

# UNIVERSITY OF TOLEDO

SUBJECT: EMERGENCY COMMUNICATION SYSTEM  
PLAN

Procedure No: EP-08-011

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## 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 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
University Police	419-389-5410	4B	419-389-5422
Emergency Room	419-389-5413	4C	419-389-5423
3ICU	419-389-5416	4D	419-389-5424
Information Desk	419-389-5433	5A	419-389-5425
Pharmacy	419-389-5411	5B	419-389-5426
Surgical ICU	419-389-5415	5C	419-389-5427
Operating Room	419-389-5414	5D	419-389-5428
UTMC Main Operators	419-382-4563	6A	419-389-5429
3A	419-389-5417	6B	419-389-5430
3B	419-389-5418	6C	419-389-5431
3C	419-389-5419	6D	419-389-5432
3D	419-389-5420		

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.
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 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 Telephone Services 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 UTPolice, 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. .
  4. Lucas County Amateur Radio Emergency Service, Inc., (ARES) for UTMC Clinical Operations as follows:

LUCAS COUNTY AMATEUR RADIO EMERGENCY SERVICE, INC.

	<u>HOME</u>	<u>CELL PHONE</u>
Stephen Bellner – W8TER	(419) 740-2777	(419) 367-1200
Allen Mytyk – W8All	None	(419) 481-7337
Brent Stover – WD8PNZ	(419) 893-2620	(419) 297-8490
Brian Harrington – WD8MXR	(419) 385-5624 Work (419) 383-4806	(419) 377-7952
Rick Sharpe – K8RKS	(419) 471-0573	
Tim McConoughey – KD8HLX	None	(419) 205-8010
Ron Hornbeck – N8RLH	(419) 385-2871	(419) 345-6382

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

5. Upon arrival of ARES, HSC Security 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, or designee 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:
    - 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. 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 sheriffs' offices, hospitals, county health departments and emergency management agencies (EMAs). The antenna is on top of the hospital 8<sup>th</sup> 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

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 [OHTrac](#).

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**

See the University of Toledo policy [3364-61-06](#)

Source: Safety & Health Committee

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