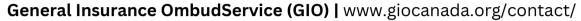
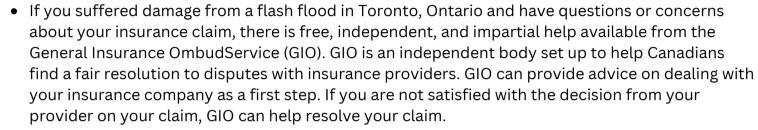
Flood Resource Guide





The Consumer Information Centre at the Insurance Bureau of Canada I (1-844-227-5422)

• The Consumer Information Centre at the Insurance Bureau of Canada is open and able to take calls and provide help with any information related to insurance claims.

Government Resources

- Visit <u>www.ontario.ca/page/apply-disaster-recovery-assistance</u> to see if you are eligible for disaster recovery assistance from the provincial government if your home was flooded.
- For information on flood preparation, visit www.canada.ca/en/campaign/flood-ready.html. Additionally, information on what to do before, during, and after a flood can be found at www.ontario.ca/page/floods. Visit www.lioapplications.lrc.gov.on.ca/webapps/swmc/flood-forecasting-and-warning-program/ to see a map of local and provincial flood warnings.
- In the future, if you are experiencing basement flooding call 311 immediately. Call Toronto Hydro at 416-542-8000 to disconnect your power and contact your insurance company as soon as possible to report property damage. If you are experiencing a sewage backup, avoid using water as any water you use could end up in your house. Go to https://www.toronto.ca/services-payments/water-environment/managing-rain-melted-snow/basement-flooding/ for more information on flood prevention, what to do if you have a flood, and what actions the City of Toronto will take.
- If your power goes during a flood, contact Toronto Hydro to report the power outage by using this online form (www.torontohydro.com/ydro.com/for-home/report-an-outage) or by calling 416-542-8000. Additional information on what to do during a power outage can be found at www.torontohydro.com/what-to-do-during-an-outage.
- When a flood occurs, road closures can be monitored. Furthermore, any changes or disruptions to TTC service can be found at www.gotransit.com/en/service-updates/service-updates.

Please contact my office if you need any help accessing these resources.