

## 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

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**Message Received From:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**Tree Lead Call Back Number:** (\_\_\_\_)\_\_\_\_\_

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**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.

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**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

