

## **VOYENT ALERT! New Notification System for Parksville-Qualicum Beach**

The City of Parksville and Town of Qualicum Beach have launched *Voyent Alert!* a new notification system for the Parksville-Qualicum Beach area. *Voyent Alert!* is a Canada-based communication service used to send alerts or notifications to residents, businesses and visitors during critical events such as floods, wildfires or other emergencies in the region. As well, Parksville and Qualicum Beach will each use the notification system for a variety of non-critical notifications specific to each municipality. The new notification system is an initiative of Emergency Management Oceanside on behalf of the City of Parksville and Town of Qualicum Beach.

Anyone who registers for the Parksville-Qualicum Beach notification system will receive personalized information such as the distance and direction from an incident and preferred evacuation routes from locations the subscriber chooses. The service allows registrants to create and set multiple locations such as workplace, a child's school or a relative's home. Notifications about life-safety events related to those locations will then be sent to registrants through the *Voyent Alert!* system on whichever communications method has been selected.

Participants may receive alerts over a variety of communication channels including mobile apps, text/SMS alerting, email or voice dial. You can register for one or more of these channels and smart alerting capabilities ensure you will be notified when a communication is relevant to you or one of the locations you are tracking. We recognize not everyone is tied to a smart phone or device so for those who don't use the smartphone app, notifications can be received by text/SMS, email or phone call to cell or landline. Registration for the service is FREE, simple and anonymous as no personal information is collected. Residents can cancel their registration or change settings at any time.

Over the next few months, there will be many opportunities to learn about *Voyent Alert!* ask questions and get help to sign up. Staff will be available at these events:

- Emergency Preparedness Expo 2019 on Saturday, October 5 from 10 am to 4 pm at the Qualicum Beach Civic Centre.
- Parksville Volunteer Fire Department open house on Sunday, October 6 from 10 am to 2 pm at 160 Jensen Avenue West.
- Qualicum Beach Fire Department open house on Saturday, October 19 from 9 am to 4 pm at the Qualicum Beach Fire Hall.

Mobile app users can download and install the *Voyent Alert!* app from the Apple or Google Play app stores. Email or SMS user may register online to receive email or text-based alerts at <https://register.voyent-alert.com>. Access to the *Voyent Alert!* sign-up can also be accessed from the City of Parksville and Town of Qualicum Beach websites along with instruction to assist in sign-up.

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### **For more information and media contact:**

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