

Why Establish Communications & Support Protocols with 211?

- 211 is well known in the Central East Region (60,000 calls in 2013), and will receive calls about events that occur in municipalities (e.g. power outages, water issues, traffic accidents, weather warnings)
- A protocol with 211 in your emergency plan will ensure:
 - 211 is providing the information you want communicated to callers during an event
 - Your access to 211 staff 24/7/365
 - You know exactly how 211 can support your municipality and residents
- The protocol includes:
 - 1) Notification details on how and when to contact 211
 - 2) Communication procedures to establish ongoing two-way communication
 - 3) Activation procedures to engage 211's emergency support services