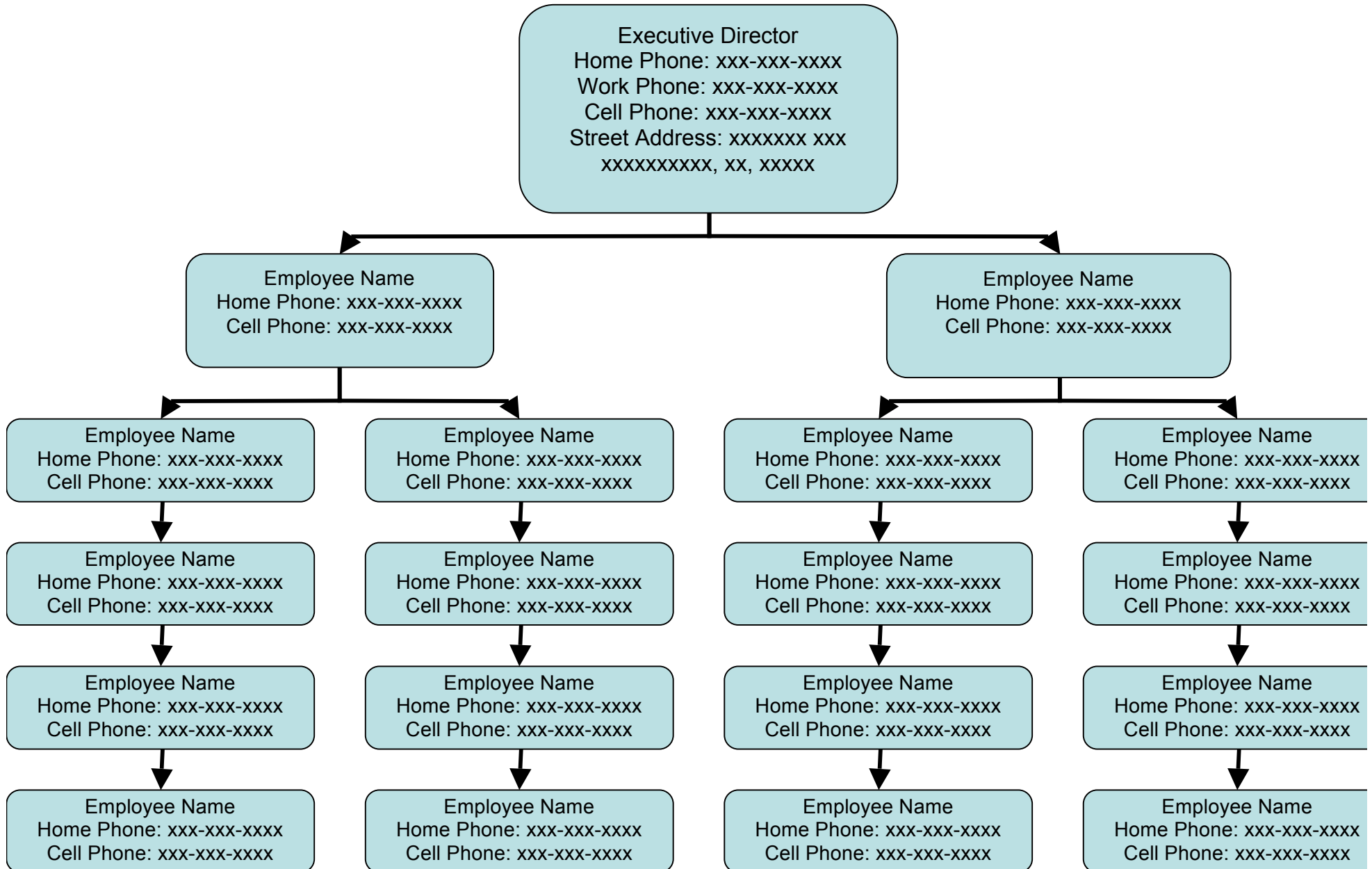


PHONE TREE 2008
Organization's Name
Date Updated

SAMPLE



What is a Call Down Procedure and Why Is It Useful?

A call down is a series of telephone calls from one person to the next used to relay specific information. An established and exercised call down protocol can be used during emergency situations, such as a flu pandemic, to deliver urgent information to and for communication among employees. This sample call-down procedure is intended to be adapted for use by individual businesses based on their own organizational structure.

- Using the phone tree system can spread a message quickly and efficiently to a large number of people
- You can assign several people calling their branches. Alternatively, one person can be making calls to each teach member.
- Hold message drills regularly to test your phone tree for effectiveness and identify areas for improvement. The drill also helps to update phone numbers.

When Calling:

- The person at the top will start the tree and it may be helpful to have a brief script complete with the specific action
- Ask the person to get paper and pencil to write specifics
- Give facts about the event
- Please be sure that you have alternative phone numbers, so you can reach a person, if he/she is out of office.
- If nobody is answering, leave a message and call the next person. This should ensure that everyone gets the information in a timely fashion.
- Confirm they will be making the next call on the list.
- Prearrange with staff at the end of the list to contact the person at the top once they receive the message. The *LAST* person on the phone tree should *CALL THE FIRST* person to ensure that the tree is completed and that the message was accurate.

Message Drill

Phone numbers listed on the call-down protocol should be updated regularly. Call-downs should also be exercised regularly. The following table is a sample of documentation of call down drills.

Sample Call-Down Drill

Testing date	
Person initiating call down procedure	
Time call down initiated	
Time notification of staff completed	
Percentage of staff contacted	
Time in minutes for response	
Notes	