

UNIVERSITY OF TOLEDO HEALTH SCIENCE CAMPUS

SUBJECT: BACK-UP EMERGENCY COMMUNICATION
SYSTEM PLAN

Procedure No: S-08-038

PROCEDURE STATEMENT

Specific procedures shall be followed in the event of a loss in the telephone communication systems at the University of Toledo Health Science Campus (UTHSC).

PURPOSE OF PROCEDURE

To provide guidelines to ensure continued operation at the UTHSC in the event of a shut-down of the communication system.

PROCEDURE

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

- A. Notification: Anyone noting an interruption in campus communication services, shall immediately notify the Department of Telephone Services at either Extension 77 or 0.
- B. Internal System Problem: Due to the limit in redundancy of the ROLM System, the failure to part of the internal system will still allow crucial areas to send and receive calls (so called "bypass phones"). These phones are typically located behind nurses stations. The numbers and locations of these phones are as follows:

Campus Police	389-5410	4A	389-5421
Emergency Room	389-5413	4B	389-5422
Heart Station	389-5416	4C	389-5423
Information Desk	389-5412	4D	389-5424
Pharmacy	389-5411	5A	389-5425
Surgical ICU	389-5415	5B	389-5426
Operating Room	389-5414	5C	389-5427
MCO Main # Operators	382-4563	5D	389-5428
3A	389-5417	6A	389-5429
3B	389-5418	6B	389-5430
3C	389-5419	6C	389-5431
3D	389-5420	6D	389-5432

1. Telephone Services shall notify the Head of Campus Police, the Director of Safety & Health, Hospital Administrator or the Administrative Coordinator, the Chief Operating Officer of the Hospital and the Administrator on call, the Medical Director, and the Chief of Staff. These people shall be kept up-to-date on the progress in restoring service to all phone extensions.
 2. A joint conference of the above staff will determine the need to activate the UTMC Emergency Operations Plan (EOP) and the opening of the command center.
- C. External Problem: 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. Telephone Services shall notify the Head of Campus Police who will then notify SBC at its repair number (1-800-480-8088 or 1-800-727-2273).
 2. Telephone Services shall notify the Head of Campus Police, the Hospital Administrator or the Administrative Coordinator, the Chief Operating Officer of the Hospital or the Administrator on call, the Medical Director, and the Chief of Staff. Any decision to proceed further shall be made after consultation of the above parties.

3. Telephone services shall notify the Lucas County Amateur Radio Emergency Service, Inc., (ARES) as follows:

LUCAS COUNTY AMATEUR RADIO EMERGENCY SERVICE, INC.
P.O. Box 246, Toledo, Ohio 43697-0246

	<u>HOME</u>	<u>CELL PHONE</u>
Brenda Krukowski	(419) 866-5928	(419)260-4310
Becky Eby	(419) 754-3793	(419) 290-3511
George Henzler - WB8HHZ 1835 Barrows, Toledo, OH 43613	(419) 475-7535 (call home number first)	(419) 708-4765
Robert Hanna - K8ADK 2154 Circular Rd., Toledo, OH 43614	(419) 382-2529	(419) 471-7782 (pager)
Christopher Taylor – N8WGB 2334 Oak Grove, Toledo, OH 43613	(419) 472-3480 Work (419) 245-1717	(419) 345-3621
Brian Harrington	(419) 385-5624	(419) 377-7952

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

4. Upon arrival of ARES, Campus Police staff will 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
 5. Hospital volunteers, Environmental Services personnel, and Campus Police personnel will act as messengers between the rest of the hospital and the ARES volunteers, who shall send and receive external calls only.
- D. Simultaneous Failure of Both Internal and External Systems: The chance of simultaneous failure of both the internal and external systems is remote. Should such a situation ever occur, the same procedure as that 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. Campus Police Office,
 - b. Disaster Command Center in Dowling Hall 2107,
 - c. Emergency Department, lobby area,
 - d. Laboratories,
 - e. Pharmacy,
 - f. Radiology,
 - g. Central Service Supply/Dietary,
 2. Hospital Volunteers, Environmental Services personnel, and Campus Police personnel will act as messengers 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. Further Notification: When feasible, the following people should be informed:
- Administrator of Human Resources
 - Director, Office of Communication
 - President

Source: Safety & Health Committee

Effective Date: 11/15/84

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6/7/99
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