



FOR IMMEDIATE RELEASE

Date: September 30th, 2009

To: The Media

From: Karen Lindsay, Nanaimo Fire Rescue

Re: Now you can sign up and make changes online with the City of Nanaimo Emergency Call Alert System!

The City of Nanaimo Emergency Call Alert System was recently upgraded to provide improved access. The upgrade allows residents and businesses to update their contact information on line with a username and password. Prior to this the system only allowed people to sign up for the system with no provision for updates.

As part of this upgrade, residents who are currently signed up for Emergency Call Alert and provided an email address when they signed up, will be sent an email the week of October 5th requesting that they log in and verify the information currently on the system. If you do not receive an email during this week or did not provide an email address when you signed up for Emergency Call Alert visit www.nanaimo.ca and click on the yellow Call Alert Triangle to verify or change your information.

The City of Nanaimo Emergency Call Alert System was launched in 2007 and provides a vital service to residents. In the event of an emergency the automated system contacts citizens by telephone and email with information about the type of alert and what people should do about it. The system was used in 2008 to notify residents and businesses about a boil water advisory. The system is also intended for use in other emergencies such as severe storms and urban interface fires. The Emergency Call Alert System is capable of making thousands of telephone calls and emails, *ensuring* that the public is notified in a timely and efficient manner.

According to Karen Lindsay, Emergency Program Manager, "The Emergency Call Alert System provides residents and businesses with information and peace of mind knowing they are receiving critical and timely emergency information. The service is free, confidential, and takes only seconds to sign up. This is an extremely valuable service and I encourage residents and businesses who have not yet done so to sign up today." Lindsay also reminded residents who are already signed up to log on and verify their information.

To sign up for the Emergency Call Alert system visit www.nanaimo.ca and click on the yellow emergency call alert triangle. You can also sign up or verify your information by phone at 250-758-1311.

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For more information about the Emergency Call Alert Program and the upgrades contact Karen Lindsay, Emergency Program Manager at 250-755-4572