Southwest Central (SWC) Everbridge Response

CSV Document

- Depending on how many times each year the contact list is tested will determine how often you will need to update the CSV document. Ideally, the list is tested no fewer than 4 times a year.
- Highlighted columns must contain entered data.
- Record Type defines what kind of organization is represented. Long Term Care facilities will use LTC, while Health Units will use LPU.
- In the Group Name column, you will use SWC (Southwest Central) as the region descriptor.
- When listing an address for individuals, it is okay to use the organization's address.
- Each person on the contact list will need a unique phone number for contacting him or her. You cannot have multiple people reachable only through one main number.
- This system is predicated on every person having a unique email. If your staff do not have email, you will need to use the template "firstname.lastname.organizationname@mailinator.com"

Testing the Contact List

- Best practices dictate each organization will not know exactly when a contact list be tested. However, we will test the contact list between the hours of 8 a.m. and 5 p.m. unless given permission to test the list outside that window.
- The test alert may include any text the organization wishes. If the organization does not request a specific message sent, a default message will be sent: This message is a test. This is a North Dakota Health Alert Network TEST Message. Had this been a real emergency, information would have been shared about an incident and/or how to proceed. This message is a test.
- Everbridge allows a visual component (for example, a .jpg file) to accompany the message sent.
- Test analytics are generated following the test of the list.

In the Event of an Emergency

- You will need to contact State Radio at (701) 328-9921 and let them know you would like to have a HAN alert sent to your contact list. Be sure to let State Radio know the name of your contact list, and to give them the specific message you would like communicated to that list.
- You will not need to contact EPR in the event of an emergency. We are attached to your contact list as administrators and will receive the alert at the same time as your staff and/or clients.
- You may want to prepare a handful of scripts that could be used in the event of an emergency. A sample script may read: This is a North Dakota Health Alert Network Message. Due to a train derailment that has released unknown toxins into the atmosphere, [our facility] is sheltering in place. Take refuge in a small, interior room with no or few windows. Use duct tape and plastic sheeting to seal all cracks around the door and any vents in the room.

Bismarck Burleigh Public Health

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