

# UNIVERSITY OF TOLEDO HEALTH SCIENCE CAMPUS

SUBJECT: CODE COPPER: COMMUNICATION INVOLVING UTILITY  
FAILURE

Procedure No: EP-08-014

---

## PROCEDURE STATEMENT

Specific communication procedures shall be followed in the event of a loss and/or reduction in water supply, steam pressure, electrical service or other utilities, or a major disruption in information technology services to the University of Toledo.

## PURPOSE OF PROCEDURE

To provide guidelines for communication in the event of a loss and/or interruption in the water supply, steam pressure, electrical service or other utilities, or a major disruption in information technology services to the University of Toledo. These events are hereinafter referred to as utility failures.

## PROCEDURE

Any condition adversely affecting utilities service and/or utility failure that may have an impact on patient care/working conditions of significant proportions that requires contingency planning will be communicated as follows.

### I. Notification Protocol

- A. Any individual having knowledge of the cessation or interruption in these utilities shall immediately notify Facilities Maintenance at 419-383-5353 OR 419-383-4298. Facilities Maintenance will enact the appropriate utility systems failure policy. For information technology service issues, contact the Information Technology Help Desk at 419-383-2400.

HSC Security 419-383-2600 and appropriate personnel must be notified to call Code Copper. Information Technology will immediately notify the Associate VP Clinical Services/CNO in the event of a major clinical application failure. IT and VP/CNO will determine if a code copper should be called. Facilities Maintenance and/or Information Technology will take action to supplement, restore or repair utilities as necessary.

The departmental representative calling the code will provide the operators with a written response of what areas are affected. This will be provided to callers.

### B. HSC Security

The HSC Security Dispatcher, following notification of the utility failure, shall notify the following individuals, in the order as listed, and report the nature of the emergency:

- On-Call Hospital Administrators/Administrator on Call (if clinical in nature)
- Director of Nursing (if clinical in nature)
- Manager of Mechanical Maintenance
- Director of Environmental Health and Radiation Safety, or on-call representative
- IT at 419-383-2400 (if electrical)
- DLAR (if HEB is affected)
- Toledo Fire Department (for loss of fire systems only)
- Managers of affected areas

### C. Switchboard

The Switchboard Operator, following notification of a utility failure, shall notify the following individuals and report the nature of the emergency:

- Announcement over Mass Notification System  
At the direction of the HSC Security, upon conference with Facilities or Information Technology leadership, the switchboard operator may announce over the public address system, "The [building name] Building is experiencing difficulties with its [utility] supply. This announcement will be broadcast three times in the buildings affected. Modifications to this verbage may be given as needed by HSC Security.
- Notification of additional persons (by page via intellidesk):

House Supervisor: 419-218-4260

Respiratory Care: 419-218-4573

BioMed: 419-218-4645

Security: 419-218-2685

## II. Command Center

If deemed necessary to meet the emergency, as determined by the Director of Facilities and/or Vice President of Information Technologies (or their designee) in conjunction with Environmental Health & Radiation Safety, a Command Center shall be established in board room 202 Mulford Library, or as a back-up, Mulford Library Alumni Lounge as per the Emergency Operations Plan (UTMC EOP).

In the event a Command Center is not established, the Director of Facilities and/or Vice President of Information Technologies, or their designee, shall keep the appropriate Building Coordinator(s) apprised of the situation during the course of the failure.

The following individuals will be involved in developing plans to meet the emergency.

- Administrative Director, Hospital
- Medical Staff Director or Chief of Staff
- Director, Facilities or designee
- Director, Environmental Health & Radiation Safety, or on-call representative
- Director, Office of Communication
- Vice President of Information Technology (or designee)

The individuals in the Command Center (when opened) shall evaluate the emergency and make decisions based on building-specific, contingency plans as appropriate such as evacuating personnel/patients, restricting utility use, moving of animals/equipment, etc., and shall take action as necessary including directing the contacting of external agencies for assistance. (Such external agencies may include the Red Cross, Hospital Council of Northwest Ohio, local hospitals or Emergency Management Agency.)

Source: Safety & Health Committee

Effective Date: 11/19/91

Review/Revision Date: 10/19/92  
12/13/93  
9/20/96  
5/11/99  
4/18/02  
5/1/05  
4/28/08  
9/24/10  
5/4/11  
5/2/14  
12/30/2015  
3/8/2017  
5/12/2017  
5/7/2018

9/4/2018  
9/4/2019