

## **Frequently Asked Questions about CODERED**

### **What is CODERED?**

The CODERED Emergency Notification System is a fast communication service allowing the R.M. of Minto-Odanah to notify residents of an emergency situation. It will enable us to provide mass notification quickly and easily. This service is free to all residents located within our municipal boundaries.

### **How will I benefit from this service?**

This high-speed telephone system will allow us to contact participants to provide information about a critical situation, what action needs to be taken, and notification that the situation has been resolved.

### **What do I have to do to receive this benefit?**

To receive CODERED Warning calls, you must register your home number, cell phone number, or email in the CODERED database.

### **How does it work?**

If an emergency happens, R.M. staff will identify a “call area” using the CODERED mapping system. Staff will then record an emergency message, and then the pre-recorded message will be sent out via telephone with information about the incident and possibly instructions for action to be taken. A message will be left on any answering machine you may have.

### **What should I do if I receive a CODERED message?**

- Listen Carefully
- Follow Instructions
- DO NOT** hang up until you hear the whole message. (*Please note: The message will not be repeated*).
- DO NOT** call 9-1-1

### **What should I do if I don't receive a message?**

Your area of the municipality may not be affected. In which case, you won't receive a call even if it's only a mile away.

### **What is CODERED used for?**

CODERED will be used for significant incidents and events such as a boil water advisory, evacuation notice, chemical or gas leak, missing person alert, weather warnings such as a tornado or flood, road closures, etc.

## **How do I register?**

### R.M. residents –

- Submit information to the office via paper enrollment form.
- Online using the R.M. website ([www.discoverminnedosa.com](http://www.discoverminnedosa.com))  
Under the government tab, click the line entitle “Enroll Online”

Your personal information as well as preferred method(s) of contact will be required to add you into the “CODERED” database:

- First and last name
- Civic address (not your section/township or lot number)
- Phone number
- Work number
- Cell number
- Other number (second cell number, etc,)
- Home email
- Other email
- Text number
- Other text number

### Water customers that live outside R.M. boundaries –

- Submit information to the office via paper enrollment form (you will not be able to enroll online)

## **How do I Change my contact information or remove myself from the database?**

To update your information, please contact the office or go online and refill out the previously submitted contact numbers. The newest data entered will replace the old data. If moving out of the municipality, you can delete your information in the same way.

**THIS SYSTEM WILL ONLY BE USED FOR EMERGENCY PURPOSES OR NOTIFICATION OF INFORMATION CONSIDERED TO BE VITALLY IMPORTANT.**