

FAQs - Frequently Asked Questions

MD Foothills Alert is now part of the Safe Community Alert Network (SCAN)

What is SCAN?

This is an early warning system that allows you sign-up to receive time-sensitive notifications about emergencies, serious incidents and other less urgent situations via phone calls, text messaging, emails and mobile apps. Once registered, you will receive Critical Alerts and can choose to receive Information Alerts.

What is a Critical Alert?

Critical Alerts are issued when an immediate or imminent threat to the safety of MD residents and/or visitors has been identified.

What is an Information Alert?

Information Alerts are issued for situations that are non-emergent; however, they may have the capacity to escalate quickly or become disruptive in some manner.

How will I receive the alerts?

SCAN will send emergency messages to voluntary subscribers through the following contact paths:

- Home phones
- Mobile / Cell phones
- Business phones
- Email

- Text Messages
- Everbridge Mobile App

You will be required to provide a minimum of 2 contact paths when you sign-up and subscribers are able to manage the order they would prefer to receive alerts during the sign-up process. Please enter as many contact paths as possible as technical difficulties such as phone lines going down or different voicemail settings may occasionally disrupt message delivery. Should voicemail not be available for some reason, the message can still be received via email or text, for example.

What do I do when I receive an alert?

When you receive an alert, you will receive a prompt or a message that asks you to confirm receipt of the message. Follow the instructions to confirm your message as soon as possible. Once you have confirmed receipt of the message the system will stop sending alerts to your chosen contact paths. **If you do not confirm receipt of the alert, the system will continue sending alerts to your chosen contact paths in an effort to reach you.**

Once you have confirmed the alert you will want to find more detailed information about what is happening. To access further information, details and instructions please go to / monitor:

- MD of Foothills website at <http://mdfoothills.com/>
- Alberta Emergency Alert
at <http://www.emergencyalert.alberta.ca/>
- Local media for news releases / information
- MD social media (Facebook / Twitter)
- Mobile Member App

Why is a voicemail message from SCAN incomplete or cut off?

The automated message delivery system may be sensing a slight pause in your pre-recorded custom voicemail greeting. You can fix this issue by changing your voicemail greeting to a standard greeting offered by your carrier, or by re-recording your personal greeting and ensuring that there are no pauses in your message.

What if any of my contact information changes?

The system is only as good as the information you provide. If your contact information changes, you should log-in to your profile and update your information as soon as possible.

Why can't I register as a family?

It is recommended that you sign up for alerts as an individual, rather than a family unit. This ensures the notification system reaches all parties through their own personal contact devices.

Will I get SCAN alerts if I don't sign up?

No. You will only receive SCAN alerts if you sign up for the service.

Where else can I find information about emergencies if I don't sign up?

In the event of an emergency or disaster in the MD of Foothills, residents can access information and emergency alerts through:

- Alberta Emergency Alert
<http://www.emergencyalert.alberta.ca/>
- MD of Foothills Website <http://mdfoothills.com/>
- Twitter: @MDofFoothills
<https://twitter.com/MDofFoothills>

- Facebook: MD of Foothills No. 31
<https://www.facebook.com/pages/MD-of-Foothills-No-31/713699565318774?ref=hl>
- Mobile Apps: www.programs.alberta.ca/mobile
- Local media outlets
- Door-to-door visits by emergency personnel (if required)

What is the difference between SCAN and the Alberta Emergency Alert?

SCAN provides information specific to the Municipal District of Foothills or municipality in the area (if signed up for them). Alberta Emergency Alert is a provincially run emergency alert system that provides information on disasters throughout Alberta. You are strongly encouraged to subscribe to BOTH systems.

What does "Shelter-in-Place" mean?

Shelter-in-Place means to remain indoors, or if outside, go indoors immediately. Once indoors, you will need to:

- Have everyone stay in one room. Choose an interior room if possible and stay away from windows and doors.
- Close and lock all windows and doors.
- Turn off furnace, air conditioners and exhaust fans so that outside air is not brought indoors.
- Extinguish indoor wood-burning fireplaces.
- If you smell natural gas, seal the room with wet towels at the base of the door and breathe through a damp towel to filter the air.
- Follow SCAN, Alberta Emergency Alerts and local media for further information and instructions.

What does "Evacuate" mean?

Evacuate means to leave the area immediately. If you are asked to evacuate, you will have little time to gather belongings, so ensure you and your family have prepared a 72 Hour Emergency Kit in advance. For further information on 72 Hour Kits and personal emergency preparedness please visit:

- <http://www.getprepared.gc.ca/index-eng.aspx>
- http://www.mdfoothills.com/media/files/upload/EmergencyPreparednessBooklet_6xk.pdf

What if I want to unsubscribe from SCAN?

If you wish to unsubscribe from the system, simply remove your contact information from your profile or contact the Help Desk at 1-866-715-1911 or 403-603-6308 for assistance.

Will my contact information be shared with others?

No. The information you provide will only be used by the MD of Foothills or 9-1-1 / SCAN dispatch for notification purposes. We will not give or sell your contact or location information to any vendor or other organization. All of your data will be hosted in Canada.

Who can I contact if I have questions or other problems regarding SCAN Alerts?

If you require further assistance, or have questions regarding SCAN, contact the Help Desk at 1-866-715-1911 or 403-603-6308.

How will I know that text, email or phone call is coming from a legitimate source?

All texts will come from **89362**, so it is strongly recommended to save this number in your phone as SCAN Alert. All emails from the MD of Foothills will come from **ECC@mdfoothills.com** unless they are regional, then it will be from ***Safe Communities Alert Network***. All phone calls from the MD of Foothills will come from 403-603-3557 unless issued on a regional basis, then it will be 403-933-6568.

What if my username is taken?

Maybe you signed up earlier. Try logging in.

Why do I need a security question?

Your security question and answer will be used to ensure your security if you need login assistance.

What can I use as a login name?

Usernames are a minimum of four characters, contain a combination of uppercase letters, lowercase letters, numbers, dash(-), underscore (_), at sign (@) or period (.).

Passwords are case sensitive any may contain uppercase letters, lowercase letters, numbers or symbols.

"If we can't reach you.....we can't alert you"