

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

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

Call Back Number: (____) _____

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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

