

Communicating during Emergencies

Overview

Being able to communicate with family, friends and emergency responders during an emergency is critical.

It is important to keep in mind that everyday communication devices may not work properly during an emergency. Here are some tips to keep you connected:

- Limit non-emergency phone calls.
- If possible, use text messaging, email or social media, as these use less bandwidth than voice communications and may work even when phone service has been disrupted.
- If you must use a phone, keep your conversation brief and convey only vital information.
- If you are unable to complete a call, wait ten seconds before redialing to help reduce network congestion.
- Keep extra batteries or a charger for your mobile device in your emergency kit.
- If you have a landline, keep at least one corded phone in your home.
- Remember, in an emergency or to save a life, call 9-1-1 for help.
- If your area offers 3-1-1 service or another information system, call that number for non-emergencies.

Additional tips

- Save your safe meeting location(s) on your phone's mapping application.
- Conserve your battery by going into power saving mode, reducing the screen's brightness and closing apps when not in use.
- To reduce network congestion immediately after an emergency, avoid using your mobile device to stream videos, download entertainment or play video games.
- Sign up for direct deposit and electronic banking through your financial institution so you can access your funds and make payments from wherever you are.
- If social media channels have activated their "marked safe" feature, use this as another way to let your family and friends know that you are safe.
- Ensure your family [emergency plan](#) includes a communications plan. Designate someone out of the area as a central contact, and make certain all family members know who to contact if they become separated.

Stay informed

- Download the [Alberta Emergency Alert](#) app.
- All Canadian wireless services providers are required to broadcast emergency alerts received on the [Alert Ready](#) system.
- Visit [GetPrepared.ca](#) and [Canadian Red Cross](#)