

CHECK YOUR INSURANCE

- Know your insurance policy - find out what your policy covers and what it does not cover.
- Know your deductible and how much money is needed to cover this.
- Take photos and videos to conduct a household inventory, and keep record of all major household items and valuables. These documents are critical when filing insurance claims.
- Keep your insurance papers in your 72-hour emergency kit.

CONTACT YOUR LOCAL MUNICIPALITY

Phone: 311

Email: 311@citywindsor.ca

Emergency: 911



It is imperative that you sign up for Windsor Alerts, the City of Windsor's public alerting system. Your phone number and address are vital information we need when you sign up in order for us to notify you of important flooding information. Visit windsoralerts.ca to sign up.

STAY INFORMED

- Know the flood risk in your area.
- Monitor your property and adjacent waterways.
- Monitor media and social media for updates.
- Monitor the news.
- Follow @CityWindsorON, @enbridgegas and @ENWINUtilities on Twitter.

For further information visit citywindsor.ca and search "Lake and River Flooding". In the event of an evacuation, additional details will be made available on the city website.

TYPES OF FLOOD WARNINGS

Watershed Conditions/Safety Bulletin

Factors could be dangerous, but flooding is not expected.

Flood Outlook

Early notice of flooding potential based on weather forecasts.

Flood Watch

Potential for flooding within specific watercourses or municipalities. Municipalities, EMS and landowners in flood-prone areas should be prepared.

Flood Warning

Flooding is imminent or is occurring in specific watercourses or municipalities.

To check flood warning status, visit: essexregionconservation.ca/flood-status.



**PREPARE
YOURSELF FOR
SHORELINE
FLOODING**

Shoreline flooding is a real threat. It is essential that you plan ahead and have a place to go. In these uncertain times it is not advisable to open reception centres where many people will be forced into restricted areas. Doing so could increase the spread of COVID-19. Plan now where you can go so that you and your loved ones can be as safe as possible.

- What you will bring with you
- Where you will park your car
- What you will do with your pets

The City of Windsor remains in an Enhanced Monitoring position regarding the potential for overland flooding due to high water levels on Lake St. Clair and the Detroit River.

It is up to you to protect you and your loved ones. In an emergency, calls are prioritized and assistance may be delayed or not available.

If you are ordered to evacuate, an evacuation route will be provided by emergency services. If you choose to ignore the evacuation recommendation, we may not be able to get to you in a timely fashion.

If you or a loved one are mobility challenged or have special medical needs, your plan should take into account extra time and requirements you may need to self evacuate.

PREPARE YOUR PROPERTY

- Make sure your basement is waterproofed and your sump pump is working. Install a battery-operated or water-powered backup in case of power failure.
- Contact the City to learn about sandbags and other preventative programs available.

- Clear gutters and drains. Move furniture, valuables and important documents to a safe place.
- Consider procuring an engineer to discuss options to protect your home.

ELECTRICAL SAFETY INFORMATION

There is a heightened risk of electric shock when water makes contact with electrical systems that could seriously injure or kill you.

The following electrical safety tips could save your life, or the lives of first responders and utility personnel working in the area.

When flooding has occurred:

- Do not enter your basement if you know or suspect water has risen above the level of electrical outlets, baseboard heaters, furnace, power cords, or is near your electrical panel. Electricity can move through water or wet flooring and cause electrical shock.
- In the event that flood water has risen above outlets, baseboard heaters, or your furnace, covers power cords, or is near the electrical panel, contact a licensed electrician or your local electric utility immediately and arrange for them to disconnect power to your home.
- Watch out for downed power lines in flooded areas. If you see one, stay out of the water and back at least 10 metres and call 911.



STAY BACK 10 METRES

NATURAL GAS INFORMATION

For your safety, Enbridge Gas representatives will shut off customer's natural gas supply in affected areas where gas metres can be safely accessed. Workers do not need to enter homes or businesses to do this.

If you smell natural gas or detect other signs of a gas leak, please take the following steps:

1. Prevent sources of ignition. **Do not** touch electrical switches, light candles, or use a landline phone.
2. Exit the building immediately.
3. From a safe area, phone Enbridge Gas at 1-877-969-0999 or 911.
4. **Do not** re-enter the building until it has been inspected. **Do not** attempt to relight appliances.

For more information visit:

uniongas.com/about-us/safety/flood

