


Function: Community & Protective Services - 02  
Department: Emergency Management - 030  
**Policy No.: 010**



## Telecommunications Policy

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Effective Date: April 25, 2019  
Review Date: April 25, 2024  
Cancel: Policy 955: Telecommunications Policy  
Resolution #: 259-19

CAO Signature: 

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### Policy Statement:

To ensure the availability and dependability of communication equipment and the ability to continue communications when utilities fail. Without the ability to communicate, emergency operations may not be possible.

### Guidelines:

That a formal plan be developed to address communication gaps when equipment is identified as being non-operational under any circumstances.

Since cellular and landline phone use may not be available in many emergency situations, contingencies need to be considered for alternative means of communication.

A Communications Plan must take into account potential prolonged utility failures, and must be both tested and exercised regularly.

Communication, as the most important operational factor, must be functional if utilities fail for any reason. The ability to transfer information in emergencies increases significantly and timely communication, using dependable communication equipment, is vital.