

Helpful contact information:

Hydro-Québec :

HydroDirect emergency service

To report an outage or stay informed of developments:

1 800 790-2424/Website/social media

211 :

Information line for community, public and parapublic services

211 or www.211qc.ca

Info-Santé 811:

Confidential phone consultation service for non-urgent health problems

Info-Social 811:

Service that quickly puts you in touch with a psychosocial worker

Tel-Aînés:

Telephone counselling, emotional support and referral service for people aged 60 and over:
514-353-2463

Your municipality:

Provides designated locations in the event of a prolonged outage.

Emergency number 24 h/7 : _____

Your CLSC:

Contact information of your professional:

www.santelaurentides.gouv.qc.ca

Direction du programme Soutien à l'autonomie
des personnes âgées

Centre intégré
de santé
et de services sociaux
des Laurentides

Québec 



PLUS DE 100 INSTALLATIONS
EN SANTÉ ET SERVICES SOCIAUX

Communications - Février 2024

Staying safe and sound during a power outage



Image credit : depositphotos

BE PREPARED

Québec 

- Never use a device that produces carbon monoxide or an odourless poisonous gas indoors (charcoal or gas barbecue, camping stove, home generator). Also make sure that your home is equipped with a carbon monoxide detector with batteries.
- Listen to the news on a battery-operated radio.
- Use flashlights and LED candles instead of candles that can cause a fire.
- To stay warm, wear several layers of clothing and use blankets. Basements are less likely to be affected by the cold. Make sure that your doors and windows are properly sealed.

Sources : Hydro-Québec, Red Cross,
Gouvernement du Québec

3 steps for being prepared

1. Make a plan

It's important for you and those around you to know what to do in the event of an emergency.

- Do you have loved ones who can take you in and look after you during an outage? Make a plan and talk to your loved ones and your CLSC professional.
- What are your medical needs? What type of help will you need if the outage continues? Assess your situation.
- Then, determine what actions must be taken to strengthen your capacity.

If you rely on oxygen:

- Are your oxygen cylinders always full? Remember to refill them as soon as they are empty.

If you rely on an electric device:

- Do you have a generator?
- Does your equipment have a backup or emergency battery? Are they charged?

If you use an electric bed, a patient lift or a power lift chair:

- Keep your bed or chair in a neutral position.
 - Limit the use of the patient lift.
- Identify the people to be notified in the event of an emergency and give their contact information to your caseworker.

During major weather disturbances, your Home Support services might have to be reduced to the minimum required for you or your loved one's health. This must be taken into account in your plan.

2. Keep an emergency kit

Keep an emergency kit at home at all times. The kit must contain the items you will need to get through the first three days.

Check the contents of your kit and replace batteries and water supplies as well as expired non-perishable food.

7 essential items to keep in your emergency kit:

1. Drinking water (6 litres per person).
2. Non-perishable food (for at least 3 days).
3. Manual can opener.
4. Battery-operated radio (spare batteries).
5. Flashlight (spare batteries).
6. LED candles.
7. First aid kit.



Image credit: istockphoto

3. Ensure your safety and comfort

It's important for you and those around you to know what to do in the event of an emergency.

- Get into the habit of always charging your cell phone or have other options than an electrical outlet (e.g., a car plug, a portable charger, etc.).
- Avoid opening the fridge or freezer door. If unopened, a freezer will keep some foods frozen for up to 36 hours.