

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 a significant 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 a significant 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. The House Supervisor, following notification of the utility failure, shall notify the following individuals, in the order as listed, and report the nature of the emergency:

- Facilities Admin On-Call Representative via the Operators
- IT Help desk (419-383-2400)

B. The decision to call a Code Copper will be a joint effort between the House Supervisor, Facilities, and/or Information Technology.

C. The House Supervisor will contact the following departments to inform them of the situation:

- Hospital Security (419-383-2600)
- Administrator on Call/CNO (if clinical in nature)
- Respiratory Care: 419-218-4573
- BioMed: 419-218-4645

D. 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:

- Operators (UT Alert and Overhead Page)
- Director of Environmental Health and Radiation Safety, or on-call representative
- DLAR (if HEB is affected)
- Any additional clinical departments directly affected by the outage

E. 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 persons (by UT Alert Group):
A UT Alert will be sent out by operators advising individuals of the service disruption.

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 senior leadership and 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.

- Administrator On Call , 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
9/4/2020
9/3/2021
9/3/2022
2/13/2023
8/23/2023
8/23/2024
1/8/2025