



Dr. Adil Shamji

MPP/Député

Don Valley East | Don Valley-Est



Flood Resource Guide



General Insurance OmbudService (GIO) | www.giocanada.org/contact/

- If you suffered damage from a flash flood in Toronto, Ontario and have questions or concerns about your insurance claim, there is free, independent, and impartial help available from the General Insurance OmbudService (GIO). GIO is an independent body set up to help Canadians find a fair resolution to disputes with insurance providers. GIO can provide advice on dealing with your insurance company as a first step. If you are not satisfied with the decision from your provider on your claim, GIO can help resolve your claim.

The Consumer Information Centre at the Insurance Bureau of Canada | (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 www.ontario.ca/page/apply-disaster-recovery-assistance 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 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/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.ttc.ca/service-alerts. GO Transit service updates can be found at www.gotransit.com/en/service-updates/service-updates.

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

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