

Support for Residents on Gabriola Island During Phone Service Outage

The Regional District of Nanaimo (RDN) is providing support to the Gabriola Volunteer Fire Department (Gabriola Fire) during the phone services outage. RDN Emergency Services is working with local emergency services personnel to help coordinate additional volunteers for Gabriola Fire. Radio communications volunteers are assisting Gabriola Fire volunteers stationed at Gabriola #1 Fire Hall on Church Street to provide emergency radio assistance to Gabriola residents who need emergency services support.

TELUS has set up an emergency satellite cell repeater at Fire Hall #1 on Church Street that is providing cellular phone connectivity at the fire hall. Local businesses in the commercial core area may not have connectivity to allow for cashless payments at this time, cash is recommended.

Gabriola Fire has advised that those needing cell service can park in the lower parking lot by the GERTIE building (old fire hall) to try to connect. Please do not park in the main fire hall parking lot, or on Church street, and for your safety, stay 50 meters away from the booster.

In case of an emergency, residents are advised to take the following steps:

- If you have an emergency try 911 first
- If you cannot get through, call the Gabriola Fire duty officer cell at 250-755-9289 (this phone is monitored at the fire hall 24/7)
- If you cannot contact anyone, please go directly to the hall and speak with a fire department member at any time.

As the timeframe for phone services to be restored is unknown, residents are advised to ensure they have sufficient cash on hand for purchases where cashless payments are not available, as well as enough fuel in their vehicles, before travelling to Gabriola Island.

Get Involved RDN!