



Disaster Call Scripting

Disaster Information Policy:

In the absence of notification/activation on 211 by a governmental representative, CSRs will inform callers that 211 doesn't have official information regarding a potential developing emergency incident. Callers are welcome to check back in with us, as that information may change.

No Official Information Scripts:

Do I need to evacuate?

We haven't yet been notified by the Office of Emergency Services of any evacuations. We can get you signed up for CodeRED (if you have not already signed up), and you'll then be notified if there is an evacuation in your area. You can also check the Ready Nevada County Dashboard at <https://www.arcgis.com/apps/MapSeries/index.html?appid=dfae8e3b36e3455bbf9dcc865349e72e> for up to date CodeRED alert info.

Yubanet/KVMR/KNCO/The Union says.....

We haven't received any official information from OES at this time, but feel free to refer to your trusted news outlets.

Scripting During Activation of 211:

Answering calls: "Thank you for calling 211. My name is _____. How may I assist you today?"

After caller states their need: "Sure I can get that information for you. Please give me a moment to look that up." --- *Use your resource links from the disaster portal/incident information page to locate disaster specific info and resources.*

Call closing: "Is there anything else I can assist you with today? Thank you for calling 211, and know that we are here 24/7, if you have any additional questions/needs." ----- *Allow the caller to hang up/disconnect first, so that you are still on the line should they have any last minute requests.*

Non-Emergency Calls During a Disaster:

Calls not related to the current disaster/emergency should be referred to a regular CSR. You can let the caller know you will have a Specialist call them back, then gather their name and phone number. Then, via the Microsoft TEAMS Disaster Channel, input the callers name, phone number, & reason for calling, specifying that they need a call back. A regular CSR will pick up the info and reply letting you know that they are handling the call back.

Any questions? Call 211 Program Manager Lindsay Gilliam 530-446-4037

