

TITLE	POLICY NUMBER	
Call Tree Policy	DCS 07-07	
RESPONSIBLE AREA	EFFECTIVE DATE	REVISION
Operational Risk Management – Business Community	01/20/17	1

I. POLICY STATEMENT

Effective, timely, and concise communication is essential to disaster preparedness and a crucial component of emergency plans. A Call Tree, which can disseminate a brief message quickly and efficiently to a large number of people, provides rapid emergency notification to DCS employees and will minimize personal injury, property damage, and confusion.

II. APPLICABILITY

This policy applies to all DCS employees, volunteers, and contractors in DCS owned or leased buildings while in the performance of official duties.

III. AUTHORITY

[A.R.S. 8-453](#)

Powers and duties

IV. DEFINITIONS

Call Tree: A prearranged hierarchical system for activating or sharing information with a group of people by telephone.

Continuity of Operations Plan or COOP: An effort by departments or agencies to ensure that primary functions continue to be performed during a wide range of emergencies, including acts of nature, accidents and technological or attack-related emergencies.

Department or DCS: The Department of Child Safety

Disaster Preparedness: Measures taken to prepare for, and reduce the effects of disruptions to standard business practices.

Emergency Event: Critical occurrence which, if not handled in a timely and appropriate manner, could dramatically impact an organization's ability to operate. Events may occur due to natural, human, or technical situations

V. POLICY

- A. All functional areas within the Department of Child Safety (DCS) shall prepare, implement, and maintain a Call Tree as a component of their emergency plan. All DCS employees, contractors, interns, and volunteers in DCS owned or leased buildings while in the performance of official duties shall be included in a Call Tree. Names and contact information in a Call Tree are fluid and shall be updated regularly.
- B. Each Department Administrator, Manager, and Supervisor shall prepare and maintain a Call Tree for their respective areas of responsibility. The Call Tree shall be updated as changes are made within the Department and as part of the annual COOP plan review. Each Administrator, Manager, and Supervisor shall maintain an electronic copy of the call tree at their workplace and an additional hard copy of the call tree at their home so they may activate the process immediately regardless of their physical location.
- C. All DCS employees shall become knowledgeable of their office Call Tree process, keep their contact information updated within the Call Tree, and participate in any activation of the process when notified.
- D. Testing of the Call Tree shall be performed annually to guarantee accuracy and proficiency.
- E. Responsibilities
 - 1. The DCS Director, Deputy Directors, and Assistant Directors are responsible for enforcing this policy.

2. The Operational Risk Management Team and Business Continuity Coordinators are responsible for implementing this policy.
 3. DCS Managers and Supervisors are responsible for monitoring compliance to this policy.
 4. All staff and non-DCS partners are responsible for following this policy and all attendant procedures.
- F. The Call Tree is confidential and may not be released to anyone outside of DCS.

VI. PROCEDURES

A. Creating a Call Tree

1. Each functional area shall create a Call Tree using the attached [Call Tree Template spreadsheet](#) with a listing of persons to be contacted and the individual responsible for making the contacts. The spreadsheet shall include no fewer than two contact methods which can include desk phone, work cell phone, personal cell phone, or home phone.
2. Each Administrator, Manager, and Supervisor shall maintain an electronic copy of the call tree at their workplace and an additional hard copy of the call tree at their home so they may activate the process immediately regardless of their physical location.
3. The Call Tree may include instructions specifying how notifications shall be made and any special procedures unique to that business area.

B. Creating Scripts

1. Sample scripts indicating what kinds of information the caller should share to accurately transfer information from person to person shall be created.
2. Scripts shall be concise and to the point so the message can be delivered via phone call in less than sixty (60) seconds.
3. Scripts shall reflect that verbal messages begin with an introductory sentence about the situation, such as "This is an emergency message from the Hotline Manager...".

4. Scripts should include a very brief statement of what has happened, what immediate actions should be taken, and where to get additional information.

Example of a phone message: Hello, this is (your name) with an emergency message from the Child Abuse Hotline Manager. There has been a power outage at the Hotline and on-duty employees have been relocated to the Mesa recovery location. Further information and instructions will be posted on the Call-Out Line at 602-555-5555.

C. Activating the Call Tree Process

1. The Call Tree process shall be activated whenever a Department Administrator, Manager, or Supervisor determines an emergency event has occurred and requires the immediate attention of their area of responsibility. The Department Administrator, Manager, or Supervisor shall initiate their Call Tree process to whatever extent they deem necessary.
2. Using the Call Tree, each Department Administrator, Manager, or Supervisor contacts their direct reports who in turn contact their own direct reports. Once notified, each individual is responsible for making calls as quickly as possible.
 - a. All numbers listed for an individual employee shall be called until that employee answers the phone. If the phone is answered by voicemail or an answering machine, the caller shall provide the message, then hang up and dial the other contact phone numbers until contact is made with the individual.
 - b. In the event that someone on the list cannot be reached, the caller must contact the next person down the chain of command and either have that individual assume the remaining notifications, or assume responsibility for making the remaining notifications.
 - c. To ensure that everyone who needs to know about the event has been notified, the last person on the Call Tree list shall call the first person on the list to complete the loop and report on who has not been contacted.
3. Conversation shall be limited to the emergency message so all messages can be conveyed within sixty (60) seconds.

VII. FORMS INDEX

[Call Tree Template \(DCS-1235A\)](#)