

Hanover Alert System

Frequently Asked Questions about the
Hanover County Community Emergency Notification System – www.hanoveralert.org

What is the Hanover County Community Emergency Notification System? This system is one of many tools that Hanover County Public Safety officials can use to notify you of critical information like evacuation notices and missing child alerts. Hanover County, in partnership with Emergency Communications Network, LLC, is using the CodeRED high-speed notification solution. This system provides Hanover County public safety officials the ability to quickly deliver messages to targeted areas of the county or to the entire county.

When is the system used? Unless you sign up for non-emergency notifications, the system is **ONLY** used for life-safety emergency situations. The system can be used to send out weather watches and warnings or other community notification information. For example, the system may be used to evacuate a neighborhood, tell people to shelter in place for a hazardous materials incident, or alert citizens that police and fire personnel are searching in their neighborhood for a missing child or senior with a medical issue who needs immediate attention. The intention of the system is to share information on how to keep you and your family safe, as well as a way to give you information on how to help your public safety first responders.

How will I know it's an emergency message? On your landline or cell phone device, your caller ID will display the phone number (866) 419-5000 and "Emergency Comm." For general notifications, your caller ID will display (855) 969-4636 and "ECN Community." You will know that it is an important emergency message from the public safety partners in Hanover County. We recommend that you save these numbers in your cell phone as contacts so that you will have them on file. As always, your information remains private and will only be used for emergency notifications.

Why was I called with an emergency message? Your phone number is tied to an address. That address was considered close enough to the emergency that it was appropriate to contact you.

Is this the only way I will get notified of emergencies? The Hanover County Community Emergency Notification System is one of several ways that we can provide you safety information. This includes the county's web page, AM1700, and local media. This doesn't replace those outreach methods...it just enhances them!

How is the system activated? Hanover County's emergency management personnel, along with other public safety partners in fire and law enforcement, determine when to activate the system. For example, if there was a need to evacuate a neighborhood, public safety partners can access the system and draw the evacuation zone on a map, record a message telling people what to do to remain safe, and send the message out.

How do I sign up? Your home or business landline (traditional) telephone is likely already registered. For emergency notifications, we use the same database information that is available in our emergency 9-1-1 center to send a message to your landline telephone number. If you have Voice-Over Internet service, be sure to check with your provider to ensure that your number is included in the emergency database. Visit www.Hanoveralert.org and complete the online registration form. This portal will register your mobile devices (cell phones, text devices) on the system so you can receive info. Anyone with a landline in the county is automatically included; however, while your number may already be in the database, it is important that you register all numbers. Residents without Internet access may visit any of the Hanover County libraries to use a computer to register. There is no cost from Hanover County for the system, but your cell provider may charge for text messages. Once you register, you can test your email and cell phone in the system to make sure your information is working by sending a test call to yourself, and you can contact our Emergency Communications Department at (804) 365-6140 or ecdinfo@hanovercounty.gov for assistance.

How do I opt out of the system? Although we would like for you to leave your information in the system as it is only used in emergency, life-safety situations, we understand if you wish to be removed from the system. To accomplish this, we just need to collect your name, address that you'd like to remove, landline phone number you'd like to remove, and email(s) or cell phone number(s) that you entered but now would

like to remove, and our Emergency Communications Department will remove you from the system as soon as possible, usually within one business day. The Emergency Communications Department will also send you an opt-out form that we ask you return to us so that we can better manage the community input and feedback on how to improve our outreach methods to help keep you and your family safe.

How did you get my number? I didn't sign up and didn't authorize this. Your phone is registered with Verizon's emergency 9-1-1 database. This is the same database that provides your address and phone number to our emergency communications center, or 9-1-1 center, when you dial 9-1-1. This information allows the emergency communications officers to send help to you if you can't talk to them in an emergency. Keep in mind, we ONLY use this type of outreach in a life-safety emergency situation and will never call you from that database for any other reason.

There's an app for that! You can also download a free app from the iStore (for Apple devices) or Google Play (for Android devices) to get mobile app notifications.

I have some other questions. Where can I get information? We invite you to visit the County's web page at www.hanovercounty.gov for more information on the system and you will see the icon for Hanover Alerts. Or, you can call our Emergency Communications Department at (804) 365-6140 or ecinfo@hanovercounty.gov for more information.