

Staff Communications Guide



This guide will help you develop a multi-pronged communications strategy for staff members before, during and after a disaster.

This Toolkit has built-in communications protocols for information-sharing between Disaster Response Roles. While you are an active participant in those protocols, you will also be communicating important information to other staff not assigned a Disaster Response Role.

Your communication tasks include:

- » Alerting and directing staff in advance of a disaster so they can be prepared.
- » Updating information on the disaster and affected areas.
- » Issuing work-from-home policies and confirming staff availability.
- » Instructing staff to track hours worked and expenses incurred during the disaster using the *Disaster Related Hours and Expenses Worksheet*.

In a disaster some methods of communication may not work. Communicating with staff using multiple methods will help ensure that important messages are received.



Tip: Gather information using the *Staff Contact Sheets*. You may want to group staff by building or neighborhood. Be sure to transfer the information into an Excel sheet or database. Choose the method that works best for your organization.

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Information needed for the following communication methods is included in the *Staff Contact Sheet*. Instruct all staff to complete the *Staff Contact Sheet* well ahead of a disaster.



Phone

Program staff numbers into your work and personal phones.

Print and post contact lists, and send them to staff in each building to post in their offices.

Coordinate with the **Business Continuity Chief** to have satellite phones and walkie talkies available during a disaster.



Email

Program all staff Email addresses into your Email server.

Create Email distribution lists—consider creating a list for overall staff and multiple lists for staff at different locations.



SMS Group Messaging

Set up an SMS group messaging system compatible with smart phones, other mobile phones and SMS devices.

Train staff to use the system and record staff user names in your group messaging profile.

Examples of free or low-cost systems include GroupMe, WhatsApp, Telefio.



Other Methods

Refer staff to information outlets maintained and updated by the **External Communications Liaison**. These may include social media outlets like Facebook and Twitter, and your organization's emergency phone number and webpage.