



United States Department of the Interior



BUREAU OF LAND MANAGEMENT

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Instruction Memorandum No. AK 2009-002

Expires: 9/30/2009

To: All Employees

From: State Director

Subject: Employee Emergency Contact Information

The purpose of this Instruction Memorandum is to ensure that managers of the Bureau of Land Management (BLM)-Alaska have the capability to contact their employees in the event of an emergency. Every BLM facility is required to have a functional Continuity of Operations Plan (COOP). A critical component of every COOP is an emergency communications plan.

The effectiveness of emergency communications relies on managers having ready access to contact information that enables them to communicate with their personnel outside of normal duty hours. The policy of BLM-Alaska is that each branch, division or field office shall maintain a comprehensive directory of up-to-date employee emergency contact information, and contain the personal contact information for each employee in the office or group covered by that directory. Offices vary widely in complexity and staffing; therefore; managers will determine the optimum number of directories, and the best organizational level/s, at which to establish their directory or directories.

Department of Interior (DOI) COOP guidelines suggest that an alternative contact method should also be available for disasters that result in the failure of standard electronic communications systems. The most commonly designated "low-tech" alternative is the use of messengers. COOP guidelines also specifically state that local agency resources are to be used to directly assist DOI employees after a disaster strikes. This can only be accomplished if the location of each employee is known. For these reasons, home addresses should be included in employee directories.

Managers and supervisors are responsible to ensure that emergency contact directories are developed and maintained. They have legal authority to access their employees' personal contact information, and the responsibility to ensure the confidentiality of any personal information. Employees are responsible to give their personal contact information to their supervisor and to advise the supervisor when significant changes occur to their information. Attached are the "Guidelines for Establishing Emergency Contact Directories."

The Personal Emergency Information Card (BLM Form #1400-071) may be used for collecting the contact information required for emergency contact directories. All employees should have a completed [Form 1400-071](#) on file with their supervisor.

If you have any questions or need more information, please contact the BLM-Alaska State Safety Manager, Ken Higgins, at 907-271-6370.

Signed by:
Ramona Chinn
State Director (Acting)

Authenticated by:
Anita R. Jette
Records Specialist

Attachment

- Guidelines for Establishing Employee
Emergency Contact Directories (1 p)

GUIDELINES FOR DEVELOPING AND MANAGING EMERGENCY CONTACT DIRECTORIES

The emergency contact directory for a field office or division contains a complete listing of each employee in that office, including their home address and personal telephone number/s. The size and complexity of a field office or division and its component sections should be considered when the office determines at what level of their organization to create their directory or directories. A small field office or division may choose to compile one comprehensive directory for its entire staff; a larger office may consider creating a separate directory for each subordinate branch or section.

Call Down Trees

It is suggested that offices use the home telephone numbers included in their emergency contact directory to compile “call down trees.” A call down tree is a system in which the supervisor/manager calls one or more designated employee(s) to provide them with emergency information. Each employee who is contacted then calls designated additional employees to further disseminate the information, who then in turn calls additional employees, etc., etc.. Call down trees allow much greater control over the amount of personal information distributed between employees and eliminates the need for distributing the entire emergency directory.

Call down trees may require several “branches” for larger offices. Each person listed in a call down tree should be assigned a minimum of three levels of contacts, so that the continuity of the tree is not broken if their initial designated contact is not available.

If an office chooses to develop a call down tree, a comprehensive version of the tree (i.e., listing each employee, who contacts them, and who they contact in turn) should be included with its respective emergency contact directory.

Management of Employee Directories

Emergency contact directories and call down trees should be updated on a quarterly basis, at a minimum. At least one copy of each emergency contact directory will be kept at the office. In order to ensure emergency communications outside of normal duty hours, each manager and supervisor, as well as each of their designated alternates, will maintain an off-site copy of their office's directory.

The personal information contained in emergency contact directories and call down trees is confidential and falls under the Privacy Act; therefore; personnel entrusted with their office's personal information are required to provide fully effective safeguards to assure security and confidentiality. Every paper copy, whether in the office or off-site, must be maintained in a secure, locked location. Directories on digital media must be fully password protected. When an updated emergency contact directory is issued every copy of the previous directory must be returned to the office. If paper, directories must be shredded; if digital media, they must be erased. No new emergency contact directory should be issued to any person who has not returned their previous copy.