

6.5.2. People receiving Home Care

Patients receiving home care while recovering from illness or surgery appeared to their nurses to receive some setbacks to their progress in recovery. Two heart attacks were recorded by the Peel Region Health Service Home Care Program but these cannot be specifically related to the evacuation. Some patients were weakened by anxiety and received additional physiotherapy to reduce stress.

On the whole, home care patients were happy with the way they were treated during the evacuation. The impacts on them were relatively minor and short-lived; no major health effects were recorded. Generally, the impacts were confined to temporary anxiety and discomfort together with inconvenience of new locations and missed doctor's appointments. Only a few home care patients were reported to be distressed about the evacuation eight months later. For most of them, like the other evacuees, it was a time to stay with friends and relatives for a few days.

The Victorian Order of Nurses noted that the greatest stress was experienced by the early evacuees living closest to the site whom the VON could not contact before they were evacuated. Some home care patients living near the outer boundaries of the evacuation zone refused to leave their homes and the VON went into the area to provide home care for them. For these people, continuity of care by familiar people in familiar uniforms was important in reducing anxiety.

6.6 THE ELDERLY

About 5% of the evacuees were elderly people in their 70's and over, and another 10% were in their 60's. As a group they tend to spend more time at home and to have lower family incomes than the other evacuees (68% of those over 50 years who were surveyed report having annual family incomes under \$15,000).

In general, it does not appear that senior citizens suffered significantly more than anyone else in the emergency, merely on account of their age. Many of them who needed help received it from friends, relatives or neighbours. There is evidence that, if anything, they were the most satisfied group with the way that the emergency was handled. They were significantly less concerned about their own safety during the emergency (Chi-square test significant at 0.001 confidence level) and significantly more likely to feel that no money was necessary to compensate them for the experience.

In follow-up interviews, many senior citizens said that they had not claimed any compensation because it didn't seem right or because their expenses were small. Older people surveyed are not any less concerned about long-term effects than are others; nor are they more anxious about the transportation of hazardous goods since the accident.

However, there are two areas of concern regarding the impacts on the elderly:

- (a) Older people were more likely to be on regular medication. They were therefore the group most affected by not knowing that the evacuation would last for several days and that they would need medication with them for this length of time.

It is clear from our interviews with older people and with those caring for them that this lack of medication caused anxiety for many of them. In some cases, insufficient medication was taken; in other cases, the home supply was almost out and the prescription was about to be refilled when the evacuation intervened.

- (b) there were an unknown number of "shut-ins", elderly people living alone who received little help.

An old lady living alone.....

Miss V. lived alone with her dog at some distance away from the derailment site. She was 72 years old. When the accident happened, she awoke to hear a "sonic boom" which shook her house. She got up and looked out of her back window but could see nothing. Her dog started to cry, not bark, but a kind of crying. She did not know what had happened and became worried. She put a light on but no one came to her.

On Sunday morning, she heard about the derailment from CFRB news station on the radio. Later in the morning, her cousin phoned to say he was driving over to fetch her. He tried to do so but was prevented from entering the evacuation zone by the police. By now, most of the neighbours had already gone and it was getting dark. She decided that she would leave by herself the next morning.

Then a neighbour came over and said that she must leave immediately and could go with him. He would give her time to collect any clothes or things to take. Miss V., her dog, her neighbour, and his wife left in his car. They drove up Highway 27 almost to Barrie. At one o'clock on Monday morning, they stopped at a motel and managed to get the last room. They all stayed in one room, including her dog.

Late on Monday, her neighbour drove south again and took Miss V. to her niece's home in Scarborough. She stayed there until Wednesday, 14 November. Her niece looked after her, and her dog, very well. She charged Miss V. nothing and even bought her a bottle of cognac. Her niece received no compensation for the additional expenses and Miss V. did not claim for the one night at the motel because her share was only \$14.

She had trouble trying to get home on Wednesday because some areas were still closed off. The police told her niece who was driving her to take an alternative route.

Today, she feels that the evacuation was perhaps not necessary. She was unhappy at not having a chance of clothing with her and in any future emergency would pack a bag and leave immediately for her niece's home. In retrospect, the actual evacuation upset her less than the uncertainty and the worry during Sunday of whether she should leave or not. She never heard the police come around with a loud hailer and felt if it had not been for her neighbours, she would have been "perfectly neglected".

An elderly couple living near the edge of the evacuation zone.....

Dr. and Mrs. W. were both over 70 years old when the derailment occurred. Two daughters, one son-in-law and two grandsons were staying with them. Dr. and Mrs. W. heard nothing of the accident until the next morning when their daughter and grandsons described seeing the flames. Mrs. W. did not even know where the tracks were and never heard a train on them. The young people were very excited and were laughing and talking about the derailment. Unaware of the impending evacuation for their elderly parents, the young people left, as planned, on Sunday leaving Dr. and Mrs. W. alone again in their apartment.

Late that day, the security officer in their apartment building told them to leave. Dr. W. did not want to go because they were a long way from the tracks and Mrs. W. became worried and packed her own and her husband's overnight bags without his knowledge. People all around them were leaving. Relatives called and offered their homes, if needed. The security man told them again and again to leave, but her husband, who had a heart condition, was reluctant to go. Eventually, he agreed to call a hotel where they had stayed before. They called a cab and left. They had kept the radio on constantly.

Things went well. They had no pets and the hotel cashed a cheque for them. They stayed for three days in comfort, ate excellent meals and relaxed. They had a really good time. Their only complaint was that they had expected only to be away for one night and had not taken a change of clothing. They were glad to return home to their lovely apartment on Wednesday, 14 November. Dr. W. filled out a claim for compensation from CP Rail. He included the \$50 per night for the hotel room and \$14 for the taxis. They did not claim for meals because they felt it was their treat and they didn't want to abuse the privilege of compensation that they had never expected in the first place.

They had no health problems during the emergency but Dr. W. had a progressive heart condition and has since died. On reflection, the wonderful time they had at the hotel during the evacuation turned out to be their last holiday together.

Today, Mrs. W. lives alone in a new apartment. After her husband's death, she found that, unknown to her, he had kept a newspaper clipping file about the derailment and evacuation. For the future, she now keeps a bag half-packed at all times, and has bought a "smoke-bag" which gives you enough air and protection to survive for 20 minutes in a fire.

One group which is underestimated in the surveys, because they do not return questionnaires, is elderly, 'recluses' who live alone and generally apart from their neighbours. These people can be in need of home care and medical attention but do not receive it because they do not ask for help and may not be known to social service personnel. They are known by nurses as "shut-ins".

Little is known about the effect of the emergency on these elderly people. Some arrived in evacuation centres, having been brought there by the Red Cross and by neighbours. They tended to be confused and isolated. Nurses in the centres talked to them and found them often anxious but unable to express their concerns clearly. One man had even lost his wife but made no effort to tell anyone until he was approached by a nurse.

Nursing staff identified the 'shut-ins' as a major problem during evacuations.

They were dumped in the centres, not knowing what's going on, wondering 'who are these people?', 'where's my house?'.....We put all the focus on institutions because there's a great number of seniors there, but we missed all the people who are individuals.... there could have been many seniors who quietly suffered that helpers didn't know about....a difficult and long-term project should be an on-going awareness of shut-ins.

Peel Region Public Health Nurse

Our interviews suggest that among those who did not evacuate were probably a number of 'shut-ins' who were either overlooked by police and neighbours, or who deliberately hid in basements to avoid leaving.

In conclusion, older people in good health, living in their own homes or with their families, did not necessarily suffer greater anxiety or inconvenience than anyone else. The people who really had a difficult time were those who were at home and were handicapped, disabled or had a severe illness. Many of these

people did not want to leave home because of the physical difficulties and exertion involved. Undoubtedly the evacuation was most traumatic for them. A few people suffered specific injuries while away from their familiar and well-equipped home, while others are reported to have suffered non-specific setbacks or a general worsening of their complaints. People differ in their reaction to these impacts; some have given their cases to lawyers to seek compensation; others accept the effects as 'one of those things'.

Older people in Mississauga therefore do not appear to have suffered additional distress during or after the evacuation that can be attributed simply to their age. Poor health and the need for special care would seem to be a more critical factor than age in the effect an evacuation will have on people's well-being.

6.7. NON-ENGLISH SPEAKERS

Although there are non-English speakers in Mississauga, their numbers are relatively small compared to some parts of Metro Toronto. The largest non-English speaking communities are Italian and Portuguese. Generally, someone in the family, usually a school-aged child, speaks English and acts as interpreter between the family and the outside world.

During the evacuation, because it was Sunday, these family interpreters were mostly at home. No particular problems of misunderstanding are known to have occurred because people could not speak English. Many of these families had relatives in Toronto and Southern Ontario and most of them stayed with friends and relatives rather than in the Evacuation Centres.

The provincial and municipal social services that usually help non-English speakers did not receive requests for interpreters during the evacuation and do not report any knowledge of particular language or comprehension problems for these families. However, there are no emergency plans known to these

Living by the tracks.....

Mr. and Mrs. V. were at home watching the news on T.V. Mr. V. went upstairs to get into his pyjamas to watch the late-night movie. From his bedroom, he heard the wheels of the train squeal as it went around the bend. The wheels always squeal when the trains go by fast. He shouted to his wife "My God, this guy's flying". Mr. V. heard a thump and thought that the train had hit a car at the Mavis Level Crossing.

Out of the bedroom window, Mr. V. saw a small flame. He put his clothes back on and went outside. There he met his neighbour. At that moment (12:05), the explosion went off. Mr. V. had to put his face straight up to the sky to see the top of the cloud. The blast moved the door jams and his back door flew open, although it was locked. The windows shook and the heat became intense (1-1/2 kilometres away from the accident). Later they discovered cracks in the walls.

Mrs. V. was really terrified. She had also rushed out of the house and was scared of being trapped. The flames were going up right over the top of them and disappearing over the houses. It looked like Hiroshima, Nagasaki - with the mushroom effect. Their neighbour's wife was in tears and so was Mrs. V. The neighbour said, "It's the end of the world. This is what we've read about".

Mr. and Mrs. V. went to bed and did not hear about the chlorine gas until 8:00 A.M. on Sunday morning. They were not worried because the wind was blowing away from their house. Later that day, they were told to evacuate.

They made no preparations and took no clothes. They did not even take their jackets. They were standing outside when the police came by marking "E" (for evacuated) in yellow crayon on the driveways. The policeman said "Okay, out!" and that frightened Mrs. V. She grabbed her pet bird and they just went.

Mr. V. was used to the blitz in the Second World War and had no fears. He feels that everyone, including the authorities, over-reacted. If the police had not seen them outside and told them to go, he would have tried to remain at home. Mrs. V. says that if so, he would have stayed alone because she would have left anyway - but then, she admits that she is a panic person. In any case, they expected to be away for only a couple of hours.

Continued. . .

For some time after the evacuation, Mrs. V. could not sleep until after she had heard the midnight train going safely by. They always used to watch the trains from their backyard and to joke about a new automobile falling into the yard from the train. Now they look for chlorine and propane cars and count the numbers of them in the trains. Before the derailment, they did not really notice how many trains there were. Now they hear every one.

services to involve official interpreters or local interpretative resources in an emergency. If interpreters were needed, they would normally have to be contacted at home. During an evacuation, therefore, interpreters living within the evacuated area could not be contacted. An emergency situation can easily be envisaged in which an area, which includes many non-English speaking households, is evacuated at a time (weekdays) when husbands and children (the usual interpreters) are away from home. Problems of comprehension for non-English speaking mothers and wives left alone in the house might lead to a demand for interpreters. There is a listing of the language capacities of each provincial Ministry that can be used in an emergency (prepared by the Citizen Development Branch of Culture and Recreation) but no plan is known to supply interpretive services in an emergency. In a similar situation, local interpreters might well be evacuated and not available at their usual telephone numbers. An emergency plan might, therefore, consider whether in future an emergency telephone should be set up for relaying information in different languages to non-English speakers, especially where there are sizeable ethnic populations. Local ethnic and community organisations might clearly play a role here.

6.8. PEOPLE LIVING NEAR THE ACCIDENT SITE

For families living close to the CP Rail tracks near Mavis Road, the emergency presented several aspects that did not affect the majority of evacuees who lived farther away. The fire and explosions were much closer and more threatening; many of the homes were physically damaged; the smell of gases was widely experienced. They were the first to be evacuated, and left at night without yet knowing that chlorine gas was involved. Today, the source of danger, the trains, can still be heard as a reminder of the emergency.

The families who live close to the site do not differ significantly from other evacuees in their socio-economic status

or age although fewer of them own their own homes.

Despite the more dramatic nature of the emergency for them, they do not appear to have suffered significantly greater social or health impacts. At the time of the accident, more of them report that their families were scared and about a third of them were anxious on returning home. Some people had trouble sleeping for a while after their return, but a year later no one reported that it was still a problem. At least two children are known to have become afraid of trains.

People are more aware now of the hazards of dangerous goods passing on the railway tracks and are more concerned about them, but no one reported being very anxious or upset. Several people thought that transportation by truck was more dangerous. In short, the impact of the accident on the health and attitudes of those living near to the railway tracks differs little from that on the evacuees as a whole.

What did differ is the amount of physical damage to their homes. About half of the households interviewed on Eaglemount Crescent, Strabane Drive, Westlock Road, Consort Crescent, Forestwood Drive, and McBride Avenue (Figure 2.2), reported minor damage. This included cracks in foundations, broken windows, lights and TV antennae, paint scorching inside the house and a blistered roof. One car standing in the road had its paint finish burned. CP Rail officers inspected the homes to make an inventory of damage in case future claims were made against them. However, many householders believed that the inspection was to do with compensation, and they complained that they had not heard anything. In any case, these householders have not received any compensation so far for the damage to their homes either from CP Rail or from their own house insurance companies. Some people who applied for compensation to their insurance companies were refused. Only one householder reported receiving compensation from his insurance company for his car. The uncertainty about compensation is causing frustration among these householders.

Living close to the site.....

For Mr. and Mrs. P., the explosion was the second one they had experienced in four days. The Wednesday before, their neighbour's house furnace had exploded and they had been evacuated. Now, hearing the first explosion on Saturday night, they thought that their own house had gone. Lying in bed, they were terrified. Five minutes later, when the second explosion occurred just past midnight, Mr. P. was outside checking the house. Things began to fall on him and there was a tremendous heat. He ran into the garage. The flames began to calm down.

For a while, they did not know what to do. They were afraid for their two children ages 1 and 10. The baby was already disturbed from the previous explosion and night-time evacuation. The parents sat up listening to the radio until 2:30 A.M. Then the police came round at about 3:00 A.M. and told them to leave immediately. This added to their fear although they still did not know about the poison gas. Mr. P. remembered that his parents had been evacuated and had never been allowed back. Could it happen to him, he wondered? Nonetheless, they thought they would be back around 6 o'clock so they didn't take any clothes. By then, they didn't have time, anyway.

By Thursday, they were desperate for clothes, especially for the baby, and Mr. P. managed to persuade the police to let him back into his house to collect them. He was escorted to the door by the police and allowed five minutes to gather what he could. He found that his goldfish had died but that the house was alright. By this time, Mr. P. was not worried about the danger.

When they returned on Friday, 16 November, after the evacuation had ended, Mrs. P. and the children were still frightened. The 10 year old girl wanted to sleep with her parents and the baby took two weeks to get back into her usual routine. For Mrs. P., it took three months before she could really relax in her home. Even now, she is still afraid that it can happen again and she is reminded of the accident every time she sees the tank cars passing.

Mr. P. claimed for compensation for mental suffering and disruption as well as for his additional expenses and lost income but he didn't get it. The explosion caused cracks in his basement but he has received no compensation from CP Rail or his own insurance company.

They are moving house now but not really because of the accident. Mr. P. is more worried about planes coming over to Malton Airport than about the railway tracks. However, all things considered, Mrs. P. won't be too sorry to leave.

Living just north of Burnhamthorpe.....the unofficial evacuees

Mr. and Mrs. R. and their two children, live only 2 miles from the accident site, in a new development just north of Burnhamthorpe Road.

After seeing the accident, the family retired to bed and on Sunday morning stayed tuned to the radio and television. They heard no mention of their area but were concerned about how close the accident was to them. Later on Sunday morning, they heard that the Square One shopping mall was to be evacuated. It was also outside of the official evacuation zone, and is actually farther away from the accident. Mrs. R. became frightened and couldn't understand why, if Square One needed to be evacuated, their home was safe.

The family left immediately to stay with Mr. R.'s mother. They thought they would just be gone for the day and took nothing. His sister and family also arrived and the place became crowded. Both families stayed with their parents for the day (Sunday). By evening, Mr. and Mrs. R. realized that their area was still outside the official evacuation zone and decided to return home.

They tried to drive home but were stopped by the Ontario Provincial Police at Eglinton and Cawthra. An argument followed and Mr. R. tried to convince the police that his area was not evacuated. He failed, and the family moved on to Mrs. R.'s brother's home in Etobicoke Creek. They felt uncomfortable without a change of clothes or even a toothbrush between them. They were concerned about imposing on their relatives and treated them to dinner.

On Monday, they heard on TV that their home was definitely not in the evacuation zone and they made another unsuccessful attempt to return home, and had to return to their relatives. They finally managed to get home on Tuesday and aired the house straightaway.

Although they spent over \$200 extra during their stay away, they knew that they could not get any compensation because they were not officially evacuated. Mrs. R. feels indignant about the inequity of the compensation process, and about the lack of attention they received during the crisis. No one explained satisfactorily why Square One should be evacuated and their area should not. They didn't feel that they should put their lives in the hands of the weatherman.

"It was frustrating, it really was, because I felt we were so much closer than anyone else, regardless of wind."

It was the ambiguity in their situation that they found so difficult. As Mrs. R. said, "We were and we weren't....we felt forgotten". Mr. R. observed, "It's almost as though there was a magic barrier there (at the Burnhamthorpe evacuation boundary); that nothing could happen to the north but everything could happen to the south".

Despite the accident and the publicity it gave to the risks of living near railway tracks, few of the householders near the accident site have considered moving. A local real estate agent believes that the number of house sales and market values have not been affected by the accident although a few buyers specifically do not want to buy homes near the tracks. Most householders report similar conclusions although there are certainly rumours about people trying to move out because of the accident. They appear to be no more than rumours.

6.9.. PEOPLE LIVING ON PERIMETER OF EVACUATION ZONE

The delimitation of an evacuation zone produces a sharp boundary. On one side, everyone is asked to evacuate because of the danger. On the other, people are told that it is safe for them to remain. When this boundary runs down the centre of the road, leaving neighbours across the street from each other in different categories, confusion and some disbelief is almost bound to occur.

In the Mississauga emergency, many people found themselves on the perimeter of the evacuation as the zones were moved progressively outwards. They were, in effect, put on alert that they might have to evacuate soon, and were subsequently asked to leave their homes. Some people, including residents of one nursing home, remained on the perimeter and were never officially evacuated.

Those people living just outside the evacuation zone in Etobicoke and Oakville felt relatively uninvolved in the crisis. They lived far from the accident site and felt that they were in no real danger. The social impacts on these people were minimal except where they took evacuees into their home. Relatively few of them voluntarily evacuated.

Another group of people on the perimeter were much more involved in the emergency. They lived just north of

Burnhamthorpe Road which represented the northern boundary of the evacuation zone throughout the crisis. Many live in recently developed residential areas which are not yet on some road maps. Since the accident, many more houses have been built there. One group of people were among the closest residents to the accident site: they were within 3 kms. (Figure A1).

The social impacts on these people are in some ways greater than on those of the evacuees in general. They include:

- (a) fear and anxiety about the accident and being close to it;
- (b) uncertainty about whether they should evacuate, or wait to be officially evacuated, or even whether officials were aware of their existence;
- (c) frustration about not being allowed back into their homes by the police even when they showed proof of address outside the evacuation zone;
- (d) confusion about the decision to evacuate Square One Shopping Centre which is also north of Burnhamthorpe Road and outside of the evacuation zone. Some people took the order to evacuate Square One as an order for their area and left believing that they were officially evacuated;
- (e) inequity felt about the compensation offered by CP Rail only to those south of Burnhamthorpe, given the fact that some were refused access to their homes because of the evacuation, even if they simply left for work as normal and tried to return. They had additional expenses through no fault of their own and yet had no access to compensation.

The anxiety felt by people living north of Burnhamthorpe is demonstrated by the fact that 60% of the families voluntarily evacuated their whole household. In another 4% of households, some members of the family left (see Section 5.8).

Table 6.3 shows that most of them left because they were anxious about the possible effects on them of the accident, particularly the effects of the chlorine gas. They left on Sunday and expected to be back for the night. Most took nothing

with them for a night away so that they experienced considerable inconvenience. For some, this inconvenience was preferable to the uncertainty of not knowing when they might have to evacuate.

Table 6.3. Reasons for voluntary evacuation given by people outside evacuation area

	%
Worried in case of danger	34
Believed they were advised to go	14
Because near evacuation zone	11
Saw others go	9
Concern about pregnancy/children	8
Concern about health	6
Other reasons	18
(N = 126)	100%

Confusion about where the boundaries were located was a problem for some people. Fourteen percent believed that they had been advised to leave. Many of these people became confused when Square One Shopping Centre was evacuated, and they left their homes immediately. These same people became angry when they tried to go home along Burnhamthorpe Road and were refused entry at the police barricades. Most families were not allowed through even though they showed proof of residence outside the evacuation zone. A few families did manage to pass the barricades. Clearly, individual police officers made different decisions about whether to allow people living north of the evacuation zone to pass along Burnhamthorpe Road to reach home. There were also problems in communication between the officers on the perimeter and their commanders because the public often had information on boundary changes before the police officers did on the perimeter¹.

¹ *This problem has been since identified and rectified in revised emergency plans by Peel Regional Police.*

Afterwards, people north of Burnhamthorpe Road found they were not eligible for compensation. Thirty-five percent of these people tried to claim from CP Rail for out-of-pocket expenses. The claims ranged from \$35 to \$600 with most falling between \$100 and \$200. About a quarter of those who made claims report that they received amounts ranging from \$100 to \$300. Others were refused on the grounds that they were not evacuated. It appears that those people who received compensation from CP Rail got their claims in early before CP Rail realised which streets or numbers in streets were not officially evacuated.

Many of the families living on the perimeter feel that several aspects of this situation are inequitable: the inconvenience and, in some cases, enforced absence from their homes, followed by the loss of compensation for out-of-pocket expenses (except for a lucky few).

Not all the families on the perimeter decided to leave their homes, even those close to the accident site. Those that remained were not very concerned that they were not officially evacuated. They felt that if there had been any real danger to them, they would have been asked to leave. They viewed the media coverage as thorough, claiming that the definition of boundaries was clear. Like those who evacuated, these people had some problems returning to their homes if they had left their areas for any reason. All were stopped and confronted by police who usually let them go through to their homes upon proof of address. Some re-entered from the north, finding "round-about" routes home.

Those who did not evacuate from the perimeter areas took on additional responsibilities. Most knew others who left (including neighbours who, like themselves, were not officially evacuated.) They found themselves suddenly responsible for the homes and property of those perimeter neighbours who left. Some made daily rounds feeding pets and watering plants. They commented on the look of the eerie empty streets. Others housed evacuees who were pleased to stay and take shelter in the perimeter area.

People living on the evacuation zone boundaries in Oakville and Etobicoke were far from the accident itself. Relatively few of them left their homes but the emergency still affected them. Some were frightened about the danger from the chlorine gas. These were a minority. More were made anxious by the uncertainty of not knowing when and if they would be the next ones to have to move. It made the conduct of their daily lives more difficult.

Those people far away who were worried about the danger, tended to either have family members or friends who were evacuated, thus making them more aware of the crisis, or a family member or friend who was particularly concerned about them and who encouraged them to leave or be prepared to leave. These people, of which there were very few, had particular reasons for worry; for example, a mother with small children, a woman with an elderly parent, and a senior citizen who preferred to leave at her leisure rather than taking the chance of being rushed out suddenly.

People living on the perimeter had some thoughts and experiences in common. They kept in close touch with the news to try to understand their particular positions and instructions and to learn of any changes in the crisis and evacuation. They seemed to agree that police did an excellent job in minimizing looting and that, in general, the emergency was handled well. Many commented, however, that they only fully understood the accident and emergency procedures after it was all over and various television specials were presented. It was felt that the position of people on the perimeter should have been made much clearer. One man observed:

"It's almost as though - Burnhamthorpe - there was a magic barrier there, that nothing could happen to the north, but everything could happen to the south."

The perimeter people did not want more attention; they wanted special advice, particularly an explanation of their position - close, but upwind of the accident - in relation to the risks.

In the Mississauga emergency, the decision to evacuate certain areas was made on the basis of distance from the site and direction in relation to wind. This meant that some streets which are located close to the accident and were upwind of the site at the time, were not evacuated. The Command Post decision clearly did not convince half of the residents of those areas, who evacuated themselves. Many of these residents felt that wind could shift at any moment, and that they did not want to wait around until it did.

Farther away from the accident, fewer people left their homes but were made anxious by seeing neighbours evacuate and by wondering whether they would be next.

The Mississauga emergency has shown that in an evacuation of a residential area, it can be expected that:

- (a) some people outside the evacuation zone will voluntarily evacuate;
- (b) where people who live close to an airborne hazard are not evacuated for some reason (such as wind direction) more than 50% may leave their homes on the basis of their own risk assessments;
- (c) people living on the perimeter of an evacuation zone, whether near or far from the emergency, are anxious and in need of information directed specifically to them. This may be advice to be prepared to move or an explanation of why they are just beyond the boundary.