UNIVERSITY OF TOLEDO

SUBJECT: EMERGENCY COMMUNICATION SYSTEM
           PLAN

Procedure No: EP-08-011

PROCEDURE STATEMENT

Specific procedures shall be followed in the event of a loss of everyday means of communication and for communicating emergency information. These specific procedures can be referenced as annexes within the UTMC operations plan and can be found here : https://www.utoledo.edu/depts/safety/docs/EP-08-009.pdf

PURPOSE OF PROCEDURE

To provide guidelines to ensure continuous communication for alternate care facilities, vendors, staff, licensed independent practitioners, students and visitors during emergencies at the University of Toledo.

PROCEDURE

Telephone Service Interruption

Medical Center (UTMC)

The following procedure shall take place in the event the telephone system shuts down entirely or in part at UTMC.

A. Notification: Anyone noting an interruption in campus communication services shall immediately notify HSC Security at 419-383-2600.

B. Internal System Problem: In the event of a failure of part of the internal system UTMC will still allow crucial areas to send and receive calls using "bypass phones". These phones are typically located behind nurses' stations. The numbers and locations of these phones are as follows:

Operators	419-382-4563	4A	419-389-5421
HSC Security	419-389-5410	4B	419-389-5422
Emergency Room	419-389-5413	4C	419-389-5423
3ICU	419-389-5420	4D	419-389-5424
Pharmacy	419-389-5411	5A	419-389-5425
Surgical ICU	419-389-5415	5B	419-389-5426
Operating Room	419-389-5414	5C	419-389-5427
UTMC Main Operators	419-382-4563	5D	419-389-5428
3A	419-389-5417	6A	419-389-5429
3B	419-389-5418	6B	419-389-5430
3C	419-389-5419	6C	419-389-5431
3D	419-389-5416	6D	419-389-5432

1. The hospital operators shall notify the Director of Environmental Health and Radiation Safety, Hospital Administrator or the Administrative Supervisor, the Executive Director of the University Medical Center and the Administrator on call, the Medical Director, and the Chief of Staff.

2. A joint conference between the Administrative Supervisor and the Director of Facilities Maintenance or designee to determine the need to activate a Code Copper, the UTMC Emergency Operations Plan (EOP), the opening of the command center and assignment of Incident Commander. A communication unit leader may be assigned by the Incident Commander if deemed necessary.

3. The bypass phones are currently active and no longer require activation through HSC Security.   If there are problems utilizing the bypass phones contact telephone services.

4. Testing of the bypass phones is done regularly through the IT department. Testing guides and records are housed within the IT department.

C. <u>External Problem</u>: If the cables to the University should be cut, resulting in the inability to call outside of the University (calls within the University will still be able to be sent and received), then
1. The hospital operators shall notify IT using the Emergency Contact List.

2. The hospital operators shall notify the Hospital Administrator or the Administrative Supervisor, Director of Environmental Health and Safety, the Chief Operating Officer of the Hospital or the Administrator on call, the Medical Director, and the Chief of Staff. Any decision to activate additional emergency communication methods shall be made through consultation between the Administrative Supervisor and the Incident Commander.

3. Lucas County Amateur Radio Emergency Service, Inc., (ARES) for UTMC Clinical Operations as follows:

LUCAS COUNTY AMATEUR RADIO EMERGENCY SERVICE, INC.

	EMAIL	CELL PHONE
Tim Gray – Lucas Co Amateur Radio Emergency Coordinator	boxcar@toast.net	(419) 514-8933
Richard King – Asst Emergency Coordinator (Lucas Co. Hospitals)	rnking@3360@gmail.com	None
Mike Lacumsky - Alternate	mlacumsky@amplex.net	(419) 707-7116
Brent Stover – District Emergency Coordinator	Wd8pnz@arrl.net	(419) 297-8490
Dan Stahl – Asst District Emergency Coordinator (10 county hospital area)	Kc8pbu@gmail.com	(419) 379-4597

Through Lucas County EMS – contact Dispatch on Med Channel 10 and request that they page "ARES ECs".

5. Upon arrival of ARES, HSC Securitywill accompany ARES volunteers to the following spots in the hospital where emergency communication stations will be set up (for external calls only) (in priority order):
   a. Telephone Services
   b. Emergency Department
   c. Laboratories
   d. UTMC Command Center

6. Hospital volunteers, Environmental Services personnel, or designee will act as messengers between the rest of the hospital and the ARES volunteers, who shall send and receive <u>external calls only</u>.

D. <u>Simultaneous Failure of Both Internal and External Systems</u>: The chance of simultaneous failure of both the internal and external systems is remote. Should such a situation ever occur, the same procedure for an external problem (part C) above should be followed, and:

1. Additional emergency communication stations (in priority order) will be established using ARES volunteers:
   a. HSC Security Dispatch
   b. Command Center in ML Board Room or Alternate Command Center ML Alumni Lounge
   c. Emergency Department, lobby area
   d. Laboratories
   e. Pharmacy
   f. Radiology

       g.   Central Service Supply/Dietary

2. Hospital Volunteers and Environmental Services personnel will act as messengers (runners) between the emergency communication stations and the rest of the hospital to supplement ARES volunteer.

3. All efforts should be made to use runners and the pneumatic tube system in order to keep radio communications at a minimum.

E. <u>Further Notification</u>: When feasible, the following people should be informed:

- Executive Vice President for Finance Administration
- Director, Office of Communication
- President

Communications Manual

The communications manual located in the Environmental Health & Radiation Safety office, Facilities Support Building Room 1000, contains the following:

- Contact Information for internal contacts, satellite phone numbers, and regional call list for other hospitals, marcs radios numbers.
- Instructions on use of the various communication devices and operating systems listed in this plan.
- Contact numbers for suppliers that UTMC has official memorandums of understanding (MOU's) with. Instructions for communication with suppliers are spelled out in each MOU and are located in the Resource Manual also housed in the EHRS office.

Additional Communication Devices for Emergencies (alternate care facilities, vendors, staff, licensed independent practitioners, students and visitors)

A. Multi-Agency Radio Communication System (MARCS)

The MARCS radio system is an interoperable 800-megahertz digital trunked radio system in the State of Ohio that allows for communication between all forms of emergency services consisting of sheriffs' offices, hospitals, county health departments and emergency management agencies (EMAs). The antenna is on top of the hospital 8th floor which also houses the main controller for the MARCS unit. These radios are tested through HSC security by ODH regularly.

1. The UTMC has a portable MARCS Radio unit in the Emergency Department.
2. Health Science Campus Security Office has a 7S-18XTL MARCS programmed unit staffed 24/7.

B. Hand Held Radios

Maintenance, Environmental Services, and Transport, utilize 400 megahertz radios. These radios will be distributed to key personnel and departments in the event of land line communication failure.

C. Cell phones

Cell phones may not be the most reliable source of communication when major communication failure takes place in the community. They will also be used until they become unavailable.

E. ASCOM (Wireless Blue Phones)

These phones are located through the hospital and the HSC Campus (including clinics). A detailed list of locations can be obtained from telephone services at 419-530-2400. ASCOM phones will only be able to communicate with other ASCOM phones. Please note that ASCOM to Black Cisco phones or outside calls to and from ASCOM phones WILL NOT BE POSSIBLE IN THE EVENT OF A SYSTEM WIDE PHONE FAILURE.

F. Phone Bank

    In an emergency event, a phone bank can be set up in Nursing Administration that would provide additional communication for incoming calls. Student volunteers will be utilized to staff the phones.

EMTrack Software Program

EMTrack is a dataset-driven, password protected web application designed for the State of Ohio. It can be accessed by going to EMTrack.

EMTrack consists of three modules: Patient Tracking, Alert Manager, and Command Center.

- Patient Tracking was designed to track patients and assist in family reunification.
- Alert Manager functions as a notification system and allows users to set up receiving and sending alerts via pagers, cell phones, phones and e-mail.
- Command Center allows hospitals and participating organizations to conduct multi-user chat interface and private messaging, along with the ability to share documents.

Ohio Public Health Communication System (OPHCS)

This system is operated by the Ohio Department of Health and is used to alert local health departments and hospitals. Alerts can be posted to this system by members in the event of public health or other emergencies. UT has multiple staff members who are able to receive OPHCS Alerts.

Mass Notification Systems on Campus
See the University of Toledo policy **3364-61-06**

Source: Safety & Health Committee

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