

If you are experiencing flooding on your property or inside your home, report it now.

3-1-1 Call 3-1-1 or if outside city limits, call 905-615-4311

Calls to 3-1-1 after regular business hours (Monday – Friday, 7am – 7pm) and on weekends will be transferred through a menu selection to After-Hours Dispatch.

What you can expect from 311:

- Professional, knowledgeable and courteous staff who will log your call and get it to the right city department, every time.
- A tracking number so you can follow-up on the status of your request.
- Information on personal and home safety and other flood related tips.

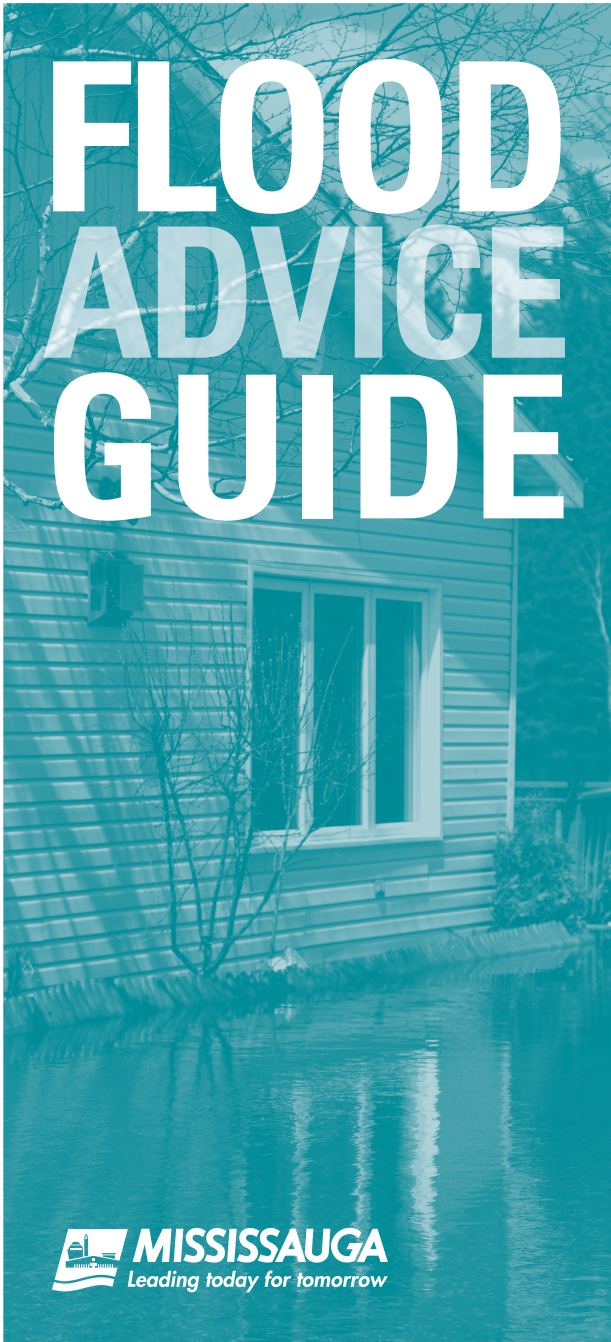
To learn more about flooding and how drainage works, please visit our website at: www.mississauga.ca/flooding

For more information about Mississauga 311, please visit our website at: www.mississauga.ca/311



PLEASE KEEP FOR YOUR REFERENCE

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A photograph of a house with horizontal siding and a window, partially submerged in floodwater. The water is calm and reflects the sky and the house. Bare tree branches are visible in the background.

FLOOD ADVICE GUIDE

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FLOOD ADVICE GUIDE

HAVE A PLAN

Be prepared before a flood happens

- ❑ Know how to shut off the power and water supply in your home.
- ❑ Assemble an emergency kit of essential items.
- ❑ Be aware of electrical hazards in and around the house.
- ❑ Think about what you can move now and plan what you want to move during a flood.
- ❑ Know your insurance coverage and make a record of your valuables.
- ❑ Improve the drainage on your property.
- ❑ Consider installing protective plumbing devices.
- ❑ Flood-proof your home and be prepared with temporary flood measures such as sandbags.
- ❑ Stockpile drinking water.

IF YOU ARE IN DANGER OF FLOODING

Safety is your first priority

- ❑ Shut off the power and water supply in your home.
- ❑ Do not touch electrical equipment if you are wet or standing in water.
- ❑ Move valuables to a higher level or floor.
- ❑ Remove pesticides and other toxic substances from your basement.
- ❑ Do not open taps, flush toilets or use dishwashers and washing machines.
- ❑ Keep drains around your property free from debris.
- ❑ Do not open manhole covers and catch-basins on the street.
- ❑ Place sandbags around doors and windows to prevent water from entering your home.
- ❑ Use extreme caution when travelling through flood waters.

AFTER A FLOOD

Be wary of flood waters

- ❑ Turn the power on only when it is absolutely safe to do so.
- ❑ Do not use flooded electrical appliances.
- ❑ Remove water from flooded areas in your home.
- ❑ Beware! Flood waters may be contaminated.
- ❑ Clean and disinfect your property carefully and thoroughly.
- ❑ Document all the damage in your house and call your insurance company.

USEFUL LINKS

City's Drainage and Flooding:
www.mississauga.ca/flooding

Region of Peel's Basement Flooding:
www.peelregion.ca

Institute for Catastrophic Loss Reduction:
Handbook for reducing basement flooding:
www.iclr.org

Electrical Safety Authority:
www.esainspection.net