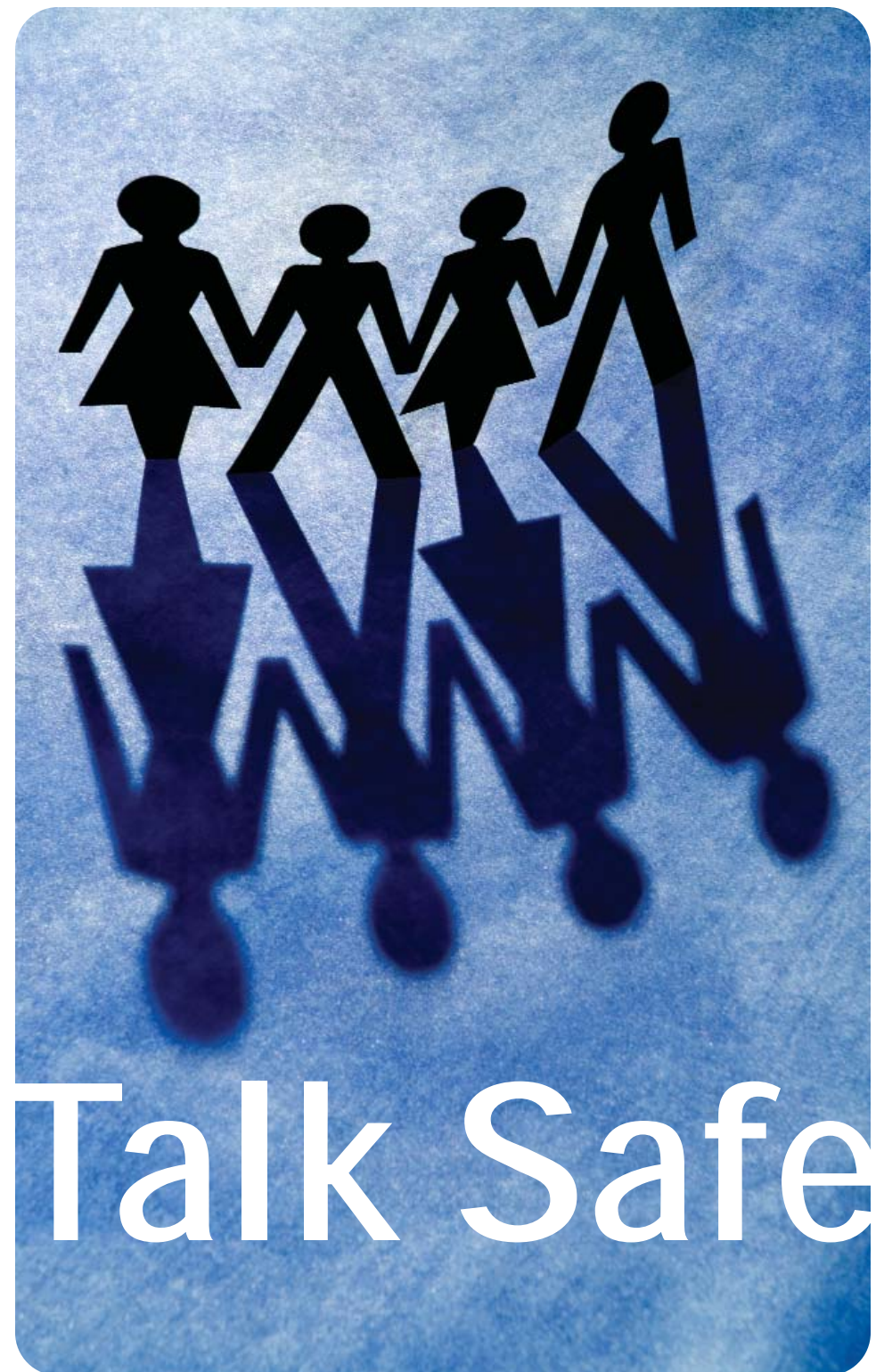


Emergency Contact Numbers

Name	Phone Number
Bell Relay Service	1.800.855.0511
Bob Rumball Centre for the Deaf (BRCD)	416.449.9651 TTY: 416.449.2728
Canadian Hearing Society (CHS)	416.928.2500 TTY: 416.964.0023
Co-op Taxi	416.504.2667
Crime Stoppers	1.800.565.8603 TTY: 416.467.0493
Distress Centre	416.598.1121 or 416.486.1456 TTY: 416.408.0007
Fire Department	911 TTY: Call Bell Relay Service – they will call 911
Food Share -- Toronto Hunger Hotline	416.392.6655 TTY: 416.392.3778
Housing After Hours Emergency	
Housing Head Office	TTY:
Poison Information	416.813.5900 TTY: 416.597.0215 and 1.877.750.2233
Police	911 TTY: Call Bell Relay Service – they will call 911
Toronto Police Dept. – non-emergency	416.808.2222 TTY:416.467.0493
211– Resource Line	TTY: 416.392.3778
Ontario Interpreter Services (after hours emergency interpreter service)	1-866-256-5142 TTY: 1-866-831-4657



Acknowledgements

Talk Safe is a program designed for deaf, deafened and hard of hearing tenants living in Mainstay Housing. It was funded by the City of Toronto's *Breaking the Cycle of Violence Program*.

Talk Safe was a success. It helped tenants develop safety strategies and tools to promote safer communities.

Thanks to Bob Rumball Centre for the Deaf for their support.

Thanks for tenants and staff at Mainstay Housing for sharing their experiences and expertise.

"Deaf culture and community values emphasize proximity to others who are deaf." (Bob Rumball Centre for the Deaf).

"Deafness as a disability disappears when deaf people are together." (Bob Rumball Centre for the Deaf).



761 Queen Street West, Suite 301, Toronto, ON M6J 1G1
Tel: 416-703-9266, Fax: 416-703-9265, TTY: 416-703-9267
www.mainstayhousing.ca Charity no. 119258440 RT0001

Fire Safety at Mainstay

1. What should I do if I have a fire safety concern with my apartment?

- Tell your landlord
- Tell the people who support you
- Fill out a work order
- Discuss at A tenant meeting
- Develop a plan
- Call the local fire department tell them your concern and discuss your action plan. Ask them for their feedback and advice

2. What should I do if my fire alarm does not work?

Call Head Office right away and make sure that you speak with a person. If your SHW or your caretakers are in the building, you can also talk with them.

3. Are building owners required by law to have strobe lights for the deaf, deafened or hard of hearing?

No. By law building owners must provide an alarm system and are not required to provide a strobe light.

4. Can I change the colour of the strobe light bulb in my apartment?

No. Mainstay maintains strobe lights with the help of a company.

4. Who is responsible to clean up after a fire?

The tenant who has the fire is responsible to clean up after the fire department has left and the apartment is safe to enter. Mainstay will do repairs and bill the tenant.

6. Do I need insurance to get the items back that I have lost in a fire?

Yes. If you want the items in your apartment to be insured, you need to have content insurance.

Tips for the Hearing Person

If you're a hearing person communicating with someone with a hearing loss, please be mindful of the following tips:

- 1 Get the person's attention before you speak
- 2 Do not put obstacles in front of your face. This includes coffee cups, hands, pencils, etc.
- 3 Do not have things in your mouth. This includes gum, candy, cigarettes, etc.
- 4 Speak clearly and at a moderate pace. Speak slowly, but naturally. Do not shout!
- 5 Use facial expressions, gestures, mimes, and whatever else helps make your message visible
- 6 If you are not understood, try to say the same thing using different words. If that doesn't work, writing a few key words may help the person with hearing loss understand. If that doesn't work, write the whole sentence
- 7 NEVER say, "It's not important!"
- 8 When you change the subject, be sure the person with hearing loss knows what the new subject is
- 9 Do not stand with your back to a source of light
- 10 When in doubt, ask the person with hearing loss what you can do to improve communications

<http://www.hearinglossweb.com>

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4. What is the difference between fire extinguishers?

Look at the letters on the side;
ABC means that it works on all fires.
A means it works on paper fires only.
B means it is for electrical fires only.
C means it is for flammable liquids only.

Contact Toronto Fire Services for more information.

5. Should I use a fire extinguisher on a grease fire in a pot?

NO! Never use an extinguisher on a grease fire because you will blow over the pot and the grease and fire will splatter and spread. If possible, put a lid on the pot and remove it from heat very carefully.

6. When does a fire extinguisher expire?

Read the instructions on your extinguisher.



Using A Fire Extinguisher

An experienced person (familiar with fire extinguisher operation) can attempt to extinguish a small fire. This is a voluntary act. Never attempt to fight a fire alone.

1. Am I required to have a fire extinguisher in my unit?

You are not required by law to have an extinguisher in your unit, but it is highly recommended that you do for your own safety.

2. When do I use a fire extinguisher?

You only use fire extinguishers for self-contained fires that are small *non-grease* fires. If there is a dial on the side of the extinguisher, it is refillable and you can arrange to have it refilled by fire services in the phonebook. Remember that if you use a fire extinguisher once, you need to have it refilled. Small fire extinguishers will not help you to put out a big, out-of-control fire.

3. How do I use a fire extinguisher?

P.A.S.S.

P- Pull the pin

A- Aim at the base/ bottom of the fire

S- Squeeze the trigger

S- Sweep it back and forth at the base of the fire

Face the fire and keep your back to the door while putting out the fire.

Please note: If you have mobility issues just get out of the apartment and let the professionals deal with the fire.

Introduction

Deaf tenants often face safety challenges in their everyday lives. Many tenants have limited access to crisis services, such as the police and crisis centres.

Participants of Talk Safe said that accessing emergency services could be upsetting and frustrating for them.

Talk Safe brought emergency service providers and tenants together. Emergency workers educated participants on emergency services within their community, while participants educated the emergency workers on the safety needs of the deaf community.

Participants of the *Talk Safe*:

- talk about their safety issues,
- explore their experiences,
- learn about violence prevention and safety resources, and
- put these strategies in place within their own lives and communities.

The *Talk Safe* program consists of three modules;

- 1 Building Safety,
- 2 Community Safety and
- 3 Street Smarts.

This booklet is a resource to all deaf, deafened and hard of hearing tenants.

Building Safety: Fire

- ✓ Review your building safety manual (if there is one)
- ✓ Know the fire alarm signals
- ✓ Know where exits are located
- ✓ Call the TORONTO FIRE SERVICES immediately (9-1-1)
- ✓ Know the address of the building
- ✓ Tell the landlord if you will need help in case of an emergency
- ✓ Read and follow the manufacturers smoke alarm (and CO detector if applicable) instructions
- ✓ Know the staff in your building
- ✓ Report any fire hazards to your landlord

Smoking-related Fire Issues

The number 1 cause of careless fires in Toronto is smoking related. Cigarettes smolder for 3 hours before they burn and catch fire.

- Tell your friends, to be careful with their cigarettes
- Use big ashtrays with groves in the center
- Keep a can with a small amount of water to transport ashes from your ashtray to the garbage can, wait 24 hours then dispose of in the garbage

Suicide Prevention

“Every three minutes someone in Canada tries to take their own life”

If you are feeling suicidal:

- ✓ Tell someone you trust to help
- ✓ Remove any means of suicide (pills, weapons)
- ✓ Avoid alcohol or illegal drugs
- ✓ Get help

Warning signs:

- Talking about dying or suicide
 - A recent loss
 - Change in personality:
 - Behaviour
 - Sleep patterns
 - Eating habits
 - Sexual interest
 - Fear of loss of control
 - Low self esteem
 - Loss of Hope
- Other things to watch for:**
Suicidal impulses, statements, plans
giving away favorite things
previous suicide attempts
substance abuse
making out wills
arranging for the care of pets
extravagant spending, agitation
hyperactivity, restlessness or lethargy

What you can do:

- ✓ Don't panic
- ✓ Do Not Be Afraid To Ask
- ✓ Take It Seriously
- ✓ Determine risk (ask how and why)
- ✓ Get help – call a crisis line or 911
- ✓ Get support for yourself



Fire Safety Tips

- Never put burning materials such as cigarettes and ashes into garbage chute
- Never dispose of flammable liquids or aerosol cans in the chutes
- Never force cartons, coat hangers, bundles of paper into the chute because it may become blocked
- Avoid unsafe cooking practices: deep frying, too much heat, unattended stoves, loosely hanging sleeves
- Never use unsafe electrical appliances, frayed extension cords or over-loaded outlets
- Avoid careless smoking. Never smoke in bed
- Never leave anything that may burn or cause a trip hazard in the halls, corridors and/or stairways
- Always clean out dryer lint collector before and after use
- Keep a cookie sheet between your cupboard and your oven, in case you need to cover a grease fire in a hurry
- If the contents of a pot catch fire, cover the pot with a pot cover
- If you are on fire, "stop, drop and roll"
- If you are in a smoky room, drop to the ground and crawl to the safest nearest exit
- If there is a fire, do not use the elevator
- Do not leave candles unattended



Building Safety: Your Apartment

- ✓ Lock your doors and windows
- ✓ Do not use your full name on the intercom or in the phone book
- ✓ Do not say you are not home on the answering machine
- ✓ Check who is at the door before opening
- ✓ Ask for photo identification of repair people
- ✓ Don't give personal information to telephone solicitors
- ✓ Don't let strangers into your home to make calls
- ✓ Don't lend anyone your keys
- ✓ Leave a light on when you are out or get a timer
- ✓ Tell your landlord if you might be away for a long time
- ✓ Do not rely on chain locks –they are not reliable
- ✓ Close your drapes at night
- ✓ Have emergency numbers by your phone
- ✓ Tell children not to let in strangers

What is physical abuse?

Incidents of:

- Using physical force in a way that injures someone - for example; kicking, beating, hitting, shaking and pushing
- Rough handling, confinement
- Dangerous or harmful use of restraint



The Truth About Mental Illness

Stereotypes and myths about mental illness can cause stigma, making people with mental illnesses feel ashamed or embarrassed. Some people don't understand mental illness.

Did you know that:

- 1 in 3 Canadians will have a mental illness sometime during their lives.
- 1 in 8 Canadians will have serious enough symptoms that they will require professional care.
- No one is immune from mental illness.
- Mental illness is not a result of personal failure or weakness.
- Many people do not understand mental illness.

What are mental illnesses?

There are different kinds of mental illnesses with many different causes. Mental illness includes a broad range of disorders or illnesses that have psychological or behavioral symptoms, and can reduce our capability to cope with daily life.

The two most common mental illnesses are depression and anxiety disorders. Mental illnesses can be accurately diagnosed and successfully treated. Other mental illnesses include phobias and schizophrenia.

What causes mental illness?

Mental illnesses are caused by a variety of factors including social, psychological, genetic, physical, chemical, and biological factors.

Building Safety: Common Areas

- ✓ Do not prop open doors
- ✓ Do not let strangers in your building (i.e. canvassers)
- ✓ Secure your bicycles
- ✓ Don't buzz in anyone you don't know
- ✓ Do laundry or go to storage with a buddy
- ✓ Don't enter the elevator if you are suspicious



Building Safety: Strategies

- ✓ Know your neighbours
- ✓ Invite the Community Relations Officer
- ✓ Consider a vertical or neighbourhood watch
- ✓ Report suspicious people or activities
- ✓ Keep a log of suspicious activities with dates and times

Sexual abuse is: forced unwanted sexual activity on one person by another by threats, coercion or physical force.

Community Safety: Getting the Big Picture

- ✓ Be aware of your surroundings
- ✓ Look up while walking
- ✓ Let someone know where you are going before leaving your home
- ✓ Stick to well-travelled streets
- ✓ Know your neighbourhood
- ✓ Make sure no one is following you
- ✓ Don't wear clothes that restrict your movements
- ✓ Never get in to a car with a stranger
- ✓ Never let anyone lead you to another area
- ✓ Travel in a pair or group if you can
- ✓ Don't carry a lot of cash or valuables
- ✓ Don't have ID or valuables in plain view



1 What should you do if there is no light where you're walking?

- Cross over to the other side of the street
- Use a flashlight

2 If someone is following you, what you should do?

- Cross to the other side of the street
- Check to see if the person crosses the street at the same time as you
- Yell "STOP! Someone is following me" or make a loud sound (scream). Try to draw attention to yourself
- Run as fast as you can to the closest place for help
- Call the police

Reducing the Harm of Addictions

1. What is an addiction?

Many people use substances like drugs or alcohol and it does not interfere with their own day-to-day life or someone else's.

An addiction is the loss of control due to using substances and continued use despite negative consequences. Some people are also addicted to behaviours such as gambling or eating.

2. When can I tell if someone has an addiction?

Someone is:

- having a hard time controlling their use or behaviour on their own
- physically out of control (can't get up in the morning or always tired)
- broke all of the time (due to their use or behaviour)
- giving into their addiction all day and night

3. How can I help someone I think has an addiction?

- Let them know that you are there for them (this does not mean you will give money for their addiction)
- Suggest ways of reducing harm if they do not want to quit (alternate one drink and one glass of water)
- Tell them to talk to a professional they trust such as their worker or doctor
- Attend support meetings with them (such as Alcoholics Anonymous)
- Help them develop personal strategies to reducing the impact of their addiction
- Help them remember their accomplishments
- Let them know that you're proud of them and that they should be proud of themselves too



3 If you're standing at the bus stop and someone approaches you or is bothering you. What should you do?

- Yell stop!
- Leave and go somewhere safe (lots of people)
- Report to the TTC bus driver for help
- If you don't get help from the bus driver, call their supervisor
- Report it to the police
- Call a friend

Definition of a Hate Crime:

A crime against a member of any identifiable group of people within a society motivated by feelings of hostility. Groups include race, national or ethnic origin, language, colour, religion, sex, age, mental or physical disability, sexual orientation, or any other similar factor.

Hate activity could take the form of:

- Acts of Violence
- Graffiti (e.g., hate group symbols or slogans)
- Flyers/literature/hate mail with messages promoting hatred against "identifiable" groups
- Obscene or threatening phone calls
- Sexual assaults, intimidation, harassment, bomb threats
- Music and videos inciting hatred against an identifiable group

Hate crime incidents occurring in your community should be reported to your local police.

Street Smarts

Street Smarts means having the skills and knowledge necessary for dealing with modern urban life

It means that you use everything you have learned about safety and use it every moment of everyday.

- ✓ Trust your instincts (gut feelings)
- ✓ Be prepared: learn self defence
- ✓ Don't let alcohol or drugs cloud your judgement
- ✓ Be aware of strangers that seem nice
- ✓ Do not tell people personal information about yourself
- ✓ If approached yell
- ✓ **Most important:** Take responsibility for your own safety

What is family violence?

Family violence is a term that includes the many different forms of abuse, mistreatment, and neglect that adults or children may experience in their intimate relationship, family, or dependent relationships.

- Violence against woman in intimate relationships including dating violence
- Abuse of older adults
- Physical abuse, sexual and exploitation abuse, neglect and emotional abuse

