

Phone Team

Answer the phone by saying:

- *Umatilla Joint Information Center.*
- *This is an exercise. (Omit in emergency.)*
- *How may I help you?*
- *May I ask from where you are calling from?*

Conclude the call by saying:

- *Thank you for calling.*
- *This is an exercise. (Omit in emergency.)*

General guidelines

- No speculation
- Report all rumors
- Respond with empathy
- Questions about evacuee? Refer to Red Cross PIO
- Evacuee needs help? Tell County PIO

Phone Team Tips

- It's okay to say, *"I don't know, but I can find out for you."* Alternative answers to 'I don't know' might be:
 - *This is the most current information I have at this point.*
 - *I'm going to have to get back to you with an answer.*
- Don't talk about anything you're not sure of.
- Don't guess or speculate.
- If the caller questions your answer, you might say:
 - *I can't make policy decisions, and a commissioner isn't available to answer your questions right now.*
- If the caller presses for more information:
 - For the media:
 - *The best I can do right now is sent you copies of the press releases I have, or I can read them to you.*
 - *We will continue to update you as we receive more information by sending out press releases.*
 - For the public:
 - *I can read you the information I have.*
- Don't spend lots of time on one phone call.
- If the person is insistent and you have offered them the information you have, then there is nothing else you can do.
- Don't let the caller talk you into giving them more information than you have, even if they get irate and say they don't believe what you say. You don't have to convince them. All you can do is give them the information you have.
- Try to keep your temper. In an exercise, callers may try to rattle you, but just do the best job you can with the approved policies and information you have at hand.
- Return calls when you've committed to do so.

In an exercise, all calls will be returned to the SIMCELL. Ask your caller for this number before they hang up.