



Your
Emergency
Preparedness
Guide

ARE YOU READY?

HOW TO PREPARE YOUR FAMILY FOR AN EMERGENCY

We've all experienced power interruptions from time to time. While most power outages don't last long, every household should have an emergency plan, just in case.

This guide will show you how quick and easy it is to become better prepared to face an emergency. Learn how to create your own emergency plan, how to build a 72-hour emergency kit, and how to stay well informed during an outage. By printing this guide and keeping it handy, you are already well on your way.



IT'S ALWAYS BETTER TO BE PREPARED

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PREPARING FOR AN OUTAGE

Start by Making a Plan

You should plan ahead for a power outage in the same way that you'd prepare for any emergency — by making sure that everyone in your family knows exactly what to do.

BE EMERGENCY READY:

1. Print and have a copy of this guide handy
2. Update your emergency contact numbers
3. Create a 72-hour emergency kit
4. Know the risks — learn about natural hazards
5. Set a meeting place, in the event that you have to evacuate

Quick Tips

Keep your kit handy!

Make sure that every member in your family knows where to find it. Also consider keeping it in a backpack, so it's easy to carry!

Keep some cash on hand

Credit cards and automated bank machines may not work during an emergency.

Check your kit twice a year

An easy way to remember when it's time to check your kit is to do it when you change your clocks each season! Make sure food and medication are still fresh and add new items as needed.



Family Emergency Quick Reference Form

Record the details of your family’s emergency plan below. Make sure every member of your household knows where to find this.

EMERGENCY NUMBERS

Emergency Meeting Place (Outside the Home)

Location: _____

LOCAL EMERGENCY CONTACT

Name: _____

Home Phone: _____

Cell Phone: _____

Home Address: _____

Work Phone: _____

OUT-OF-AREA CONTACT

Name: _____

Home Phone: _____

Cell Phone: _____

Home Address: _____

Work Phone: _____

FAMILY DOCTOR

Doctor’s Name: _____

Doctor’s Phone Number: _____

Prescriptions: _____

Allergies/Special Needs: _____

SCHOOL(S) / DAYCARE

Name: _____

Phone Number: _____

INSURANCE AGENCY/COMPANY

Company Name: _____

Phone Number: _____

Home Policy Number: _____

Vehicle Policy Number: _____

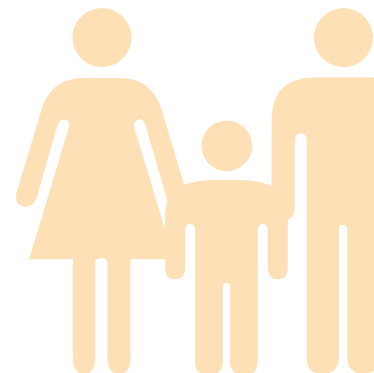
Is severe weather approaching?

1. Turn off and unplug unnecessary electrical equipment.
2. Refill all prescriptions.
3. Secure windows and doors as well as outdoor furniture and equipment.
4. Fill your vehicle’s gas tank, in case you need to leave quickly.
5. Park your vehicle in a protected area, if possible.

Life support notification

If you depend on electrically powered medical equipment, such as a ventilator or a kidney dialysis machine, please register with us to be notified of planned power outages.

Call **416.542.8000** or visit our website.



YOUR EMERGENCY KIT CHECKLIST



72-Hour Emergency Kit Checklist

In an emergency, you may need to get by without lighting, heating, hot water or even running water. Stock your kit with enough supplies to last at least three days.

FOOD AND WATER:

- Bottled water (3 litres per person per day)
- Non-perishable, ready-to-eat foods
- Manual can opener
- Disposable plates, glasses and utensils

FIRST-AID AND MEDICATION:

- First-aid kit with band-aids and alcohol wipes
- A one-week supply of critical medications and copies of all prescriptions
- Cooler bag and ice packs to keep all medications cold

SANITATION SUPPLIES:

- Sturdy bucket or trash can to use as an emergency toilet
- Powdered chlorinated lime, household disinfectant, insecticide
- Household liquid bleach or water purifying tablets
- Resealable plastic bags
- Hand sanitizer

BASIC TOOLS AND SUPPLIES:

- Flashlights and fresh batteries
- A wind-up or battery-operated radio
- A corded telephone—or one that can work without power
- Matches or lighters (in a waterproof container)
- Basic tool kit: utility knife, pliers, screwdriver, duct tape, wrench
- Garbage bags, aluminium foil, paper towels
- Small shovel
- Needle and thread
- Pens and a pad of paper
- Fire extinguisher
- Road maps
- Signal flares, whistle (to attract attention, if needed)

FOR CHILDREN AND INFANTS

- Formula and bottles
- Diapers and wipes
- Medication

FOR PETS:

- Food, water and bowls
- Leash, harness and muzzle
- ID tags and licences
- Medications and vaccination records
- Local animal shelter phone numbers

WHAT TO DO DURING AN OUTAGE

First, identify whether the outage is limited to your home, or if it affects your entire neighbourhood

IF THE WHOLE NEIGHBOURHOOD IS WITHOUT POWER:

- **Report the outage immediately to 416-542-8000.**
- If you use electric heating, turn your thermostats down or off to prevent any damage if a sudden power surge occurs when power is restored.
- Don't open your fridge or freezer! Generally, food will keep for 24 to 48 hours as long as the doors stay closed. If you suspect food has spoiled, throw it out.
- Unplug computers, televisions, stereos and other electronics, in case of a power surge.
- Report downed power lines immediately—and stay well away! Keep pets and children clear too.
- Do not go near electrical equipment around areas of standing water, like a flooded basement.
- Never use barbecues, propane or kerosene heaters or portable generators indoors.
- Never leave candles unattended.
- Don't use a gas stove as a source of heat.
- Secure windows and doors as well as outdoor furniture and equipment.
- Park vehicles in protected areas, if possible.

News and updates

- Check local media outlets for news, updates and instructions from authorities, or have family and friends get updates for you.
- Follow **@torontohydro** on Twitter—during storms or large outages we will provide up-to-the-minute updates.



GAMES FOR WHEN THE LIGHTS GO OUT

Seven games to play in the dark with kids

1. Flashlight Limbo

Have two family members face each other with flashlights. Then, have the others limbo under the steady beam of light. Pack maracas and shakers in your kit and you can make your own music!

2. Shadow Puppets

Find a bare wall and use your flashlight's beam to set the stage—no electricity needed! Make characters with your hands' shadows—it's silly and makes the time pass quickly.

3. Flashlight Scavenger Hunt

Come up with a list of things that can be found safely in the dark—a spoon, a banana, or a stapler—then set the kids searching, flashlights in hand!

4. Museum After Dark

Make one person a “museum guide” while the rest of the family strikes a pose, as if they're a piece of art. The museum guide must describe each piece of art without touching it. If the “art” laughs or moves, they become the new guide.

5. The Hum Factor

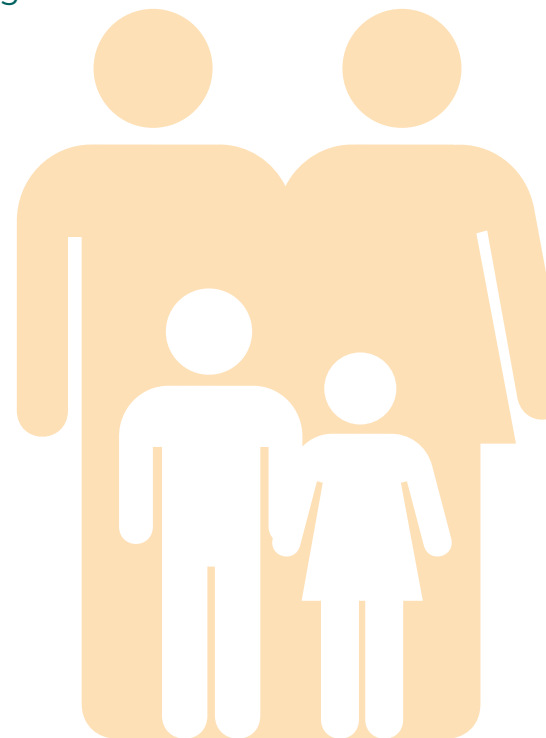
Take turns humming a melody. Then have everyone try to guess the tune!

6. Twenty Questions

Take turns thinking of a person, place or thing. The others can ask questions to help figure out what it is—is it small? Do we have one? Is it living? After twenty questions, everyone can guess what the answer is.

7. Camping Indoors

Create a “campfire” by placing a flashlight or candle on a coffee table and building a tent out of sheets. Let the storytelling and sing-a-longs begin!



EMERGENCY RESOURCES

If People or Property Are at Risk CALL 9-1-1

To Report an Outage or Downed Line

24-HOUR EMERGENCY HOTLINE

1.416.542.8000

City of Toronto—Office of Emergency Management

Telephone: 416.392.4554

www.toronto.ca/oem

Emergency Management Ontario

Telephone: 416.314.3723

Toll-free 24-hr line: 1.877.314.3723

www.ontario.ca/emo

Public Safety Canada

www.getprepared.ca

Environment Canada

1.900.565.4455; a \$2.99 per-minute charge applies

www.weather.gc.ca

The Weather Network

www.theweathernetwork.com

Canadian Red Cross

Telephone: 1.800.418.1111

www.redcross.ca

St. John Ambulance

Toll-free: 1.888.840.5646

www.sja.ca

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