One Call Now Training

14 Nov 2021

Fire Safe Occidental

Purpose:

- Enable all members of the community to raise alerts quickly if:

  - A fire starts in a neighborhood that might
    - Affect access
    - Spread quickly

  - Another emergency situation arises
    - e.g., Tree down blocking access
    - Neighbor in need of aid

Call Hierarchy

- Neighborhood Member - can call all members of neighborhood

- Neighborhood Leader – can call all Neighborhood Leaders

- Steering Committee Members – can call all members of all neighborhoods

Scenario One

Neighborhood member spots a structure and vegetation fire west of Occidental Motel on a windy day threatens to blow into town, block Bittner and create problems on two of the potential evacuation routes, Bittner and Bohemian Hwy.

- Neighborhood 13 Member Action: **Call 911** then call One Call Now and send a message to the neighborhood alerting them

- Neighborhood Leader(s) Action: Using available information, decide if other neighborhood leaders need to be alerted
  - If yes: Call One Call Now and send message to Neighborhood Leaders
  - If no: continue to monitor the situation

- Steering Committee Member Action: When notified, communicate with other available SC members, evaluate whether further action is needed
  - If yes: Send One Call Now message to all contacts in community
  - If no: continue to monitor the situation

Scenario Two

You are doing a controlled burn, the wind kicks up suddenly and it gets out of hand.

- Neighborhood Member Action: **Call 911** then call One Call Now and send a message to the neighborhood alerting them

- Neighborhood Leader(s) Action: Using available information, decide if other neighborhood leaders need to be alerted
  - If yes: Call One Call Now and send message to Neighborhood Leaders
  - If no: continue to monitor the situation

- Steering Committee Member Action: When notified, communicate with other available SC members, evaluate whether further action is needed
  - If yes: Send One Call Now message to all contacts in community
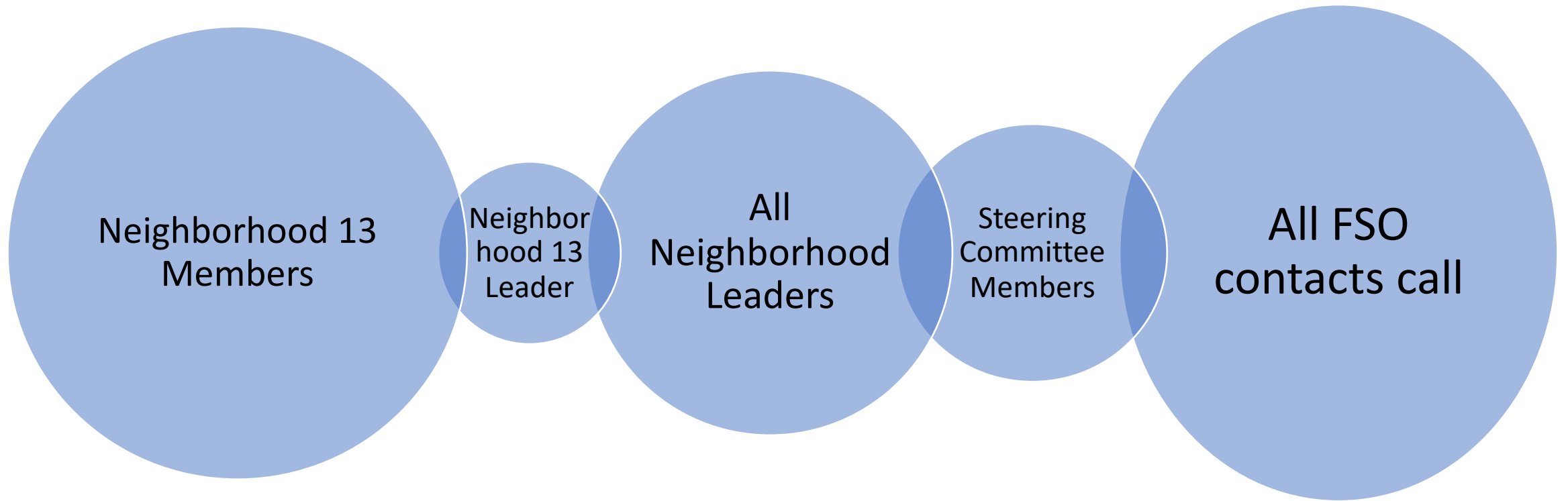 - If no: continue to monitor the situation

Calling Access Diagram 1

Steering Committee

Neighborhood Leader

Neighborhood Member

Steering Committee can call all SC members,
all Neighborhood Leaders
and ALL contacts

Neighborhood Leaders can call all
their own neighborhood contacts
and all Neighborhood Leaders

Neighborhood Members can call
all neighborhood contacts

Call Access Diagram 2

Neighborhood 13 Members

Neighborhood 13 Leader

All Neighborhood Leaders
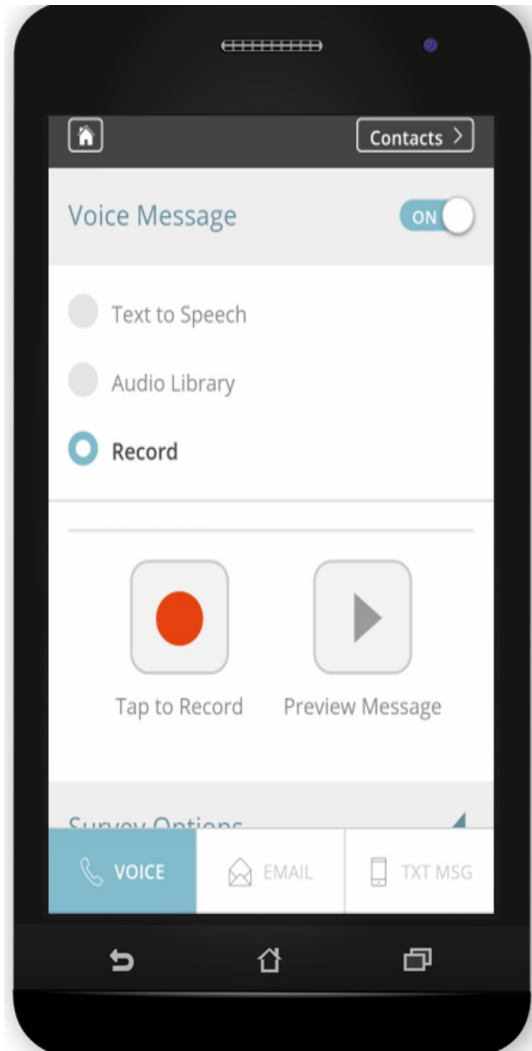
Steering Committee Members

All FSO contacts call

To Send a Message via Phone

1. Access your One Call Now account on your phone by dialing 1-877-698-3261

2. Press **Pound #** followed by your **Group ID** and **PIN**

3. Press **1** to record and send a message to your Group

4. At the tone, record your message.
   Press **#** immediately after you've finished speaking to end your recording.
   Listen to your message to make sure it's clear and complete
   > Press 1 to accept
   > Press 2 to re-record it

5. Press 00 to send your message to the entire group.

6. Press # and follow the remaining prompts to send the message.
   > Press **00** to send your message to the **entire** group.

Important: Do not hang up until you hear "Message delivery has been confirmed," otherwise, your message may not be delivered.

Sending a Voice Message on the One Call Now App

On the Dashboard, tap **Create a New Message**. The Create a **New Message** screen displays.

At the bottom of the screen, tap **VOICE**. The **Voice Message** screen displays.
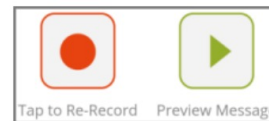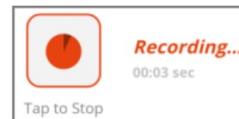
Tap the OFF switch so that ON displays as shown.

Tap **Record**.

Tap the **Tap to Record** button.

Tap the **Tap to Stop** button.

Tap the **Preview Message** button to listen to the message.

Tap **Contacts** and continue with the send a message process.

To re-record the message, tap the **Tap to Re-record** button.

When to Call

- It is important that we use this system effectively
  - we don't want to "Cry Wolf"
  - we don't want to increase anxiety unnecessarily
  - we DO want people to know when potential danger is present in their location
  - we DO want people to respond immediately

- Messages should be sent when KNOWN danger is present
  - not when you smell smoke and are wondering what is happening
  - definitely when you KNOW there is a wildfire in your neighborhood on a windy dry day

- Each of us will have to use our best judgment, it is our greatest resource