



**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're 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. Review our tips on how to keep safe.
5. Decide on meeting place, in the event that you have to evacuate.
6. Understand what equipment you have and how to protect it, e.g. hot water radiators, water pipes, etc.



### 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.

## PREPARING FOR AN OUTAGE

### 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 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: \_\_\_\_\_

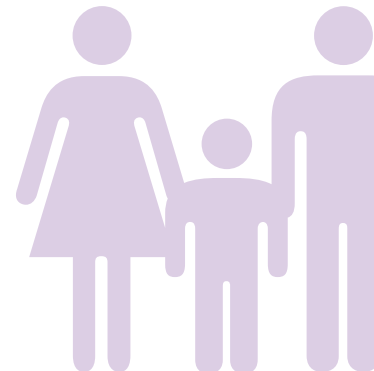
#### Is severe weather approaching?

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: **[torontohydro.com/lifesupport](http://torontohydro.com/lifesupport)**



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

### FIRSTAID AND MEDICATION:

- Firstaid 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; back-up power source for mobile phones or tablets, e.g. car charger, power bank
- Matches or lighters (in a waterproof container)
- Basic tool kit: utility knife, pliers, screwdriver, duct tape, wrench
- Garbage bags, aluminum 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)
- Keep some cash on hand as ATMs may not work in an emergency

### FOR CHILDREN AND INFANTS

- Formula and bottles
- Diapers and wipes
- Medication
- Deck of cards

### 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
- During an outage, keep refrigerator and freezer doors shut as much as possible
- Unplug computers, televisions, stereos and other electronics, in case of a power surge
- Report downed powerlines immediately — and stay well away! Keep pets and children clear too
- Don't go near electrical equipment around areas of standing water, like a flooded basement
- Never use barbecues, propane heaters or portable generators indoors, or in enclosed spaces such as garages, covered porches and sheds
- Never leave candles unattended. Whenever possible, use a flashlight
- Don't use a gas stove as a source of heat
- If possible, and safe to do so, check on vulnerable neighbours

## 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 updates as they are available
- Sign up to receive outage notifications. Let us know your communication preferences at **outageTO.com**



# 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! Turn the page to learn how to make your own shadow puppets — 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 get 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

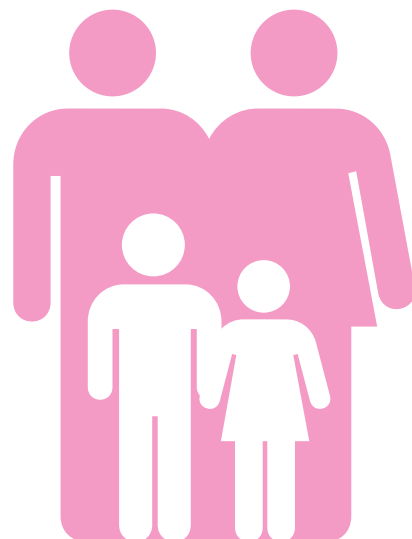
Take turns thinking of a person, place or thing. The others can ask questions to help figure out what it is. Is it small? Do we have one? Is it living? After twenty questions, everyone can guess what the answer is.

### 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-alongs begin!

### 8. Card Games

Turn the page for some fun, kid-friendly games. You only need a deck of cards to play.



# SEA IN THE DARK!



## Make your own ocean creature shadow puppets!

### What you'll need:

- Scissors
- Popsicle sticks
- Adhesive tape
- A flashlight
- Hole punch

### Directions:

**Step 1:** Carefully cut out the shapes

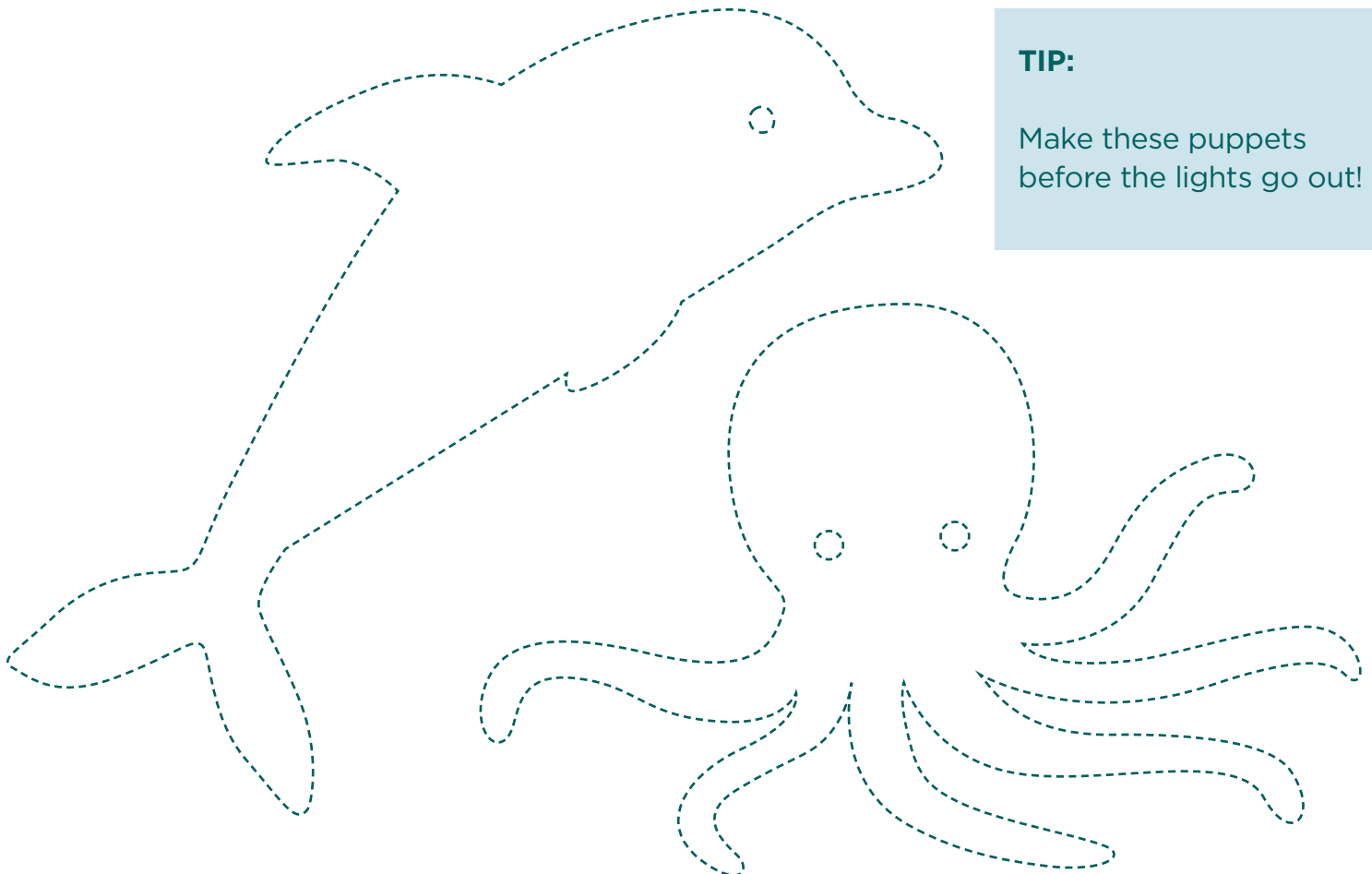
**Step 2:** Trace the contours of the shapes onto thicker paper, like cardboard, construction paper or an empty cereal box

**Step 3:** Using sturdy scissors, cut out each shape again

**Step 4:** Use the hole punch to give your creatures eyes

**Step 5:** Tape a popsicle stick to the back of each cutout

**Step 6:** Beam your flashlight at the wall and watch your characters come to life!

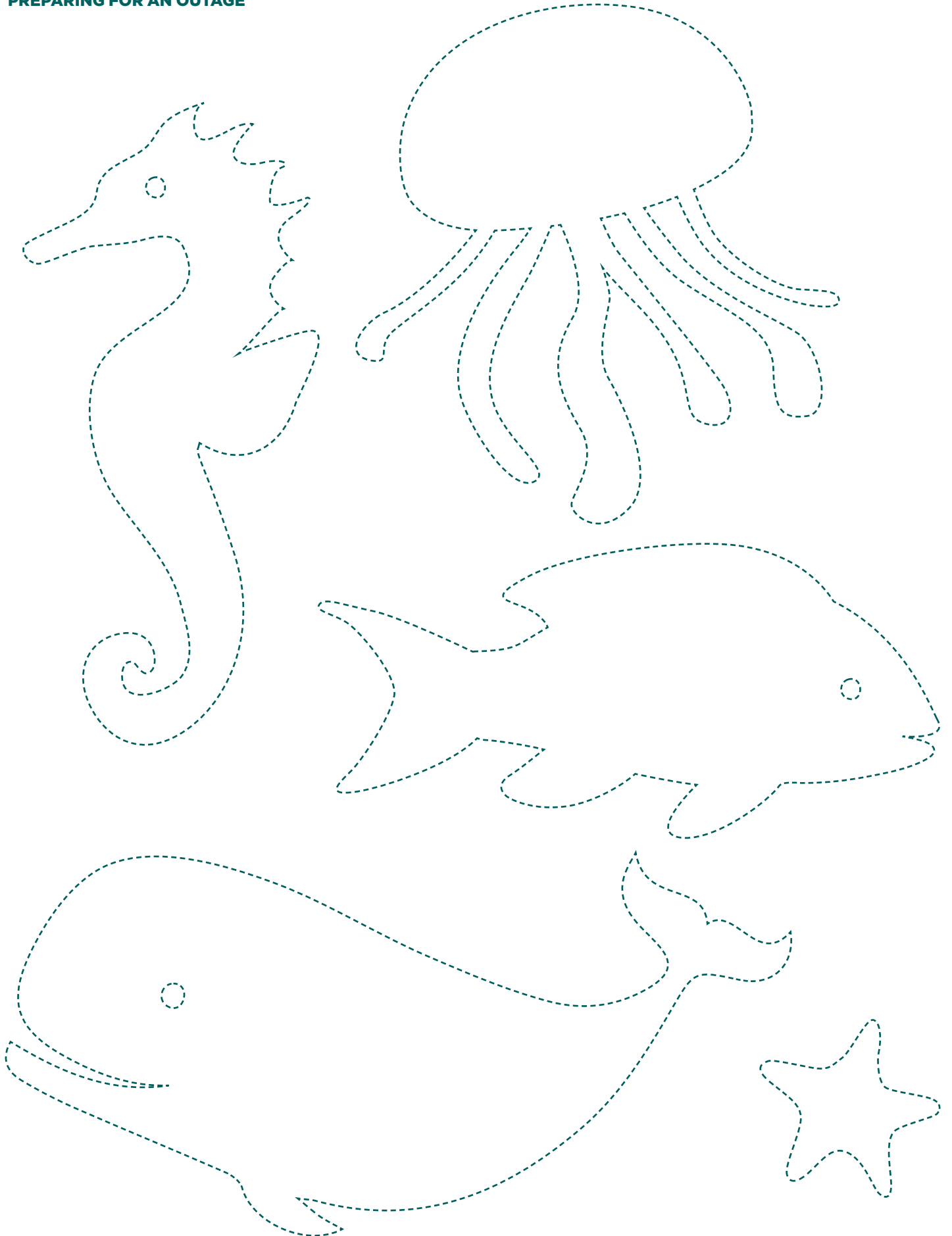


### TIP:

Make these puppets before the lights go out!



**PREPARING FOR AN OUTAGE**



# CRAZY EIGHTS

**Recommended number of players: Two to four**

**Objective: To get rid of your cards**

## Instructions:

Choose a dealer in a two-player game, each player is dealt seven cards. In a game with three or four players, each player is dealt five cards.

The remaining cards in the deck are placed face down, forming a draw pile. The top card of the draw pile is turned face up and placed next to the draw pile to start the discard pile.

The player to the left of the dealer discards a card from her hand that matches either number or suit of the top card in the discard pile. For example, if the card is a four of spades, she could play any spade or any four. If she doesn't have a matching card, she continues picking up cards from the deck until she gets one that is playable.

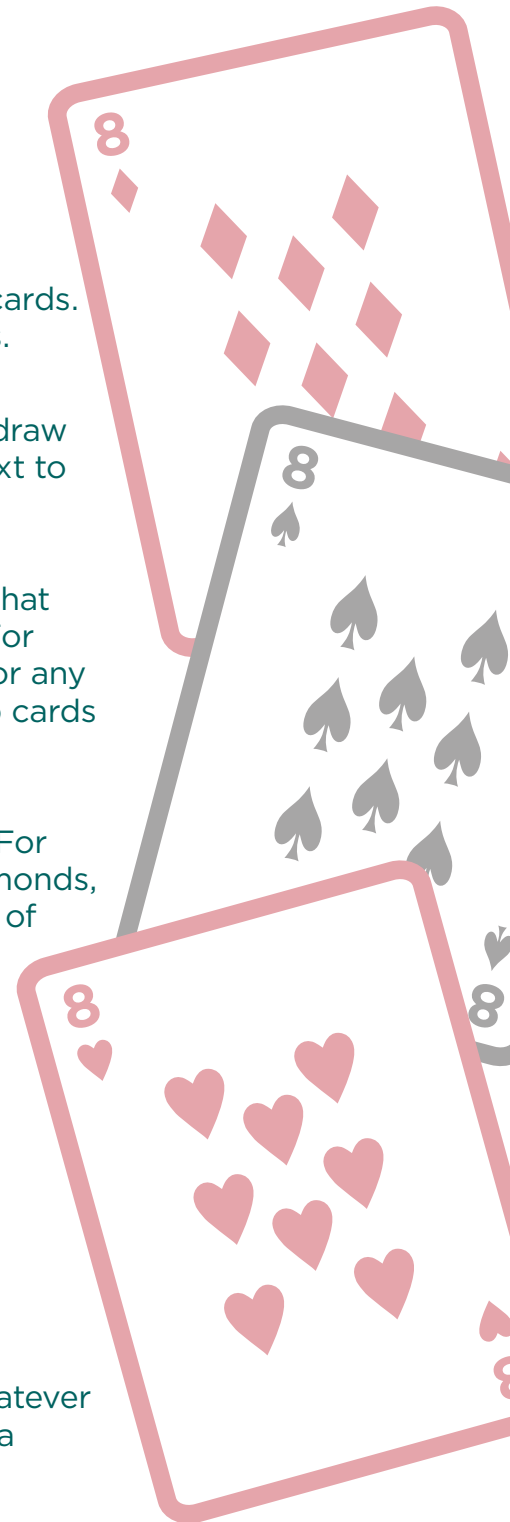
Cards that are the same number or letter can be played together. For example, if the card at the top of the discard pile is a seven of diamonds, a player may discard up to three cards: a seven of spades, a seven of clovers and a seven of hearts.

If a player plays a two, the person whose turn it is next must pickup two cards from the draw pile. For example, if a player places a two of spades and a two of clovers in the draw pile, the person whose turn it is next must pick up four cards.

Playing a jack causes the person whose turn it is next to miss his/her turn.

Playing an eight gives a player the power to change the suit to whatever he or she wants. For example, after playing an eight of diamonds, a player may say, "I'm changing the suit to hearts."

The first player to use up all his or her cards wins. If the draw pile runs out before the game is over, all cards below the first card in the discard pile form a new draw pile.



# SIGNAL

**Recommended number of players: Four**

**Objective: Obtain four of a kind and then signal to your partner that you have it**

## Instructions:

Before you begin playing, each team should come up with a signal that they will give when they have four of a kind. All signals must be executed above the table. Make sure it's something obvious since you'll be playing with a flashlight or candle.

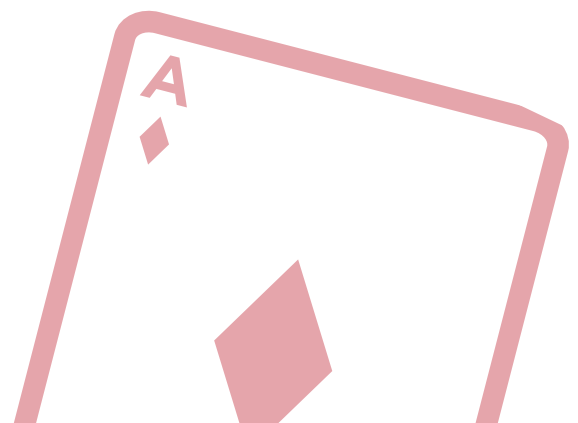
Once each team has come up with their respective signals and the game is about to begin, partners should have a seat facing one another. The dealer then deals four cards to each player. The remaining cards in the deck become the draw pile. The dealer starts the game by picking up one card at a time and passing these cards to the player to his left.

If this individual wants the card that has been passed to her, then she may replace it with a card in her hand. The card being forfeited is then passed on to the next player.

Cards continue to be passed around the group of players in a clockwise manner. Once a player has four of a kind, he/she will need to give a signal to inform his/her partner. When a player sees the partner giving the signal, he/she needs to say "signal." If the player's partner does have four of a kind, then that team wins. If the player's partner doesn't have four of a kind, then that team loses.

If a player from the opposing team notices another player giving a signal, he/she can say "cut" and point to the person that he/she suspect has four of a kind. If the player that is believed to have four of a kind does, then the team that pointed this out wins. If the suspected player doesn't have four of a kind, then the team that incorrectly attempted to point this out loses.

If the draw pile finishes and no player has yet said "signal," then the discard pile becomes the new draw pile. Dealers should be rotated in a clockwise fashion.



# SLAPJACK

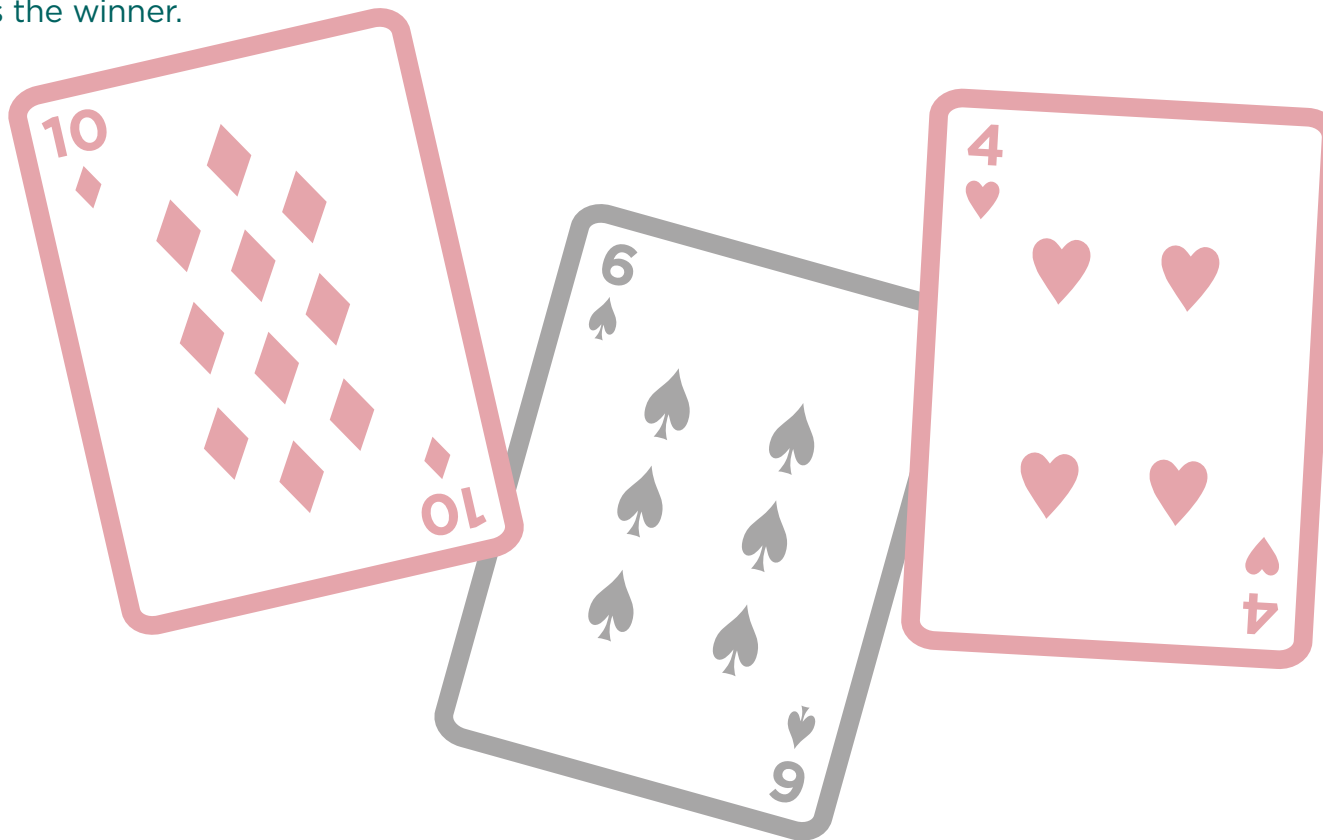
**Recommended number of players: Two to five**

**Objective: Be the last player in the game**

## Instructions:

Choose a “dealer” to deal the cards face down to each player. Players can’t look at their cards but instead put them into piles. Some players may have more cards than others, which is okay. The player to the left of the dealer begins by turning the card on the top of his pile face up in the centre of the table. The game continues with each player adding a card to the face up pile.

When a Jack is turned, players try to be the first to “slap” their hand over the face up pile. Whoever slaps their hand on the face up pile first gets the entire stack of cards and adds it to the bottom of his/her pile. The player to his/her left starts a new face up pile and play continues. If a player has no more cards, he/she has one more chance to stay in the game by slapping the next Jack that appears. If he/she misses, then this person is out of the game for good. The last person in the game is the winner.



# 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**

## **Public Safety Canada**

[getprepared.ca](http://getprepared.ca)

## **City of Toronto — 3-1-1**

24/7 information on non-emergency city services, including trees and warming centres.

**3-1-1**

## **Emergency Management Ontario**

Toll Free: 1.800.565.1842

GTA: 647-329-1100

[ontario.ca/emo](http://ontario.ca/emo)

## **Environment Canada**

[weather.gc.ca](http://weather.gc.ca)

## **Canadian Red Cross**

Telephone: 1-800-418-1111

[redcross.ca](http://redcross.ca)

## **Insurance Bureau of Canada**

[ibc.ca](http://ibc.ca)

**For more information visit,  
[torontohydro.com/beprepared](http://torontohydro.com/beprepared)**

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