

**\*\*\* [insert name of agency] 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 provides 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 your COOP Coordinator.

To better familiarize employees on the Crisis Communication system, a test will be conducted on **[insert date of exercise]**. This will allow both the administrators and recipients who receive the messages an opportunity 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 in the future.

***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 more quiet setting to receive the full emergency message.***

**Remember:**

* The message(s) on the specified date is only a test.
* The message(s) should occur between the hours of **[insert range of hours]**.
* The message(s) will only be sent and/or received by the contact numbers that you have provided.

If you do not receive a message(s) on this date, please contact **[insert contact names and email addresses]** to review the contact information that is on file.

**Communications Test Date- [insert date]**

Contact **[email address of contact person]**   
with any questions/concerns about the COOP Exercise.