

## Call Tree

### Frequently Asked Questions

1. What is the purpose of a parish Call Tree?  
To quickly communicate a brief, important update, or message to all St. John's parishioners.
2. Why are we implementing a Call Tree at St. John's?  
To ensure that we have a way to quickly get critical information to all parishioners in an emergency or rapidly changing urgent situation.
3. When will the Call Tree be used?  
It may be used if we need to cancel Mass or a parish event at the last minute due to weather or some unforeseen emergency. It may also be used to update parishioners regarding an important announcement such as the current COVID 19 situation.
4. If I am one of the "callers" on the Call Tree what are my responsibilities?  
To call the parishioners on your branch of the Call Tree and relay the information provided to you by Father, the Business Manager or Council Chair. The exact message/information will be communicated to you by email and by phone. You will also be expected to get back to your Level 1 caller to let them know you have completed your calls and relay to them any questions or concerns raised by the parishioners you spoke to.
5. If I am one of the "callers" on the Call Tree how many calls will I be expected to make?  
It will vary, but most callers will make 3 or 4 calls. A few have 5 or 6 calls. If someone in your branch of the Call Tree is unable to make their calls you may be asked to make calls for them. In no case will anyone make more than 6 or 7 calls if it can possibly be avoided.
6. What if the parishioner I am calling does not answer the phone?  
Leave your name, telephone number and the message/information on their voice mail. Ask them to call you back if they have questions or have concerns, they wish to express.
7. Besides the Call Tree how else will we communicate with or inform parishioners?  
We will use our parish website, Facebook page and the MyParish Ap, as well as, WCCI if time permits.
8. Will the Call Tree be "tested"? And, if so, how often?  
We will have an initial test when the Call Tree is rolled out and then we will test annually thereafter.
9. What happens if "callers" are not available when the Call Tree is initiated?  
If any of the callers who initiate the Call Tree are not available, there is a 1<sup>st</sup> and 2<sup>nd</sup> alternate who will be called upon to initiate the Call Tree.

10. If I am a "1<sup>st</sup> or 2<sup>nd</sup> Alternate" for Level 1, what does that mean?

If the primary Level 1 caller who would ordinarily initiate calls is not available, the 1<sup>st</sup> or 2<sup>nd</sup> Alternate will be called upon to initiate their section of the Call Tree. The Alternate would also make their own calls to Level 3 parishioners once they have notified the appropriate Level 2 parishioners. This could entail up to 7 or 8 calls in total.

11. What if a Level 2 caller is not available when the call tree is initiated?

The Level 1 caller has two choices in this event. The first choice is to call the Level 3 contacts for the Level 2 caller who is unavailable. Or, second, the Level 1 caller may ask one of the other level 2 callers in their branch to make the calls.