Call Center Script

Answer the call:

Follow this script: (Name of incident) call center. This is (your name). How may I help you?

If the call is about:

1. **MISSING PERSONS**
   A. Follow this script: Thank you very much for calling. May I please get some information?
   B. Fill out the Call Center Intake Form as completely as possible.
   C. End call by saying: I appreciate your call. You do not need to call 9-1-1. This information will be given to the group dealing with missing persons. Someone will be back in touch with you as soon as possible.

2. **REQUESTING INFORMATION ABOUT A MISSING PERSON**
   A. Follow this script: Our call center only gathers information. Law Enforcement and Search and Rescue Teams have direct access to it and are actively using this information to locate missing persons. We appreciate your concern but cannot give out any information to anyone.
   B. Refer caller to the Red Cross Safe and Well website – www.safeandwell.org

3. **A REPORTED MISSING PERSON WHO HAS BEEN FOUND**
   A. Take down information on the “Call Center Intake Form” and write FOUND in the “Reason for the Call” section of the intake form.
   B. Ask caller to also go to the Red Cross web site – www.safeandwell.org – click “List myself as safe and well” tab
   C. Immediately send this information to the FAC Family Management Unit Leader.

4. **SELF-SAFE**
   A. If a person calls to report that they are individually okay, take down the information on the “Call Center Intake Form” and write SELF-SAFE on the “Reason for the Call” section of the intake form.
   B. Immediately send this information to the FAC Family Management Unit Leader.

5. **VOLUNTEERING TO HELP**
   A. Thank the caller for their desire to help.
   B. Refer caller to the local volunteer website or phone number.

6. **MAKING A DONATION**
   A. Thank the caller for their generosity
   B. Refer caller to the local donation website or phone number.

7. **OTHER INCIDENT-RELATED QUERIES**
   A. Thank caller for their inquiry
   B. Refer to Regional JIC website URL
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Remember:

1. All information is strictly confidential – you may not release any information on an individual’s status. Another entity will contact the missing person’s next of kin.

2. Be patient. Some people may be very frustrated – just remember that they are concerned and are trying to find their loved ones.

3. Be compassionate. When taking the information, do not give the feel of a credit card telephone application.

4. Do not make any promises or guarantees. Avoid phrases like “someone will find them,” or “I’m sure everything will be OK.” Use words like “hopefully, possibly, maybe, sometime soon.”

5. Do not promise a time when someone will return the call.

6. If caller is in extreme distress – or if they make any threats – get as much contact information as possible and immediately notify the FAC Family Management Unit Leader.

7. Take your time with the caller, but do not linger any more than necessary. Each phone line is very much needed.