MAJOR DISASTER - NATURAL CATASTROPHE - GAS LEAK - EMERGENCY MEASURES - BOIL WATER ADVISORY - EVACUATION NOTICE - CRISIS - MAJOR FIRE SEARCH AND RESCUE - EXPLOSION RISK - LOCKDOWN NOTICE

In an emergency, every minute counts!

CodeRED™

The Town of Mount Royal uses the CodeRED automated phone system to quickly reach residents in case of an emergency.

You may be notified of an emergency affecting your residential area by telephone, e-mail, and text message. Use of this service is reserved for **critical situations** and not for general communication purposes. This tool complements the Town's other existing emergency procedures to ensure maximum efficiency in emergencies.

The Town has integrated a preliminary list of residential telephone numbers and resident's' emergency contact information into the CodeRED system. Do not assume you are automatically registered on CodeRED. Residents are invited to be proactive and to register as soon as possible.

Registration is free and personal information is kept confidential.

To register:

ONLINE

Consult www.ville.mont- royal.qc.ca and click on the *Find out more button* in the CodeRED section of the homepage. Then, fill out the enrolment form.

AT TOWN HALL

Fill out a paper copy of the form in person at 90 Roosevelt Avenue.

CodeRED is also compatible with specialized devices for the hearing-impaired (TDD/TTY).

CodeRED Mobile Alert app for smartphones is available free of charge.

Download on the App Store

GET IT ON Google Play

VILLE DE MONT-ROYAL — TOWN OF MOUNT ROYAL

REGIUM DONUM

town.mount-royal.qc.ca

514 734-2986

▲CodeRED™ Test call - Frequent questions

The number that will appear on your display is : **1 866 419-5000**

How do I recognize an alert from the Town?

Alerts will be sent from the following telephone number: **1-866-419-5000**. We recommend that you save this number in your contacts under the name **TMR Alert**. This way you will know to take the call because an alert has been issued.

I received a CodeRED call. Does that mean I am in the CodeRED database?

Yes. If you wish to provide more information (such as your cellphone number, e-mail address, etc.), you may update your contact information by clicking the *Find out more* button in the CodeRED section of the homepage of the Town's website. Please note that CodeRED automatically deletes duplicate telephone numbers.

Residents must not assume that their contact details are already in the system. Please check that you are registered.

What do I do if I miss an alert call?

If you miss the call, the alert system will leave you a voicemail. If you do not have an answering machine or voicemail, the system will treat the call as "incomplete" and will attempt to reach you again up to three times.

If your line is busy, CodeRED will try to reach you two more times.

I received a call but there was no message.

CodeRED tries to determine if it reached a real person or an answering machine. If you say nothing, CodeRED will hang up and try to reach you two more times.

**You can dial 1 866 419-5000
at any time to listen to the message again.**

Please note that only numbers that have been registered in the database will be contacted.

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