

## Western Canada – Useful Mountain Telephone Numbers (revised 2017/01/18)

**NOTE:** We are not responsible for accuracy of the information contained in this list. Please check before you need them! Please submit any changes or additions to Rescue Dynamics

**Emergency Numbers:** *Many mountain areas near roads are now covered by the 911 Emergency Dispatch System.* Find out before a trip which areas have cell coverage and if 911 is the best call for your area. If using a satellite phone, the 911 Emergency Call Centre is in Houston, Texas, USA. When using satellite phone in the backcountry and in many Parks, you may choose to contact the Parks Emergency Dispatch directly since they may be more familiar with your area and activity.

**Rescue Dynamics** Climbing & Rescue Courses  
website: <http://www.rescuedynamics.ca>

**Avalanche Bulletins** <http://www.avalanche.ca>

### Weather Recordings

Calgary (403) 275-3208  
Edmonton & Mtn Parks (780) 462-7120  
Revelstoke / Columbias (250) 837-4164  
Banff / Canmore / K-Country (403) 762-2088  
Jasper (780) 852-3185

**Banff, Yoho & Kootenay Parks Emergency  
Dispatch** (403) 762-4506

**Jasper, Glacier & Revelstoke Parks Emergency  
Dispatch** (780) 852-3100 or 1 (877) 852-3100

### Banff National Park

Avalanche Forecasters (403) 762-1470  
Banff Visitor Centre (403) 762-1550  
Banff Backcountry Camping Res. (403) 762-1556  
Lake Louise Visitor Centre (403) 522-3833  
Lake Louise & Icefields Parkway Backcountry  
Camping Reservations (403) 522-1264  
Lake Louise Warden's Office (403) 522-3866  
Banff Weather (recording) (403) 762-3091  
Campground Reservations 1 (877) 737-3783

### Yoho National Park

Yoho Visitor Centre – summer (250) 343-6783  
Lake O'Hara Info, Campground Reservations  
(& Bus in summer) (250) 343-6433

### Kootenay National Park

Kootenay Visitor Centre - summer (403) 347-9505

### Jasper National Park

Avalanche Forecasters (780) 852-6155  
Jasper Park Visitor Centre (780) 852-6176  
Jasper Park Trail Office (780) 852-6177  
Columbia Icefields Visitor Centre (780) 852-6288

### Waterton National Park

Avalanche Forecasters (403) 859-5140  
Waterton Park Visitor Centre (403) 859-2352  
Waterton Park Wardens (403) 859-2477

### Glacier and Revelstoke National Park:

Avalanche Forecasters (250) 837-7500  
Avalanche Forecast recording (250) 837-6867  
Info Office (Roger's Pass) (250) 837-6274  
Wardens Office (Roger's Pass) (250) 837-7560  
Wardens Office (Revelstoke) (250) 837-5155

**K Country Emergency Services** (403) 591-7767

### Alberta Provincial Parks

Kananaskis Info Line (403) 678-0760  
[Kananaskis Backcountry Camping Permits Line](#)  
summer only (403) 678-3136  
Bow Valley Provincial Park Info (403) 673-3663

### British Columbia Provincial Parks

BC Parks Regional Office, Wasa (250) 422-3212  
Mount Robson Provincial Park (250) 566-4325

### RCMP (Royal Canadian Mounted Police)

**In an emergency, with cell phone first try - 911**

RCMP detachments from your satellite phone, try:

Canmore (403) 678-5519  
Banff (403) 763-6600  
Waterton (403) 859-2044  
Lake Louise (403) 522-3812  
Jasper (780) 852-4421  
Kananaskis (250) 591-7708  
Rocky Mountain House (& areas west) (403) 845-2882  
Valemount (& Mount Robson Park) (250) 566-4466  
Golden (Yoho Park & Field) (250) 344-2221  
Columbia Valley (Kootenay, Invermere) (250) 342-9292  
Revelstoke (250) 837-5255

### Equipment Vendors and Rentals

Edmonton - Track N Trail (780) 432-1707  
- MEC (780) 488-6614  
Jasper - Gravity Gear (780) 852-3155  
Banff - Monod's Sports (403) 762-4571  
Calgary - MEC (403) 269-2420  
- U of C - (equip. rental) (403) 220-5038  
Vancouver - MEC (604) 872-7858

### Accommodation

Alpine Club of Canada – Hut Reservations and  
Canmore Clubhouse, etc. (403) 678-3200  
Hosteling International Bookings (778) 328-2220  
or Toll Free 1 (866) 762-4122  
Jasper Hostel local (780) 852-3215  
Shunda Creek (Nordegg) local (403) 721-2140  
Banff Alpine Centre local (403) 762-4123  
Lake Louise Alpine Centre local (403) 522-2201

### Travel Information for Western Canada

Travel Alberta 1 (800) 252-3782  
Travel BC 1 (877) 717-9277

## **Using a Delorme InReach to call Parks Canada Visitor Safety for HELP**

*(this information is directly from the Parks Canada Website)*

To use an InReach satellite communicator in an emergency in the National Parks:

1. Push the SOS button and then exchange texts with the InReach Emergency Call Center (ECC) to clarify the location and nature of your emergency.
2. The ECC will notify Parks Canada and pass this information on to the Parks Canada dispatch centre.
3. The Parks Canada dispatch centre may send you the phone number of the Parks Canada Visitor Safety leader through the InReach ECC.
4. If you receive the number for Parks Canada Visitor Safety, send the Visitor Safety leader a text from your InReach device to initiate two-way texting directly with Visitor Safety.
5. Important information:
  - Currently Parks Canada emergency dispatch centers are not set up to receive texts directly. Only voice calls from a cell phone, satellite phone or VHF radio will go directly to the Parks Canada dispatch centre.
  - Remember that all two-way texting conversations using a Delorme InReach device must be initiated from the user's device. Parks Canada Visitor Safety cannot initiate a text if they have not received a text from the InReach device first.
  - Parks Canada Visitor Safety may also send an email to the InReach user to open communication lines if texting is not working.
  - Keeping your emergency contacts up to date and informed about your activities helps speed up emergency responses, and helps emergency responders bring appropriate resources to the incident.
  - Including information on how to reach the Parks Canada dispatch centre with your emergency contact information can help speed up responses within the National Parks.

*NOTE: The information above pertains equally as well to emergencies in Kananaskis Park.*

## **Calling for Help in Mountain Parks**

*(this information is modified closely after information on the Kananaskis Country website)*

1. Dial 9-1-1 from a pay or cell phone - remember that cell phone coverage is limited in many locations throughout Kananaskis and the mountain parks.
2. Tell the dispatcher that you have an emergency and what park you are in (i.e. Kananaskis Country, Banff Park, etc.) The 9-1-1 dispatcher will then transfer you to the appropriate parks dispatcher or Emergency Services Centre.
3. With a satellite phone, dialing 9-1-1 may transfer you to an emergency centre unfamiliar with Canadian mountain parks – if you are using a satellite phone, call the local emergency number instead.
4. The local parks dispatch will ask you questions to better understand:
  - the exact location of the emergency;
  - the nature of the accident and the seriousness of any injuries;
  - your name and call back number; and
  - when the accident occurred.

## **Signaling a Helicopter**

- On occasion, a helicopter may be used for backcountry rescue.
- Rescue staff in the helicopter are not able to communicate with people on the ground.
- It is imperative that you use standard visual signals to reduce confusion.
- Although dispatchers will coach you on how to make these signals, knowing them before you head into the backcountry is preferable.
- To reduce confusion when a helicopter approaches, the person on the ground with a satellite phone or cell phone should remain on the line with dispatch.

**Body Language when signalling an approaching helicopter from the ground:**

# NEED HELP?



**YES**

Make a "Y" with  
your arms to signal:  
**YES — I need help**



**NO**

Make an "N" with  
your arms to signal:  
**NO — Help is not needed**

**When signalling, stay still, and remain in your signalling position**