

Parksville-Qualicum Beach Community Update



Tsunami Awareness

This year's Tsunami Preparedness Week is April 14 to April 20. The goal of this public safety campaign is to raise awareness about BC's tsunami risk for people who live, work and travel along the coast.

We cannot predict when or where the next tsunami will occur. Unlike some hazards, there isn't a season in which tsunamis are most likely to happen, but as British Columbia is a seismically active area, we know that our coastal areas are at risk of tsunami. Due to the way tsunami waves travel, different regions of our coastline face different levels of risk. It is therefore valuable for everyone who lives, works and visits along our coastline to understand how to recognize the early warning signs of a tsunami and how to respond.

Tsunamis can be caused by undersea earthquakes, landslides and volcanic eruptions and can travel across vast open ocean, meaning that when a tsunami reaches our coastline, it is possible the trigger event may have been thousands of kilometres away.

Official tsunami warnings can be broadcast through television, radio and cellphone. These kinds of alerts are effective when the trigger event to a tsunami occurs far away from our communities. Such alerts provide time to move away from the coastline and seek higher ground before the dangerous tsunami waves reach the shore.

However, if the event which causes a tsunami happens nearby, it may not be possible to send out an official alert quickly. A strong earthquake near land can cause a tsunami which arrives in minutes. Thankfully, in these circumstances we can be aware of the signs of a natural tsunami alert:

- Strong earthquake.
- Loud roar from the ocean, similar to a train or airplane.
- Unusual ocean behaviour. The ocean could rise or recede very suddenly. For example, regular water levels could change to an extreme low tide in a matter of minutes.



If you feel an earthquake: **DROP, COVER AND HOLD ON.** When the shaking stops, move to higher ground and stay there until you receive an "all clear" from local officials. Tsunamis can last for many hours.

WATCH THE VIDEO!

[Get Prepared for a Tsunami in British Columbia](#)

Troubleshooting **Voyent Alert!** Test Message Notification Issues

At 11 am on February 22, we tested our emergency notification system, Voyent Alert! by releasing a test message to those who are signed up for the service. Thank you to everyone who provided feedback on the alert, it was valuable to understand the successes of the messaging and to identify the issues.

From a few people, we heard their notification did not show on their cellphone in any way but when the Voyent Alert! app was opened, the message was waiting. Those of you who received the message on your cellphone should have found it hard to miss the loud alarm, notification banner and vibrations which signalled the notification! After discussing the issue with the team at Voyent Alert! we discovered some cellphones offload apps to the Cloud that are not frequently used, preventing notifications from those apps being pushed through to the end user.

The following solutions will resolve the problem and we encourage you to take a few minutes to complete the steps which relate to your operating system.

For iOS (Apple) users

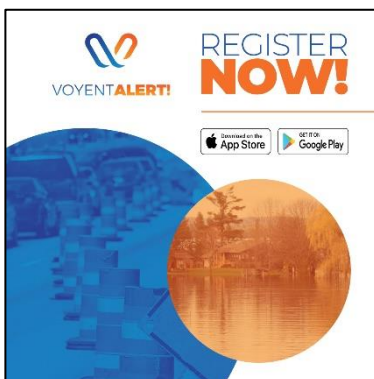
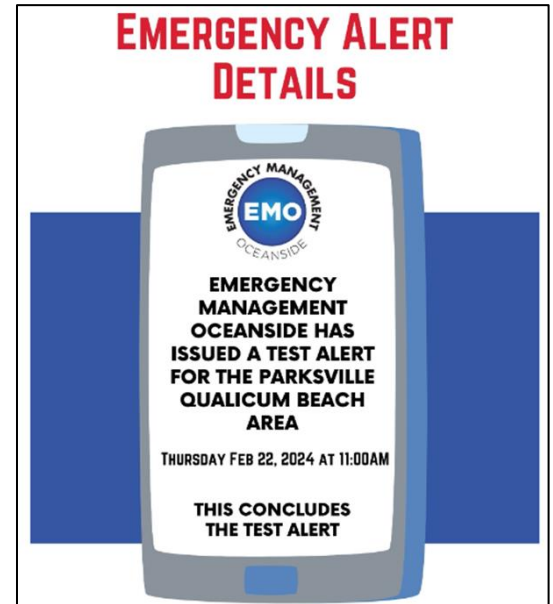
[How to Turn Off Offload Unused Apps in 3 Quick Steps](#)

- Open the Settings app on your Iphone or IPad
- Go to App Store > Offload Unused Apps
- Toggle off the “Offload Unused Apps” feature to turn it off
- Manually offload apps by going to Settings > General > iPhone Storage. Tap an app and select Offload App

For Android users

- Go to Settings > apps/ Voyent Alert > permissions
- Then toggle the “Pause app activity if unused” to off

Going forward we will test the Voyent Alert! system twice a year and will let you know when to expect the next test alert. Tell your friends, neighbours and coworkers to sign up to be included in future notifications. Remember, you can sign up to be notified for more than one location!



Registration for Voyent Alert! is free.

Go to [Voyent Alert! \(voyent-alert.com\)](http://voyent-alert.com) to sign up today. Questions about the system or registration process? Contact Kate at kpocock@parksville.ca, or Shinjini at smehta@qualicumbeach.com.

Reception Centre Training at Bowser Legion

On March 5, the emergency support services and emergency communications teams met at the Bowser Legion to practice setting up and running an emergency reception centre in the event of regular cellphone or landline coverage being unavailable.

The Bowser Legion is one of our designated regional reception centres - a place where we could welcome and register large numbers of evacuees and connect them with the essential resources that might be needed in the initial days after being evacuated from home.

The communications team quickly established voice communications with our radio stations in Qualicum Beach and Parksville to simulate being able to connect back to emergency program staff in either municipality. The emergency support services group promptly designed an effective layout to greet multiple evacuees and provide quiet spaces to fill registration forms and provide referrals to local businesses who provide emergency support services resources.

Thank you to the staff at the Bowser Legion for their fantastic hospitality! We are grateful to be able to practice in a space so valuable to our community resilience.

Volunteer with EMO

WE NEED YOU! 2024 is shaping up to be an exciting year for our EMO volunteers. We have many plans for training, exercises and collaboration with our partner organizations. If you are interested in joining either the Oceanside Emergency Support Services (OESS) or the Oceanside Emergency Communications Team (OECT), contact emergencyprogram@parksville.ca



Previous emergency support services or emergency communications experience isn't necessary as we provide the training you will need.



GENERAL INFORMATION

Town of Qualicum Beach

Town Hall is open to the public with full services. Hours of operation are Monday to Friday, 9 am to 4 pm (except statutory holidays). Although the office is open, residents are strongly encouraged to take advantage of the other payment options including payment through your financial institution; mail a cheque; or drop off a cheque at Town Hall drop box (location below). If you do wish to visit Town Hall to conduct business, masks are recommended while in the building.

- Email qbtown@qualicumbeach.com
- Phone 250 752-6921
- Post PO Box 130, Qualicum Beach V9K 1S7
- Mail Slot Out front of Town Hall, near the fountain
- Websites qualicumbeach.com
qbfirerescue.com

City of Parksville

City offices are open to the public from 8 am to 4 pm and the operations department from 8 am to 4 pm, closed noon to 1 pm. Contact information:

General inquiries, planning and finance departments	250 248-6144; info@parksville.ca
Administration and Office of the Mayor	250 954-3060; administration@parksville.ca
Engineering	250 951-2484; engineering@parksville.ca
Operations	250 248-5412; ops@parksville.ca
Parksville Fire Rescue	250 248-3242; fire@parksville.ca

For more information:

Kate Pocock, Emergency Program Coordinator, City of Parksville
kpocock@parksville.ca

Shinjini Mehta, Climate Action and Emergency Program Coordinator, Town of Qualicum Beach
smehta@qualicumbeach.com



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