

## 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

