



CITY OF MAPLE RIDGE
NEWS RELEASE

FOR IMMEDIATE RELEASE

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Sign Up for Alert Maple Ridge to Be Prepared for an Emergency

Maple Ridge, B.C: The City of Maple Ridge is encouraging residents to sign up for Alert Maple Ridge to receive emergency alerts. The communications service which is powered by Voyent Alert, notifies subscribers of emergencies like fires, floods, storms and other hazards in the community.

The Voyent Alert app was deployed last year community wide with an initial focus on homes in the Alouette Valley flood zone. Now, in time for Emergency Preparedness Week (May 7-13), the City has rebranded the service to Alert Maple Ridge (powered by Voyent Alert) and is expanding the use to send out additional notifications.

“Alert Maple Ridge is a convenient way for people to get important information in an emergency situation directly on their cell phone or email,” said Mayor Ruimy. “I encourage everyone in the community with a smartphone or tablet to sign up to receive the alerts so we can get important information to you as quickly as possible in an emerging event.”

Residents can sign up for alerts directly through the City’s website at mapleridge.ca/alert or download the Voyent Alert app for free through the [App Store](#) or [Google Play](#).

Alert Maple Ridge allows subscribers to only get notified when communication is relevant to locations or topics they’ve subscribed to.

Coming soon – Facility notices, road closures and traffic impacts

In an effort to provide more streamlined service, in the coming months, residents will be able to use the service to receive additional notifications related to facility and program/service impacts such as pool closures, road work and traffic impacts. Residents will have the option to choose what type of notifications they would like to receive and whether they prefer to receive alerts through a mobile app, email and/or text message.

Those who sign up can also identify locations of interest to receive information targeted to a geographical location of their choice.

The City will be reaching out to subscribers who previously signed up to receive notifications through our website to advise that they will be receiving notifications through Alert Maple Ridge. Subscribers will have the option to unsubscribe or can follow the instructions to customize their experience with the new service.

Information about the changes will also be shared through the City's communications channels and directly with user groups.

Emergency Preparedness (EP) Week

During EP Week, the City is encouraging Maple Ridge residents to be prepared by being informed of risks in their area and actions they can take to protect themselves and their families.

"From atmospheric rivers, floods and landslides to extreme heat events, each of us has a responsibility to know the risks, make a plan and have an emergency kit on hand to ensure the safety of our family and pets," said Maple Ridge Fire Chief Michael Van Dop. "The City has a robust Emergency Plan, and the more that each of us are self-sufficient in the early hours of a disaster, the more our first responders can focus on the immediate life safety issues and the faster we can all move to recovery."

How to be Prepared

Develop an Emergency Plan that includes contact information, evacuation routes and a designated meeting place for family members.

Make an Emergency Kit that includes supplies such as water, non-perishable food, flashlights, first aid and essential items for babies, pets and family members with special needs to take care of your basic needs for at least 72 hours following a disaster as help may not be able to get to you immediately. Look for resources and checklists at mapleridge.ca/1175.

Stay Informed about potential emergencies and response efforts by signing up for Alert Maple Ridge. Full details including how to register/download the application are available at mapleridge.ca/alert.

For more information about the City's emergency response plan and how to be prepared, visit mapleridge.ca/1240.