



Orange County Emergency Services Standard Operating Guidelines

SOG Name: Community Calling List

SOG Number: GEN-006

Submitted By: Clint Osborn

Approved By: F.R. Montes de Oca

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I. OBJECTIVE

1. Emergency Services utilizes the CodeRED[®] alert notification system to provide rapid notification to community partners prior to and during disasters. This guideline is designed to outline the process for collecting and updating contact information as well as when and how the list will be utilized.

II. SCOPE

1. This Guideline applies to all agencies and individuals on the OCES Community Calling List as well as the Director's Office, Orange County Emergency Services who maintains the list.

III. PROCEDURE

1. Use of the Community Calling List

- a. The Community Calling List in CodeRED[®] will be utilized to contact community partners who have a role in preparing for, responding to and recovering from large-scale disasters and emergencies.
- b. The Community Calling List in CodeRED is the sole means of notifications with regard to the Community Emergency Management (EM) Conference Calls that Orange County holds during activations of the Orange County Emergency Operations Center.
- c. The Community Calling List may, under certain circumstances, be used for notifications of other types at the discretion of the Director of Orange County Emergency Services or a designee.
- d. The Contact information on the Community Calling List is maintained in strict confidence and is not shared outside of Orange County Emergency Services.

2. Initial Data Collection

- a. The Director's Office, Orange County Emergency Services shall create and maintain a roster of agencies, county departments and others that have a role in emergency/disaster preparation, response or recovery.
- b. Each organization head will be contacted to confirm that he or she is on the list, is correct and to determine if others in the line of succession for that organization need to be added.
- c. For each person on the calling list the following may be collected: first and last name, agency/department, cell phone (TDD/TTY capable), home phone (TDD/TTY capable), work phone (TDD/TTY capable), other phone (TDD/TTY capable), home email address, work email address, text address (to receive text messages) and other email address.
- d. The individual on the calling list may choose to have any of these contact points added to the system to assure all appropriate methods of contact are utilized during the emergency.
- e. The TDD/TTY function will be checked for phone numbers identified as requiring the message to be delivered to a hearing impaired device.

3. Changes in Data:

- a. The Director's Office, Orange County Emergency Services will update the list twice annually, once in May and once in November by calling or emailing the agency head for each agency on the list.
- b. The agency head is responsible to update the contact information for all subordinates on the list.
- c. Agency heads can make changes, deletions or additions to the list during the interim periods by contacting the Director's Office, Orange County Emergency Services in writing or by email