

Facility:	Illinois College of Optometry and Illinois Eye Institute
Policy:	Utility Failure Response Protocol
Manual:	Environment of Care
Effective:	January 2000
Revised:	March 2008 (M.Butz)
Review Dates:	March 2002 (V.Conrad) March 2008 (M.Butz) November 2015 (M.Butz)

UTILITY FAILURE RESPONSE PROTOCOL

PURPOSE:

To protect the safety of all persons within the facility in the event of the loss of natural gas, water, heat or air conditioning, computer systems or phones and to ensure the quick return to normal operations in case of such an event.

POLICY:

This procedure will be followed in case of the loss of natural gas, water, heat or air conditioning, computer systems or phones and includes elements to protect all persons, equipment, facilities and physical plant.

PROCEDURE:

General Issues:

In the event of the loss of natural gas, water, heat or air conditioning, computer systems or phones, the following procedures should be used as a guide. These recommendations are somewhat flexible. The circumstances surrounding an event – such as external temperature, time of day, in-house causes for the loss versus external causes of the loss of service – may dictate a deviation from these procedures.

As with any other emergency situation, Security will be the communication center. All radios, including those of facilities employees, will be switched to Channel two (2).

In order to allow the Security and Facilities personnel to manage the situation appropriately, *only* the most senior administrators should contact the Security Office for information.

Facilities Management:

The Chief Engineer or his designee will be contacted. If the outage occurs after normal business hours, the Chief Engineer will be paged. If the Chief Engineer is not available, then the designees will be contacted. The Security Office maintains a list of contacts in the case of an emergency.

Facility:	Illinois College of Optometry and Illinois Eye Institute
Policy:	Utility Failure Response Protocol
Manual:	Environment of Care
Effective:	January 2000
Revised:	March 2008 (M.Butz)
Review Dates:	March 2002 (V.Conrad) March 2008 (M.Butz) November 2015 (M.Butz)

Security Management:

If evacuation is necessary Security will ensure that the facility is cleared as per the Fire or Explosion Response policy.

Patient Care:

The decision of whether to suspend patient care should be made by the most senior patient care administrator present in the facility at the time of the service outage. Since most service outages are short-lived, it is advisable to wait at least 45 minutes to an hour before discharging patients, support staff, students or attending staff unless conditions such as external weather, internal temperatures, or compounding conditions occur.

Classroom/Laboratories:

The decision of whether to suspend the academic program should be made by the most senior academic administrator present in the facility at the time of the service outage. Since most service outages are short-lived, it is advisable to wait at least 45 minutes to an hour before discharging patients, support staff, students or attending staff unless conditions such as external weather, internal temperatures, or compounding conditions occur.

Business Areas of the College/IEI:

The decision of whether to suspend the academic program should be made by the most senior academic administrator present in the facility at the time of the service outage. Since most service outages are short-lived, it is advisable to wait at least 45 minutes to an hour before discharging patients, support staff, students or attending staff unless conditions such as external weather, internal temperatures, or compounding conditions occur.

Computer System or Phone Failure:

Security will contact the Information Systems (IS) department. If an emergency occurs after normal business hours, IS department employees will be contacted. The Security Office maintains a list of emergency contact numbers. In the event of a server or system failure, the IS department personnel will communicate this information to the rest of the College.

In the case of a power outage, the phones have a limited amount of backup power (See Power Outage Response policy). There are up to 8 standard phone lines located around

Facility:	Illinois College of Optometry and Illinois Eye Institute
Policy:	Utility Failure Response Protocol
Manual:	Environment of Care
Effective:	January 2000
Revised:	March 2008 (M.Butz)
Review Dates:	March 2002 (V.Conrad) March 2008 (M.Butz) November 2015 (M.Butz)

the college including the IEI and the Security Office. Incoming calls from the main phone number can not be routed to these phones. The Security Office also has a cellular phone. The outside emergency direct line to the Security Office is (312) 949-7633.

Fire or Health Emergency Occurrence during a loss of service:

If a health emergency occurs during a service outage, the Health Emergency Response policy will be followed. The ability to call 911 should not be impaired unless an external condition has interfered with external phone service. In that case, a cellular phone can be found in the Security Office to notify emergency services.