

## Ice Storm 2025

### Support Information

The City of Orillia's Municipal Emergency Control Group continues to respond to the impacts of the ice storm, working around the clock to coordinate the emergency response and ensure public safety.

#### Orillia Relief Centre

The Orillia Relief Centre at the Orillia Recreation Centre (255 West St. S.) will be open from 7 a.m. to 9 p.m. Overnight guests must register for 9 p.m. to stay overnight. The centre offers charging stations (priority for medical devices), restrooms, and light refreshments. The OPP is providing security 24/7 and a paramedic is onsite 24/7.

#### Medical Assistance

The Couchiching Ontario Health Team (COHT) partners have set up a table to support Orillia residents at the Orillia Relief Centre. The COHT will be able to provide support to community members seeking:

- Navigation support to services they need.
- Directly book patients in to see a Nurse Practitioner or Mental Health Crisis Counsellor if they need to do so.
- Meet with Relief Centre visitors to ensure they can connect with the health team onsite.
- Through a partnership with Helping Hands, coordinate medication delivery/pick up for patients that need support with a pharmacy.

#### Shuttle Service to the Relief Centre

Residents who require transportation to the Orillia Relief Centre can book a ride through the OWLS Transit Service. To arrange transportation, please call 249-385-6762 between 8:30 a.m. and 8 p.m. Advance booking is required and rides are subject to availability.

#### Showers Available for Orillia and Area Residents Without Power

The City is now providing temporary shower access for Orillia and area residents in need at the Orillia Relief Centre. Residents can register for a time slot online at [orillia.ca/sun](http://orillia.ca/sun) (search shower) or in person at the Orillia Recreation Centre front desk. Space is limited and pre-registration is required. Details:

- **Time Limit:** Each registered individual is allotted one 20-minute shower slot.
- **Supplies:** Residents are required to bring their own towel, soap, and toiletries.
- **Parents and Children:** One parent and one child under 12 may share a shower stall under a single registration. Family changerooms are not in use.
- Shower areas will be cleaned throughout the day.

#### Residential Property Brush Pick Up

City crews will begin residential brush collection in the coming days. This will be a substantial undertaking and will take significant time to complete. To assist in safe and efficient collection, residents must place downed tree brush and branches:

- On their front property, behind the sidewalk and off the roadway.
- Do not block sidewalks, roads, storm drains, or fire hydrants or hydro infrastructure.

City crews and contractors will be moving through the City in the coming days and weeks to chip and remove this brush material. Please do not mix any other materials in with the set out brush/branches.

#### Waste Diversion Site - Free Storm Disposal

The City of Orillia is waiving fees for disposal of storm-related debris at the Waste Diversion Site effective immediately. This includes brush, tree wood, stumps, wood chips, impacted drywall, spoiled food and water-damaged material. Staff will be monitoring loads coming in. Please ensure these are essential loads only (not household hazardous waste or electronics) and are materials that can't wait until next week's curbside pickup. Please expect delays and be patient while attending the Waste Diversion Site.

#### Water Filling Station

A water filling station is available in the parking lot of J.B. Tudhope Memorial Park (450 Atherley Rd.) to support those affected by ongoing power outages. This resource is available to residents of Orillia and surrounding communities who may be without access to water. The City of Orillia extends sincere thanks to the Town of Midland for their support and assistance in making this service available during the emergency response. Please bring your own containers for water collection. The station will remain available 24/7 until further notice.

#### Charging Facility

Rotary Place, located at 100 University Ave., is open to the public from 9 a.m. to 9 p.m. daily for access to power to charge devices.

### Information and Support Helpline: 211 Ontario

The City of Orillia is working with 211 Ontario to help residents access up-to-date information and available support resources during the ongoing emergency.

Residents are encouraged to call 211 for non-emergency inquiries related to shelter, food access, wellness checks, volunteer opportunities, and other community services. 211 is available 24/7 and connects callers with trained professionals who can guide them to the appropriate local supports.

#### How to Stay Informed

Get up-to-date information on the emergency and City service impacts through local outlets:

- City website: [orillia.ca](http://orillia.ca)
- City social media

 [@CityofOrillia](https://twitter.com/CityofOrillia)

### City Service Impacts

#### Transit

Orillia Transit is running on its regular routes and schedule. Expect delays. The only identified stop that is not available at this time is Franklin Street at Forest Avenue. Riders are asked to please go to the next closest stop.

#### Roads

Many roads are closed throughout the city due to downed trees, powerlines and debris. Barricades and road closure signs are in place. Please do not remove these from their locations and do not drive around these barriers. These are in place for public safety. With traffic lights out, the intersection should be treated as a four-way stop, where drivers must come to a complete stop and yield to the vehicle on their right if they arrive simultaneously. City crews are continuing to clear downed trees from roads.

#### Parking

We recognize that some residents may need to park on the road due to blocked driveways from downed trees or powerlines. City by-law will be making exceptions to the Overnight Parking restrictions in those situations. If you do, please avoid parking near fire hydrants and be prepared to move your vehicle if needed, as Hydro One and emergency crews require clear access to complete restoration work safely.

Additional information regarding City Service impacts is available at [orillia.ca/icestorm](http://orillia.ca/icestorm).

## Orillia's Drinking Water is Safe

The City of Orillia is responding to the impacts of a fire that occurred at the Orillia Wastewater Treatment Centre on April 2, which has significantly impacted operations at the facility.

### The City's Drinking Water is Safe

While the City of Orillia is currently responding to an issue at the Wastewater Treatment Centre, we want to reassure all residents that this incident does not affect the City's drinking water supply.

**This is a wastewater system issue, related to sewage and drainage, not the drinking water system.**

The municipal drinking water remains safe and fully operational. Residents can continue to:

- Drink tap water
- Bathe and shower
- Use water for cooking, handwashing, and daily needs

There is no boil water advisory in effect, and no risk to the safety of the City's drinking water.

### Reporting Backups:

Please report sewer backups or related issues to the City immediately by calling 705-329-7249.

### What this Means for Residents

The City has implemented emergency protocols and is actively working to manage the situation. This includes hauling sewage to alternate facilities and using all available system redundancies to reduce impacts. Despite these efforts, some backup is occurring, and residents may have back ups, odours or slower drainage in some areas.

### Reduce Water Usage

To help reduce strain on the wastewater system while emergency repairs are underway, all residents are asked to reduce water use as much as possible, including:

- Postponing laundry and dishwashing
- Taking shorter showers
- Flushing toilets only when necessary
- Avoiding draining large amounts of water at once (e.g., bathtubs)

For more information and for updates, visit [orillia.ca/icestorm](https://orillia.ca/icestorm).

## Safety Information

**As power outages continue, residents are urged to prioritize personal safety and use extreme caution.**

Always treat downed power lines as live and stay at least 10 metres away and report them immediately. Never operate generators, barbecues, or fuel-burning appliances indoors or in enclosed spaces, as they pose a serious risk of carbon monoxide poisoning. Use battery-powered lights instead of candles to reduce fire hazards, and unplug sensitive electronics to protect them from power surges. Please check on neighbours, especially seniors or vulnerable individuals, when it is safe to do so.

### Power Outage Safety Tips

- Dress in layers and use blankets to stay warm
- Never use generators indoors or near doors/windows (carbon monoxide risk)
- Do not use barbecues, gas stoves, or camp stoves indoors
- Keep fridge and freezer doors closed to preserve food
- Use battery-powered lights instead of candles
- Unplug electric vehicles to prevent power surges and protect the vehicle



## Reporting Information

**To report or check on power outages, contact Hydro One:**

- Online: [hydroone.com/outages](https://hydroone.com/outages)
- Text "outage" to 92887 (WATTS)
- Call 1-800-434-1235

The City's emergency phone lines are overwhelmed. Please do not report downed trees unless it is life-threatening. For all other reports, wait until conditions improve.

### Reporting Downed Trees

To report downed trees that are not life-threatening, please contact the Municipal Operations Centre at 705-326-4585. Calls will be logged and addressed based on priority. Please be patient. Only call 911 in emergency or life-threatening situations.

### Assistance with Property Damage

Residents requiring assistance with the removal of downed trees and branches that are blocking safe entry and exit of their property can contact 211 to be connected with Team Rubicon for FREE assistance. Team Rubicon Canada is a Veteran-led Not-For-Profit Organization that has been brought to Orillia through the Province of Ontario to assist residents in recovery efforts. All services provided are at no cost to residents.

## Food Safety Tips

**During and after a power outage it is important to consider the safety of your food.**

- Certain foods can become hazardous for consumption when they cannot be maintained at 4 C or less
- If you are unsure if a food is safe for consuming, remember, when in doubt, throw it out

### Refrigerated Foods

- As a rule of thumb, an unopened refrigerator will keep foods cool for 4 - 6 hours without power
- If your refrigerator has been off for more than 2 hours it is recommended that you discard:
  - Raw or cooked meat products such as cold cuts, poultry and poultry products
  - Fish and seafood
  - Milk and milk products, including yogurt and cheese
  - Casseroles, stews, soups
  - Pasta, potato, and rice salads

### Frozen Foods

- If your chest freezer is full, foods inside should remain safely frozen for up to 48 hours after a power outage
- If your freezer is half full, foods inside should remain safely frozen for 24 hours after a power outage. Any foods that are thawed should be thrown out. For example:
  - Thawed vegetables, seafood, ice cream and frozen foods (bacteria multiply rapidly in these foods).
  - Partially thawed foods that still contain ice crystals can be safely refrozen. However partial thawing and refreezing reduces the quality of most foods.
  - Fruits that still look and smell good may be refrozen.



**48 hours** in a **FULL** freezer

**24 hours** in a **HALF-FULL** freezer

**4-6 hours** in a **refrigerator**