1. Purpose of Policy

This document describes the requirements of call-down procedures and drills for all San Francisco Department of Public Health (DPH) branches. A call-down procedure enables each DPH Branch/Section to account for all DPH staff and relay critical information to employees during an emergency. Emergencies necessitating activation of call-down procedures may include building closures, evacuations, and city-wide emergencies.

2. Policy

All City and County of San Francisco (CCSF) staff are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). In the event of an emergency, DPH employees are required to report to work as instructed, and a mechanism must be in place to notify employees.

All DPH Branches/Sections are required to have a call-down procedure, based on this document, and exercise this procedure by conducting a call-down drill, at minimum, on an annual basis.
3. Definitions

a. **Call-Down Procedure**: A call-down procedure is a systematic series of telephone calls from one person to another used to relay specific information. A call-down may be initiated during an emergency situation to deliver urgent information to staff members. Each Branch/Section shall identify the following:

- Call-Down Administrator(s);
- The staff members each Call-Down Administrator is responsible for calling; and
- The last staff members on the list who are responsible for calling the Call-Down Administrator to close the loop.

b. **Call-Down Administrator (Administrator)**: A Call-Down Administrator is a pre-identified person who is responsible for initiating a call-down. A back-up Administrator must be identified so that these activities are maintained if the primary Administrator is unavailable. If the Branch/Section is large, there may be assistants to the primary Call-Down Administrator.

4. Procedures

In order to successfully conduct a call-down, each branch must complete specific elements - identify a Call-Down Administrator, obtain required contact information from all staff, and develop pre-scripted messages. Below is a summary of the required elements needed to conduct a call-down drill:

a. **Identifying the Call-Down Administrator**:
   
i. Defined in Section 3(b) of this P&P, the Administrator is crucial to the success of any call-down process, both in terms of practice drills and in case of an emergency. This person may be a manager, administrative assistant, or other staff-member designated by the Branch/Section leadership.

   ii. Branch/Section leadership shall also identify a back-up Call-down Administrator who can carry out these functions in the primary Administrator’s absence.

b. **Collecting Contact Information from all Staff**:
   
i. It is the Administrator’s responsibility to collect and maintain primary and secondary contact information from each staff person working in his/her Branch/Section. Ultimately, however, it is the staff person’s responsibility to inform the Administrator of any changes to his/her contact information in a timely manner.
c. Developing Pre-Scripted Messages: Critical Message Elements:
   i. Prepare a pre-written script briefly summarizing the emergency (see attached Sample Call-Down Template). Each pre-scripted message must contain critical message elements pertaining to the emergency. In some cases, DPH leadership will provide the appropriate language.
   ii. Provide instructions on the immediate action(s) to be taken by the staff member (e.g., call work voicemail, report to Department Operations Center, etc.).
   iii. Provide hotline information (if available) for call-ins, message machines, etc.

d. How to Conduct a Call-Down Drill:

Below are two recommended procedures DPH branches may follow in order to conduct a call-down drill. These procedures will guide DPH Branches/Sections as they develop their own procedures. Each head of the Branch/Section shall select one of these two options, based on their own preference. The numbers provided below are provided as guidelines only. Each Branch/Section may wish to modify in ways that best suits their needs.

   i. Preferred Procedure-A:
      • In this scenario, the designated Call-Down Administrator, with help from assistants when necessary, will call/notify all staff in the Branch/Section to inform them of the situation.

      • Smaller sections: It is recommended that if the Section is small, the Call-Down Administrator may notify up to 12 staff members.

      • Larger sections: The Call-Down Administrator separates the list of staff members into several distinct lists, and then provides a list to key personnel (managers, team leaders, etc.). These assistants will then call each person on their list. For example, the Call-Down Administrator may identify up to four assistants who then notify up to 25 staff members each. The assistants must notify the Call-Down Administrator when their contacts are completed.

   ii. Alternate Procedure-B (Phone Tree):
      • In this scenario, the Call-Down Administrator contacts a staff person, who in turn is responsible for contacting another staff person, and so on.

      • Smaller sections: For a small group, the Call-Down administrator develops one list and each person is responsible for contacting one person.
- Larger sections: In this case, there can be one or more tiers. The Call-Down Administrator will develop several lists, and make the initial call to start each list in motion.

- Example (2 tiers shown):

```
Phone Tree
Alternate Procedure
(B)
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 Administrator
  ↓
  ↓
Administrator
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### e. Evaluation Elements for Drill:

The Call-Down Administrator is encouraged to conduct a short evaluation to learn how to make improvements during the next drill and/or in case of a real emergency situation that requires this level of communication. These data points should be included in a post-drill evaluation.

- i. Time first call made; time last call made.
- ii. Number of staff on call-down list.
- iii. Type of contact phone number attempted (e.g. work phone, home phone, etc.).
- iv. Number of call attempts for each contact mode.
- v. Number of live staff members reached.
- vi. Number of messages left.

### 5. References/Attachments

A. Sample Call-Down Template
Sample Call Down Procedure Template
For Call Down Administrator

Call Down Message in the event of an Emergency:

Hello, this is __________, your Call Down Administrator. I am calling to inform you that there has been an emergency (can describe what type) and you are being requested to (list actions that staff member needs to take) immediately (or state specific time). Please indicate your ability to take these actions. Thank you for your cooperation.

Call Down Message for use in Drill:

Hello, this is __________, your Call Down Administrator. THIS IS A DRILL. I am calling to inform you that there has been an emergency (can describe what type) and you are being requested to (list actions that staff member needs to take) immediately (or state specific time). Please indicate your ability to take these actions. THIS IS A DRILL. Thank you for your cooperation.

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<th>Staff Person Called</th>
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<th>Outcome (e.g. left message, will come in at ___ am)</th>
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To close the loop, the Assistant Call-Down Administrators will call back the Primary Call-Down Administrator and report the results for their portion of the call-down drill.