



North Valley Animal Disaster Group Standard Operating Guidelines

Title: HOTLINE OPERATOR

Objective: provide guidelines and responsibilities for the Hotline Operator

Description:

Calls to the NVADG Hotline (895-0000) are answered by several NVADG Duty Officers. In the event of activation, the Duty officer who took the call will arrange for volunteers to be alerted to activate by text, phone call and email.

- Initial calls may be from NVADG volunteers looking for direction.
- You may be working out of your home initially.
- Hard-wired phones are best.
- If using cell phone, be sure to have both a 110 and 12 volt charger available.
- There is a Wilson Cell Phone Booster in the IFAW and Communication Trailers.
 - Make sure it is on.
- Headsets are a handy option.
- Keep a Call Log
- Have current information
 - Public Fire Information phone number
 - FAQs, refer to Community Outreach SOG
- Fill out Request for Services.
- Must be able to deal with people in crisis efficiently and compassionately.
- The Hotline Operator is the “Face” of NVADG to the world. Act professionally, show empathy and kindness to all.
- Transfer the Hotline using Ring Central software
- The number is: 530-895-0000
- People will want to tell you their story. Try to keep it to a minimum as there are other people who will need help requests.

- It is important not to tell callers that we WILL get their animal. We don't know what areas we can get into or if the animals are still there or alive or if we have anyone available at that time.
- Between the Hotline Operator and the Dispatcher, if you can give any status updates to the caller, especially if we are attempting an evacuation, that is great customer service
- Possibly this may be done by the Evac Team while they are returning to the Shelter.

Related Documents Attached: Hotline Checklist



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 _____." 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 to set expectations about service requests. <input type="checkbox"/> Update whiteboard with current information.