



# Town Of South Kingstown

180 High Street  
Wakefield, Rhode Island 02879  
Phone: (401) 789-9331  
www.southkingstownri.com

## Emergency Notification System Policy

### I. POLICY

It is the Town of South Kingstown's mission to use the Emergency Notification System in accordance with the procedures set forth in this document to maintain the integrity and usefulness of the system by the Town, while limiting overuse.

### II. PURPOSE

- A. The purpose of this document is to establish policy and procedures governing the use of the Town of South Kingstown's Emergency Notification System.
- B. The Emergency Notification System shall be used in emergency situations to notify citizens and business owners (referred to as "the public") in the Town of South Kingstown. Acceptable uses for emergency notification include, but are not limited to:
  - Extreme Weather event (flood, fire, hurricane, winter storm)
  - Search & Rescue (missing person, Amber Alert, escaped fugitive)
  - Man-Made Disaster (bomb threat, act or threat of terrorism, chemical spill, gas leak, HazMat emergency)
  - Public Health Related notifications (drinking water contamination, boil water advisory)
  - Public Safety Directed Evacuations
- C. The Emergency Notification System shall not be used for non-emergency situations, including but not limited to:
  - Profit activity
  - Personal use
  - Advertising of any product or service
  - Political messages
  - Improper or erroneous messages
- D. The Emergency Notification System shall be activated in accordance with this Policy and following the Town's Emergency Notification System Activation Procedure.

### III. SCOPE

This policy establishes guidelines for the operation and maintenance of the Town of South Kingstown's Emergency Notification System. It also addresses the periodic need for testing and training of the Emergency Notification System and its authorized users.



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## IV. DESCRIPTION OF SYSTEM

Town of South Kingstown has implemented a rapid notification response system for emergency notifications to the public. The Emergency Notification System has the ability to notify large amounts of people in a short period of time. As of the date this policy was published, the Emergency Notification System used by the Town is **CodeRED**, though the Town reserves the right to change systems in the future. Should a change in system occur, this policy will be updated as needed.

The CodeRED Emergency Notification System allows for the use of Reverse 911 technology, calling known land lines in a targeted area. In addition, the public can register with CodeRED to add additional contact information to the database, including land line and cell phone numbers, as well as email addresses to enable calls, texts, and email alerts.

For more information about CodeRED, click here:

[www.southkingstownri.com/432/Emergency-Notification-System---CodeRED](http://www.southkingstownri.com/432/Emergency-Notification-System---CodeRED)

## V. USE OF NOTIFICATION SYSTEM

The primary use of this notification system is for the Town to send emergency alerts to the public regarding an emergency situation. The Town can send the alert on behalf of Town Departments such as the Police, Public Services, and cooperating organizations such as the local Fire Departments and other emergency services. These groups are referred to as "Requesting Agencies".

While not currently in use by the Town, the system offers a secondary use, which the Town may elect to implement at some point in the future. Town Departments could send a (non emergency) general or a targeted community notification, using a call list prepared by that department and stored in the Emergency Notification System. If the Town decides to use the system in this capacity in the future, this policy will be updated as needed.

## VI. AUTHORIZED USERS

Only trained and authorized Town of South Kingstown personnel shall have access to launch a message through the Emergency Notification System. Authorized users are selected by the Town Manager. These individuals will be referred to as "Emergency Service Coordinators" for the purpose of this policy. The positions authorized by the Town Manager as Emergency Service Coordinators are as follows:

1. Police Captain of Operations
2. Police Administrative Lieutenant
3. Director of Emergency Medical Services
4. Director of Administrative Services



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## VII. ACTIVATION PROCEDURE SUMMARY

### A. Definitions:

**Requesting Agency:** A Town Department including but not limited to Police, Public Services, and EMS; the Union Fire District and Kingston Fire District; and other local, state, or federal organizations and/or emergency services

**Emergency Service Coordinators:** Town of South Kingstown personnel identified by the Town Manager who have been trained and authorized to launch an Emergency Notification System message as needed

**B. Activation Summary:** The following information provides a brief summary of the Emergency Notification System's activation procedures. Step by step instructions are available to Town of South Kingstown personnel who may be directly involved in the actual activation request and launch of an Emergency Notification System alert message.

1. The Requesting Agency calls the South Kingstown Police Department's Dispatch at (401) 783-3321
2. The Requesting Agency requests the Emergency Notification System be activated
3. Dispatch collects and verifies the Requestor's name, title, Requesting Agency name, contact information, and all appropriate details regarding the emergency
4. The SKPD contacts one of the Town's designated Emergency Service Coordinators to share details of the emergency and request activation of the Emergency Notification System
5. The Emergency Service Coordinator will launch a message through the Emergency Notification System

## VIII. SYSTEM TESTING

System testing is crucial and must be done regularly to ensure that the system will operate when needed. Testing may be modified but will include the following as a minimum:

- Full system check will be done at least annually, with more frequent testing recommended
- System component testing (i.e. phone calls, texts and emails) will be done at least quarterly to only Emergency Services Coordinators and IT staff



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## **IX. TRAINING REQUIREMENTS**

The individuals who will be authorized to activate the Emergency Notification System will be trained in its operation. The training will be developed based on the vendor's recommendations and the specifics of the system as it is installed.

If the vendor provides tutorials, webinars, and other online resources, the Emergency Service Coordinators will regularly seek to refresh their skill set with the system (at a minimum quarterly basis).

## **X. EMERGENCY NOTIFICATION SYSTEM REVIEW COMMITTEE**

Emergency Notification System usage should be reviewed regularly, including after each usage, to ensure that the policy and related procedures allow for the most effective and efficient use of the system. The Emergency Notification System Review Committee shall consist of the Emergency Service Coordinators, the Town Manager, and the Police Chief. As part of the review process, the Committee may also request the feedback of other public safety agency personnel, including but not limited to, the Kingston Fire District and/or Union Fire District Chiefs. Should this Committee determine changes to this policy and/or related procedures are necessary, this policy will be updated as needed.

## **XI. MAINTENANCE**

If utilized, the Emergency Service Coordinators shall collect, maintain, and update lists of all Town and public safety agency personnel to be notified through the Emergency Notification System. Public safety agencies outside of the Town of South Kingstown (i.e. KFD and UFD) are responsible to provide the Emergency Service Coordinators with updated records on the agencies listed personnel on a regular and scheduled basis.

The public (citizens and business owners in the Town of South Kingstown) may learn more about CodeRED and add their information to the Emergency Notification System by visiting [www.southkingstownri.com](http://www.southkingstownri.com) and clicking on the Emergency Alerts button, or by directly accessing [www.southkingstownri.com/432/Emergency-Notification-System--CodeRED](http://www.southkingstownri.com/432/Emergency-Notification-System--CodeRED). For those without internet access, the South Kingstown Public Libraries have their public computers available for use. For the senior population, the South Kingstown Senior Center is also available.