



Don't be the last to know.  
SIGN UP TODAY.



ROCKY VIEW COUNTY

**SAFE & SOUND**  
COMMUNITIES COMMUNICATION

***Critical emergency notifications for SAFE Communities.  
SOUND Communication on issues important to you.***



## What is **SAFE & SOUND**?

Rocky View County's SAFE & SOUND is two systems in one.

SAFE Communities is for emergency alerts. It helps us contact you in a crisis – flood, wildfire, chemical spill, or any other emergency that might impact you or your family. You'll receive official, reliable information about what's happening and what you need to do about it.

SOUND Communication is for information on County activities in your area. It helps us provide you with updates on road closures, development applications, fire bans, bylaw changes, and more. You choose the topics that interest you.

The service is free of charge, but is only available for residents and businesses with a Rocky View County municipal address.



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## How does SAFE & SOUND work?

When you sign up, you'll be asked for your location. You can enter your home address and other locations important to you, such as a school, workplace, or a relative's home.

Next, you'll be asked for any phone numbers, e-mail addresses, or text message numbers where we can reach you.

**Emergencies:** In a crisis, we'll use your contact information to reach you with important information about what's happening and any steps you need to take to protect yourself or your family.

For example, we might warn you of a chemical spill threatening your area, give you details on evacuation, and let you know when it's safe to return home.

We'll use all your phone numbers, e-mail addresses, or text message numbers one-by-one until we reach you.

**Regular Communication:** For non-emergency information, we'll use only your primary e-mail address to send you one message when there's information to share on the topics you've chosen to sign up for.

For example, we might e-mail you about a change in hours at your waste and recycling drop-off location, or let you know about a proposed development in your area.



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*Phone, cell, e-mail, or text message — in an emergency, SAFE & SOUND will use every way possible to contact you.*

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## ***When will SAFE & SOUND be used?***

We'll send alerts in any emergency or potential emergency situation that impacts your location. We'll also send out occasional test messages to be sure everything's working, and to remind you to keep your contact information up-to-date.

How often you receive regular communication messages depends on how many topics you sign up for. But don't worry – we won't flood you with e-mails, even if you sign up for every topic. And you can change what you've signed up for at any time.

You can choose to receive information on:

- Important County news
- Waste and recycling services
- Roads and infrastructure issues
- Planning and development in your area
- Recreation and culture
- Ranch, farm, and acreage information
- Fire bans

## ***Will signing up help first responders?***

SAFE & SOUND can not only save your life, it can help first responders save others. For example, if there is an emergency we might ask you to evacuate and confirm through the SAFE & SOUND system that you have left the area. First responders could then prioritize checking out homes where we haven't heard from the residents.

## ***Will my contact information be shared with others?***

No. The information that you provide will be used only by Rocky View County for SAFE & SOUND messages. You can change or cancel your registration at any time.



## What if I don't sign up?

In an emergency, Rocky View County first responders will do whatever they can to protect lives, such as going door-to-door, alerting the media, etc.

But in most situations, SAFE & SOUND is the fastest, most direct, and easiest way for you to get critical information. Plus, it's official information – none of the rumours or misinformation you often get from social media and word-of-mouth reports.

For non-emergency messages, information will still be made available through the media, the County's website, and other communication methods. But if you sign up for SAFE & SOUND, we'll send the information directly to you – you won't have to go looking for it.



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*Rumours and misinformation abound in an emergency, especially on social media. SAFE & SOUND will give you accurate, official information you can act on.*

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## Ready to Sign Up?

Visit [www.rockyview.ca/safe](http://www.rockyview.ca/safe) to create your account. It will take five to ten minutes, and it's easiest to register using this guide.

If you don't have Internet access, call us at 403-230-1401 and we'll set you up for phone-only emergency notifications. Please have your municipal address (not your postal address) ready before calling.

Let's get started...



ROCKY VIEW COUNTY

1. **Sign Up page** – Start by creating an account. Fill in your details, check and agree to the Terms of Use, then click [Create Your Account >](#)
2. **My Profile page** – You can add up to two e-mail addresses, four phone numbers, two text message numbers, and one Telephone Device for the Deaf number for you or family members.

We'll use all your contacts to get you information in an emergency. You'll get information faster if you put your contact information in the best order for reaching you.

Click [Save & Continue >](#) when done.

Rocky View County

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ROCKY VIEW COUNTY

Welcome [Logout](#)

[? Help & Answers](#)

Profile Locations Alerts Information Review

## My Profile

\* First Name  
\* Last Name  
\* Registration Email

**Here's how to contact me.** (Complete at least 1)

Move up or down to change the order.

1) Main E-mail Address

2) Cell Phone Number  Canada

3) Home or Other Phone  Canada

4) SMS Text Message  Canada

5) Secondary E-mail

6) Work or Other Phone  Canada  Ext

7) Secondary SMS Text  Canada

8) TTY Device  Canada

Click the arrows to choose the order in which we contact you.



3. **My Locations page** – Give your main location a name (such as “My House”) so that you can tell it from other locations you might add later. Enter your address details. In the “City” box, put either Rocky View County or Langdon (if you live there).

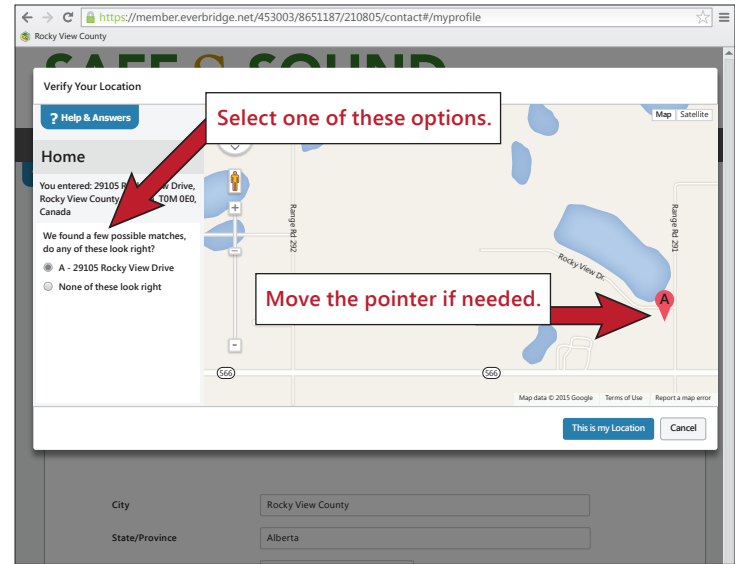
*It is critical that you enter your Rocky View County municipal address and not your postal address.*

Click [Verify this Address](#)

4. **Verify Your Location box** – If your location looks right on the map, click the correct button on the left hand side.

Click “None of these look right” if your location isn’t correct. You can then drag the map pin to the correct location.

Click [This is My Location](#)



5. **My Locations page (part 2)** – You can click [+ Add Another Location](#) to add other addresses, such as a school, workplace, relative’s house, etc.

Remember, the address must be in Rocky View County.

Click [Save & Continue](#) when done.

**6. My Alert Subscriptions page** – Check off all of the topics that you would like to subscribe to. Remember, we won't overwhelm you with e-mails, and you can always unsubscribe later.

**Important County News:** News and reminders, such as opportunities for public input, assessment appeal deadlines, bylaw changes, and more.

**Waste and Recycling:** Information on changes to hours of operation, locations, and regulations.

**Roads and Infrastructure:** Information on road closures, bridge repairs, and other construction in your area.

**Planning and Development:** Notices of approved development permits, land use change applications, planning initiatives, and subdivision and development appeals near your location.

**Recreation and Culture:** News about recreation and culture facilities, plans, and programs.

**Ranch, Farm, and Acreage:** Information on programs and services that are of particular interest to agricultural lands.

**Fire Bans:** Notice of when bans on fire pits and other burning start and end.

Click [Save & Continue >](#) when done.



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*For emergency notifications we'll try all your contact methods. For SOUND Communication (My Alert Subscriptions) messages we'll only use your main e-mail address.*

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- 7. My Information page** – Check off any special needs for you or anyone in your household.

If you're registering your business (or if you have a home business) be sure to check off any appropriate boxes.

This section only applies to your main location, not to other addresses you may have entered.

Click [Save & Continue >](#)

- 8. Review the Information You Entered page** – Click the "Edit" words if you need to make any changes or click [Finish](#)

- 9. You're done!**

## **Keep up-to-date!**

Once you've registered, you can change or update your information, or cancel your registration at any time.

Visit [www.rockyview.ca/safe](http://www.rockyview.ca/safe) and click the "Login" tab in the upper right of the screen.

Enter your username and password, and you'll be taken to your account.

If you don't have Internet access and would like to change or cancel your registration, call us at 403-230-1401.



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