

# 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

## Beepers

- 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

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Stress	<b>For free and confidential assistance, call your Employee Assistance Program and speak with a Care Coordinator:</b>	(713) 781-3364 Se Habla Español (800) 324-4327 (800) 324-2490	<a href="http://www.4eap.com">www.4eap.com</a>	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.