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.

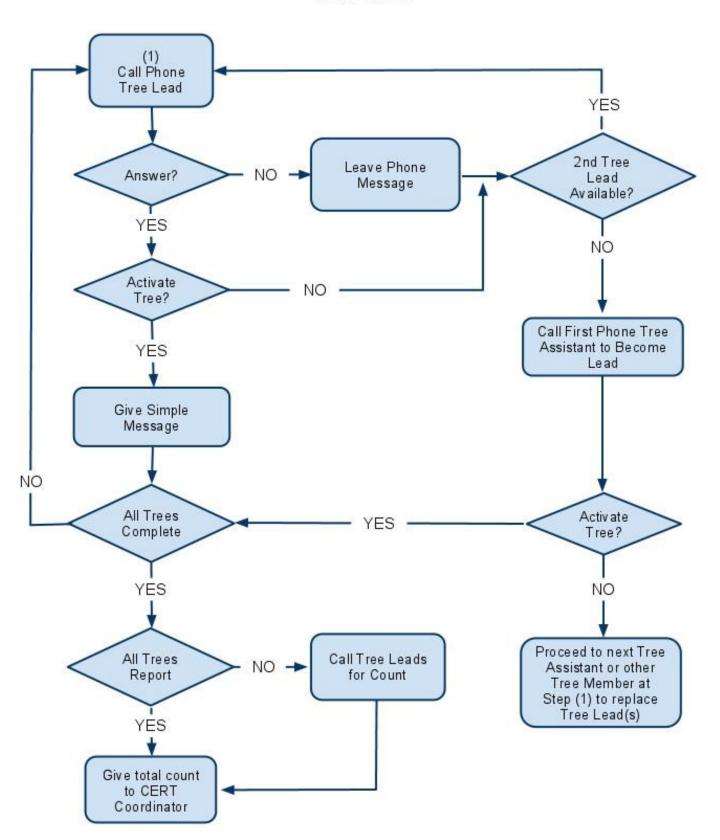
2. Call the first Phone Tree Lead using the process depicted in the attached flow chart and ask "can you activate your phone tree?" If contact is not made, leave a message using the phone message script below and proceed to the next Phone Lead until at least one Lead is contacted for each branch and 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:		
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 n phone tree.	minutes at ()	_ if you can activate your
Live Person: This is you activate the phone tree? The following is your		
in support of	(agency) with the mission of:	
CERT members are asked to:		
by: AM / PM but no later than: AM relieved by: AM / PM. For updates call 55		
Report Back:		
Upon completing your phone tree report back to m	e the number of people respon	nding.

My call back number is (____)



Phone Tree Manager Flow Chart