

Emergency Communication Options

The Internet as a Communications Tool

- Ability for employees to connect remotely
- Not dependent on a single location, provider, or server
- Organizations minimize risk by hosting websites on third-party servers or at off-site disaster-resistant locations
- Utilize Internet-based communications such as e-mail and instant messaging that are hosted on other organizations' servers.

Telephone

- Create a telephone notification chain.
- Have names and numbers updated and stored in a secure location
 - High Tech – store numbers in an electronic phonebook or palm pilot
 - Low Tech – list key contacts on a laminated index card stored in your wallet or purse
- Include key information
 - Updated information on primary and secondary contacts
 - If possible – collect an out of town contact
- If your telephone system is part of a telecommunications network it could become inoperable – have a few direct dial-out lines that are NOT in your network for key emergency response personnel who need to dial out.

Cell Phones

- Make sure voice mails are activated.
- Most people know how to use this technology, however, training may be required for how to enter and store critical employee information.

Voice Mail

- Tool for disseminating important information to a large number of employees
- Broadcast messages can be sent to employees' mailboxes on a daily or weekly basis
 - Instruct employees of the protocol during an emergency for checking voicemail
- Outsourcing voice mail systems afford an additional level of security and redundancy

Hotlines

- Toll-free numbers can be set up with prerecorded information
- This number can be disseminated through print, TV, and radio media
- Employees can be directed to check other sources of information, including HR, the company call center and the Internet

Beeppers

- Typically, this is one-way communication
- Establish beeper protocols, a series of codes displayed on the beeper screen to prompt some action by the receiver
- Identify common codes for routine assignments, as well as emergencies

Teleconferencing

- Useful tool for interactive communication with several team members
- It is easy to set up and most employees have experience using this (though it does cost more than other modes of communication)

Broadcast or personal faxes

- Used to communicate a set of instructions
- Enter key numbers directly into the fax or purchase software for your computer that send faxes through your modem

Stress	For free and confidential assistance, call your Employee Assistance Program and speak with a Care Coordinator:	(713) 781-3364 Se Habla Español (800) 324-4327 (800) 324-2490	www.4eap.com	Marital Problems
Financial				Family Problems
Legal				Alcohol/Drug Problems
Depression				Other Referrals

Your employer has contracted with Interface EAP to provide an Employee Assistance Program.