



Power Outage Preparedness Guide

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Important numbers

Power outages

1-877-963-6900 (Alliston, Aurora, Barrie, Beeton, Bradford West Gwillimbury, Markham, Penetanguishene, Richmond Hill, Thornton, Tottenham, Vaughan)

905-522-6611 (Hamilton)

905-684-8111 (St. Catharines)

1-844-797-7920 (Brampton)

905-273-7425 (Mississauga)

Downed electric wires and other emergency situations – **Call 911**

www.alectrautilities.com

Canadian Hearing Society

416-928-2500 (Phone)

1-877-347-3427 (Toll-free)

905-608-1691 (TTY Toll-free)

www.chs.ca (Website)

Canadian Diabetes Association

1-800-226-8464 (Phone - toll-free)

www.diabetes.ca (Website)

Spinal Cord Injury Ontario

www.sciontario.org (Website)

Canadian Red Cross

905-890-1000 (Phone)

www.redcross.ca (Website)

CNIB

1-800-563-2642 (Phone - toll-free)

www.cnib.ca (Website)

Multiple Sclerosis Society of Canada

1-800-268-7582 (Phone - toll-free)

www.mssociety.ca (Website)

Telehealth Ontario info line

1-866-797-0000 (Phone - toll-free)

1-866-797-0007 (TTY Toll-free)

Accessibility for Ontarians with Disabilities Act

1-866-515-2025 (Phone - toll-free)

1-800-268-7095 (TTY Toll-free)

www.aoda.ca (Website)

Ontario Seniors' Secretariat

1-888-910-1999 (Phone - toll-free)

1-800-387-5559 (TTY Toll-free)

Insurance Bureau of Canada

1-844-227-5422 (Phone - toll-free)

www.ibc.ca (Website)

Ministry of Health and Long Term Care - info line

1-866-532-3161 (Phone - toll-free)

1-800-387-5559 (TTY Toll-free)

Power outage safety tips

Prepare before the power outage

- Prepare you and your pet's 72-hour emergency kit (see page 4).
- Start your own support network of family, neighbours, and friends, and give them your contact numbers and special requirements list.
- Keep extra flashlights and batteries in easy to find places in your home.
- Keep all electronic devices fully charged.
- Keep a bag of ice in your freezer to help keep food cold.
- Prepare a back-up plan for medical devices requiring power.
- Always wear your medical alert items.
- Keep important phone numbers and websites such as your power utility, and other agencies, in an accessible location.
- Keep a list of your medications and name, model number, and instructions of any medical devices, in your 72-hour kit.
- You may need to evacuate your home; pre-plan transportation and accessible transportation.
- Keep mobility aids, hearing aids, glasses, and other medical items in the same place every night so you will find them quickly.
- Consider adding surge protectors to electronic devices, such as computers.

During a power outage

- Keep your refrigerator and freezer doors shut (see pages 5-8 on food safety).
- Never run a generator or BBQ inside your home.
- If outage occurs during a high heat event, close blinds and/or curtains to keep sunlight out, go to your basement if you have one, wear light coloured clothing, drink plenty of water, or go to a family member or neighbour's home, the library, shopping mall, or a municipal cooling centre.
- If an outage occurs during cold temperatures, put on layers of clothes, have extra blankets nearby, or go to a family member or neigh-

During a power outage (continued)

- bours' home, the library, shopping mall, or municipal warming centre.
- Turn off or disconnect electrical appliances (except refrigerators and freezers) in case of a power surge.
- Keep one light on so you will know when the power has been restored.
- If possible check in with family to tell them you are ok or have family, friends or neighbours contact you.

If you use a candle, here are some safety tips:

- Use well ventilated holders that are sturdy and will not tip over.
- Keep burning candles away from materials that can catch fire (like curtains, decorations, and clothing).
- Keep burning candles out of reach of children and pets.
- Do not leave candles burning unattended, and extinguish them before you go to sleep.
- Battery-operated candles are very popular; try to keep one on hand.



After the power has been restored

- Throw away any food that may be spoiled (see pages 5-8 for food safety). If in doubt, throw it out.
- Contact your pharmacist or doctor if you are concerned about medications that are temperature sensitive.
- Recharge electronic devices.
- Reset your clocks, timers, and alarms.
- Have electronic medical devices serviced or repaired, if necessary.
- Restock your 72-hour emergency kit.
- Customers should check the "stack" where the electrical service connects to the house if power has been restored to your neighbourhood yet your house is still out.

Power outage safety tips

Tips for individuals with vision loss

- Keep Braille/text communication cards, TTY, Screen Braille Communicator, or other communication device for 2-way communication in a readily accessible location.
- Mark your emergency kit and supplies with Braille labels or large print.
- Make an audio file, listing the items in your kit, contact numbers, and other important information.
- Ensure your service animal has a 72-hour kit.
- Put an extra pair of glasses in your 72-hour kit.

Tips for individuals with hearing loss and possible speech difficulties

- Put extra hearing aid batteries in your 72-hour kit.
- Add a pen and paper to communicate with if speech is affected.
- Prepare communications cards or cards with pictures that describe basic needs.
- Include telephone number to obtain an interpreter if someone is calling on your behalf.

Tips for individuals with hearing loss and possible speech difficulties (continued)

- If possible, install flashing lights to alert you of a problem, such as the smoke detector going off.
- Set a monthly schedule to check alarm batteries as many use audio signals to alert of low batteries.
- If you use a communication device, plan how to safely carry the device, know where it can be replaced if broken, and record serial and model numbers.

Tips for individuals with mobility problems

- Ensure your support network knows how to operate any motorized devices (wheelchairs, scooters, etc).
- Know if your wheelchair can fit into a friend's vehicle should they need to assist you to evacuate.
- If possible, have a lightweight, manual chair as a backup.
- Keep tire repair kits, extra (charged) batteries, and other equipment and tools handy to handle repairs.
- Keep canes, walkers, and other mobility aids in an easy to find locations, and consider putting them in the same location every evening.

Prepare a 72-hour emergency kit



Food and water

- Enough food for each person for at least 72 hours.
- Consider dietary requirements.

- Non-perishable food such as:
 - Canned meats
 - Canned vegetables
 - Canned fruits
- Powdered foods (take into consideration that these products will require water and possibly cooking facilities):
 - Milk
 - Pasta dishes
- Comfort foods:
 - Chips
 - Chocolate bars
 - Cookies

Prepare a 72-hour emergency kit

Water

- 4 litres of water per day for each person:
 - 2 litres for drinking
 - 2 litres for cooking/hygiene
- Consider buying water purification tablets which can purify water (these can be purchased at many sporting goods stores).

Tools and supplies

- Crank radio
- Flashlights
- Extra batteries for flashlights and other electronics
- Money
- Rope (could be used for a clothes line)
- Deck of cards
- Paper and pencils/pens
- Map of the area
- Personal hygiene products
- Bucket
- Strong tape (duct tape or electrical tape)
- Can opener

ALWAYS CHECK EXPIRY DATES ON ALL FOODS, WATER AND MEDICATIONS

Clothing and bedding

- Comfortable clothing for each member of your group or family.
- Have enough clothing so that each person can change into clean clothes.
- Consider the time of year and weather conditions; you may also want to include a jacket for each person.
- Blankets
- Pillows
- Sleeping bags

Medications

- Ensure that all necessary medications are labeled (type/name of medication, your name, doctor's name, reason for medication).
- Include copies of your prescriptions and the contact information for the prescribing doctor.

General items

- Photocopies of important documents (identification, passport, prescriptions, etc).
- Recent photo of you and your family members.
- Place all paper materials in a waterproof bag to prevent water damage.

Pets and emergencies

It's important to consider your pets during an emergency situation. Here is a list of items that you should consider including in your emergency kit if you have a pet.

- Have enough food and water to last 72 hours.
- Collar with name tags.
- Leash/kennel/cage.
- Litter and litter pan.
- Toys (may help reduce your pets stress level during an emergency).
- Medications that your pet may require.
- Documentation of ownership and vaccinations.
- A recent photo of you and your pet.
- Telephone number of your vet or local animal hospital.



Sheltering in place

In an emergency situation, it may be necessary to ‘shelter in place’. This means that an emergency situation may be developing quickly and it has been determined that there is not enough time to evacuate you and your neighbours. It could also mean that there has been a fire or a chemical release making the environment along escape routes unsafe.

Here are some tips if you are told to remain in your residence:

- Go indoors immediately and stay there.
- Contact your family members to let them know where you are, and keep them informed.
- Turn off air conditioning and close floor vents and windows in case of a chemical emergency.
- Bring out your 72-hour home emergency kit.
- Ensure that you have a corded landline phone plugged in.
- Ensure any other devices that you use for communications are fully charged.
- Have a list of your medications and monitor your quantities.
- Fill bathtubs with water; this will help those living in apartments to have water if there is a power outage.
- Tune in to your television or radio and visit your municipality’s website for more information.
- Do not leave your residence until you are informed by the authorities that it is safe to do so.
- If you have an emergency while you are sheltering in place, call 9-1-1.

Food safety

FOOD

Held above 4°C/40°F for over 2 hours

Meat, poultry, seafood

Raw or leftover cooked meat, poultry, fish or seafood; soy meat substitutes	Discard
Thawing meat or poultry	Discard
Meat, tuna, shrimp, chicken, or egg salad	Discard
Gravy, stuffing, broth	Discard
Lunchmeats, hot dogs, bacon, sausage, dried beef	Discard
Pizza (with any topping)	Discard
Canned hams labeled “Keep Refrigerated”	Discard
Canned meats and fish (opened)	Discard

Cheese

Soft cheeses: blue/bleu, roquefort, brie, camembert, cottage, cream, edam, monterey jack, ricotta, mozzarella, muenster, neufchatel, queso blanco, queso fresco	Discard
Hard cheeses: cheddar, colby, swiss, parmesan, provolone, romano	Safe
Processed cheeses	Safe
Shredded cheeses	Discard
Low-fat cheeses	Discard
Grated parmesan, romano, or combination (in can or jar)	Safe

Dairy

Milk, cream, sour cream, buttermilk, evaporated milk, yogurt, eggnog, soy milk	Discard
Butter, margarine	Safe
Baby formula (opened)	Discard

Food safety

Eggs

Fresh eggs, hard-cooked in shell, egg dishes, egg products	Discard
Custards and puddings	Discard

Casseroles, soups, stews

Discard

Fruits

Fresh fruits (cut)	Discard
Fruit juices (opened)	Safe
Canned fruits (opened)	Safe
Fresh fruits, coconut, raisins, dried fruits, candied fruits, dates	Safe

Sauces, spreads, jams

**Discard if above
10°C/50°F for
over 8 hours**

Peanut butter	Safe
Jelly, relish, taco sauce, mustard, catsup, olives, pickles	Safe
Worcestershire, soy, barbecue, hoisin sauces	Safe
Fish sauces (oyster sauce)	Discard
Vinegar-based dressings (opened)	Safe
Creamy-based dressings (opened)	Discard
Spaghetti sauce (opened jar)	Discard

Bread, cakes, cookies, pasta, grains

Bread, rolls, cakes, muffins, quick breads, tortillas	Safe
Refrigerator biscuits, rolls, cookie dough	Discard
Cooked pasta, rice, potatoes	Discard
Pasta salads with mayonnaise or vinaigrette	Discard
Fresh pasta	Discard
Cheesecake	Discard
Breakfast foods - waffles, pancakes, bagels	Safe

Pies, pastry

Pastries (cream-filled)	Discard
Pies (custard, cheese-filled, chiffon, quiche)	Discard
Pies (fruit)	Safe

Vegetables

Fresh mushrooms, herbs, spices	Safe
Greens (pre-cut, pre-washed, packaged)	Discard
Vegetables (raw)	Safe
Vegetables (cooked), tofu	Discard
Vegetable juice (opened)	Discard
Baked potatoes	Discard
Commercial garlic in oil	Discard
Potato salad	Discard

* Source: United States Department of Agriculture Food and Safety and Inspection Service

Food safety

FROZEN FOOD

(When to save and when to throw it out)

Meat, poultry, seafood

Beef, veal, lamb, pork, ground meats
Poultry and ground poultry
Variety meats (liver, kidney, heart)
Casseroles, stews, soups
Fish, shellfish, breaded seafood products

Still contains ice crystals and feels as cold as if refrigerated

Thawed. Held above 4°C/40°F for over 2 hours

Refreeze
Refreeze
Refreeze
Refreeze
Refreeze
(However, there will be some texture and flavour loss)

Discard
Discard
Discard
Discard
Discard
Discard

Dairy

Milk

Eggs (out of shell) and egg products
Ice cream, frozen yogurt
Cheese (soft and semi-soft)

Refreeze
(May lose some texture)
Refreeze
Discard
Refreeze
(May lose some texture)

Discard
Discard
Discard

Hard cheeses
Shredded cheeses
Casseroles containing milk, cream eggs, soft cheeses
Cheesecake

Refreeze
Refreeze
Refreeze
Refreeze

Refreeze
Discard
Discard
Discard

Fruits

Juices

Home or commercially packaged

Refreeze
Refreeze
(Will change texture and flavour)

Refreeze
(Discard if mold, yeasty smell, or sliminess develops)
Refreeze
(Discard if mold, yeasty smell, or sliminess develops)

Vegetables

Juices

Home or commercially packaged or blanched

Refreeze
Refreeze
(Will change texture and flavour)

Discard after held above 4°C/40°F for 6 hours
Discard after held above 4°C/40°F for 6 hours

* Source: United States Department of Agriculture Food and Safety and Inspection Service

Food safety

FROZEN FOOD

(When to save and when to throw it out)

Still contains ice crystals and feels as cold as if refrigerated

Thawed. Held above 4°C/40°F for over 2 hours

Breads, pastries

Breads, rolls, muffins, cakes (without custard fillings)
Cakes, pies, pastries with custard or cheese filling
Pie crusts, commercial and homemade bread dough

Refreeze
Refreeze
Refreeze
(Some quality loss may occur)

Refreeze
Discard
Refreeze
(Quality loss is considerable)

Other

Casseroles - pasta, rice-based
Flour, cornmeal, nuts
Breakfast items - waffles, pancakes, bagels
Frozen meal, entree, specialty items (pizza, sausage and biscuit, meat pie, convenience foods)

Refreeze
Refreeze
Refreeze
Refreeze

Discard
Refreeze
Refreeze
Discard

* Source: United States Department of Agriculture Food and Safety and Inspection Service

Emergency contact list

Name of Contact: _____

Name of Contact: _____

Relationship: _____

Relationship: _____

Phone #: _____

Phone #: _____

Email: _____

Email: _____

Address: _____

Address: _____

Name of Contact: _____

Name of Contact: _____

Relationship: _____

Relationship: _____

Phone #: _____

Phone #: _____

Email: _____

Email: _____

Address: _____

Address: _____

