CERT Program Coordinator Phone Tree Call Procedure

a. Using the Simple Message form below record a message using the best available information provided to you by Dispatch, Incident Command, Ashland Fire & Rescue, or other agency supported by CERT. Verify the accuracy of your message before hanging up. Make certain to obtain the "who, what, where, when, and how."

b. Call the Phone Tree Manager using the process depicted in the attached flow chart and ask "can you activate the CERT phone tree?" If the Phone Tree Manager cannot activate the tree or contact is not made, leave a message using the phone message script below and proceed to the first Phone Lead of each base you wish to mobilize until at least one Phone Lead from each base is contacted and can activate his or her tree.

c. If you are unable to make verbal contact with the Phone Tree Manager or Phone Tree Leads, you must call the Phone Tree Assistants instead by repeating the steps above.

d. The Phone Tree Manager will contact you with the number of responders. Upon receipt of the report, contact Incident Command, Ashland Fire & Rescue, or other agency and report the total number of responders.

Simple Message Form

Original Message Received From: _____ *Date:* _____ *Time:* _____

Call Back Number: (_____)_____

Phone Message: This is _____from Ashland CERT; we are mobilizing. It is

(time and date). Call me back in the next ten minutes at (_____) _____ if you can activate the CERT

phone tree.

Live Person: This is _____from Ashland CERT; we are mobilizing. "Can you
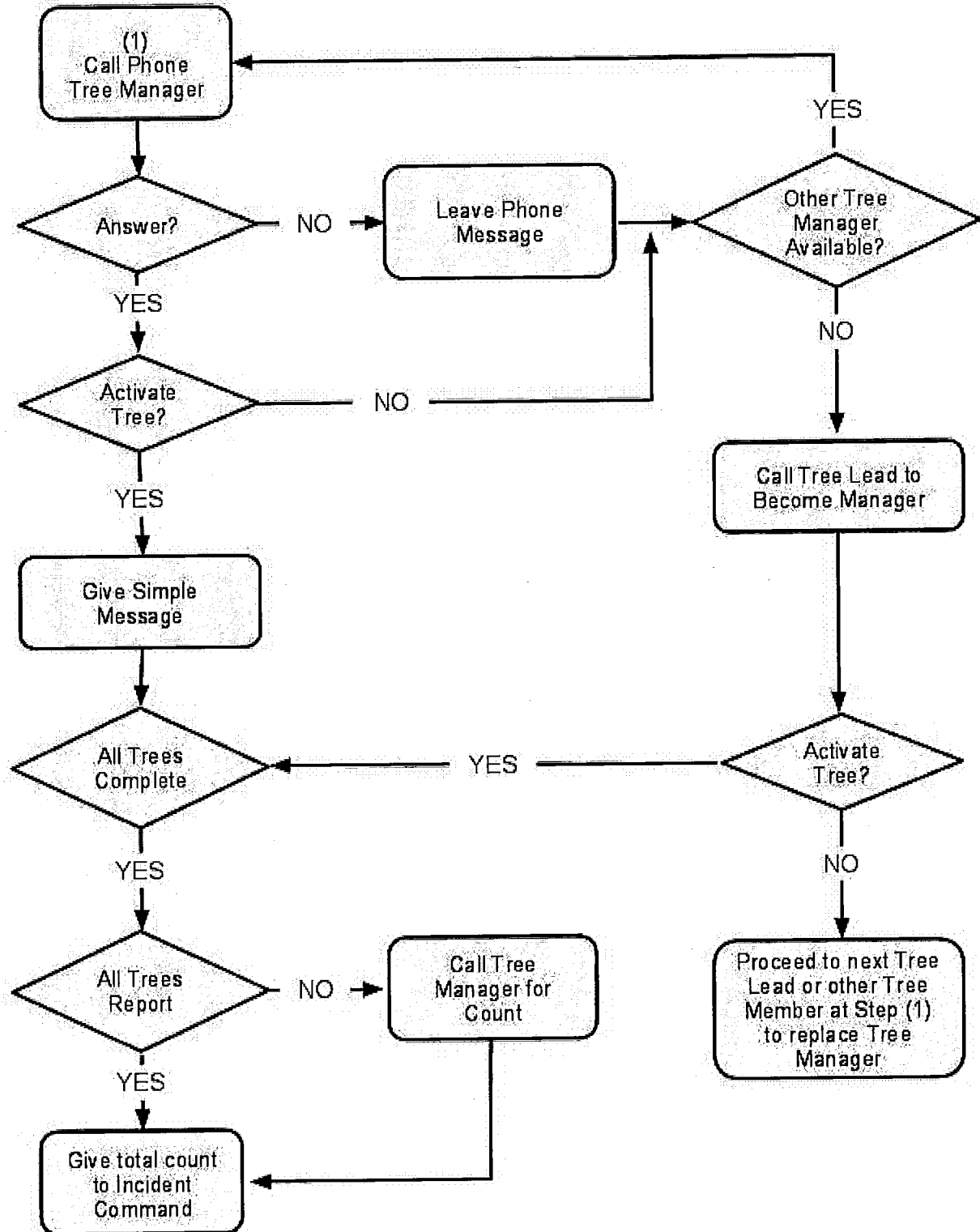
activate the CERRT phone tree?

The following is your message, are you ready to copy?" We are mobilized in support of

_____ *(agency)* with the mission of: _____

_____

CERT members are asked to: _____

_____by

___:___ AM / PM but no later than ___:___ AM / PM. This mobilization should end or you should be relieved

by ___:___ AM / PM. For updates call 552-CERT, check ashlandcert.org, or tune to 1700 AM.

Report: Report the number of responders. My number is (_____) _____

CERT Program Coordinator Phone Tree
Activation Flow Chart

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(1)
Call Phone
Tree Manager
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Answer? — NO → Leave Phone Message → Other Tree Manager Available?

Other Tree Manager Available? — YES → Call Phone Tree Manager

Other Tree Manager Available? — NO → Call Tree Lead to Become Manager

Answer? — YES ↓

Activate Tree? — NO → (returns to Leave Phone Message path)

Activate Tree? — YES ↓

Give Simple Message

↓

All Trees Complete ← YES ← Activate Tree?

Call Tree Lead to Become Manager ↓ Activate Tree?

Activate Tree? — NO → Proceed to next Tree Lead or other Tree Member at Step (1) to replace Tree Manager

All Trees Complete — YES ↓

All Trees Report — NO → Call Tree Manager for Count

All Trees Report — YES ↓

Give total count to Incident Command

Phone Tree Manager - Tree Activation Procedure

1. Using the Simple Message form below record the message provided to you by the CERT Program Coordinator, Coordinator's back up, or other Ashland Fire & Rescue personnel. Verify the accuracy of your simple message before hanging up.

2. Call the first Phone Tree Lead using the process depicted in the attached flow chart and ask "can you activate your phone tree?" If contact is not made, leave a message using the phone message script below and proceed to the next Phone Lead until at least one Lead is contacted for each branch and or messages are left on all numbers for all Leads. If a Phone Lead cannot activate his or her phone tree, you must proceed to an alternate Phone Lead or directly to the Phone Tree Assistant(s).

3. Remember to instruct Phone Leads to contact you with the number of responders after they have fully executed their phone tree. After all Phone Leads report, contact the Program Coordinator or designee and inform him/her of the total number of responders.

NOTE: Limit conversations to the simple message if possible so all calls can be completed timely.

Simple Message Form

Message Received From: _____ *Date:* _____ *Time:* _____

Call Back Number: (____)_____

Phone Message: This is _____from Ashland CERT; we are mobilizing. It is (time and date). Call me back in the next ten minutes at (____) _____ if you can activate your phone tree.

Live Person: This is _____from Ashland CERT; we are mobilizing. "Can you activate the phone tree? The following is your message, are you ready to copy?" We are mobilized in support of _____ *(agency)* with the mission of: _____

_____

CERT members are asked to: _____

_____

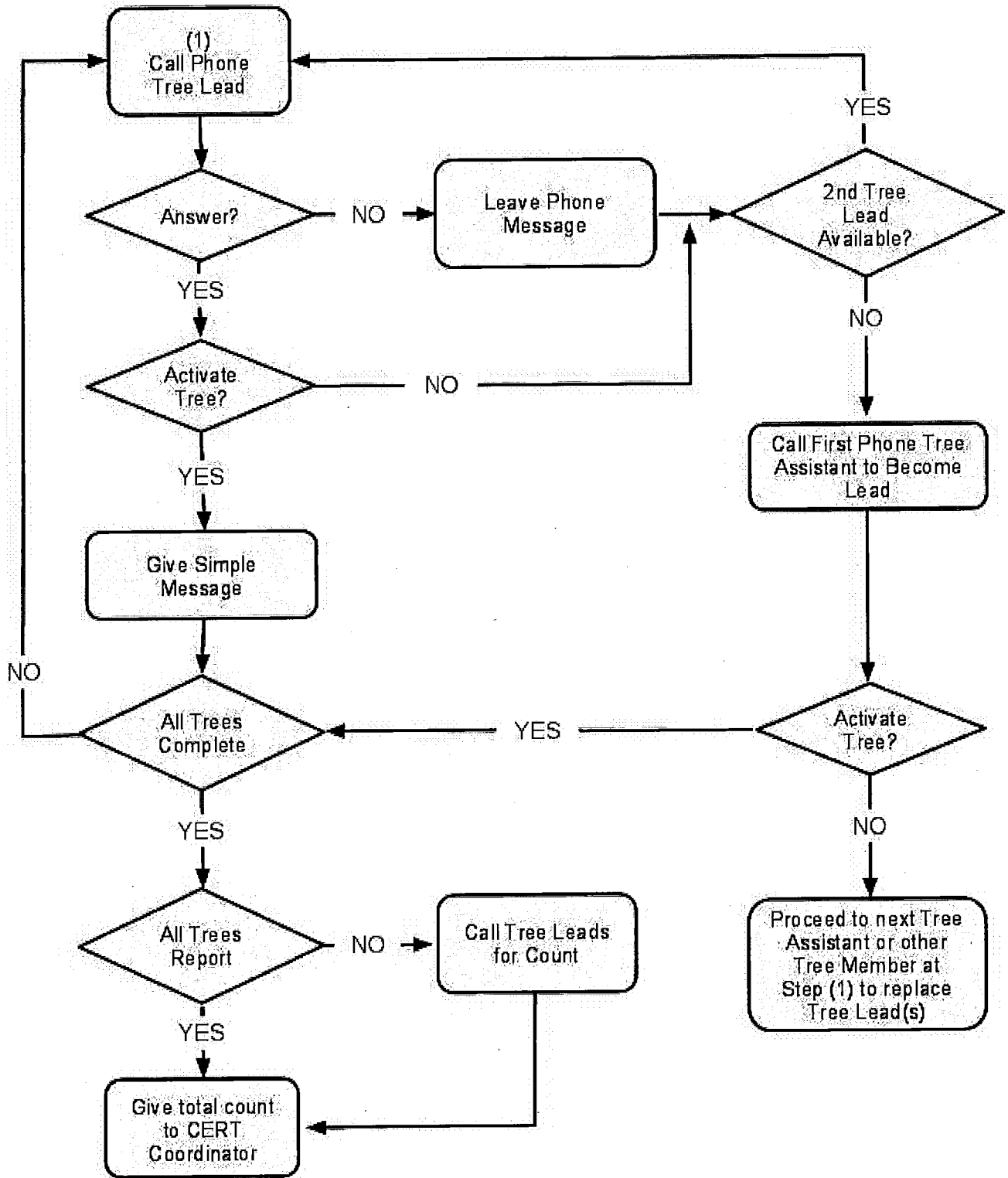by ___:___ AM / PM but no later than ___:___ AM / PM. This mobilization should end or you should be relieved by ___:___ AM / PM. For updates call 552-CERT, check ashlandcert.org, or tune to 1700 AM.

Report Back:

Upon completing your phone tree report back to me the number of people responding.

My call back number is (____) _____

Phone Tree Manager
Flow Chart

(1) Call Phone Tree Lead

- Answer? — NO → Leave Phone Message → 2nd Tree Lead Available?
  - 2nd Tree Lead Available? — YES → (1) Call Phone Tree Lead
  - 2nd Tree Lead Available? — NO → Call First Phone Tree Assistant to Become Lead → Activate Tree?
- Answer? — YES → Activate Tree?
  - Activate Tree? — NO → 2nd Tree Lead Available?
  - Activate Tree? — YES → Give Simple Message → All Trees Complete

Call First Phone Tree Assistant to Become Lead → Activate Tree?
- Activate Tree? — YES → All Trees Complete
- Activate Tree? — NO → Proceed to next Tree Assistant or other Tree Member at Step (1) to replace Tree Lead(s)

All Trees Complete
- NO → (1) Call Phone Tree Lead
- YES → All Trees Report

All Trees Report
- NO → Call Tree Leads for Count → Give total count to CERT Coordinator
- YES → Give total count to CERT Coordinator

Phone Tree Lead Call Procedure

1. Using the Simple Message form below record the message as provided to you by the Phone Tree Manager. Verify the accuracy of your written message before hanging up.

2. Call the other Phone Lead(s), if any, and notify them that you are activating your phone tree. They may be able to assist you by calling part of your phone tree as well.

3. Call the first Phone Assistant using the process depicted in the attached flow chart and ask "can you activate your phone branch?" If contact is not made, leave a message using the phone message script below and proceed to the next Phone Assistant until all are contacted or messages are left. If a Phone Assistant is not contacted or cannot activate his or her phone branch, you must proceed to an alternate Phone Assistant or directly to the first member(s) of that phone branch.

4. Remember to instruct Phone Tree Assistants to contact you with the number of responders after they have fully executed their phone branch.

NOTE: Limit the conversation to the message if possible so all calls can be completed timely.

Simple Message Form

Message Received From: _____ *Date:* _____ *Time:* _____

Tree Manager Call Back Number: (____)_____

Phone Message: This is _____from Ashland CERT; we are mobilizing.

It is (time and date). Call me back in the next ten minutes at (____) _____ if you can activate your

phone branch.

Live Person: This is _____from Ashland CERT; we are mobilizing. Can

you activate your phone branch? "The following is your message, are you ready to copy?" We are

mobilized in support of _____ *(agency)* with the mission of: _____

_____

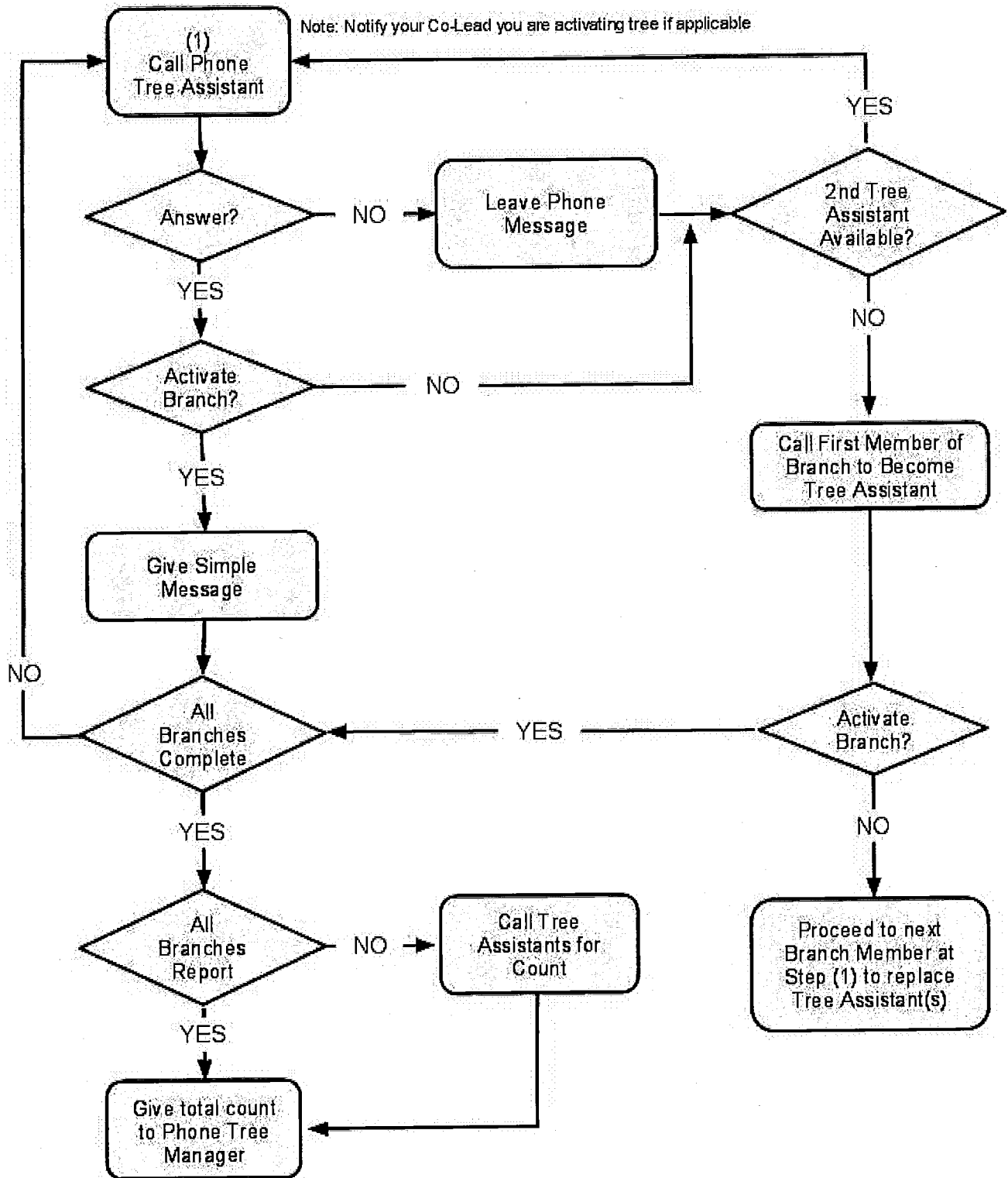CERT members are asked to: _____

_____

by ____:____ AM / PM but no later than ____:____ AM / PM. This mobilization should end or you should be

relieved by ____:____ AM / PM. For updates call 552-CERT, check ashlandcert.org, or tune to 1700 AM.

Report Back:

Upon completing your phone branch report back to me the number of people responding.

My call back number is (____) _____

Phone Tree Lead Flow Chart

Note: Notify your Co-Lead you are activating tree if applicable

(1)
Call Phone
Tree Assistant

Answer?

NO

Leave Phone
Message

2nd Tree
Assistant
Available?

YES

NO

YES

Activate
Branch?

NO

Give Simple
Message

Call First Member of
Branch to Become
Tree Assistant

NO

All
Branches
Complete

YES

Activate
Branch?

YES

NO

All
Branches
Report

NO

Call Tree
Assistants for
Count

Proceed to next
Branch Member at
Step (1) to replace
Tree Assistant(s)

YES

Give total count
to Phone Tree
Manager

Phone Tree Assistant Call Procedure

1. Using the Simple Message form below record the message as provided to you by your Phone Tree Lead. Verify the accuracy of your written message before hanging up.

2. Call the first person in your phone branch using the process depicted in the attached flow chart and ask "can you respond to a CERT mobilization?" If contact is not made, leave a message using the phone message script below and proceed to the next contact number for that person. Once a message is left on all numbers, proceed to the next person on your phone branch until all are contacted or messages are left.

3. Check off the members you have called on your phone branch. If a CERT member can mobilize mark them as a responder so you can report the number of responders to your Phone Tree Lead.

4. **REPORT**: Upon completing your calls, report to your Phone Tree Lead the total number of responders using the call back number provided by your Phone Tree Lead written down at the beginning of the simple message form below.

NOTE: Limit the conversation to the emergency message if possible so all calls can be completed timely.

Simple Message Form

Message Received From: _____ *Date:* _____ *Time:* _____

Tree Lead Call Back Number: (____)_____

Phone Message: This is _____from Ashland CERT; we are mobilizing.

It is (time and date). Please call 541-552-CERT, check ashlandcert.org, or listen to 1700 AM radio for

mobilization instructions.

Live Person: This is _____from Ashland CERT and we have been

mobilized. Can you mobilize? If yes, continue with; "we are mobilized in support of _____

(agency) with the mission of: _____

_____

You are asked to: _____

_____

by ___:___ AM / PM but no later than ___:___ AM / PM. This mobilization should end or you should be

relieved by ___:___ AM / PM. For updates call 552-CERT, check ashlandcert.org, or tune to 1700 AM.

NOTE TO ASSISTANTS: Do not forget to call your Phone Tree Lead with the number of people from your phone branch who can mobilize.

Phone Tree Assistant
Flow Chart

Note: Notify your Co-Assistant you are activating Branch if applicable

(1)
Call Members
of Your Branch

Answer? — NO → Leave Phone Message → Continue with Step (1)

YES

Can Mobilize — NO → Tell Member to check for updates via 552-CERT, 1700 AM, or ashlandcert.org

YES

Give Simple Message

All Members Notified — NO

YES

Reported Numbers — NO → Call Tree Lead with Count

YES

Safely Mobilize Branch Completed