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    │
                   YES            └──────────────┘        │  Assistant   │──YES──►(1)
                    ▼                                      │ Available?   │
              ┌──────────┐                                 └──────────────┘
              │ Activate │──NO──────────────────────┐            │
              │ Branch?  │                            │           NO
              └──────────┘                            │            ▼
                    │                                 │     ┌──────────────┐
                   YES                                │     │ Call First   │
                    ▼                                 │     │ Member of    │
           ┌──────────────┐                           │     │ Branch to    │
           │ Give Simple  │                           │     │ Become Tree  │
           │   Message    │                           │     │ Assistant    │
           └──────────────┘                           │     └──────────────┘
                    │                                 │            │
                    ▼                                 │            ▼
              ┌──────────┐                            │     ┌──────────────┐
         NO◄──│   All    │◄──────YES─────────────────────── │   Activate   │
              │ Branches │                                  │   Branch?    │
              │ Complete │                                  └──────────────┘
              └──────────┘                                        │
                    │                                             NO
                   YES                                            ▼
                    ▼                                      ┌──────────────┐
              ┌──────────┐      ┌──────────────┐           │ Proceed to   │
              │   All    │─NO──►│  Call Tree   │           │ next Branch  │
              │ Branches │      │ Assistants   │           │ Member at    │
              │  Report  │      │  for Count   │           │ Step (1) to  │
              └──────────┘      └──────────────┘           │ replace Tree │
                    │                  │                    │ Assistant(s) │
                   YES                 │                    └──────────────┘
                    ▼                  │
           ┌──────────────┐           │
           │ Give total   │◄──────────┘
           │ count to     │
           │ Phone Tree   │
           │  Manager     │
           └──────────────┘
```