



NVADG Hotline

Check List

Time Done	Action
	<p>Initiate 214 Vest: Check List: Laminated Radios: King / Family Personal Equipment Required: Cell phone and means to charge cell battery. Headphones and/or earplugs to hear callers. Briefing on Assignment(s):</p>
	<p>Coordinate with:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Animal Group Supervisor <input type="checkbox"/> Communications <input type="checkbox"/> Radio Operator <input type="checkbox"/> Evacuation <input type="checkbox"/> Butte County Animal Control, Butte County Sheriff's, etc. <input type="checkbox"/> Shelter <input type="checkbox"/> Intake <p>Staffing Needs</p> <ul style="list-style-type: none"> <input type="checkbox"/> Dedicated people assume Hotline duties as soon as possible to free up Duty Officer. <input type="checkbox"/> One "first line" person and at least one person to take roll-over calls. <input type="checkbox"/> Assure staffing relief is arranged for breaks and end of shift.
	<p>Set Up</p> <ul style="list-style-type: none"> <input type="checkbox"/> Prepare to be the voice of NVADG and have information for callers who are evacuees, volunteers, people offering to help, media, out-of-area relatives, fire/search & rescue who see animals that need attention, neighbors calling for neighbors, and more. Often poor cell service. <input type="checkbox"/> Location for Hotline will be either the radio center in initial attack trailer or the IFAW rig. <input type="checkbox"/> Be close to phone charger, be in staging area. Communication with NVADG leadership needed. <input type="checkbox"/> Whiteboard (no private phone numbers if board is public), dry erase pens, eraser. <input type="checkbox"/> NVADG forms Request for Services, paper, pens and binder. <input type="checkbox"/> Reconfigure 895-0000 to ring to cell phones belonging to Hotline people. Requires internet connection. <input type="checkbox"/> Re-record 895-0000 message if needed. Caller hears message before the call rings through to a live person.
	<p>Hotline</p> <ul style="list-style-type: none"> <input type="checkbox"/> Answer phone: "North Valley Animal Disaster Group, this is _____." <ul style="list-style-type: none"> o Keep calm, be nice, get as complete info as you can. Avoid giving Too Much Info. <input type="checkbox"/> Info for public: CalFire phone number for fire information, Shelter addresses and directions, if you want to donate to NVADG- money is the most useful thing we need. <input type="checkbox"/> Info for private: cell numbers of volunteers <input type="checkbox"/> Updating information on FaceBook, Website and Hotline Recording will reduce calls by getting people the info they need. Requires internet connection. Ideally PIO is doing this. <input type="checkbox"/> Work closely with Dispatch if evacuations are going on to set expectations about service requests. <input type="checkbox"/> Update whiteboard with current information.