Operator Task

* To identify caller situation eg. Fire, flood, accident, structure collapse, robbery, riot…
* Verify caller identity eg. Name and number
* Identify situation exact location
* To check victim status eg injuries, burns, dislocation.
* To report summary of situation to supervisor for course of action
* If situation is monkey (non-emergency), hotline operator will handle

Supervisor Task

* If situation is wolf or tiger, hotline supervisor will contact EF
* If situation is Demon (critical) and above hotline supervisor will contact CMO liaison officer.
  + If Demon and above deem true, CMO liaison officer report to CMO
* Undertake CMO liaison duties when CMO liaison officer unavailable