

Western Canada- Useful Mountain Telephone Numbers (revised 2020/11/06)

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 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, 911 is not your best option since the dispatcher may not even be in the same country as you are! When using satellite phone and in many Parks you are best served by contacting Emergency Services directly since they will be more familiar with your area and type of activity.

NOTE: 911 does NOT work on an Iridium satellite phone in Canada!

Rescue Dynamics

Climbing & Rescue Courses

website: <http://www.rescuedynamics.ca>

Banff National Park

Banff Info Office / hut reservations (403) 762-1550

Lake Louise Info Centre (403) 522-3833

Banff Warden's Office (403) 762-4506

Lake Louise Warden's Office (403) 522-3866

Banff Weather (recording) (403) 762-3091

Banff Park Admin. Office (403) 762-3324

Banff Park Hut Reservations (403) 762-4256

Jasper National Park

Jasper Park Info Office (780) 852-6176

Jasper Park Trail Office (780) 852-6177

Jasper Warden's Office (780) 852-6156

Columbia Icefields Info (780) 761-7030

Sunwapta (Mile 45) Warden's (780) 852-5383

Jasper Park Admin. Office (780) 852-6161

Kootenay National Park

Kootenay Park Info - W Gate (403) 347-9551

Kootenay Park Info - summer (403) 347-9505

Kootenay Park Warden's (250) 347-9361

Kootenay Admin. Office (403) 347-9615

Yoho National Park

Warden's Office - Field (250) 343-6324

Lake O'Hara Info, Bus & Campground Reservations (250) 343-6433

Waterton National Park

Waterton Visitor Center (403) 859-5133

Waterton Park Wildlife reporting, Law Enforcement,

Avalanche forecaster (888) 927- 3367

Glacier and Revelstoke National Park:

Info Office (Roger's Pass) (250) 837-6274

Wardens' Office (Roger's Pass) (250) 837-7560

Wardens' Office (Revelstoke) (250) 837-5155

Glacier Park Lodge (250) 837-2126

Alberta Provincial Parks

Bow Valley Provincial Park Info (403) 673-3663

Barrier Lake Visitors Centre (403) 673-3985

Elbow District Ranger Station (403) 949-3754

Elbow District Visitors Centre (403) 949-4261

Peter Lougheed Provincial Park (403) 591-7226

Peter Lougheed Park Rangers (403) 591-7222

K Country Emergency Services (403) 591-7767

Kananaskis Admin. (Calgary) (403) 297-3362

British Columbia Provincial Parks

BC Parks Regional, Wasa (250) 422-3212

Mount Robson Provincial Park (250) 566-4325

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

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

RCMP (Royal Canadian Mounted Police)

Canmore (403) 678-5516

Banff (403) 762-2226

Waterton (403) 859-2244

Lake Louise (403) 522-3811

Jasper emergency (780) 852-4848

(780) 852-4421

Rocky Mountain House / Nordegg (403) 845-2881

Valemount - Robson (250) 566-4466

Field (250) 343-6316

Golden (250) 344-2221

Invermere (250) 342-9292

Radium (250) 347-9393

Revelstoke (250) 837-5255

Seebe - Kananaskis (250) 591-7707

Equipment Vendors and Rentals

Edmonton - Track N Trail (780) 432-1707

- MEC (780) 488-6614

- MEC South (780) 433-0293

Jasper - Gravity Gear (780) 852-3155

Banff - Monod's Sports (403) 762-4571

Lake Louise - Wilson Sports (403) 522-3636

Calgary - MEC (403) 269-2420

- MEC South (403) 523-7258

- UofC (equip rental) (403) 220-5038

Vancouver - MEC (604) 872-7858

Travel & Accommodation

Alpine Club of Canada (403) 678-3200

Hut Reservations (403) 678-3200

Canmore Clubhouse (403) 678-3200

Hostelling International Reservations

Jasper Park (780) 852-3215

Shunda Creek (Nordegg) (403) 721-2140

Banff Park & South AB (403) 762-4122

Lake Louise Alpine Centre (403) 522-2200

Edmonton Hostel (780) 429-0140

Banff Park Hut Reservations (403) 762-1550

Travel Alberta 1-800-222-6501

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 911 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. (**NOTE:** 911 is NOT available from an Iridium Satellite phone in Canada! You must always use the local Emergency Services number instead.)
4. The local parks dispatch will ask 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

A word about emergencies in Waterton National Park:

A visitor safety specialist from WNP states that their preference is for 911 to be used whenever cell coverage is available. WNP is classified as a three season park and their staffing levels reflect this. 911 dispatch in Lethbridge has a protocol to ensure that WNP remains the primary agency for emergencies in the Park but 911 is the only local solution in place to ensure all necessary agencies are notified.

Satellite phone users are encouraged to use the same number as wildlife and law enforcement:

1(888)927-3367