

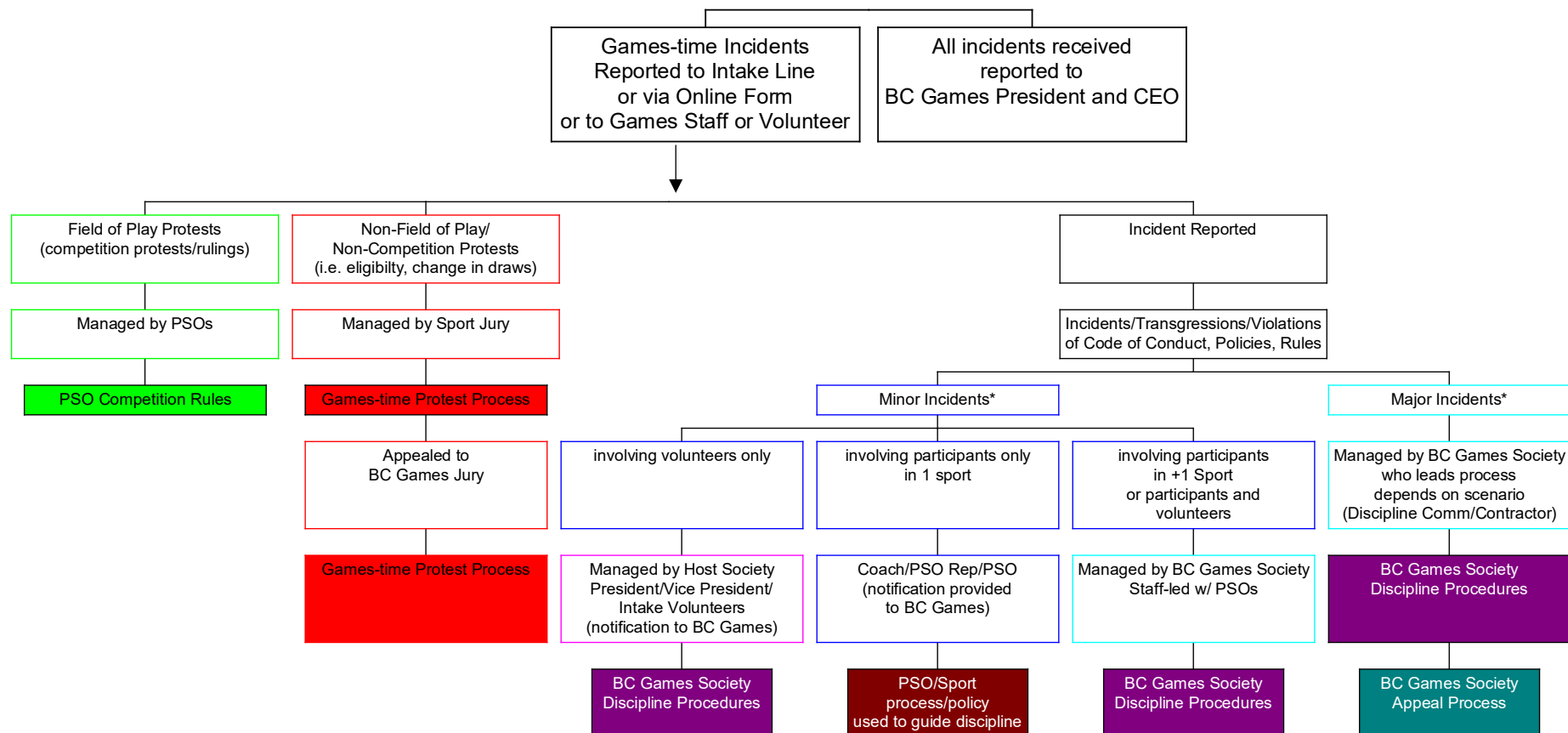
## Incident Management and Call Routing and Response Matrix

### General Overview

1. A call is received at the designated "Intake Line".
2. This Intake Line is answered by the designated contractor.
3. General information is recorded on the reporting form (online JotForm).
4. The caller is referred to the appropriate response route, based on the situation as indicated in the flowchart below. This may mean giving them the contact info of the person they need to reach out to, identifying where they can find the contact info or the person they need to report to, or another support.
5. The BC Games Society President and CEO is made aware of all call received via a designated reporting process (submission of the online reporting form by the Intake Line).

### Call Routing and Incident Response Matrix

The chart outlines who callers are referred to or who is informed by the Intake Line and the procedure activated by the individual/group responsible



\* As defined in the BC Games Discipline Process