A close-up of hands holding a phone



**\*\*\* INTERNAL DISTRIBUTION ONLY \*\*\***

Emergency Notifications are used to relay important information that impacts an organization. Crisis Communication tools are an electronic way of sending emergency communications and can be used to replace traditional call trees.

INFO SHEET

**Crisis Communications**

**Benefits of using a Crisis Communication Tool:**

* Crisis Communication tools allow an organization to notify employees of potential emergency events and provide instruction on how employees should respond.
* Multiple devices can be used to relay information using Crisis Communication tools. Examples include work and home phone numbers, cell phone numbers, SMS text, work and personal email addresses, etc.
* The system is intelligent and can detect if the call was received by an answering machine, a wrong number, or if the person is unavailable.

For additional information on Crisis Communications, contact a member of the BCDR Team.

A test will be conducted on [enter date] to better familiarize employees with the crisis communication system. This will allow both the administrators and recipients who receive the messages to become accustomed to the way the system works in preparation for any future emergency messages that may need to be disseminated by the agency.

***When answering the call, be mindful of your surroundings, as the Crisis Communication Tool picks up all background noise. If you are in a noisy area, please remove yourself to a quieter setting to receive the full emergency message.***

**Remember:**

* **Add [Enter agency and Division ANI] to your contacts on cellular phones.**
* The message on the specified date is only a test.
* The message should occur between the hours of [enter test time].
* The message will only be sent to and/or received by the contact numbers that you have provided.
* For email or test responses, follow the prompts and **reply with the appropriate corresponding number only**. Do **NOT** reply with any words or other response except the associated number for your status.

If you do not receive a message(s) on this date, please contact [enter initiator email] to review the contact information that is on file.

**Communications Test Date – [Enter Date]**

**Contact** [Enter contact name]  
**with any questions/concerns about the COOP Exercise.**