

What is and how do I sign-up for the Emergency Telephone Messaging System?

The Village has in place an emergency telephone notification system referred to as CodeRED. The system is used to contact residents and businesses rapidly during an emergency to provide pertinent directions and information. As a high-speed telephone system, CodeRED is capable of making several thousand calls per hour to landline, cellular and voice over internet protocol (VOIP) phones. Included with this service is a custom web page that enables residents to add their phone and TDD/TTY numbers to the system. Access to the custom webpage is available on the Village of Skokie website home page by opening the CodeRED icon.

If you do not have internet access or you have difficulty entering your information through the website, please contact Communications Coordinator John Barkhoo at (847) 982-5904 for assistance. CodeRED delivers messages to both answered phones and answering devices.

CodeRED will be used solely at the direction of the Village of Skokie officials for emergencies and important information.

Potential uses include:

Hazardous chemical situations

Missing persons

Evacuations

Sheltering instructions

Water system concerns

Hazardous weather and security alerts

Village of Skokie

Emergency Notification System: CodeRED®

The Village of Skokie is developing an emergency telephone notification system to contact residents and businesses quickly in the case of an emergency. The telephone numbers in the system will receive a telephone message from the Village describing the emergency situation and providing any pertinent directions.

The high-speed telephone calling system is capable of making several thousand calls per hour to traditional landline phones, cell phones and voice over internet protocol (VOIP) phones.

Please ensure that the Village can reach you in an emergency by providing accurate contact information. Included with this service is a custom web page that enables residents to add their home phone, cell phone, voice-over internet protocol (VOIP) phone and TDD/TTY numbers to the system.

To sign up, follow the link on the Village of Skokie website to the CodeRED® enrollment page.

If you do not have internet access or you are having difficulty entering your information through the website, please contact Communications Coordinator John Barkhoo at (847) 982- 5904 for assistance. CodeRED® delivers messages to both answered phone lines and answering devices.

Anytime CodeRED® is used; the number displayed on your caller ID will be (866) 419-5000. This number also functions as a message repeat feature. You may call this number back at any time, and the last message delivered to your specific phone will play, along with the date and time of the message. Save this phone number on your phone and name it CodeRED®. With it saved in this manner, anytime we call your phone with the calling system, "CodeRED®" will appear on your caller ID.

CodeRED® will be used solely at the direction of the Village of Skokie officials for emergency and important information. Potential uses include:

Hazardous chemical situations

Sheltering instructions

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Evacuations

Hazardous weather and security alerts



[Provide Your Contact Information](#)

[Frequently Asked Questions](#)

Frequently Asked Questions Regarding - Critical Information Alert System: CodeRED®

Question: What is CodeRED® and why is it important to me?

Answer: CodeRED® is a Village of Skokie service by which residents and businesses are notified by telephone regarding emergencies or critical community alerts. The system is capable of sending messages only to people affected by a particular situation or, in the case of a widespread concern such as severe weather, to the entire community.

Question: Does this mean that I will be constantly receiving phone calls?

Answer: No. The Village of Skokie respects your privacy. CodeRED® will be used only when situations arise that you should know about.

The system will be used to send messages only to those residents who are directly affected by a particular event.

For example, if you happen to live in an area for which a “boil water” advisory has been issued due to a water system concern, the CodeRED® system will be used to call only you and your neighbors to deliver that very important message.

If there is a regional emergency or concern, all Village of Skokie residents and businesses will be called.

Question: Why do I need CodeRED® when I have radio and TV to keep me informed? **Answer:**

CodeRED® is an additional measure of safety Village of Skokie officials and administration believe all of our residents and businesses need and deserve. If electric power is interrupted, you may not be able to depend upon radio and TV. Even if you have power, CodeRED® will probably be able to reach you with important information faster than TV and radio stations. That is because CodeRED® is a **direct connection between you and the Village of Skokie**. If you receive a CodeRED® message, you can tune your radio to 1660 AM Skokie for further information and updates.

Many emergencies occur without advance warning. In such cases, you may have no reason to turn on a TV or radio. That is when CodeRED® can help officials alert you immediately and advise you to take appropriate action.

Question: I have a cordless phone, and it does not work when the power goes out. How is CodeRED® going to be able to contact me?

Answer: As an alternate method, you can continue to receive telephone messages from the Village through CodeRED® with a cellular phone. The CodeRED® “Residential Data Collection” sign-up form gives you the option of filling in both a **Primary Phone number** and an **Alternate Phone number**. You can fill in the **Alternate Phone number** blank with your cellular telephone number, or you can make it your Primary Phone number if you wish. Entering an alternate phone number will cause **BOTH** your primary and alternate phone numbers to be called. You might want to consider as part of your personal emergency preparedness planning to have a phone that is not dependent on building electricity.

Of course, no form of communication is guaranteed to remain in operation under severe conditions. CodeRED® does widen the safety margin by offering residents a powerful means of learning about critical information.

Question: Do I have to pay extra for CodeRED® service?

Answer: No. The Village of Skokie provides the CodeRED® service.

Question: Does the system have my telephone number, or do I have to sign-up to receive CodeRED® emergency calls?

Answer: The Village of Skokie wants to reach everyone affected by an emergency whether or not they have signed up for CodeRED®. The system has been populated with available database information supplied to CodeRED® by the Village of Skokie and other available databases. If you have moved or changed your telephone number recently, you should sign-up for CodeRED® service or update information you have already provided. Any new information you supply will be helpful in keeping the database current. If you did not receive a previous alert or test message we encourage you to sign-up for CodeRED®. Note sign-up information in the next question. After all, you are the most reliable source of information about how to reach your household by phone.

Question: How do I sign up for CodeRED®?

Answer: The Village of Skokie website, www.skokie.org, has a link to a CodeRED® Residential Data Collection Form you can complete online; this is the quickest, easiest way to sign up. If you do not have access to the internet, you can contact Communications Coordinator John Barkhoo at (847) 982-5904.

Question: Can I arrange to have CodeRED® call my place of business?

Answer: Yes. Go to the Village of Skokie website (<http://www.skokie.org/>) and click on the CodeRED® link. When the Residential Data Collection form opens, click on the button labeled “Click to Switch to Business Data” and fill in the required information. *Please note that emergency calls can only be delivered to a direct dial number.* Automated attendants will disrupt the process and calls will not be delivered.

Question: Can I choose NOT to receive CodeRED® messages?

Answer: The Village of Skokie respects your privacy and can remove your phone number or numbers from the call list. The Village asks you to please reconsider opting out of the CodeRED® system. **CodeRED® is designed to make certain you receive fast, accurate emergency information directly from the officials whose job is to help protect you and your family.** If you are certain you do not want to receive calls, please notify Communications Coordinator John Barkhoo in writing with the phone number(s) you do not wish called. Due to liability concerns, the Village will not remove phone numbers without a written request from the telephone line subscriber.

Question: Who provides the CodeRED® service? Is the company reputable?

Answer: Emergency Communications Network of Ormond Beach, Florida, provides the service to the Village of Skokie. They have been in business since 1996; the company provides CodeRED® service to several hundred municipalities around the country. The Village of Skokie selected CodeRED® after researching and reviewing several similar services.

CodeRED® is a vitally important service and another way the Village of Skokie is providing communication with residents.

***If you have any further questions about CodeRED®, please contact the Village’s
Communications Coordinator John Barkhoo at (847) 982-5904***