

AC ALERT

ALERTS FOR COMMUNITY PARTNERS

WHAT IS THE "ALERTS FOR COMMUNITY PARTNERS" SUBSCRIPTION?

Alameda County is leveraging the AC Alert online communication platform to offer a subscription specifically for the local organizations that work in our communities. This subscription will allow you to receive messages from us about emergencies and other potentially dangerous events so you can then share important and timely information with your communities and clients.

WHAT ARE COMMUNITY PARTNERS?

Our local organizations engage our communities, supporting the most vulnerable in our populations to live healthier, happier lives. Your communities trust you to provide them with timely, accurate information. We are asking any community organizations that can provide information to their communities and clients to sign up. For example: service providers, faith-based organizations, youth programs, libraries, community centers, and others would all be encouraged to subscribe.

HOW IS THIS DIFFERENT THAN THE ALERTS I'M ALREADY SIGNED UP FOR?

You or your organization may have signed up for alerts that are specific to the city you reside in or where your office is located. The Alerts for Community Partners will focus more broadly on sharing information with community partners that you can use to help clients who may be vulnerable or are part of traditionally hard to reach communities during an emergency.

Often local organizations in our communities are the best channels to provide reliable information and we need your help to share it. For example, without your organization's outreach many individuals may not know what steps they can take to stay safe and healthy during a hazardous event.

HOW DO I SUBSCRIBE OR UPDATE MY ORGANIZATION TO RECEIVE COMMUNICATION?

1. Identify a point of contact to represent your organization and receive notifications.
2. Go to the AC Alert Login page at ACAlert.org and follow the link in the top right to sign up, or log in if you already have an account.
3. **IF SIGNING UP:** Complete the required information, and list the name of your organization in the Location Name field. Select Alameda County twice to open the alert options. Check the **Alerts for Community Partners** subscription. Additional subscriptions are available as well.
IF LOGGING IN: Under My Subscriptions, select Edit. Select Alameda County twice to open the Alert options. Check **Alerts for Community Partners** and click Save. Under My Locations, add your Community Organization as a location, if not already done.
4. Save your changes. Remember your AC Alert username and password and update your organization's contact information if it changes.

WHAT SHOULD I DO WHEN I RECEIVE A MESSAGE THROUGH AC ALERT?

1. When you receive notifications from AC Alert, follow any instructions to ensure your own safety. If possible, also follow instructions to confirm receipt of the message if requested.
2. Determine what information should be shared with your community and clients, how urgently and how often, and use whatever platforms you normally use to communicate with them. Information can be shared over social media, list serves, bulletin boards, websites, text messages, and with other announcements.