# Customer Care Work from Home (WFH) Call Center Emergencies

[Process](#_Toc205380473)

[Related Documents](#_Toc205380474)

**Description**: Process to follow in the event of an emergency for colleagues that work from home (**Example:** Tornado, fire, flooding, etcetera.)

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| Process |

WFH colleagues will take the following measures when an emergency or evacuation is needed.

WFH colleagues will need to notify leadership in the event of an emergency.

If you are experiencing an immediate emergency situation, perform the steps below:

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| **Step** | **Action** |
| **1** | Advise the member:  Excuse me, but it is necessary for me to release the line due to an emergency evacuation. Please hang up and call back and your call will be directed to an agent in an available call center. |
| **2** | Release the line and place your phone in **PRJ Project Work** then lock computer (Press **Ctrl+Alt+Delete** keys then click **Lock Computer**).  Do not log off your phone. |
| **3** | Based on the nature of the emergency, proceed to the designated safest location in or around your home.  **Example:** Nearest room/location away from windows or near the central part of your residence for tornados or outside your home in case of a fire.  **Result**: Resource Planning will inputan exception covering the time frame of the emergncy. |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c1f1028b-e42c-4b4f-a4cf-cc0b42c91606)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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