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.

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 2601.

B. Internal System Problem: Due to the limited redundancy of the ROLM System, the failure of 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:

<table>
<thead>
<tr>
<th>Department</th>
<th>Number</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operators</td>
<td>419-382-4563</td>
<td>4A</td>
</tr>
<tr>
<td>University Police</td>
<td>419-389-5410</td>
<td>4B</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>419-389-5413</td>
<td>4C</td>
</tr>
<tr>
<td>3ICU</td>
<td>419-389-5416</td>
<td>4D</td>
</tr>
<tr>
<td>Information Desk</td>
<td>419-389-5433</td>
<td>5A</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>419-389-5411</td>
<td>5B</td>
</tr>
<tr>
<td>Surgical ICU</td>
<td>419-389-5415</td>
<td>5C</td>
</tr>
<tr>
<td>Operating Room</td>
<td>419-389-5414</td>
<td>5D</td>
</tr>
<tr>
<td>UTMC Main Operators</td>
<td>419-382-4563</td>
<td>6A</td>
</tr>
<tr>
<td>3A</td>
<td>419-389-5417</td>
<td>6B</td>
</tr>
<tr>
<td>3B</td>
<td>419-389-5418</td>
<td>6C</td>
</tr>
<tr>
<td>3C</td>
<td>419-389-5419</td>
<td>6D</td>
</tr>
<tr>
<td>3D</td>
<td>419-389-5420</td>
<td></td>
</tr>
</tbody>
</table>

1. HSC Security shall notify University Police, 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. These people shall be kept up-to-date on the progress in restoring service to all phone extensions.

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 typically unavailable until they are activated. When it is determined that the phones need to be activated, HSC Security will activate the bypass phones. If there are problems activating the phones, HSC Security will use the Emergency Contact list to contact someone from Telephony to assist with activation.

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. HSC Security shall notify IT using the Emergency Contact List.
   2. HSC Security shall notify University Police, 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 University Police Department.
   3. The GETS system allows the University of Toledo through its University Police Department at 419-530-2600 to receive preferential emergency service when significant telephone outages occur in the region to allow for continuous telephone service when the remaining service lines become overloaded with non-emergency traffic. This protocol is activated by University Police in accordance with guidelines set forth in the user guide.
   4. Lucas County Amateur Radio Emergency Service, Inc., (ARES) for UTMC Clinical Operations as follows:

   **LUCAS COUNTY AMATEUR RADIO EMERGENCY SERVICE, INC.**

<table>
<thead>
<tr>
<th>Name</th>
<th>HOME</th>
<th>CELL PHONE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stephen Bellner – W8TER</td>
<td>(419) 740-2777</td>
<td>(419) 367-1200</td>
</tr>
<tr>
<td>Allen Mytyk – W8AII</td>
<td>None</td>
<td>(419) 481-7337</td>
</tr>
<tr>
<td>Brent Stover – WD8PNZ</td>
<td>(419) 893-2620</td>
<td>(419) 297-8490</td>
</tr>
<tr>
<td>Brian Harrington – WD8MXR</td>
<td>(419) 385-5624</td>
<td>(419) 377-7952</td>
</tr>
<tr>
<td></td>
<td>Work (419) 383-4806</td>
<td></td>
</tr>
<tr>
<td>Rick Sharpe – K8RKS</td>
<td>(419) 471-0573</td>
<td></td>
</tr>
<tr>
<td>Tim McConoughey – KD8HLX</td>
<td>None</td>
<td>(419) 205-8010</td>
</tr>
<tr>
<td>Ron Hornbeck – N8RLH</td>
<td>(419) 385-2871</td>
<td>(419) 345-6382</td>
</tr>
</tbody>
</table>

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

   5. Upon arrival of ARES, University 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
      d. UTMC Command Center

   6. Hospital volunteers, Environmental Services personnel, and University 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 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:
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a. University Police Office
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. Further Notification: 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 Command Center ML Board Room 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 in the Command Center ML Board Room.

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 local police, fire and EMS, state police, 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.

1. The UTMC has a MARCS Radio base station in its main Command Center in ML Board Room.
2. Health Science Campus Security Office has a 7S-18XTL MARCS programmed unit staffed 24/7.

B. Hand Held Radios

Public Safety utilizes MARCS compatible handheld 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. Satellite Phone – 1-254-219-3622
UTMC has a satellite phone in the Command Center in ML Board Room. The antenna is mounted on the roof of Mulford Library.

D. 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 TAN HSC Rolm phones or outside calls to and from ASCOM phones WILL NOT BE POSSIBLE IN THE EVENT OF A SYSTEM WIDE PHONE FAILURE.

OHTrac Software Program

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

OHTrac 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. During the first implementation phase, the focus will be on Patient Tracking.

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 4 staff members who are able to receive OPHCS Alerts.

Mass Notification Systems on Campus

A. Indoor Public Address – Approximate Delivery Time [1 – 30 minutes]

1. Indoor public address will be used in buildings where available to communicate an imminent threat to public safety or other emergency.
2. The indoor public address will begin with a tone or siren, amber light, and continue with a verbal announcement.
3. The university police dispatcher at the direction of the university of police officer in charge, has the authority and ability to activate a public address message.
4. The hospital operators on the HSC, at the direction of the Office of Public Safety have the ability to announce code emergencies on the Health Science Campus.
5. An “All Clear” announcement will be made when there is no longer a foreseeable threat to public safety.
6. All Lucas County Tornado warnings issued by the National Weather Service are announced over indoor public address.
B. Outdoor Public Address System – **Approximate Delivery Time [1 – 30 minutes]**

1. An outdoor public address system may be utilized when an imminent threat to public safety exists on the Main Campus, Scott Park Campus, and Health Science Campus.
2. PA activation will begin with a tone or siren and continue with a verbal announcement.
3. The University Police dispatcher at the direction of the University of Police Officer in charge, has the authority and ability to activate a public address message.
4. An “All Clear” announcement will be made when there is no longer a foreseeable threat to public safety.
5. All Lucas County Tornado warnings issued by the National Weather Service are announced over Outdoor Public Address.
6. The outdoor PA system will be tested each month, on the first Friday at 12 noon. The emergency warning sirens in the UT system will activate for three continuous minutes, simultaneously with the Lucas County emergency siren test.

C. UT Alert - **Approximate Delivery Time [15 – 60 minutes minutes]**

1. UT Alert is a free service available to all students, faculty, and staff which delivers a text message and email message to subscribers announcing an emergency situation.
2. To receive a UT Alert text message, a person must subscribe to the service located on MyUT webpage.
3. UT Alerts are utilized when an event occurs posing an ongoing threat to the safety of persons on campus.
4. Examples of “a realistic threat” may include, but are not limited to, the following:
   a. Code Adam (missing or abducted child on the campus)
   b. Violent episode (Code Violet)
   c. Catastrophic power or utility failure affecting most or all of the campus (Code Copper)
   d. Nuclear, biological or chemical contamination incident on campus (either accidental discharge or terrorism-related) (Code Orange)
5. The Office of Public Safety and University Communications have the authority and ability to issue a UT Alert notification.
6. Upon confirming a qualifying event on campus has occurred an authorized user will write the appropriate message and send the alert;
7. UT Alerts may be used throughout an event to provide updates as new facts become available or circumstances change.
8. An “All Clear” alert will be sent when there is no longer a foreseeable threat to public safety.
9. This procedure shall be reviewed and revised as needed, but no less than every three years.

D. Timely Warnings and other Safety Bulletins – **Approximate Delivery Time [1 – 48 hours]**

1. The Timely Warning and Safety Bulletins are alerts designed to heighten safety awareness by providing notification of a crime that occurred on or immediately adjacent to campus and considered by the university to be a serious or continuing threat to the community. The Office of Public Safety is responsible for preparing an alert when a crime is reported to or brought to the attention of the University Of Toledo Office Of Public Safety.
2. Information for alerts may also come from other law enforcement agencies or other offices.
3. While every attempt will be made to distribute the alert as soon as possible after an incident or series of incidents is reported, the release will occur after a determination is made that the crime(s) represents a continuing threat to students and employees and is subject to the availability of accurate facts concerning the incident(s).
4. Information about criminal incidents is reviewed on a case-by-case basis to determine whether those incidents represent a serious or continuing threat to students and employees. Incidents will be reviewed based on the nature of the crime, the facts of the case and the information known to the Office of Public Safety.

5. Criminal suspects are often unknown to the victims. However, in the instance of a violent crime occurring between two individuals who know each other, University Police will look at each instance to determine if the suspect poses a continued threat to the campus community and issue a warning when necessary.

6. When issuing Timely Warnings under the Clery Act, The University of Toledo withholds as confidential the names of victims.

7. Timely Warnings and other safety bulletins also seek information that may lead to arrest and conviction of the offender when violent crimes against persons or major crimes against property have been reported to the police and may contain crime prevention tips and safety information.

8. The University Police Division makes every effort to properly classify a criminal incident when issuing a Timely Warning or bulletin. However, upon further analysis and investigation, it may be determined that incidents do not fall within the definitions or jurisdictions of reportable crimes included in the Annual Security Report and therefore, some incidents for which Timely Warnings and bulletins are issued may not be included in the crime statistics.

9. Alerts provide the date and time incident, the nature of the crime, a description of the suspect if known, information on whom to contact about the investigation, and often, crime prevention tips.

10. The Office of Public Safety may not include some known information if providing that information could risk compromising law enforcement efforts. Additionally, Alerts may be updated if new or more accurate information becomes available.

11. Timely Warnings are emailed to all members in the UT community and disseminated on the official website as well as social media websites operated by the University of Toledo Police Department. Crime Awareness and Community Awareness Bulletins are included in the UT News Update and posted on the official website and social media websites operated by the University of Toledo Police Department.

Source: Safety & Health Committee

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Review/Revision Date: 5/15/02
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9/15/16
5/12/2017