

YCC323 Health and Safety Committee

Information for Residents

**Source: Toronto Police Services
and EMS Toronto**

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How To Use 911

What is 911?

911 is an easy to remember telephone number that will access all emergency services within Toronto: Ambulance, Police, and Fire. You call dial 911 from any telephone, and you don't need a coin when using a public telephone. This page will refer primarily to medical emergencies. For information on police emergencies, [click here](#). For information on fire emergencies, [click here](#).

When to call 911

You should use 911 only in an emergency. 911 gives people priority access to emergency services and should be reserved for those who really need it. Sometimes it is difficult to know whether your problem is serious or not. Here are just a few examples* of when you would require emergency medical care - and you should call 911 or go to an emergency department.

- When you are experiencing pains or tightness in the chest
- When you have severe pain
- When you have shortness of breath
- When a person is choking or having difficulty breathing
- When you think you may have fractured or broken a bone, or have a wound that may need stitches
- When you have sudden, severe headaches, vision problems, sudden weakness, numbness and/or tingling in the face, arm or leg, trouble speaking, or dizziness
- If your child has diarrhea and vomiting and won't eat or drink
- When a baby under six month has a fever over 38.5°C (101°F)

*If you have any doubts about whether you are experiencing a medical emergency, call 911. The ambulance will take you to the appropriate emergency department.

Calling 911 if you don't speak English

Even if you don't speak a word of English, help is only minutes away. We have instant access to translators who can help us to help you in more than 170 languages. It is important to remember that in an emergency, calling 911 and letting us access our translators directly will save precious seconds.

If you have family members or friends who don't speak English, it is important to let them know that in the event of an emergency they should dial 911 directly rather than spending time looking for an English speaker to do it. Just call 911 and tell the operator what language you speak. We'll take care of the rest.

What to expect when you call 911

When you call 911, remember to stay calm and give clear information. Be prepared to provide the following information:

The first person you talk to will ask you whether you need police, fire or ambulance and your language if you don't speak English.

If you have a medical emergency, you will be transferred to an [Emergency Medical Dispatcher](#), who will ask you for the following information:

The location of the emergency

- A description of what is happening
- Your name, address and telephone number
- The apartment number and access code if applicable

Please remember that the Emergency Medical Dispatcher needs to ask you specific questions in a specific order to help you as quickly and effectively as possible.

Remain on the line to provide additional information if requested to do so by the call taker.

What else should I do?

After you have given your information to the dispatcher, the following points will help the [paramedics](#) to help you.

- Clear a path to the patient - move furniture, unlock doors
- If possible have someone meet the ambulance
- Be sure your house number is clearly visible from the street
- If you live in a house - turn on the outside lights at night
- If you live in an apartment - try to meet the ambulance at the lobby door and have the elevator ready.
- Do not move the patient, unless life is threatened.

Calling from outside Toronto

If you are calling to report a medical emergency occurring inside Toronto but you are outside Toronto, you may call us at 416-489-2111.

From outside Canada and the United States, this is an international call. If you need help making an international call from your area, you may find assistance at howtocallabroad.com (not affiliated or associated with Toronto Emergency Medical Services or the City of Toronto).

Apartment building security

We all have the potential to be victims of crime. Each of us can REDUCE THE RISK of our homes/property being victimized by eliminating the opportunity.

Lobby Security

- Unknown or suspicious persons trying to get in to the building should be referred to the Management, Security or the Superintendent
- DO NOT allow strangers to enter the building as you are leaving or entering. Cooperate with all other tenants in keeping the main outer doors locked at all times
- DO NOT buzz anyone into the building whom you don't know
- Use only your first initial on the lobby directory, doorbell, mailbox, and phone directory

Door security

- Doors should be mounted so hinge-bolts are not facing outwards
- Install one-inch deadbolt locks on all exterior doors
- Chain locks are poor security - install a wide angle viewer instead and NEVER open your door to a stranger
- NEVER leave your door unlocked, even while taking out the trash
- DO NOT leave notes on your apartment door or on the lobby directory
- If keys are lost or if you move, locks should be changed
- If you see a stranger carrying items out of a neighbours apartment, ***CALL 911***

Elevator safety

- Look to see who's in the elevator before entering
- DO NOT enter the elevator if you do not feel comfortable - wait for the next one
- When in the elevator - stand beside the control panel
- If a suspicious person enters the elevator, exit before the doors close.

Helpful hints

- Keep a record of your valuables
- Identify your property by engraving an identifying mark - proper identification makes it easier for the police to return personal property
- When engraving, hold the engraver straight up NOT on a slant
- The identification should be readily visible without marring the appearance of the item
- Be a good neighbour and report any suspicious activity to the Police

If a crime has occurred

- DO NOT enter - the criminal may still be inside
- Use a neighbour's phone and call the police
- DO NOT touch anything or clean up until the police have inspected for evidence
- Note the licence number of any suspicious vehicle
- Note the description of any suspicious person(s)

Elder Abuse

The abuse of elderly persons is a growing concern to the Toronto Police Service due to an increasing seniors population and its reliance on caregivers to maintain levels of independence. Vulnerable persons are also a target for abuse due to an increasing trend encouraging independent community living. The elderly and the vulnerable are hesitant to report their victimization for a variety of reasons. In conjunction with the community agencies serving the elderly and vulnerable, the Service is working to encourage the reporting of abuse and to ensure that all complaints of abuse are fully investigated in a timely manner.

The goals of the Service regarding the abuse of elderly or vulnerable persons are:

- to reduce the incidence of the abuse of the elderly or vulnerable persons in the community
- to investigate all occurrences thoroughly and to bring offenders to justice wherever possible
- to ensure the safety of victims through prompt action including referrals to other community partners

Definitions:

Abuse: means harm done to anyone by a person in a position of trust or authority

Elderly Person: means a person over the age of 65

Harm: means physical abuse (includes sexual abuse), psychological abuse, financial abuse or neglect, or any combination thereof

Incompetent: means a person incapable of managing their day to day affairs, thus making them vulnerable to abuse

Vulnerable Person: means any adult who by nature of a physical, emotional or psychological condition is dependent on other persons for care and assistance in day to day living

Types of abuse

- Physical
- Emotional
- Financial
- Neglect

Indicators of physical abuse

- Cuts and bruises
- Unexplained injuries
- Poor skin condition
- Burns

Indicators of emotional abuse

- Helplessness
- Hesitation to talk openly
- Depression/Denial
- Fear
- Agitation

Indicators of financial abuse

- Power of Attorney has been changed
- Lost jewellery or silverware
- Not having the funds for the necessities of life
- Necessaries of life denied or not provided by the Power of Attorney
- Signing legal documents they do not understand

Indicators of neglect

- Senior is inadequately clothed
- Senior is malnourished or dehydrated
- Senior has an untreated medical condition or injury
- History of accidents or injuries
- Caregiver is not meeting health care needs for the senior

Elder abuse may happen to any older person regardless of gender, culture, race, financial status, mental or physical condition. Abuse may occur more frequently to those older persons who are socially isolated.

If you or someone you know needs support, please contact the distress centre: 416-408-4357

Contact: Divisional Policing Support Unit
Telephone: 416-808-0130

Holiday season safety

We all have the potential to be victims of crime. Each of us can **REDUCE THE RISK** of our homes or property being victimized by eliminating the opportunity.

Outdoors

- Tell others where you're going and when you are expected to return
- Walk the safest route possible
- Avoid over burdening yourself with parcels – carry your purse close to you but **DO NOT** wrap the purse strap around your neck or wrist. Forcible removal can cause serious injury

While shopping

- Carry only the cash and credit cards that you will need for the day
- Never leave your purse unattended in a change room or shopping cart – **EVEN FOR A SECOND!**

In your car

- Look inside the vehicle before entering and keep your doors locked at all times
- If you have car trouble, raise the hood, get back in your car and lock it. If someone offers assistance, remain in the car and ask that person to call the police
- Do not leave parcels and packages in plain view in your vehicle – lock all valuables in the trunk!

At home

- Arrange to have your driveway/walkway cleared of snow, especially when you are away from home
- Cancel all deliveries and arrange for a neighbour to pick up your mail when you are away from home
- Packaging from major ticket items should be discarded carefully – Cardboard boxes should be bundled to conceal the nature of the contents

Helpful hints

- Keep a record of your valuables

- Identify your property by engraving an identifying mark - proper identification makes it easier for the police to return personal property
- When engraving, hold the engraver straight up NOT on a slant
- The identification should be readily visible without marring the appearance of the item
- Be a good neighbour and report any suspicious activity to the Police

If a crime has occurred

- DO NOT enter your home - the criminal may still be inside
- Use a neighbour's phone and call the police
- DO NOT touch anything or clean up until the police have inspected for evidence
- Note the licence number of any suspicious vehicles
- Note the description of any suspicious person(s)

Internet safety

The Internet

The Internet is a global, decentralized network of computers taking advantage of common protocols permitting the transfer of information. No individual, company or government controls the Internet.

Risks

There are many risks and security issues involving the use of the Internet. Children and their parents should be most concerned about:

Viewing inappropriate material
Physical molestation
Harassment
Frauds and Scams

Tips for kids

- NEVER give out any personal information such as your address, telephone number, parents' place of work or their phone number, or the name and location of your school
- NEVER agree to get together with someone you 'meet' online without first checking with your parents
- NEVER send anyone your picture - Don't accept any pictures either
- NEVER respond to any messages that make you feel uncomfortable
- NEVER lose your common sense while online - Remember, you are talking to a stranger. The people you are talking to may not be who they say they are
- NEVER send an insulting or rude message to anyone online. 'Flaming' is not good 'Netiquette'
- Use a 'code name'
- Report any harassment or inappropriate messages to your online service and to the Police
- Set your browser to say NO to 'cookies'

Tips for parents

- Learn about what your child is doing on the Internet - Know what Web Sites they are visiting, know what type of chat rooms, e-mail, and messages your child is involved in online
- Find out about Filtering Software that is available to block out objectionable material
- Set reasonable guidelines for computer use by your children - monitor the amount of time spent on the computer and when
- Keep computer usage as a family activity by putting the computer in a family room rather than in the child's bedroom
- Ensure your child does not give out personal information. Have them use a 'code name'

- Be wary of any offers that involve your child going to a meeting or having someone visit your home - Remember that people may not be who they seem
- Create a password for your computer that is hard to guess but easy to remember and change it often
- Monitor your credit card bills

Report any suspicious activity to the Police and ask for assistance.

For more Internet safety tips, please visit [Be Web Aware](#).

Purse snatch and theft prevention

A purse snatch (robbery) can occur anywhere at anytime. In order to reduce your risk, there are many precautions you can take.

For Your Protection

- Never place a purse strap around your neck or wrap it around your wrist; forcible removal could result in serious personal injury
- Look confident and always be aware of your immediate surroundings

Reduce the risk

When Travelling In Your Vehicle

- Place your purse under the seat or secure it in the trunk
- Park in a well-lit, attended area if possible
- Completely close and lock all windows and doors
- NEVER label your keys with your name and address...this is an invitation for thieves to identify and rob your home

When In Public

- When possible, walk with a friend - try to avoid walking alone
- When in a restaurant or other public area, DO NOT leave your purse draped over the back of your chair
- When shopping, DO NOT leave your purse unattended in the change room or shopping cart - EVEN FOR A SECOND!
- When at work, DO NOT leave your purse in plain view, lock it a drawer or cabinet

Other Important Tips

- Carry key chains separate from your purse-you will still be able to get into your car or home if your are robbed
- Before setting out, make it a point to bring along only the credit cards, cheques and amount of money that you will actually need. Carry your cash and cards in a jacket pocket
- Use a fanny pack or waist pouch instead of a purse

If You Are A Victim

- Release the Purse - Do not risk personal injury
- Scream and Yell - Attracted attention may scare off a would-be attacker
- Make a Mental Note - Note the thief's appearance i.e. height, weight, hair colour/style, clothing, etc.
- Call 9.1.1. Immediately - Report the incident to the Police
- Seek Medical Attention - If you have any injuries, see your doctor
- Notify your Financial Institutions - Advise your banks and/or credit companies of stolen credit cards, ATM cards or cheques
- Notify Government Agencies - Advise Government agencies of your stolen documents such as:

Social Insurance Card

Birth Certificate

Driver's Licence

Health Card

Passport

Travelling tips

Although travelling can be a safe and enjoyable activity, it can also provide an opportunity for crime. Protect yourself while travelling, it is important to remember that you are vulnerable and you must take extra precautions.

Look safe

- Project an image of confidence and sureness
- Be aware of your surroundings
- Never leave your luggage unattended
- If you're travelling by car, always lock your luggage in the trunk
- Do not put personal and /or business information on your luggage tags
- Dress inconspicuously, so you won't draw attention to yourself

Stash your cash

- Do not carry large amounts of cash – Use travellers cheques or major credit cards
- Make sure you keep a list of the numbers of your travellers cheques and credit cards in a safe place
- Leave expensive jewelry at home and in a safe place
- Keep all valuables in a safety deposit box at your Hotel
- Conceal cash in a tuck away pouch
- Keep receipts for all purchases

Monitor danger

- Trust your instincts When sightseeing, stay with a group of fellow tourists
- Avoid meeting strangers in unknown and isolated places
- Learn to recognize the uniforms of local law enforcement officers
- Use an auto club, travel agency, or other reliable sources of information to find out as much as possible about the place you are going to - ask about what you should do and what you should avoid
- Photocopy all important travel documents such as passport and airline tickets

Added tips

- Keep all of your medication in your carry-on luggage
- During long layovers in terminals, use coin operated lockers to store your belongings
- Avoid isolated areas of your Hotel
- Avoid wandering on the beach alone at night
- Do not take expensive items to the beach
- Remember to get travel insurance
- Use sunscreen
- Drink bottled water