

Sample Emergency Call Down Procedure

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 members and staff.

This sample call-down procedure is intended to be adapted for use by individual businesses based on their own organizational structure.

Sample Call Down Protocol					
Position/Title	Name	Phone Number	Order of Call Down	Person Initiating Call Down	Person Terminating Call Down
Crisis Manager			1	X	
Alternate Crisis Manager			2		
Staff A			3		
Staff B			4		
Staff C			5		
Staff D...			6		X

The last person on the call down list calls the first person (in this case, the crisis manager) after receiving his/her call in order to confirm that the call down has been successfully completed.

Alternatively, one person can be assigned to call each teach member.

Phone numbers listed on the call-down protocol should be updated regularly. Call-downs should also be exercised regularly. Please use the following table for a call down drill.

Sample Emergency Call Down Procedure

Sample Call-Down Drill					
Testing date	Time call down initiated	Time notification of staff completed	Percentage of staff contacted	Person initiating call down procedure	Time in minutes for response
Comments on process or any changes recommended:					