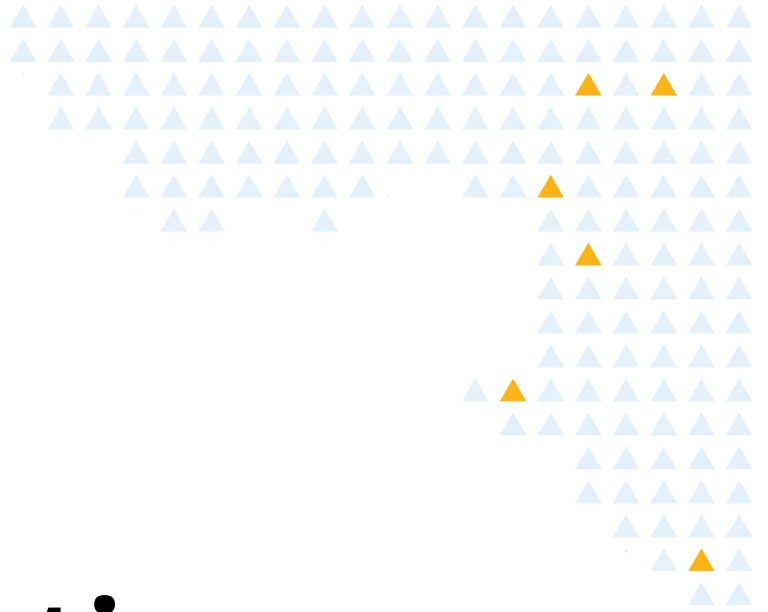




NØDVARSEL



Conversation Guide

This Conversation Guide is a tool designed to help relatives and trusted assistants convey important messages to vulnerable groups. The purpose is to provide answers to questions that relatives and trusted assistants in different vulnerable groups may have about the Emergency Alert system.



POLITIET



SIVILFORSVARET

About vulnerable groups

Vulnerable groups are persons who, for various reasons, are not capable of receiving information via ordinary channels of communication and campaigns. These may be children and adolescents, people with low technological skills, people with varying degrees of cognitive challenges, people with serious substance abuse problems, the seriously mentally ill, people with low levels of textual comprehension, people with a low degree of trust in the authorities, or people who do not understand any of the more than 20 languages into which the information has been translated.

All the questions laid out below are not relevant to everyone in the various vulnerable groups. If you have input on the questions and answers that you feel should be included in this Conversation Guide, please send us an e-mail at: henriette.magnussen@dsb.no

What is an Emergency Alert?

The Emergency Alert System can quickly send out important messages to many mobile phones in the event of a serious national incident. The message may come from the police or Norwegian Civil Defence, and it means something serious is happening that you need to know about.

When will I receive an Emergency Alert?

Emergency Alerts are used to warn citizens of serious and emergency incidents that may threaten life and health. Examples of such events may be:

- Radioactive emissions (possible emissions of substances or gases that may be harmful if inhaled)
- Major fire with risk of explosion
- Large-scale terrorist attacks against several locations
- Attack or threat against Norway/war

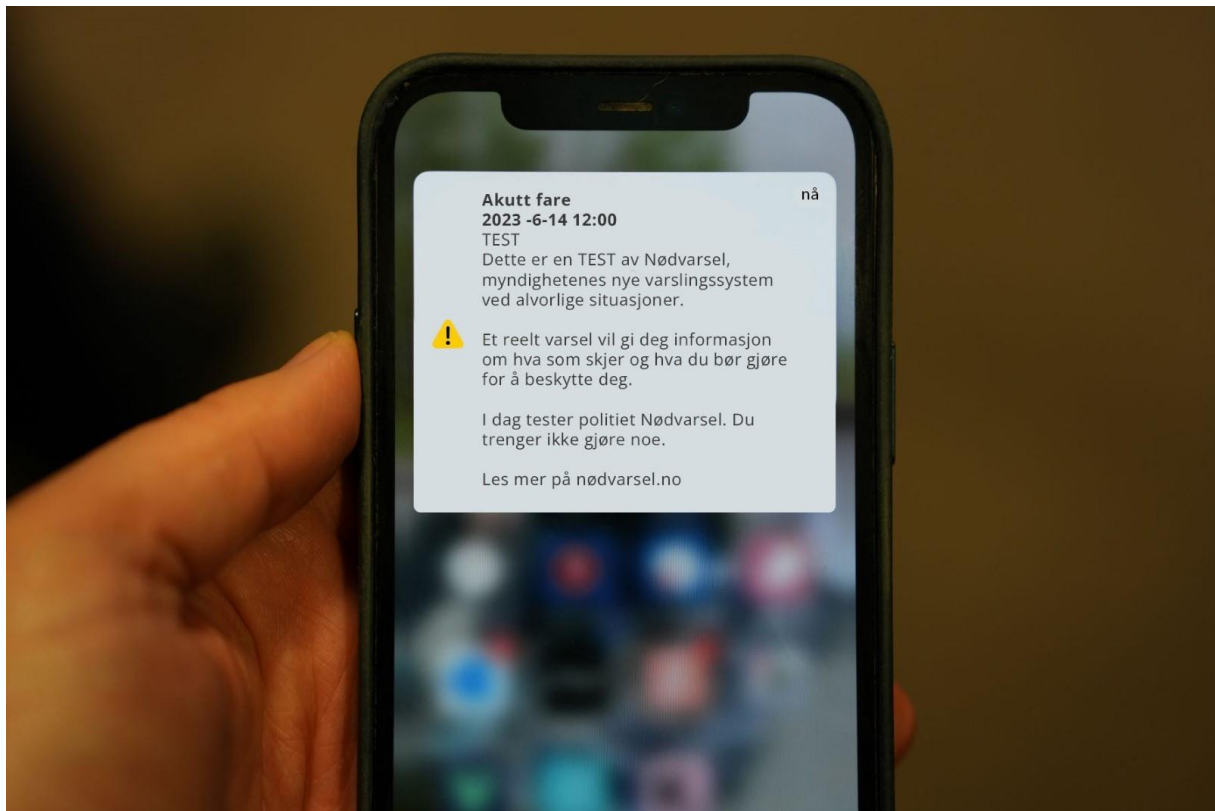
Who can receive an Emergency Alert?

Most smartphones can receive Emergency Alerts. You do not need to sign up or have a separate app to receive Emergency Alerts, but your phone must be up to date with the latest software. You must also have 4G or 5G mobile coverage. Emergency Alerts do not affect your data limit and you are not charged for receiving them.

What does an Emergency Alert look like?

The phone vibrates and plays a loud, siren-like sound. On the screen there will be a short text telling you what is happening and what you should do. If your phone supports text-to-speech, you can have the message read aloud. When you receive an Emergency Alert, stop what you are doing and read/listen to the alert, and do what it says.

Here is what an Emergency Alert test might look like:



How do I know if it is just a test or if it is a real alert?

If it is a test, it will be clearly stated in the message that This is Only a Test. In addition, tests are notified well in advance, and it will normally take place at 12:00 noon on the second Wednesday in January or the second Wednesday in June.

Why is this coming now?

We already have systems in place to alert everyone living in Norway in case of a crisis. You may have heard us testing the air raid siren? The sirens can be heard by about half of everyone living in Norway. In the future, we will send out an alert on cell phones as well, so even more people will be notified if something serious should happen.

Is it dangerous? Am I in danger?

Getting a test alert is not dangerous. It just means that we are testing the system to make sure it works properly. If you receive a test alert, you do not need to do anything.

If you get a real Emergency Alert (not a test), it is because the situation might be dangerous. Then you have to read the message and do what it says.

What do I do when I receive an Emergency Alert?

If you get an Emergency Alert on your phone, read the message and do what it says. The advice on what you should do will differ from situation to situation. You can see examples of such advice online: nodvarsel.no.

If you do not understand the message, check a national news channel (online newspaper, television, or listen to the radio). If you cannot read, you can use a screen reader. You can also contact someone who can help you understand. This can be an adult, a caregiver/support contact, or another person you trust. All alerts that are sent out are also posted online (nodvarsel.no) so you can read them there. (This means that even people who have not received the alert themselves (e.g. if they are outside the area that has been alerted) can go online and read the alert).

What do I do if I receive an Emergency Alert while I am alone?

It is wise to have agreed with parents/trusted assistants in advance about what to do if you cannot get in touch with each other. Perhaps you could agree to meet at home or at the home of another family member?

How do I know when things are safe again?

If you receive an Emergency Alert about an emergency situation that is happening nearby, you will receive a new alert if the situation changes and/or when the danger is over.

Can you turn it off/opt out of it?

It is not possible to opt out of alert messages for the most serious incidents. For less serious incidents, it is possible to turn off the notification. To do this, change the setup in your phone's settings. This is slightly different from phone to phone, but the various providers have described this in their user manuals. Most people have these settings under settings for notifications and/or Emergency Alerts.

I have a telephone that cannot receive the Emergency Alert. How will I be notified then?

Emergency Alert via cell phones is a *supplement* to other kinds of public announcements. In the event of a real emergency, information will be provided via traditional news media, radio and social media. In the event of major and serious incidents, the air raid sirens will also be used.

I cannot understand text that comes in Norwegian/English. What should I do then, if I receive an Emergency Alert?

You can contact someone who can help you understand. Anyone can access nodvarsel.no and read the alerts that have been sent out, even if they are not within the affected area.

Loud alert noise is not good for me (e.g. due to anxiety, PTSD, severe autism, sound sensitivity, or other circumstances).

To not receive the alert, you then need to turn off your phone completely. Turning down the volume or putting your phone in silent mode will not help. A serious Emergency Alert will come with a loud noise and vibration even if you have set your phone to silent mode or low sound.

The system tests normally take place on a Wednesday at 12:00 midday in mid-January and mid-June, and will be announced well in advance. If you have a low tolerance for sound, turn off your phone completely when the system is being tested or leave it in another room.

I have a SIM card from a country other than Norway. Will I also get a notification?

Yes, all phones located within the Norwegian mobile networks will be notified.

Emergency Alerts are available in both Norwegian and English.

What do I do if I delete the message and cannot read it?

Emergency Alerts will always be available online (nodvarsel.no). In a serious national or regional emergency, all news media will also report the same information, and NRK has a particular responsibility for reporting national/regional emergencies.

How do I know that I am not being deceived?

Do not click on any links unless you are certain the hyperlink is safe. If you have any doubts about whether the message is genuine, please visit nodvarsel.no or a news medium you trust. You will never be asked to provide any personal information to access nodvarsel.no.