security Systems

To improve the safety and security of your home, it is recommended that you install a home security or alarm system.

### WHY INSTALL A SECURITY SYSTEM?

A security system that uses sensors attached to doors and windows can activate an alarm if an unwanted person enters your home. When used with additional door locks and other window security devices, a security system provides another layer security to your home.

A security system also provides a greater peace of mind if you must leave the house for an extended period of time.

### HELPFUL TIPS

When deciding on a home security or alarm system, we recommend you keep the following in mind:

- If you have family members who enter and leave your home throughout the day, look at a coded system versus a keyed system.
- Pets can cause false alarms if you have motion sensors inside your home.
- A system connected to a central monitoring station can quickly alert police if the alarm is activated.
- Use indoor or outdoor cameras that can be connected to your smart phone so you can see and record what is happening while you are away.
- Make sure you speak with reputable alarm companies to determine which system is right for you.

## Environmental Design (CPTED)

[Crime Prevention Through Environmental Design \(CPTED\)](#) is an approach based on the theory that a home or business's exterior environment can influence a person's behaviour. CPTED aims to reduce victimization and

deter criminal activity by altering the environment to make it less of a target for criminals.

It is recommended that you consider CPTED as an inexpensive option to help reduce the likelihood that your home or business could be a target.

### **CPTED TIPS TO REDUCE THE RISK OF A BREAK AND ENTER**

- Keep shrubbery cut down and away from windows so you have a clear line of sight around your property.
- Make sure backyards are fenced in and access points to your backyard have gates with locks on them.
- Install additional lighting if you have dark or shadowy areas around your home.
- Install a home security system.
- Keep all sheds and outbuildings locked and secure.
- Install solid core exterior doors with deadbolt locks.

Simple changes such as these can help make your home or business less of a target to criminals.



## **9 PM Routine**

By taking a few simple steps every evening you can help protect your family, friends and community from becoming victims of crimes of opportunity.

Follow the 9 p.m. routine by:

- Turning your outdoor lights on
- Closing the garage door
- Closing and locking your windows and doors (house and vehicle) doors (house and vehicle)

## **Get Involved in Your Neighbourhood**

Build relationships with your neighbours and get involved in local activities like neighbourhood associations, yard sales, or pitching in to throw a block party.

- Get to know the people who live in your neighbourhood. This can help you notice when something is amiss.
  - Do they work during the day or the night?
  - Are there kids around?
  - How old are they?
- Be active in your neighbourhood and spend time outdoors. Being outside deters crime because it tells others that the space is used and cared for.
- Have a way to contact your neighbours in case of an emergency, if they're not home, or if you need help.
- Have house numbers that are visible from the road so police can see your address if you need to call them.

# COMMUNITY CRIME AWARENESS

## Methamphetamine or Synthetic Drug Labs

Methamphetamine is pervasive in all our communities and has contributed to crimes of violence and property crimes. The numbers of methamphetamine seizures in Canada have continued to increase since 2010 and poses a threat to the safety and well-being of our communities.

### INDICATORS OF A LAB

Methamphetamine and synthetic drug labs can be found anywhere. Indicators of a lab may include:

- Suspicious activity, secretive behaviour and individuals who may avoid neighbour interactions
- Occupants attend for short time periods and at odd hours
- Chemical odours
- Garbage contains numerous chemical containers, glassware, bags full of soil or garbage are never put out
- Location has excessive security
- Evidence of chemical dumping grounds on or near premises (burn pits or dead spots on lawn)
- Windows covered
- Odd items being brought inside the location – equipment, glassware, chemical drums, etc.

### IF YOU SUSPECT A METHAMPHETAMINE OR SYNTHETIC DRUG LAB

- If you see indicators of a methamphetamine or synthetic drug lab, remain at a safe distance, do not approach suspects and call the local RCMP detachment, police of jurisdiction or 911. There is also the SCAN program by Public Safety if there is a suspicious property in your neighbourhood you can call [1-877-826-2122](tel:1-877-826-2122)
- If you wish to remain anonymous, call Crime Stoppers at [1-800-222-8477 \(TIPS\)](tel:1-800-222-8477)

## Vandalism and Graffiti

Damaging or defacing property belonging to another person, or the public is a criminal offence. It is recommended to adopt the following measures to prevent, or reduce, the incidents of vandalism and graffiti.

### VANDALISM

Most acts of vandalism are committed by youths when they think that no one will see them or when no one is likely to stop them. Vandalism often occurs on school property after hours, in public parks, and in vacant homes or buildings.

To reduce incidents of vandalism, property owners can:

- Improve the lighting in poorly lit areas.
- Report incidents and suspicious persons hanging out in an area where an act of vandalism may be committed.
- Maintain a “good neighbour” policy. Keep an eye out for your neighbour’s property as well as your own.
- Teach your children about the consequences of vandalism.
- Be aware of your children’s associates and activities.



### GRAFFITI

Graffiti is an act of vandalism that involves writing, drawing, or symbols applied to any surface without the consent of property owners.

In an effort to curb the growth of graffiti, we recommend property owners:

- Restrict access to walls by planting ivy, thorny bushes, or trees.
- Increase lighting and visibility in vulnerable areas.
- Install video surveillance to monitor isolated areas.

### WHAT TO DO IF VANDALISM OR GRAFFITI OCCURS

If you have been a victim of vandalism or graffiti, report it immediately. You can:

- Contact your local detachment or police of jurisdiction
- Submit an anonymous tip to Crime Stoppers at [1-800-222-TIPS \(8477\)](tel:1-800-222-TIPS)
- If possible, please provide a description of the suspects and/or suspect vehicle, including the make, model, colour, and licence plate.

It is important that you do not remove the graffiti until the police are notified and have investigated.

### Harassing Telephone Calls

Harassing phone calls can be more than just annoying. Sometimes these calls can be fraudulently trying to obtain your information or even threatening you with deportation. They can come from other countries, can be made by auto diallers with recorded messages, or can be made by actual people.

Did you know there are things you can do to minimize receiving these calls and that there are things that you can do to report them? Continue on to the next page to learn more.

### REDUCE UNWANTED CALLS

- Do not give out your personal information, in person or over the phone. Your personal information is often sold to other companies.
- If you have caller ID, do not answer calls from numbers you do not recognize or come from locations you would not normally receive calls from. (Even if it is a local number, a familiar number or what appears to be an official number (local RCMP detachment) be aware that scammers can put any phone number they want to appear).
- On your smart phone, if the same number is calling you repeatedly, block the number.
- Be aware of phone scams such as a [Canada Revenue Agency \(CRA\) scam](#) and know that the CRA will not call you and threaten you with deportation or arrest.

### REPORTING CALLS

If you have received calls that you believe are trying to commit fraud or are threatening you in some way, please report these calls to your local police or one of the agencies below.

For fraud or scam related calls, please file reports with:

Canadian Anti-Fraud Centre (CAFC) toll-free at [1-888-495-8501](tel:1-888-495-8501) or [www.antifraudcentre.ca](http://www.antifraudcentre.ca)

### Vehicle Theft

Motor vehicles are key components of our day-to-day lives and are of high value. As a result, they are often the target of crime. Help us help you. We need you to be our eyes and ears. Call Your local police of jurisdiction if your vehicle is stolen or if you see suspicious vehicles or persons (unfamiliar, unusual, loitering) in your neighbourhood. Call 911 if you witness a crime in progress or a dangerous situation.



# FRAUD AND IDENTITY THEFT

## Debit and Credit Card Fraud

Fraud can significantly impact any person or business. It is important to stay informed about ongoing fraud scams to better protect yourself against becoming a victim. Debit card and credit card fraud is becoming more common.

### IF YOU'RE A VICTIM OF FRAUD AND HAVE LOST MONEY:

- Stay calm. Gather all information about the fraud, including documents, receipts, and/or copies of emails and/or text messages.
- Place flags on all of your accounts.
- Change all of your passwords.
- Report the fraud to both credit bureaus (Equifax and TransUnion).
- Contact your local police of jurisdiction.
- Report the incident to the Canadian Anti-Fraud Centre toll free at 1-888-495-8501.
- Depending on the type of fraud, or how it occurred, you'll also want to report it to other organizations.
- Debit card fraud can happen when a thief “skims” or swipes the information off the magnetic stripe on the back of your card to create a duplicate copy of your card. They also have to capture your PIN to access your account and withdraw money or make purchases.
- Debit card fraud can also happen if your card is lost or stolen, and you haven't taken steps to protect your PIN.

### HOW TO PROTECT YOURSELF AGAINST FRAUD

Prevent credit card fraud by protecting your credit card and your personal information. The Canadian Bankers Association recommends you take these important steps to protect yourself against debit card fraud:

- Always protect your PIN: use your shoulder or your hand to shield your PIN when entering it into the keypad.
- Never lend your card or disclose your PIN to anyone else.



- Always insert your card first instead of swiping when making a purchase. This will protect you from having your card skimmed and, if the store terminal isn't chip capable, it will prompt you to swipe. Always remember to take your card when the transaction is done.
- Memorize your PIN; don't write it down.
- Make sure your PIN cannot be easily detected if your card is lost or stolen — don't use your birth date or address or part of your telephone number.
- Regularly review your transaction history online or on your monthly bank statements and report anything unusual to your financial institution immediately.
- Change your PIN periodically.

### A PERSON CAN STEAL YOUR INFORMATION BY:

- Going through your garbage or mailbox to find credit card statements or other banking information.
- Swiping your credit card through a device that copies the information stored on the magnetic stripe of your card.

- Hacking into the computers of companies and stealing credit card information.
- Installing small devices on payment terminals that record your credit card information.
- Phishing, that is, sending you an email that looks like it comes from a real business asking for credit card information; and/or
- Asking you to use your credit card on an illegitimate website to make a “purchase.”

### KEEP YOUR PIN SECRET

- Choose a PIN that is difficult to guess. For example, avoid using your birthday, Social Insurance Number, address, or telephone number as your PIN.
- Never share your PIN with another person, not even a family member or partner.
- Try to memorize your PIN rather than writing it down. If you write it down, make sure you keep it in a safe place away from your credit card.
- Change your PIN often.
- Some financial institutions offer the ability to pay with a mobile device, such as a smartphone or tablet. Keep your mobile device password and credit card PIN secret to prevent transactions you didn’t make or approve.

### IN PUBLIC PLACES OR PLACES OF BUSINESS

- Keep your credit card in a safe place.
- Limit the number of credit cards you carry with you.
- Keep your credit card in sight at all times when making a purchase.
- Report anything you think is suspicious about a credit card device at a business or Automatic Teller Machine (ATM) to the business’s head office and your credit card issuer.

- Cover the keypad with your hand or body when entering your PIN so no one can see it.
- Use RFID wallets, card covers, bags to prevent unwanted <tapping> of your cards.

### AT HOME

- Lock your mailbox if you can prevent someone from stealing your credit card statements or replacement cards.
- Sign the back of a new credit card immediately after you get it.
- Destroy old credit cards that are no longer valid by cutting them up.
- Keep your credit card statements in a safe place.
- Shred credit card statements when you no longer need them.

### ONLINE

- When banking or shopping online, look for websites with addresses starting with “https” or ones that have a padlock image on the address bar. These are signs that your information will be secure.





- Use only trusted and secure websites when sharing personal information or buying something online.
- Keep your computer firewall, anti-virus, and anti-spyware systems up to date.
- Avoid giving credit card information over email as it isn't secure.
- Avoid using public computers at libraries or Internet cafés to do your banking or online shopping.
- Clear the history and cache of the computer when you finish your session if you're using a public computer.
- Use middleman companies such as PayPal so that your financial information is not transferred to the seller.

### OVER THE TELEPHONE

- Legitimate credit card companies don't ask for personal information over the phone. Use the telephone number found on the back of your card when you want to contact your credit card issuer.



- Avoid giving out credit card information over the phone if you're in a public place or you think somebody else may be listening.
- Only give your credit card information to a company you trust.
- Request further information from someone who calls asking for credit card information.
- If you're unsure that the company that is calling and requesting your credit card information is legitimate, hang up and contact the [Better Business Bureau](https://www.bbb.org) toll free at [1-877-663-2363](tel:1-877-663-2363).

### Identity Theft

Identity theft occurs when someone uses personally identifiable information such as a name, address, date of birth, social insurance number, credit card number, or photograph without permission to commit fraud, apply for credit, and/or obtain goods and services and commit other crimes.

### HOW TO PROTECT YOURSELF FROM IDENTITY THEFT:

- Be wary of unsolicited e-mails, text messages, telephone calls, or mail asking you for personal or financial information.
- Check your credit reports, bank and credit card statements and report any irregularities.
- Shred personal and financial documents before putting them in the recycling including pill bottles with personal information on the label.
- Retrieve your mail on a regular basis to limit possible mail theft.
- When you move, notify the post office and your relevant financial institutions and service providers.

### WHAT TO DO IF YOUR IDENTITY IS STOLEN:

The following are some steps that you may take if you believe that you are a victim of identity crime:

- Call 9-1-1 for any crimes in progress or emergency circumstances.

## FRAUD AND IDENTITY THEFT

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- Obtain a police case number and start to log dates, person(s) that you spoke with, and exactly what they said.
- Notify financial institutions, credit card issuers, and other companies that the identity theft occurred. Explain that you did not create the debt or charges and give them information they need to begin an investigation.
- Report the theft to the two major credit reporting agencies, [Equifax Canada \(1-800-465-7166\)](https://www.equifax.ca) and [TransUnion Canada \(1-800-663-9980\)](https://www.transunion.ca). Request that the agencies remove inquiries and/or fraudulent accounts stemming from the theft.

### ADDITIONAL STEPS:

- Report the incident online to the [Canadian Anti-Fraud Centre](https://www.antifraudcentre.ca) or call them toll free at [1-888-495-8501](https://www.antifraudcentre.ca) or [1-888-654-9426](https://www.antifraudcentre.ca). The Canadian Anti-Fraud Centre is a joint initiative that tracks frauds and scam and takes enforcement action when possible.
- Contact the [Social Insurance Number Hotline](https://www.sirnet.ca) toll free at [1-866-274-6627](https://www.sirnet.ca) to report the unauthorized use of your personal identification information.
- Notify [Passport Canada](https://www.passportcanada.gc.ca) if you believe that you may have been a victim of identity theft, or that your identity may have been used to fraudulently obtain a passport or travel document. You can also call them toll free at [1-800-567-6868](https://www.passportcanada.gc.ca) for more information.
- If your ATM card was stolen, get a new card, account number, and PIN. Please see the [Canadian Bankers Association's information on credit card fraud](https://www.bankers.ca).
- Request that the credit bureau place a fraud alert and a victim's statement in your file.
- Request a free copy of your credit report to check whether any accounts were opened without your consent.



## Vehicle Theft Prevention

### SECURE YOUR VEHICLE WITH THE FOLLOWING TIPS:

While there is no guaranteed prevention measure against vehicle theft, the following precautions are recommended:

- Install an after-market GPS tracking device (this is currently the number one theft deterrent)
- Park your vehicle in a locked garage
- Block the exit of a potential target vehicle with a second vehicle parked behind it
- Install an on-board diagnostic blocker/protector
- Install home security cameras on the exterior of the residence
- Always lock all your vehicle's doors and windows after entering and exiting it.
- Never leave your vehicle unattended with the engine running, even for a few seconds. Turn off the ignition and take the keys with you.



- Vehicle Contents:
  - Never hide a spare key in your car or outside your residence
  - Never leave personal identification or valuables in your vehicle
  - Remove technologic and other removable accessories from view when not in your vehicle
- Invest in anti-theft devices:
  - Ignition or fuel kill switches
  - Steering wheel, gearshift, and hood locks
  - Steering column collar
  - Electric alarm

### REDUCE THE RISK OF PURCHASING A RE-VINNED VEHICLE

- Confirm the seller's identity. Check the individual's identification and proof of ownership. Consider accompanying the buyer to SNB so that the transfer can be done officially.
- Do your research. Order a vehicle history report before purchasing.
- Avoid cash purchases. Issue a cheque to the registered owner.
- Get the vehicle inspected by a trusted mechanic or manufacturer's dealership before buying it. A re-vinned vehicle can be detected through inspection programs.
- Don't avoid taxes. Request a receipt that includes the seller's information.
- Ask questions. How long was the vehicle owned? Are there maintenance records? Why are you selling?
- Do not let anyone else register the vehicle for you.
- Consider the price. If the deal is too good to be true, it probably is.

Tips provided by [Ontario Motor Vehicle Industry Council \(OMVIC\)](#)

### RELAY AND REPROGRAMMING THEFT PREVENTION TIPS

Relay and reprogramming thefts of high-end vehicles with keyless entry and push start technology are becoming increasingly common. Most of the vehicles being stolen from residential driveways, are usually in the overnight hours. The following theft prevention measures are recommended:

- Park your vehicle in a locked/secure garage, if possible.
- Lock the onboard diagnostic port using a simple device (that can be purchased online) that blocks access to where thieves reprogram the vehicle's key fob.
- Use a steering wheel locking device to deter theft.
- Invest in an aftermarket global positioning system (GPS) tracker as it may assist in recovery of the vehicle if it is stolen
- When not in use, place vehicle key fob inside a radio frequency shielding bag/pouch to block cell signals
- Consider purchasing a quality video surveillance system and ensure your cameras are properly placed and functioning for 24-hour use

### Precautions in Case of Theft

Unfortunately, despite all efforts to prevent vehicle theft, it still occurs. In case of theft, you are encouraged to have the following on file:

- Record the following information and store in a safe place:
  - Year, make, model, and colour of your vehicle
  - Licence plate and vehicle identification numbers
  - Serial numbers for any special equipment
  - Any dents or scratches that distinguish your vehicle from others
- Drop a business card down the panel doors to assist police with identifying the vehicle's registered owner.



# CYBER SAFETY

## Staying Safe Online

The internet and social media have become permanent fixtures in our lives. While no online security system is perfect, it is recommended to follow these simple tips and steps that you can take to protect you, and your information, while online.

### CYBER SAFETY TIPS

- Criminals are inventive and adapt their methods to identify potential victims and access their personal information. Most online criminals are scammers trying to trick people into giving them money or account access. Sexual predators will also use the internet to establish an online relationship with potential victims.
- Secure computers: Use reputable and up-to-date firewalls, anti-virus, and anti-spyware software to keep your devices safe. These safeguards will help protect your personal information from being compromised.
- Software updates: Software updates on computers and phones can include patches to security holes, helping protect you and your information from attacks. These updates may seem ‘inconvenient’, but they are necessary.
- Online shopping safety: Use familiar and encrypted websites: Look for a padlock in the URL bar and ensure the address starts with an HTTPS. Also check customer reviews and your bank statement after a purchase.
- Wi-Fi security: Use a strong password and ensure your Wi-Fi is secure to avoid unauthorized users from gaining access to your network. Consider setting up guest Wi-Fi access to ensure only a select few have your main Wi-Fi login credentials.
- When out in public, be Wi-Fi conscious. Public wireless networks and hotspots are not secure, which means hackers and computer savvy people could steal your personal information and see what you are doing. Prevent this by limiting what you do on public Wi-Fi. Consider Using a VPN service.



- Download safety: Make sure you know what you are downloading and where it comes from. Malicious software that can infect your computer could conceal itself inside files that may look legitimate, including documents, photographs, songs, and movies.
- Conduct regular back-ups of your computers. Keep a copy of your important files on a hard drive or USB stick that is not connected to the internet or your local network. In case there is a compromise, you will have a backup that won't be infected.
- ‘Phishy’ messages: Never reply to calls, emails or texts that ask you to send money/gift cards, to verify or confirm your user ID and password, or to update your method of payment. Always think twice before clicking on links contained in emails, texts, calls and direct messages that offer prizes and celebratory messages. Scammers use phishing ploys like this to steal your account info. While some of these messages may be legitimate for verification or updated information purposes, go directly to the source website to double check (Apple, Netflix, Amazon, etc.) before proceeding.
- Consider covering the lens of a front facing phone, laptop or tablet to remove any unwanted pictures or videos from being taken/recorded.



## ONLINE SAFETY FOR CHILDREN

Children often have the ability to access the same websites and information online as adults do. You can keep your children safe by using parental settings and talking with your children about how to be safe on the internet.

Learn how to talk to your children about safe internet use at [CyberTip.ca](https://www.cybertip.ca)

## ONLINE DATING SERVICES

Have you met someone special online? Be careful, people you meet online are not always who they portray themselves as. Take time to trust the other person and do not divulge your personal information. If you decide to meet in person, meet in a public space.

Access more [online dating cyber security tips](https://www.getcybersafe.ca) from [GetCyberSafe.ca](https://www.getcybersafe.ca)

## Smart Social Media Practices

### SMART SHARING ONLY

Think twice before sharing photos and messages. They could contain private or sensitive information. Once online, they are FOREVER online and put you at risk of ‘sextortion’, a form of blackmail where someone threatens to share your images unless you meet their demands.

## DO NOT POST PERSONAL INFORMATION

Avoid displaying or posting your personal information on your social media or sending it to someone you don’t know. Sharing information like your mother’s maiden name, the street you grew up on, or the name of your first pet may seem harmless, but those are answers to typical security questions for online accounts.

## KEEP YOUR ACCOUNTS SECURE

- Choose a strong password
- Activate privacy and security settings
- Keep everything private so only you and your friends can see it

## Online Resources

- Take a stand against online child sexual exploitation and help protect children. Visit the [Cybertip.ca](https://www.cybertip.ca) website
- The Canadian Anti-Fraud Centre collects information on fraud and identity theft. Their website also provides information on common scams affecting Canadians. Visit the [Canadian Anti-Fraud Centre](https://www.antifraudcentre.ca) website
- Get Cyber Safe is a national public awareness campaign created to inform Canadians about cyber security and the simple steps they can take to protect themselves online. Visit [GetCyberSafe.ca](https://www.getcybersafe.ca)
- Slam the scam and protect yourself against fraud. The CRA offers education around recognizing scams and protecting yourself against identity theft.
- Visit the [CRA Scams and Fraud](https://www.cra.gc.ca/scams) webpage
- The [Competition Bureau Canada](https://www.competitionbureau.ca) has developed a publication in a number of languages to assist you in becoming a fraud-fighting superhero.
- Visit [www.needhelpnow.ca](https://www.needhelpnow.ca) for other resources including how to have unwanted pictures and videos removed from the internet.

# CHILD AND TEEN SAFETY

## Child and Teen Safety

### TALKING TO YOUR CHILDREN ABOUT PERSONAL SAFETY

The concept of a 'stranger' can be difficult for some children to understand, so we suggest the following safety habits to keep your kids safe:

- Make sure your children know their full name, age, address and telephone number with area code. Teach children not to go anywhere with anyone without first getting permission from a parent/guardian.
- Create positive experiences and build life skills.
- Teach children to always have a buddy with them.
- Practice scenarios with your child. Ask them what they would do if someone approached them, asks them for help, says their parent sent them.
- Discuss what to do if your child becomes lost or separated from a parent while out in public.



- Teach your child that if they need help, they should look for a uniformed police officer, a store clerk with a nametag, or a parent with children.
- Encourage your child to tell a parent or trusted adult if someone approaches them, or if a situation makes them uncomfortable.
- Teach your child to trust their instincts and the importance of paying attention to their surroundings.
- Discuss what to do if someone tries to take them somewhere - shouting, kicking, screaming; use the slogan “If asked to go and your parents don’t know, SHOUT NO!”.
- Teach your older child how to stay safe when home alone.
- Listen carefully to your children’s fears and feelings about places, people or experiences that make them feel scared or uneasy.
- Let your child know they can tell you anything, and that you’ll be supportive.
- Encourage your children to trust their instincts.

## Child Abuse

### WHAT IS CHILD ABUSE?

Child abuse and neglect includes, but is not limited to:

- Physical assault
- Sexual assault
- Emotional abuse
- Criminally negligent acts towards a child
- Placing a child in need of protection at risk
- Abandonment or failing to provide the necessities of life to a child
- Any act or omission by any person towards a child that does or may have the potential to cause physical, psychological, or emotional harm to a child

## TALKING TO YOUR CHILDREN ABOUT CHILD ABUSE

It is also crucial that you speak to your children about what to do if they are being abused or if a friend confides in them that they are not safe at home. Explain to them that:

- They will not get in trouble for telling you
- They can help their friends who cannot help themselves

### SAFETY TIPS

- It is critical that you check in on those around you on a regular basis. Be on the lookout for signs of physical abuse, neglect, emotional abuse, and sexual abuse.
- Never leave a child unattended or with anyone you don’t completely trust.
- Check that daycare providers/caregivers have police security clearance, including a vulnerable sectors screening.
- Talk to your children about strangers and what is appropriate and inappropriate.
- Talk to your children about any suspicious signs of injury, such as unexplained bruising.





# PERSONAL SAFETY

## Personal Safety Tips

It is recommended to these guidelines that will help you to protect your and your family, help reduce crime, and in maintaining a more secure and safer environment.

- Trust your instincts.
- Remember to report any crimes or serious activities you experience and/or witness.

## WALKING/TRAVEL SAFETY TIPS

- Inform others when and where you are going and check in with them when you reach your destination.
- Have your keys ready upon approaching your parked vehicle.
- Walk on well-lit streets near the curb and away from alleys, particularly if you must walk alone at night.
- When in public, always beware of your surroundings. Be mindful of persons loitering or acting suspiciously.
- If you suspect you are being followed, go to the nearest well-lit place or populated area, and yell if necessary to attract attention.



## PERSONAL SAFETY

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- When taking public transit alone, avoid waiting or getting off at isolated stations/stops. Arrange for a family member or friend to escort you to and from the station.
- Don't hitch-hike or pick up hitchhikers. Once trapped inside the vehicle, it is difficult to escape or call for assistance.

### AT HOME

- If you return home to find that your windows and/or doors have been tampered with, DO NOT ENTER OR CALL OUT. Call 9-1-1.
- If you live alone, use first initials only on mailboxes, apartment directories, or in the telephone directory.
- Entrances and garages should be well lit.
- If you feel menaced in a one-on-one situation, act at once, even if it means leaving your home.
- Never admit on the telephone or at your door that you are alone.
- Never stay alone in apartment laundry rooms, mail rooms, or garages.
- Don't let strangers into your house. Insist on proper identification from service personnel. If someone asks to use your phone, offer to make the call for them instead.

### IN PUBLIC

- Always keep your personal information secure.
- Don't display large amounts of money in public, including expensive jewellery, electronics etc.
- Be aware of scams in case a stranger approaches you under false pretences. Avoid giving your name, address, and/or place of employment.
- It is risky to accept a ride home and/or invitation for a night cap from someone you have just met.



# DOMESTIC VIOLENCE

## Intimate Partner Violence

Intimate Partner Violence (IPV) can occur in all relationship types (current and former married, common-law and dating relationships, and irrespective of sexual orientation) and can affect people of all genders. While this behaviour can be directed at male victims, the vast majority of victims of IPV are women, and men tend to more commonly be the abusive partner. Many services listed for victims of IPV are for female victims unless otherwise stated.

- If you, or anyone you know, is in immediate danger, call 9-1-1.
- If you require police assistance, and it is not an emergency, find the contact information for the RCMP or a police force near you.

### WHAT IS ABUSE?

Abuse is any physical, sexual, emotional or psychological mistreatment such as:

- Physically hurting you, your children or your pets
- Threatening you, your children, your friends, your family or your pets
- Hitting, kicking, or slamming doors
- Forcing or coercing you to have sex
- Calling you names, swearing at you, yelling
- Controlling all the money, even money you earn
- Blaming you or your children for everything
- Putting you down, making you feel like nothing you do is ever good enough
- Controlling where you go, what you do, what you wear, who you see, who you talk to
- Refusing to let you leave the relationship

### WHAT IF YOU ARE BEING ABUSED?

It's not your fault. Support and safety are available. There are people who

care and are ready to listen. Talk to someone you trust. Call the numbers on this page. Keep asking for help until you get what you need.

### HOW CAN YOU HELP SOMEONE WHO IS BEING ABUSED?

If you know someone is being abused, let them know you care and will listen.

- Show them this page, promote access to services in their community or a community of their choosing
- Believe them, listen to them and respect their privacy
- Help them plan for their safety.
- Outreach support for victims of abuse and shelters for women appearing on the left side of this page can help with safety planning.
- Respect their right to make decisions about their life when they are ready. Information and support helps them make informed decisions.

### FOR MORE INFORMATION, PLEASE CONTACT:

#### Women's Equality

Violence Prevention and Community Partnerships Initiatives (Unit)

20 McGloin St, PO Box 6000  
Fredericton, NB E3A 5T8

Phone: [506-453-8126](tel:506-453-8126)

Toll-free: [1-877-253-0266](tel:1-877-253-0266)

E-mail: [WEB-EDF@gnb.ca](mailto:WEB-EDF@gnb.ca)

# COMMERCIAL THEFT

## Commercial Break and Enter

There are a number of preventative measures that business owners can take to reduce the risk of a commercial break and enter. Public Safety NB & Local Police of Jurisdiction recommends adopting the following measures:

### PREVENTION MEASURES

- Remove all cash from the till and leave it open. Place the cash tray in clear view on the counter to indicate the till is empty.
- Remove items from window displays. This will help mitigate smash and grab occurrences.
- If you have an alarm system, post signage on all doors and windows to indicate premises are monitored by an alarm company.
- Consider installing a high-quality video alarm system that can be monitored online. Angle cameras to be towards points of entry (doors, windows). Ensure all currently installed systems are in good working order.



- Clean all glass surfaces and create a log of when cleaning was completed. This can assist police during an investigation with fingerprints if a break in occurs.
- Consider installing Security Film for windows.
- Install latch guards on ALL doors to protect against prying.
- Keep some lighting on inside for surveillance opportunities during the evening.
- Ensure all doors are locked.
- Ensure all exterior lighting is functioning.
- Remove material around the exterior of property that may be used to gain entry into the premises.

## Commercial Robbery

Here are a few tips to ensure that you know what to do during a robbery and to what to do after one has occurred. Additionally, it is recommended that your business adopts additional measures to help minimize the risk of a commercial robbery.

### IN THE EVENT OF A ROBBERY

- Do not do anything to provoke the suspect.
- Call 9-1-1 as soon as it is safe to do so.
- Lock the door and close the business immediately after the suspect leaves.
- Do not let people walk over the area where the suspect travelled.
- Do not touch or clean up anything that was disturbed.
- Remain calm and try to remember what the suspect touched, whether they were wearing gloves, and which direction they fled.

### UPON DISCOVERY OF A BREAK-IN

- Call police immediately and avoid entering the premises.
- Wait for police to clear the premises for possible remaining suspects.

- Do not open for business.
- If you must enter, avoid walking over the path that suspects may have taken. Walk close to the edge of walls. Even if you can't see footwear impressions, they may still be present and visualized by Forensic Officers.
- Do not touch anything. Suspect fingerprints may be smudged or overlapped.
- Avoid cleaning up evidence until a Forensic Officer has completed their examination.

## Minimize the Risk of a Commercial Robbery

### STORE SETUP

- Install a high-quality video alarm system. Clean and inspect your system regularly. Retain several days of saved video surveillance. It is likely someone connected to the crime has attended the store prior to an incident.
- Angle cameras to record the cash area and all doors and windows.
- Position cash registers so they can be easily viewed by someone outside.



- Ensure that inventory lists are accurate and up to date. If items stolen during an incident are equipped with serial numbers, provide them as soon as possible to responding officers.
- Maintain your store's external environment. Ensure mature trees and shrubbery are trimmed to improve sight lines from access points.
- Maintain bright lighting both inside and out.
- Install window stickers, height markers, and cash handling stickers.
- Keep police emergency numbers by the telephone at all times.
- Keep side and service doors locked at all times. Do not use the back door.
- Clean all glass surfaces and create a log of when cleaning was completed. This can assist police during an investigation with fingerprints if a robbery occurs.
- Keep floors clean to minimize the number of footwear impressions.
- Move interior and exterior displays, or signage, that obscure sight-lines which could provide a potential hiding spot for a robber from store windows.

### ATTENTIVENESS AND INTERACTIONS

- Keep active and alert in the store. Do not be caught off-guard.
- Note possible hiding spots and escape routes around your business.
- Greet each customer as they enter the store. If a person appears to be loitering, ask them if they need assistance.
- Watch for loiterers inside or outside, in car, or on foot. If you become suspicious about a person or vehicle, note the description, licence plate number, and contact the police immediately.
- Have deliveries made during evenings and night hours of operation to promote increased activity. Use the front door only.
- If possible, encourage police vehicles and taxis to use your business parking lot.

### MONEY-HANDLING

- Keep cash floats at a minimum. Use a drop safe so as not to keep large amounts of cash in the till.
- Record the serial numbers and denominations of a small number of bills. Place some in the register(s) as well as in bank deposit bags. In the event of a robbery, these bills should be passed to the robber.
- Do not count cash or open the safe in public view.
- Make regular bank deposits at irregular times. Do not establish a pattern for a robber.
- When possible, make bank deposits during banking hours. Use unmarked packages to transport the money.

### Retail Theft Prevention

Retail thefts (shoplifting) cost Canadian businesses nearly \$5 billion each year. As a business owner, there are actions you can take to reduce your risk and potential impacted of retail theft.



## MANAGE THE RISK OF SHOPLIFTING AS A BUSINESS

It is recommended that businesses focus on prevention, which can help minimize losses due to shoplifting. Consider adopting the following measures:

- Have a well-lit store.
- Advertise against shoplifting and discourage loitering.
- Pay a potential shoplifter a lot of attention - the thief is likely to leave.
- Locate mirrors so all areas of the store can be seen at a glance.
- Avoid tall display counters that obstruct views and avoid narrow, cluttered aisles.
- Only display one of a pair (e.g. a single pair of shoes).
- Divide stores into sections and assign employees to each section.
- Keep valuable merchandise away from store exits and in locked cabinets and fasten down items used for display.
- Develop adequate inventory controls.
- Plan policies and procedures for shoplifting early in the business planning strategy.
- Inform and train employees how they can help deter theft.
- Closed-circuit TV cameras aid in identifying thieves.



- Staff should be extra alert during peak hours, store openings, closings, and shift changes.
- Provide customers with receipts and spot check receipts at the exits.
- Hire trained security personnel.
- Form cooperative, mutually beneficial partnerships with other retailers, property management, police, and community agencies.

## TRAINING EMPLOYEES TO PREVENT SHOPLIFTING

The most effective way to prevent thefts is to remove the opportunity for a crime to take place. It is recommended that you train your employees with the following in mind:

- Greet customers as they enter the store and provide them with the best customer service possible - shoplifters shun attention.
- Take note of people who frequently enter the store without making any purchases.
- Watch for people who appear nervous, are wandering around, and possibly picking up items with little interest.
- Watch for people carrying large purses, shopping bags, strollers, umbrellas, or bulky clothing. Note that thieves concealing items may walk with short or unnatural steps.
- Be mindful of distractions. Professionals work in pairs - one distracts while the other shoplifts.
- Only show one valuable at a time to a customer.
- Lock display cases.
- Limit and know the number of clothing articles a person has with them in a dressing room at any given time.
- Remove empty hangers from clothing racks so that the presence of one could more easily indicate a shoplifter is at work.
- Watch for label switching, short-changing cashiers, and phony returns.



# PUBLIC SAFETY SERVICES

## Firearms CONCERNS

If you are concerned for your safety, or for the safety of others in relation to a holder of a firearm, dial 911. For less immediate concerns please contact the provincial firearms Office.

### CONTACTING THE FIREARMS OFFICE

You can contact the Firearms Office with any concerns or suggestions related to the Firearms program and its mandates.

For general inquiries, please contact the Provincial Firearms Office at [1-800-731-4000](tel:1-800-731-4000) ext. 6000 or by email at [nbcfopnb@cfp-pcaf.ca](mailto:nbcfopnb@cfp-pcaf.ca)

If your concern or suggestion is related to licencing (individual or business) or to a shooting range or shooting club, please email [nbcfopnb@cfp-pcaf.ca](mailto:nbcfopnb@cfp-pcaf.ca) with any identifying information, such as a file number, a name or business/range name, for example.

If you have a concern or suggestion regarding the Canadian Firearms Program, you can contact:

#### RCMP - Canadian Firearms Program

National Contact Centre  
Ottawa ON, K1A 0R2

Fax: (613) 825-0315

Email: [cfp-pcaf@rcmp-grc.gc.ca](mailto:cfp-pcaf@rcmp-grc.gc.ca)

Website: <http://www.rcmp-grc.gc.ca/en/firearms>

#### MINORS

- The applicant must be at least 12 years old and under 18 years old. They must complete the Canadian Firearms Safety Course and pass the tests before they apply for a licence.
- A firearms officer will interview the applicant or their parent/guardian, who must first agree and consent to the conditions



under which the minor may use firearms, before a minor's licence will be issued.

- For eligibility criteria for indigenous minors and those who need to hunt and trap for sustenance purposes, please contact the Provincial Firearms Office directly.

A minor's licence permits the acquisition of ammunition and the borrowing of non-restricted firearms (ordinary rifles and shotguns) for the following activities:

- Target practice
- Organized shooting competitions
- Hunting
- Being instructed in the use of firearms

For additional information and/or applications for a Possession Only Licence for Minors please contact the Provincial Firearms Office at [nbcfopnb@cfp-pcaf.ca](mailto:nbcfopnb@cfp-pcaf.ca)



## ADULTS

Firearms - Possession and Acquisition Licence:

- A valid firearms licence is required in order to possess or borrow a firearm or to acquire, by any means, a firearm or ammunition.
- To obtain a firearms licence, you must meet specific eligibility criteria as set out in the Firearms Act (Canada). For information on licence eligibility, please consult the Canadian Firearms Program.

For information regarding firearms licencing, please consult the Canadian Firearms Program or e-mail [nbcfopnb@cfp-pcaf.ca](mailto:nbcfopnb@cfp-pcaf.ca)

## Victim Services SERVICES

If you are a victim of crime and have reported the crime to the police, Victim Services may be able to assist you. We also provide services if the matter goes through Alternative Measures or Extrajudicial Measures.

The Victim Services Program may assist you as your case proceeds through the criminal justice system. Victim Services are available to all victims of crime in New Brunswick. Learn more here: [Services for Victims Brochure \(PDF\)](#)

- [Court Support Counselling](#)
- [Compensation](#)
- [Court Preparation and Support](#)
- [Follow-up After Court Process](#)

### Woodstock Victim Services (Regional Office)

Mon to Fri: 8:00 AM- 5:00 PM | Marisa Pelkey (Coordinator)

Phone: [506-325-4422](tel:506-325-4422)

Email: [DPS-MSP.Information@gnb.ca](mailto:DPS-MSP.Information@gnb.ca)

Website: [https://www2.gnb.ca/content/gnb/en/departments/public-safety/community\\_safety/content/victim\\_services.html](https://www2.gnb.ca/content/gnb/en/departments/public-safety/community_safety/content/victim_services.html)

**Mailing Address:**

Woodstock Victim Services (Regional Office)  
 Room: 1 Floor: 1  
 P. O. Box 5001  
 Woodstock, New Brunswick E7M 5C6  
 Canada

## Safer Communities and Neighbourhoods (SCAN) Unit

Are you worried about illegal drugs, alcohol, prostitution, or other illegal activities in your building or on your street? The Safer Communities and Neighbourhoods (SCAN) Investigation Unit gives you a way to safely report your concerns.

- Under the Safer Communities and Neighbourhoods Act, the SCAN unit can help improve community safety by shutting down properties that are regularly used for illegal activities.
- Residents can call SCAN and confidentially report problem residences and businesses.

### WHAT ACTIVITIES ARE TARGETED UNDER SCAN?

- Producing, selling or using illegal drugs
- Prostitution
- Unlawful sale or consumption of alcohol
- Unlawful activities linked to or promoting organized crime.
- Child sexual abuse/exploitation
- Unlawful gaming activities
- Possession of illegal firearms or explosives

### HOW DOES THE PROCESS WORK?

- Once you file a confidential complaint with SCAN, and there is enough evidence to support it, an investigation is launched.

- SCAN investigators will first try to resolve the issue through informal actions, such as a warning letter to the property owner.
- The SCAN unit can also order property owners to remove fortifications that cause public safety concerns or exceed reasonable security measures.
- The last resort is formal action, such as a community safety order, which can shut the building down for up to 90 days.
- The Safer Communities and Neighbourhoods Act is not criminal legislation. Rather, it provides a civil process to shut down properties where these illegal activities are taking place.

### WILL I HAVE TO GIVE MY NAME?

You will have to give your name for the purposes of the investigation. However, the process is confidential. That means your name will never be revealed. In addition, SCAN members deal with all court proceedings that may result from the complaint. Your privacy is assured throughout this process.

## Coroner Services

**Heather Brander, Chief Coroner**

Phone: [506-453-3604](tel:506-453-3604)

### WHAT IS IT?

Coroner Services is an independent and publicly accountable investigation of death agency. It is mandated to review all suspicious or questionable deaths in New Brunswick and conduct inquests as may be required in the public interest. All deaths that are unnatural, unexpected, unexplained or unattended must be reported to Coroner Services.

While Coroner Services is an independent agency, it falls under the Department of Public Safety for administrative purposes. Supervision of the service is the responsibility of the Chief Coroner who is assisted by a Deputy Chief Coroner.

**WHAT DO THEY DO?**

The Office of the Chief Coroner reports on all statistical findings related to investigated deaths in its annual report. Once all investigations for the reporting year have been completed in New Brunswick the only death exempt from notification to a coroner is one where the person dies of disease or sickness while under treatment of a duly qualified medical practitioner (as long as the death:

- (i) did not occur during or as a result of pregnancy
- (ii) was not sudden and unexpected
- (iii) was not under circumstances which may require deaths in order to determine for each case the identity of the deceased and the facts as to how, when, where and by what means the deceased came to his/her death

The system, therefore, is a vital part of public safety in initially determining whether such reported deaths are due to natural causes, accident, suicide or homicide.

**CHILD DEATH REVIEW COMMITTEE**

Their purpose is to conduct comprehensive reviews of all child deaths reported to a coroner in New Brunswick in an effort to understand how and why children die and using this information to take action to prevent future deaths and improve the health, safety and well-being of all children in New Brunswick.

The committee is comprised of:

- A person appointed as a coroner for the Province of New Brunswick. This person shall be the Chairperson
- A Police Officer
- A Paediatrician
- A University Social Work professor nominated by the Director of the Social Work Department of a New Brunswick University
- A representative from the Aboriginal community

- A Lawyer
- A Pathologist

**THE DOMESTIC VIOLENCE DEATH REVIEW COMMITTEE**

The Domestic Violence Death Review Committee is chaired by the Deputy Chief Coroner and acts in an advisory capacity to the Chief Coroner. It is comprised of the Deputy Chief Coroner with members from law enforcement, Public Prosecutions Services, health, academia, research, service provision, interested citizens and government.

The Committee assists the Office of the Chief Coroner in the review of deaths of persons that occur as a result of domestic violence, and to make recommendations to help prevent such deaths in similar circumstances.

**REQUEST FOR DOCUMENTS**

Request for document forms can be found at the following link: <https://www2.gnb.ca/content/dam/gnb/Departments/ps-sp/pdf/coroner/request-for-documents-demande-de-documents.pdf> and can be emailed to [coroner@gnb.ca](mailto:coroner@gnb.ca)

**NB 911 Bureau**

The NB 9-1-1 Bureau administers provincial 9-1-1 services through six Public Safety Answering Points (PSAPs), is responsible for civic addressing, and provides advice and direction to municipalities and other partners on emergency communications issues.

**WHEN TO CALL**

- Call 9-1-1 **ONLY** in the case of an emergency — if there is a threat to your health, safety or property. Examples: A person or property in immediate danger, emergency medical situation, fire, serious accident, crime in progress, poisoning.
- When calling, remember to speak clearly, answer all the operators' questions and keep your phone on after you hang up.

## WHAT HAPPENS WHEN YOU CALL 911?

- The operator will answer your call in English and French: 911 Where is your emergency / 911 Où est votre urgence?
- The operator will ask what your emergency is, and then will ask for other information needed to get you help, such as your location and phone number.
- If your call is an emergency, based on the information you give the operator, you may be transferred to the police, fire department, or ambulance. The 9-1-1 operator will stay on the line until the right connection is made.
- If your call is not an emergency, the operator will give you further instructions.
- All calls to 9-1-1 are recorded.
- Deactivated phones can still call 9-1-1 and connect to emergency services. Every cell phone in North America is required to be able to dial 9-1-1, even if there is no plan or SIM card.

### Further questions regarding 911 in NB can be forwarded to:

Phone: [1-888-353-4444](tel:1-888-353-4444) | Email: [NB9-1-1@gnb.ca](mailto:NB9-1-1@gnb.ca)

## New Brunswick Ground Search and Rescue

New Brunswick Ground Search and Rescue Association Inc. (NBGSARA) represents all nine of the volunteer ground search and rescue teams in the province of New Brunswick. In total they represent more than 300 volunteers who dedicate their time and skills to locating lost and missing persons in the province.

Website: [www.sarnbres.ca](http://www.sarnbres.ca) | [www.sarvac.ca](http://www.sarvac.ca)

**Additional Resources:** [www.adventuresmart.ca](http://www.adventuresmart.ca) | A national prevention program focused on reaching Canadians, and visitors to Canada, who participate in outdoor recreational activities. AdventureSmart combines online and on-site awareness with targeted outreach in order to reduce the number and severity of Search and Rescue Incidents in Canada.

## Sheriff Services

Sheriff Services officers, including the Sheriff and Deputy Sheriffs, are designated Peace Officers and work in a crucial enforcement role in the province's court system.

- They provide security at courthouses and escort persons in custody, they also execute court orders, serve important court documents, and manage potential juror selections.
- They are sometimes called on to assist other enforcement agencies at special events or to help in responding to emergencies.
- The dedicated Sheriff Services staff works alongside court stenographers, Crown prosecutors, judges, and correctional officers to ensure court proceedings run smoothly and those attending court can do so safely.
- Sheriff Services staff operates in [eight regional offices](#) strategically located throughout New Brunswick. Any person may ask Sheriff Services staff to assist them in executing a court order or serving a document.

Sheriff Services can be contacted at [sheriff.info.sherif@gnb.ca](mailto:sheriff.info.sherif@gnb.ca) and be sure to use your area in the subject line.

## Gaming Control and Licencing Services

### LIQUOR LICENCES AND PERMITS

Liquor licences are required by persons or businesses that want to sell or manufacture liquor products in New Brunswick. To be eligible you must be 19 years or older.

The application for a liquor licence is \$100 and fees for obtaining the licence vary based on factors such as number of people and type of liquor. Learn more here: [Liquor Licences \(gnb.ca\)](#)

### Gaming Control

Email: [DPS-MSP.Information@gnb.ca](mailto:DPS-MSP.Information@gnb.ca)

## Office of the Fire Marshall

Phone: [1-506-453-2004](tel:1-506-453-2004) | Email: [Fire-Feu@gnb.ca](mailto:Fire-Feu@gnb.ca)

The Office of the Fire Marshal carries out the provisions of the Fire Prevention Act, delivers fire prevention and protection programs, and works with fire departments, municipalities and partner organizations to promote fire safety.

### FIRE PREVENTION AND EDUCATION

- A recent campaign saw the province's firefighters going door-to-door providing free smoke alarms to households that didn't have one, and replacement batteries to households that already had alarms.
- The Alarmed and Ready campaign is a partnership among the Insurance Bureau of Canada, the Office of the Fire Marshal and the New Brunswick Association of Fire Chiefs.
- Most deaths due to house fires happen at night, while people are sleeping. Victims may never wake up because of the poisonous effects of gas and smoke created by the blaze. Smoke alarms will protect you from these silent killers if they are properly installed and maintained.



- You can protect yourself and your family by preparing and practising a home fire escape plan. It only takes a few minutes of time – but it can prevent panic in case of fire.

## Information for Firefighters

### TRAINING

- [NBCC Firefighter Program \(New Brunswick Community College\)](#)
- [Introduction Booklet - Fire Fighter \(gnb.ca\)](#)
- [FA-Applicaton-Form-e.pdf \(gnb.ca\)](#)
- [Application for Fire Extinguisher/Licence Demande de permis d'extincteurs \(gnb.ca\)](#)

### INFORMATION AND CAMPAIGNS

“Older and Wiser” is designed to assist the fire service, community groups, home support workers, families, friends and the media in educating older adults about fire safety.

The Youth Firesetter Program is an awareness program designed to promote/foster attitudes and behaviors that will result in good fire safety practices.

### FIREFIGHTER CERTIFICATION PROGRAM OF NEW BRUNSWICK

Firefighter certification is not a mandatory requirement to becoming a firefighter in the province of New Brunswick. It does, however, allow applicants to be tested against, and obtain certification in various standards that are recognized in other provincial, territorial and international jurisdictions.

[Certification Examination Application \(gnb.ca\)](#)

### BUILDING STANDARDS

All buildings in New Brunswick must be built or renovated according to the standards of the National Building Code and the National Fire Code. This ensures that buildings are fire-safe and structurally secure.

The Office of the Fire Marshal is responsible for fire safety inspections, and review of building plans for New Brunswick residents. These are done through the Department of Public Safety's Technical Inspection Services division.

## Technical Inspection Services

### BUILDING CODE

Codes and user's guides published by the National Research Council of Canada (NRC) are available directly through the NRC Publications Archive in free electronic format. To access the electronic documents, visit the online collection of Codes Canada publications in the archive.

["NRCCode" - NRC Publications Archive - Canada.ca](#)

#### Contact:

Email: [CONSTPubSales-Ventes@nrc-cnrc.gc.ca](mailto:CONSTPubSales-Ventes@nrc-cnrc.gc.ca)

Phone: [1-800-672-7990](tel:1-800-672-7990) or [1-613-993-2463](tel:1-613-993-2463)

### PROPANE, NATURAL AND MEDICAL GAS

- An A1 Domestic Compressed Gas Licence authorizes the holder to install, service and repair propane installations in private dwellings and apartment buildings of not more than four (4) apartments, mobile homes, mobile vehicles and recreational vehicles. No new licences will be issued - renewals only.
- An A2 Commercial Compressed Gas Licence authorizes the holder to install, service and repair propane installations to a maximum heating value of 500,000 British Thermal Units per hour and to perform any operation authorized by a Class A1 Domestic Compressed Gas Licence. No new licences will be issued - renewals only.
- A Class A4 Gas Installer Compressed Gas Licence authorizes the holder to install, service and repair propane gas appliances, equipment, systems, cylinders and tanks, and to perform any operation authorized by a Class A2 or A3 Licence. No new licences will be issued - renewals only.



## Inspections and Enforcement NB

Inspections and Enforcement New Brunswick (IENB) is a non-direct policing and law enforcement service responsible for providing education, inspection, investigative and enforcement functions under provincial and federal legislation.

Peace officers with special constable appointment and inspectors within IENB provide services to the trucking industry, forestry sector, hunters, fishermen, off-road enthusiasts, motorists, the hospitality industry, various licencees and support many government services.

- [Safer Communities and Neighbourhoods \(SCAN\) Unit](#) protects New Brunswick residents from the harmful effects of illegal drugs and firearms, protects provincial revenues and ensures the integrity of government regulated services and programs.
- [Highway Safety Enforcement](#) works to ensure the safety of motorists on our roads, highways and trails.
- [Conservation Enforcement](#) protects New Brunswick's natural resources like our forests, waterways and wildlife.
- [Health Protection Services](#) maintains healthy environments by mitigating the effects of health hazards, preventable diseases and illnesses while ensuring food safety and safe drinking water.



## Adult Custody Services

The Adult Custody Services of the Department of Justice and Public Safety is responsible for programs and operations related to New Brunswick's four regional correctional institutions for adult male clients, the New Brunswick Women's Correctional Centre, and a Community Residential Centre.

The branch has jurisdiction over adult clients 18 years of age and over who are:

- Sentenced to terms of imprisonment of two years less a day.
- Adults on remand, awaiting trial or sentencing.

### INSTITUTIONS

#### Dalhousie Regional Correctional Centre

265 Miller Blvd, Dalhousie New Brunswick E8C 2A2

Phone: [506-684-7517](tel:506-684-7517)

#### Island View Community Residential Centre

65 Brunswick Street, Fredericton, NB, E3B 1G5

Phone: [506-444-5611](tel:506-444-5611) | Email: [chris.carlisle@gnb.ca](mailto:chris.carlisle@gnb.ca)

#### Madawaska Regional Correctional Centre

15 Fournier St, Saint-Hilaire NB E3V 4W5

Phone: [506-737-4510](tel:506-737-4510)

#### New Brunswick Women's Correctional Centre (and New Brunswick Youth Centre)

4 Airport Dr, Miramichi NB E1N 3W4

Phone: [506-624-2000](tel:506-624-2000)

#### Southeast Regional Correctional Centre

435 Lino Rd, Shediac NB E4P 0H6

Phone: [506-532-7885](tel:506-532-7885)

#### Saint John Regional Correctional Centre

930 Old Black River Rd, Saint John NB E2J 4T3

Phone: [506-658-5400](tel:506-658-5400)

## Drivers and Vehicles

### DRIVER LICENCES AND RECORDS

- A person may apply for:
  - A Class 9 driver's licence at age 14 with parental consent.
  - A Class 8 driver's licence at age 14 with parental consent.
  - A Class 6 driver's licence at age 16 with parental consent.
- All newly licenced drivers must participate in the Graduated Licence Program.
- With parental consent, a person may apply for a Class 7 driver's licence (Graduated Licence Program) at the age of 16.
- A person must be at least 18 years of age to apply for a Class 4, Class 3/4, Class 2, or Class 1 licence and have completed the Graduated Licence Program.

- Starting April 1, 2024, Class 1 applicants must also complete [Mandatory Entry-Level Training \(MELT\)](#).
- To qualify for a school bus endorsement a person must be at least 21 years of age and have one year of driving experience.
- When applying for a Driver's Licence or Identification Card (new, exchange, expired for more than two years, etc.) applicants must submit:
  - At least one document from the [Acceptable Identification Documents list](#).
  - At least two documents from the list of [Acceptable Proof of New Brunswick Residency Documents](#).
  - Proof of name changes if applicable (i.e. marriage certificate, divorce papers, or Certificate of Name Change).
- To change your address on your driver's licence you can:
  - Do it online by [clicking here](#) (you will be required to submit at least two separate documents from the list of acceptable Proof of New Brunswick Residency Documents).
  - Or you can visit a [Service New Brunswick Centre](#) (you will be required to present at least two documents from the list of acceptable Proof of New Brunswick Residency Documents).
- When applying for a new licence or upgrading your current licence, testing will be required (some exceptions apply when exchanging a licence from another jurisdiction, please see [Driver's Licences for New Residents](#)).
- Test results are valid for six months. Any licence issuance or upgrade must be completed within six months of starting the process.
- Please see [Driver's Licence Requirements \(PDF\)](#) for a chart that lists the various requirements for testing.

### **Motor Vehicle (Branch), Fredericton**

Email: [DPS-MSP.Information@gnb.ca](mailto:DPS-MSP.Information@gnb.ca)



**STATS  
CANADA**



## Stats Canada Crime Statistics for New Brunswick

### 2024 STATISTICS: CRIMES AGAINST PERSONS

#### Assault: 6,960

- An assault is any unwanted application of force (or even threat thereof) without consent. This can include strikes, pushes, punches or kicks. However, it also includes grabbing, holding, spitting or more minor forms of contact such as grabbing an item from another person's hand (indirect assault). Other variants of assault are found at [sections 267 \(a\), 267 \(b\)](#) and [268](#) in the [Criminal Code of Canada](#), which set out the offences of assault with a weapon, causing bodily harm, and aggravated assault respectively.

#### Sexual Assault: 853

- [Section 271](#) of the Criminal Code sets out the offence of sexual assault. This offence replaced the more stringent offence of "rape" which no longer appears in Canada's Code. Sexual assault, is defined broadly as any assault (as defined in section 265 of the Code) that transpires in circumstances of a sexual nature.

#### Robbery: 203

- [Section 344 \(1\)](#) of the Criminal Code of Canada deals with the offence of robbery. The section states that any person who commits robbery is guilty of an indictable offence. Robbery is defined as the act of stealing something from someone using violence or the threat of violence. The severity of the punishment for robbery depends on the circumstances of the offence.

#### Uttering Threats: 3,297

- [Section 264.1 \(1\)](#): Every one commits an offence who, in any manner, knowingly utters, conveys or causes any person to receive a threat (a) to cause death or bodily harm to any person; (b) to burn, destroy or damage real or personal property; or (c) to kill, poison or injure an animal or bird that is the property of any person.

#### Criminal Harassment: 1,105

- [Section 264 \(1\)](#) of the Criminal Code of Canada: No person shall, without lawful authority and knowing that another person is harassed or recklessly as to whether the other person is harassed, engage in conduct referred to in subsection (2) that causes that other person reasonably, in all the circumstances, to fear for their safety or the safety of anyone known to them.

#### Indecent/Harassing Communications: 1,505

- Indecent Communications: [Section 372 \(2\)](#): Everyone commits an offence who, with intent to alarm or annoy a person, makes an indecent communication to that person or to any other person by a means of telecommunication.
- Harassing Communications: [Section 372 \(3\)](#): Everyone commits an offence who, without lawful excuse and with intent to harass a person, repeatedly communicates, or causes repeated communications to be made, with them by a means of telecommunication.

#### Murder, Manslaughter, Etc.: 31

#### Other Crimes Against Persons: 584

#### Other Sexual Violations: 279

#### Assault Against a Peace Officer: 284



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