



Call tree instructions

The purpose of a call tree is to have an efficient method to ensure that each staff member will be accounted for during a crisis. Your human resources department should update the call trees on a regular basis. Each department or team leader will begin the call tree by calling the next person on the tree. That person will then contact the next person on the tree and so on.

When contacting assigned staff, each person should communicate the following:

- his or her own status and the status of those before him or her
- any damage or injury the staff person or those before him or her have experienced and/or what assistance they may need
- how the staff person can be reached if it has changed from what he or shee originally provided prior to leaving the office. (i.e. if they changed locations or their cell phone is not working, etc.)

This information will be passed on back to the department or team head in the final call.

If a staff person cannot reach the next person on the tree, he or she should then contact the next person until he or she has a live call with someone. If a staff person only reaches voicemail, he or she should leave a message, but call the next person on his or her tree until he or she speaks live to someone. If a staff person is unable to make contact with any staff members, he or she should contact his department or team head.

We suggest that your organization establish an out-of-state hotline/answering service number where staff can call if they are unable to reach anyone on their tree (including their department or team head).

In addition, we suggest that your organization create a local number where staff can call in and hear your instructions before, during and after a storm. This is particularly useful for communicating office closing and reopening times, alternate work instructions or locations, etc.

Some organizations prefer that temporary employees are not included in call trees but are handled by HR. If HR cannot reach a temporary employee, the department or team head where that temporary employee works will be notified. HR will inform temporary employees that if they are unreachable, they must contact someone in HR (provide specifics).

The call tree structure can also be used to communicate with staff that are out of the office on the day we close the office. If the employee someone is assigned to call in the call tree is absent from the office on the day that the office closes, the caller is responsible for contacting the absent employee at home to make them aware of plans to close the office. The caller can also be responsible for making sure that the absent employee's office is secured and retrieving any documents per their instructions.

Sample call tree (replace titles with names):

BRAND TEAM

Call tree 1



BRAND TEAM

Call tree 2



Sample call tree procedures:

When you receive your call:

1. Call the next person on the tree until you speak to someone live.
2. If you cannot reach anyone,
3. Call your department or team head, or if you cannot reach them,
4. Call the out-of-state hotline/answering service.
5. If you are unreachable, call the out-of-state hotline/answering service.
6. In addition, all staff should call the local number established for you to leave instructions.