

Riverview Gardens - Municipality of Chatham-Kent

EMERGENCY RESPONSE PLAN COMMUNICATIONS MALFUNCTION – ANNEX M

Policy Code: EME COM

Issued: March 2010

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Introduction

This Annex is available for staff, visitors, residents and family members.

Communication Malfunction

Telephone System (including Spectra Link Phones)

In the event of a critical malfunction of the telephone system all phones and spectra link phones within the home will be out of service. There are technical instances where only part of the telephone system might fail. For instance, if the voicemail system alone were to malfunction then incoming calls would not be received but outgoing calls *may* still be possible.

The spectra link phones are interconnected with the telephone system and as a result if it malfunctions the spectra link phones will also be out of service. However, a malfunction in the spectra link phones does not automatically indicate a malfunction with the entire telephone system.

While the telephones or spectra link phones are out of service staff will use the walkie talkie's as required. Each unit has walkie talkies located at the care centres. They should be charged at all times when not in use. (Please see below for directions on use of walkie talkies.)

If the spectra link phones are expected to be out of service for an extended period of time notification will need to go to:

- Dr. Dixon;
- Medical Pharmacies;
- Notices posted for family members;
- Internally for staff.

If spectra link system is out of service any incoming calls to it should automatically ring into the RN office.

Located in the Board room and in the RN office are stand alone telephone lines that may work when the other phones in the home have failed. They have the same telephone number and are linked together. The number is:

519 – 352 – 5280

If an employee discovers the telephones out of service they are to immediately notify the Charge Nurse.

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Charge Nurse Responsibilities

They will complete the following tasks:

- determine if it's an emergency repair or a non-emergency repair based on the information below and call IT
- notify staff on each floor that they are to use the walkie talkie's as required;
- notify the 2W RPN of the malfunction and remind them of the steps to take should a Code Red occur (paging of the fire location can be done on the enunciator panel using the black microphone – See Annex A for further details).

Emergency Repair – call IT Services 519-436-3201

Non-Emergency Repair – Contact Rose Landschoot at ext. 6120 or through email.

Resident phone issues are the residents responsibility or their POA. Canquest is the service provider for Resident phones.

Director, Senior Services Responsibilities

At the time of the malfunction and based on the expected repair time the Director, Senior Services will determine what, if any, of the following tasks need to be completed and will delegate them accordingly:

- Notify MOHLTC
- Convening the Emergency Control Group (ECG);
- Establishing the Department Operations Center (DOC);
- Notifying the media with information for staff, families and visitors;
- Notifying the General Manager, Health and Family Services;
- Notifying the Mayor and Council;
- Distributing cell phones to RN staff on each floor;
- Posting signage at the Entrances outlining cell phone numbers in order to reach RN's on duty;
- Notifying Fire, Police and EMS;
- Notifying CKHA and doctors' offices;
- Notifying Medical Pharmacies;
- Any other notifications that are deemed necessary at the time.

Please note: with the spectra link phones out of service anyone who is attempting to enter the home after hours through the Robertson Entrance will need to be let in by an employee physically opening the door. A housekeeper, if available, will be stationed at the entrance for this purpose.

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Department Operations Center

The Department Operations Center (DOC) is the command center for the evacuation. It is where the Emergency Control Group will direct, coordinate, communicate and support emergency operations on the residential units.

Emergency Control Group

The Emergency Control Group (ECG) are members of Riverview Gardens management team who are responsible for coordinating the provisions of the essential services necessary to minimize the effects of an emergency effecting the home. The ECG consists of the following members:

- Director, Senior Services Alternate: Supervisor, Maintenance; General Manager
- Director of Nursing Alternate: Nurse Manager
- Manager, Long Term Care Alternate: Manager, Long Term Care HR
- Supervisor, Environmental Serv. Alternate: Performance Improvement Coordinator
- Supervisor, Maintenance Alternate: Maintenance Employee & Supervisor, Env Ser.
- Supervisor, Food Services Alternate: Food Production Coordinator; Dietician
- Coordinator, Volunteer Services Alternate: Volunteer Services Assistant
- Medical Director Alternate: Contract Doctor; Hospital
- Social Worker** Alternate: Accounts Receivable; Medical Secretary

Back-up Land Line in Board Room & RN Office/Cell Phone in Board Room

Located in the board room, A110 and the RN office C210 is a land line that operates separately from the rest of the telephone system in the home. In the event of an emergency or telephone malfunction these phones may continue to work. The 2 land lines have the same telephone number of:

519 – 352 – 5280

Fax Machines with Telephones at Care Centres

Located at the west care centres on each floor there is a fax machine that has a separate land line telephone built in. In the event of a failure of the network telephone these phones and fax machines should continue to operate.

If there is a malfunction of a care center fax machines, EMAR, Medipen client resource portal or for medication cart support a request should be placed to Medical Pharmacies:

- 1-877-429-7335

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The following will need to be notified that the fax number is temporarily out of service and an alternate number provided:

- Dr. Dixon
- Medical Pharmacies@ 1-877-640-5333 or 519-641-8181;

Fax Machine in Administration

Any fax machine that can receive and send faxes and has a separate telephone number assigned to it should continue to operate if the telephone system goes down.

If a fax machine is not functioning the AA1 should be notified. In their absence the Volunteer Services Assistant should be notified.

Robertson, Shipping & Receiving and Employee Entrances

The phones that are at these entrances will not work if the telephone system is down.

The telephones that are at the Robertson and Employee entrances are set to ring directly to the Charge Nurse on spectra link phone 6700, so in the event that the spectra link phones are malfunctioning these telephones will also not work, however all calls should ring directly in the RN office.

The telephone at the Shipping & Receiving entrance allows for an extension to be entered so in the event of the spectra link phones not functioning this phone could still be used to call into the building to an extension.

The Charge Nurse should delegate someone to post a sign on the doors advising them that the phones there are out of service.

Pagers

The Personal Care Givers carry pagers that notify them of requests for assistance from the call bell system and notifications being generated through the fire alarm system. In the event an employee discovers their pager is not functioning they should notify their Charge Nurse and/or Nurse Manager. A request for repair will be made to the help desk by the Charge Nurse or Nurse Manager. Notification should also be sent to the Director of Nursing by the employee or designate submitting the request to the helpdesk.

Call Bells

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In the event of the call bell system failing a work order will be submitted to maintenance. If it is after hours the on call phone will be called at 519-359-4806 (only the Charge Nurse can authorized the call). While the call bell system is down nursing staff will do 20 minute rounds and carry walkie talkies.

The employee who discovers the call bell system malfunctioning should notify their Charge Nurse and/or Nurse Manager, who in turn will notify the Director of Nursing and/or Director Senior Services.

The Director of Nursing and/or the Director, Senior Services will notify the MOHLTC if the call bells are going to be out of service for more than six (6) hours.

If maintenance is unable to repair the call bell system they will notify the Supervisor, maintenance services or designate, who will advise IT Services.

Overhead Paging

There are two systems of overhead paging in the home; one operates through the telephone system and one through the fire alarm system. Overhead paging is only to be used during emergencies and when making emergency announcements employees must speak slowly and clearly, repeating the announcement three times

If accessed through any telephone or spectra link phone in the home, ext. 6789 must be dialled first.

To operate the overhead paging system through the telephone system pick up any telephone or spectra link phone in the home, dial the access code, and proceed with your message. Hang up the telephone by pressing the red RIs button on the phone or the pressing the button where the receiver goes. Do not just hang up the receiver as it echoes through the overhead paging system. On a spectra link phone press the button with the red receiver picture found on the right side of the display.

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Hang up the spectra link phone by pressing the red RI button, shown here.

If the telephone system is down the overhead paging system does not function. If an announcement needed to be made it could be done using the Fire Alarm system by the Operations Chief (2W RPN).

To operate the paging system on the fire panel go down to the enunciator panel and using the black microphone make the required announcement. You must press “all call” to the right of the microphone then hold down the button on the side hold it 8 – 10 inches from your mouth and speak clearly and slowly. When you are done speaking release the button on the side. (Any time the button is held down the microphone is operational and the entire building can hear what you are saying!).



To operate the microphone hold down the button on the side hold. Hold it 8 – 10 inches from your mouth and speak clearly and slowly. When you are done speaking release the button on the side. (Any time the button is held down the microphone is operational and the entire building can hear what you are saying!)

Network & Internet Access

If there is a network failure (including access to Microsoft Outlook and files) and staff do not have access to the internet the following programs will not be operational:

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- PCC (including eMAR);
- The Worx Hub;(work orders)
- Microsoft Outlook;

If an employee discovers the network and/or internet are not functioning a call should be made to the Charge Nurse who will call the helpdesk at 519-436-3201.

While waiting for a response all documentation should be done by nursing in paper format.

Walkie-talkie

Walkie talkies are used by staff throughout the home as a form of direct communication. In an emergency situation all walkie talkies should be placed on channel 3.0 for communication throughout the home.

Walkie talkie's are available for nursing staff and are located on each care centre on each unit. Dietary walkie talkies are available in the Supervisor, Dietary Services office. Housekeeping walkie talkie is available on the ground floor in the housekeeping closet in room S 130. Maintenance walkie talkies are available in the Supervisor, Maintenance Services office, S 137.

All walkie talkies when not in use should be sitting in their base being charged so that they are available if needed.

To operate the walkie talkie complete the following:

- Turn the volume dial on and to a level where you think you will be able to hear it;
- Ensure the walkie talkie is on the correct channel, which in an emergency is channel 3. If it is not then turn the dial to the appropriate number, keeping in mind that it needs to read 3.0 on some versions as 3.1 etc. is not the same;
- To speak hold down the button on the side and place the walkie talkie 8 – 10 inches from your mouth, speak slowly and clearly, when done release the button on the side (as long as you are holding the button on the side the people on the other end can hear what you are saying and they cannot speak to you);
- At the end of the emergency turn off the walkie talkie by turning the volume dial down until you hear and feel it click, place the walkie talkie on the charger ensuring the light comes on indicating it's charging.

The length of use of each walkie talkie is dependent upon the amount of usage.

Proper etiquette when using the walkie talkies:

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- Never use residents or staff's names;
- They are to be used as a communication tool and not a means of chatting, while you are talking that means someone else can't;
- Remember everything you say will be heard by all employees carrying a walkie talkie, staff are to be respectful and professional when communicating with each other at all times, no talking back, no foul language etc.;
- When walkie talkie's are first dispensed the Charge Nurse will ask all staff to check in by saying their name and the unit they are on, all staff are to respond accordingly;
- If staff are assigned to carry a walkie talkie then they are expected to have it with them at all times while working;
- When requesting assistance staff should say who and where they are, there could be upwards of 20 – 30 people on walkie talkies and they may not all be in the same department and as a result may not recognize voices;
- If an employee thinks their walkie talkie isn't functioning properly they first must ensure it is turned on, that it's on the correct channel and that the volume is loud enough for them to hear. If it still appears to be malfunctioning they will find a co-worker with a walkie talkie and notify the Charge Nurse.



Please note: not all walkie talkies will look the same, however, they will all function together.

The emergency channel is 3.0. During an emergency ALL walkie talkies should be on this channel unless otherwise directed by your supervisor/manager.

Runners

In the event that communication systems fail it may be necessary for the home to assign staff to travel from each unit providing staff with an update of information. Staff will be chosen at the time or will be called in based on the situation. Employees who are assigned the position of a runner in an emergency must have excellent communication skills. They may be administration or union staff based on the situation at the time.