



# UCalgary Alertus Emergency App

Keeping our UCalgary Community Safe and Informed





# What is the UCalgary Alertus Emergency App?

Alertus is UCalgary's primary Emergency Communication tool.

- Emergency communications provide information about safety and emergency events in real time.

Alertus is an efficient and convenient way to send widespread messages to the UCalgary community.

- The Alertus App is a critical tool to help keep you safe and informed in the event of an emergency on campus by sending timely notifications that can save lives and prevent injury.

Alertus is available on two platforms.

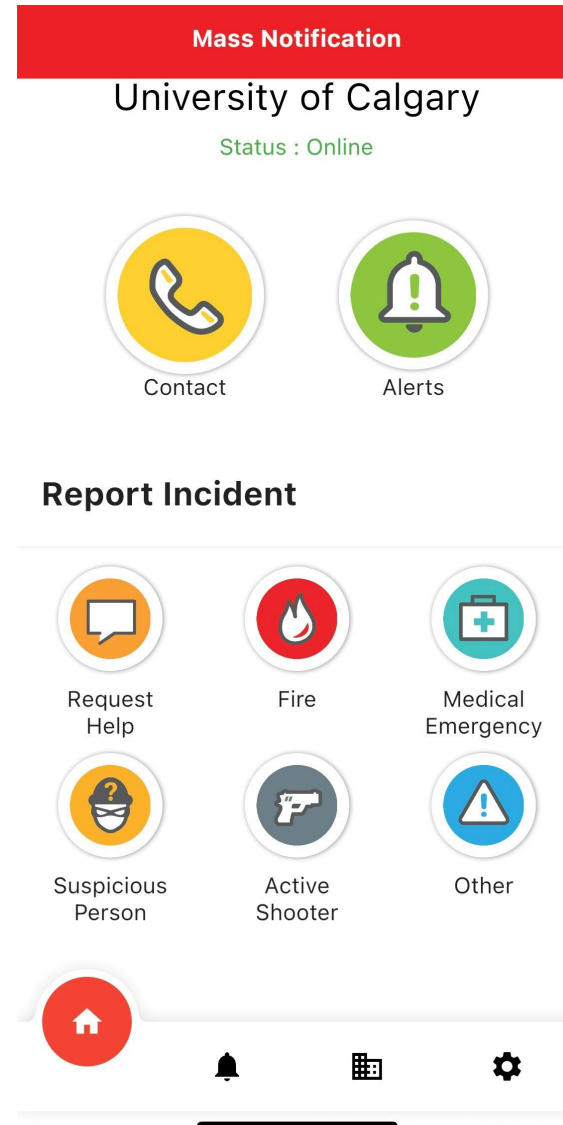
- Alertus Desktop App: Installed on all UCalgary-managed devices.
- Alertus Mobile App: Requires the UCalgary community to download and install the app.

# Alertus Features



## Alertus App Features:

- **Receive notifications** on both desktop and mobile devices.
- **Contact Campus Security** via phone using Contact button.
- **Request Help** to discretely request help on campus.
- **Report Incidents**, including: fire, medical emergencies, a suspicious person, or an active shooter.





# Use Alertus with the Emergency Buddy Program

## What is the Emergency Buddy Program?

- Pairs an impaired person with a “Buddy” to assist during an evacuation or incident
- Ensures that emergency response teams are made aware of the location the impaired person
- Greatly reduces risk associated with the evacuation of a person with an impairment

## Who should use the Emergency Buddy Program?

- Individuals requiring assistance due to disabilities, impairments or injuries should use the Buddy Program during an evacuation or incident
- Everyone is encouraged to learn about the Buddy Program

## Who Should my Buddy be?

- A Buddy is a trusted and reliable individual who works in close proximity to the impaired individual
- A Buddy should be someone you trust to share your personal contact information with



# Emergency Buddy Responsibilities



## Responsibilities of the “impaired individual”

- Should delegate a minimum of 3 Buddies to assist during an evacuation or emergency event
- Share personal contact details with their Buddies
- Know the location of all nearby emergency exits, fire-rated stairwells, and evacuation routes

## Responsibilities of the “Buddy”

- Know the evacuation instructions and evacuation plan
- Share personal contact details
- Assist the impaired individual in getting to the nearest emergency exit or fire-rated stairwell
- Immediately report the name, location and any special evacuation requirements of the impaired individual to Campus Security via the UCalgary Alertus Emergency App or by phone at 403.220.5333
- Remain with the impaired individual until first responders arrive or the building is given the “all clear”

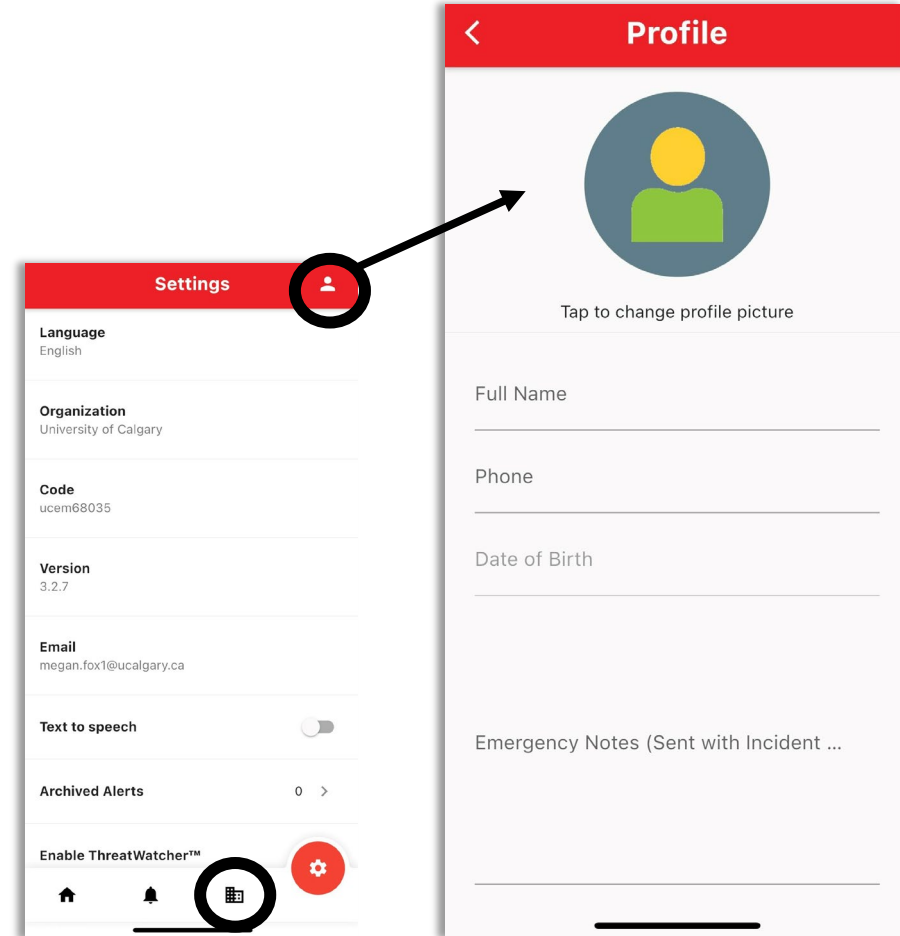


# Alertus Tips



Tips on using the Alertus app:

- **Enable notifications** to get push notifications from Alertus.
- **Complete Your Profile Information** so your name and contact details are provided to Campus Security if you request help.
- **Enable location services** so your location is provided to Campus Security if you request help.
- During monthly tests:
  - **Engage** with the app by clicking **Confirm**.
  - **Email Emergency Management** if you have questions or experience issues using the app: [emergencymgmt@ucalgary.ca](mailto:emergencymgmt@ucalgary.ca).



# Alertus Monthly Testing



## Why test?

Testing ensures the Alertus App is working properly by identifying and resolving any technical issues in advance.



Testing encourages the campus community to become familiar with the Alertus App and ensures all members of the UCalgary community are receiving notifications.



Monthly testing prevents the Alertus App from being automatically offloaded from a user's device if the "automatically offload unused app" feature is activated.



## Monthly test information:

Test notifications are sent via Alertus desktop and mobile devices on the third Wednesday of every month at 11:55 a.m.

Test messages include emergency and safety-related tips and information that can save lives, prevent injury and protect property.

If you experience issues during these tests, contact Emergency Management at [emergencymgmt@ucalgary.ca](mailto:emergencymgmt@ucalgary.ca).

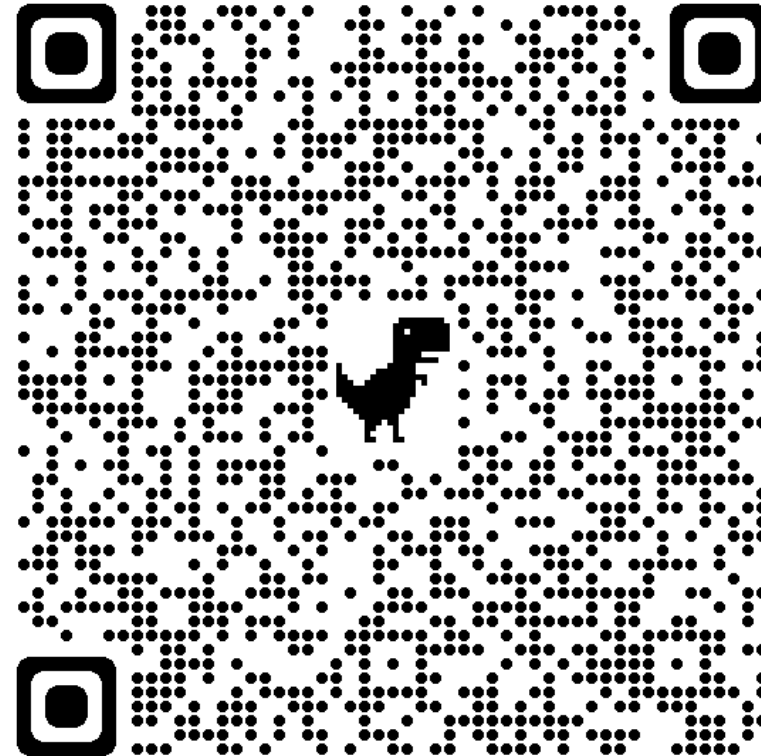


# How do I Download the Alertus Mobile App?



- iPhone:  Download on the App Store
- Android:  Download on Google Play

## Download Instructions



If you experience issues with the Alertus App during this test, email the Emergency Management team at [emergencymgmt@ucalgary.ca](mailto:emergencymgmt@ucalgary.ca).

For more information, visit: [UCalgary.ca/risk/emergency-management](https://ucalgary.ca/risk/emergency-management)