

U.S. DEPARTMENT OF ENERGY

HANDLING OF CALLS

Routing of Incoming Calls

1. Use this table to route calls concerning the event.
2. Route non-event calls normally.
3. Use the Emergency Telephone Directory to find numbers of emergency personnel.
4. Update this table if you are told to re-route calls.
5. Use the back of this form for guidance on answering calls.

Calls From:	Answered By:	At Phone No.:
Media Representatives (Reporters, Editors, etc.) and Government Officials	Public Information Officer	
Concerned Public, NETL Emergency Responders, Contractors	EOC Coordinator	
Employees	Human Resources Representative	
Employee Family Members	Human Resources Representative	
Daycare	Daycare Director	
Calls Concerning Off-Site Response	Refer Caller Back to Off-Site Agency	
Calls Concerning Injured Workers	Human Resources Representative	

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When you are taking calls from the public, employees and/or employee family members concerning the event, perform the following steps:

1. Request the caller to please give their name and street address.
2. Record the name and street address in your log.
3. Ask the caller, "How may I assist you?"
4. Record the caller's question in your log.
5. If the caller's question concerns county or city response activities, ask him/her to direct the inquiry to the responsible agency.
6. Answer the caller's question ONLY with information approved for release (news releases, information in media kits, etc.). DO NOT SPECULATE. Direct questions to the emergency public information officer. If the caller is representing a federal agency and is calling in an official capacity, direct the call to the emergency director.
7. Advise the caller to listen to local news broadcasts for information about the event.
8. For any questions you cannot answer, perform the following steps:
 - a. Obtain the caller's phone number. Inform the caller you will call him/her as soon as possible.
 - b. Record the question and caller information on the Message Form and send it to the public information officer for an answer.
 - c. Return the call and give an answer to the question.
9. If a caller requests information on worker injuries, DO NOT give out names of injured individuals. You may, however, inform the caller that their family member is not listed as injured. If you are not sure of a worker's condition, direct the call to a human resources representative.
10. As time permits, review your log to ensure that required follow-up calls are made.

Directing Incoming Calls During an NETL Incident

1. If the EOC has not been activated and you have not been advised of the names and phone numbers for this guide, call the OSC for information.
2. When advised by the NETL emergency public information officer of the names and phone numbers of personnel to be contacted with phone calls, fill the information in on the handling of calls form.
3. Answer the telephone using normal procedures. If the call is regarding an emergency at NETL:
 - a. Request the caller's name and the subject of the call.
 - b. Record the time, caller's name, subject of the call, and to whom you transferred the call.
4. Do not respond to questions or give out any information regarding the incident.
5. Refer all calls regarding off-site response to the director of the local emergency planning committee.