

Phone Tree : Provided by the National Education Association

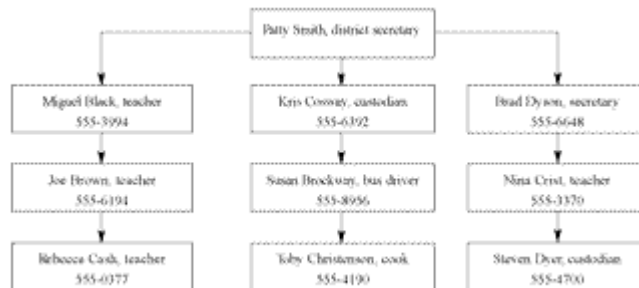
The crisis response phone tree should **include all staff and parents**—including cooks, bus drivers, custodians, and other support staff—and **should be reviewed and tested at least two times each year**.

- Depending on the size of the program, create a chart such as this. Each person on the list calls the next person and reads the message. If that person is not home, leave a message, skip them and call the next person on the list. 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.

Making the Calls

- Begin with a statement such as, “I’m sorry to have to call with bad news...” or “due to the impending storm...”
- Ask the person to get paper and pencil to write specifics if they will be calling another person.
- Give facts about the event, identifying critical information needs: what happened, who’s ok and who’s hurt; action taken to respond, and how to help and get help.
- Notify them of the upcoming all-staff meeting and note that further details will be available at the meeting.
- Remind them not to speculate in their phone tree calls—that they should just pass on essential information.

SAMPLE PHONE TREE (PARTIAL)



TEMPLATE PHONE TREE

