

Your Feedback is Important

If you did not receive a call during a Reverse 911 call out, or there was a problem with receiving the call, we want to hear from you! Please contact your local municipal office or call 519-776-6441 ext 244 so we can document and investigate your problem.



Reverse 911 meets the needs of the hearing impaired by sending message to approve TTY devices. Register with valid TTY number if applicable.



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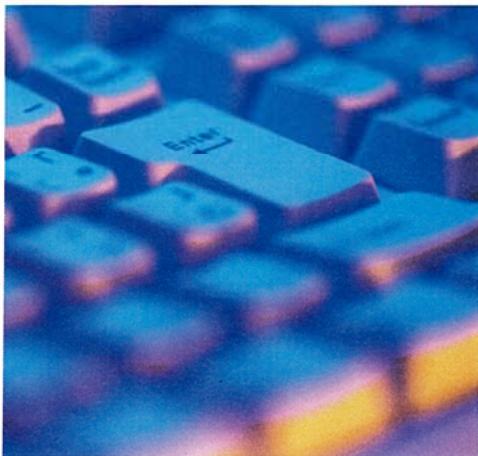
Public Information Guide



What is Reverse 911?

Reverse 911 is a tool for emergency notification that utilizes a database of telephone numbers and addresses, which are associated with a map. This allows emergency services to identify at risk areas and issue alerts via telephone. It allows for residents and business to be alerted in the event of:

- Hazardous Material Spills
- Boil Water Advisories
- Fire
- Flood
- Severe Weather
- Amber Alerts
- Crime
- Other important information



Register for Reverse 911!

In order to ensure that you and your family receive vital information in the event of an emergency, you must provide us with updated residential or business information. Currently, emergency services do not have access to the same source of data as 911, therefore we rely upon your assistance in obtaining up to date information. If you have recently changed addresses or telephone numbers, use an unlisted telephone number or cellular phone as your primary means of communication, **YOU NEED TO REGISTER.**

Visit www.countyofessex.on.ca to fill out the online registration form or find the hardcopy registration form and submit to your local municipal office.



Make sure you get the call!

There may be number of reasons why a valid phone number may not receive a telephone call from Reverse 911. Due to the nature of voice recognition software and technology, in some cases, Reverse 911 may interpret an answering machine as a live person or vice versa. Similar to telemarketing software, calls from Reverse 911 may have a brief pause at the beginning of the message but calls are made from local,

NOT 1-800, telephone numbers and will display as Reverse 911 or come from a 776 or 326 local exchange. Every effort is being made to minimize cases where errors occur, but here are some things you can do to help ensure that you receive calls from Reverse 911.

- When answering the phone, a short greeting such as: *"Hello"* followed by a pause, will regularly result in a successful receipt of the message.
- Don't hang up if there happens to be a brief delay at the start of the message.
- Ensure your voicemail box is active and able to record a message.
- Keep your voicemail greeting to a minimum length. Extended voicemails with both personal and default greetings may cause truncated voicemail messages.
- Avoid humorous voicemail greetings such as: *"Hello...How are you...just kidding I'm not home,"* as this may be interpreted as a live person.
- Avoid ring back tones in place of traditional rings (ring back tones are music or other sound files in place of traditional rings).
- Avoid long pauses in the voicemail greeting.