



March 2021

Dear Neighbour,

As a partner in the community, we are sharing some information with you. Sofina Foods Inc. operates in Burlington at Appleby Line and Harvester Road. This facility is one of the largest employers in Burlington, and we have proudly done business in Burlington for 60 years.

Keeping You Informed: Ammonia Safety at the Burlington Plant

Why are we sharing this information with you?

As a partner in the community, we are informing all neighbouring residents and businesses about the use of ammonia at our facility.

What is ammonia?

Ammonia can take several forms including a colourless gas, a liquid or a white vapour. Ammonia, like most chemicals, when properly managed, is very safe.

How does Sofina use ammonia?

Like many other companies, we use ammonia at our facility as a refrigerant to keep our products cold. As required, it is stored in pressure vessels located in an engine room and transported from those vessels through a closed piping system, to cooling units in our production areas, storage rooms, coolers, and freezers.

Sofina's ammonia system is maintained by highly trained Sofina personnel and third-party specialists through a rigorous preventive maintenance process and schedule. Further, our cooling system has monitoring systems in our engine rooms to alert our team of any possible issue related to a potential release.

What do you need to know?

In the highly unlikely event that there is an ammonia-related release, we have measures in place similar to other companies that use ammonia.

It is important that you are aware of the following:

- You may hear a loud siren. This means there is an ammonia-related release at our Burlington plant.
- Sofina will send out a text message to everyone who has opted into our text notification system. Instructions for opting in are below and this is your best way to stay informed.
- You must "Shelter-in-Place". This means you should stay where you are and not go outside. If you are outside, you should get indoors immediately.
- If you are "Sheltering-in-Place" and you are at home, close your windows and doors and shut down your ventilation and/or air conditioning. Staying inside is the best way to protect yourself.



- If you are “Sheltering-in-Place” and you are in your car, remain in your car, park in a safe spot and turn the engine off.
- Once the Fire Department assesses the situation, they will collaborate with Halton Region Police and Paramedic Services to determine appropriate next steps.
- Throughout the emergency, the public will be informed regarding the status of the emergency response and the actions being taken to resolve the situation.
- The team at Sofina will work closely with the Burlington Fire Department and Halton Region Police and Paramedic Service. You can check our website at www.sofinafoods.com for updates and visit the City of Burlington’s social media platforms: Twitter @cityburlington @burlingtonfire and www.burlington.ca/en/

Symptoms of exposure to ammonia can include a burning sensation in your eyes, nose or throat and in extreme cases, difficulty breathing. If you are experiencing these symptoms, you should cover your ears, nose or mouth with a towel or some type of fabric and move to an area inside. You should keep your doors and windows closed and if necessary, place towels at the base of the door. If you believe you have been exposed to ammonia, you should see a medical practitioner – either your family physician or emergency care as needed.

For more information

Text Alerts:

The text alert system will be the fastest way to receive information and stay informed. Please sign up today. You will only receive these in the event of an emergency. Please text **1-888-217-6557 and the word ‘ADD’** to be added to our contact list. We do not collect any personal information from this service, and you can opt out at anytime.

Contact Us:

emergencyresponse@sofinafoods.com / 905-637-2301

Other languages:

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