LOSS OF TELEPHONE EMERGENCY RESPONSE PLAN ALGORITHM

Area Supervisor / Designate Aware of Loss of Telephone services

Verify the following:
- Telephone not working (i.e. no dial tone). Ensure telephone is plugged into a telephone port
- If no dial tone, confirm nature of telephone loss (Checklist 1)
- Report outage to Patient Registration / Designate
- Utilize email and fax to share large amounts of information, if required

Determining nature of telephone loss:
- Try another telephone in the area
- Try an internal call to another extension [i.e. 3 digit dialling]
- Try a direct call out [9+ 10 digits]
- Try a an orange (ATN) contingency phone in your area, if available
- Try Switchboard / Designate @ ___0___

Report nature of the loss and impact to Patient Registration / Designate

Upon notification:
- Verify functioning of phone system and overhead paging
- Notify Site Administration / Manager On-Call of nature and impact of loss
- If overhead paging available, announce “Attention please, the hospital is experiencing telephone problems. Please check your Unit / Department telephones and report any service issues to Patient Registration / Designate.”
- If overhead paging not available, consult Site Administration / Manager On-Call for alternate strategy and use of orange ATN phone
- Follow Checklist 2
  - For loss of telephone service within the hospital - contact Allstream @ 1-888-733-5744 and provide the nature and impact of the outage. Request and urgent site visit to rest the power supply.
  - For loss of telephone service incoming /outgoing –contact Telus @ 1-888-977-9898
  - Manager to activate AIN Process, as instructed (Appendix III)
  - Encourage staff in impacted areas to follow Checklist 1
  - Other pages and actions as requested by Site Administration / Manager On-Call

Switchboard / Designate

When requested by Site Administration / Manager On-Call, announce “Attention please – the telephone equipment is back in service. The telephone equipment is back in service.”

Facilities Maintenance & Engineering

Upon notification of a telephone service interruption:
- Test orange ATN contingency phones to ensure they are functional
- Check for obvious physical damages to internal phone switching equipment
- Check grounds and surrounding area for any construction or operations that may disrupt phone services
- Report findings to Site Administration / Manager On-Call
<table>
<thead>
<tr>
<th>Site Administration / Manager On-Call</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>● Confirm outage and impact to Site</td>
<td></td>
</tr>
<tr>
<td>● Follow Checklist 3</td>
<td></td>
</tr>
<tr>
<td>● Initiate Site internal communication plan</td>
<td></td>
</tr>
<tr>
<td>● Confirm IT Service Desk is aware</td>
<td></td>
</tr>
<tr>
<td>● Confirm Site FM&amp;E is aware</td>
<td></td>
</tr>
<tr>
<td>● Confirm Manager On-Call is aware</td>
<td></td>
</tr>
<tr>
<td>● Deploy cell phones if required</td>
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</tr>
<tr>
<td>● Have Switchboard activate AIN Process <em>(Appendix III)</em></td>
<td></td>
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<tr>
<td>● Advise all Departments to follow Checklist 1</td>
<td></td>
</tr>
<tr>
<td>● Ensure ability to respond to Site emergencies <em>(Checklist 4)</em></td>
<td></td>
</tr>
</tbody>
</table>

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<tr>
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</thead>
<tbody>
<tr>
<td>● Determine need to establish Site Command Post to coordinate actions and communications to staff</td>
<td></td>
</tr>
<tr>
<td>● Ensure notification to Senior Leadership, Communications, RAAPI D via Incident Notification Algorithm</td>
<td></td>
</tr>
<tr>
<td>● Engage E/DM On-Call 780-735-9000 to escalate response</td>
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</tr>
</tbody>
</table>

In consultation with engaged parties determine when incident has resolved:

- Advise Patient Registration / Designate to announce return of service

Ensure all documentation has been completed

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**Title**: Loss of Telephone Emergency Response Plan  
**Effective Date**: November 2016  
**Document #**: ERP 3  
**Site**: Banff Mineral Springs Hospital

Reviewed and Approved by Covenant Health Emergency/Disaster Management  
Developed by AHS and adapted for Covenant Health Sites
PURPOSE

Telephone Outage is the designated phrase to alert staff to an incident where telephone service either into or out of (or both) to a site or facility has been disrupted by some means.

Although the plan, in general, is written for a hospital environment, the actions and responses should be adapted accordingly for a non-hospital environment.

APPLICABILITY

The Loss of Telephone Response Plan applies to all personnel.

ACTIVATION

The Loss of Telephone Response Plan can be initiated by any member of staff or physician by following the preceding algorithm. The order in which notification occurs will depend on the particular circumstances of the situation. Loss of Telephone-specific responses are:

- Unit / Department Supervisor / Designate (Checklist #1)
- Patient Registartion / Designate (Checklist #2)
- Site Administration / Manager On-Call (Checklist #3)
- How to Activate an Emergency Response Code (Checklist #4)
- Cellular Telephone Distribution List (Appendix I)
- Location of orange ATN / Contingency Phones (Appendix II)
- Patient Registration/Designate AIN Activation Process (Appendix III)
- Patient REgistartion / Designate AIN Deactivation Process (Appendix IV)

POST INCIDENT ACTIONS

Once service is restored, Patient Registration / Designate will make the appropriate overhead announcement:

“Attention please, the telephone equipment is back in service. The telephone equipment is back in service.”

- Staff will hear the dial tone when the telephone handset is picked up
• If, after an appropriate amount of time, the internal telephone service is still not functioning, notify Patient Registration/ Designate.
• Patient Registration / Designate will make an overhead page advising Staff of the situation.
• Staff to process backlog of messages compiled while system was down *(Prioritize calls. Depending upon the length of time the system was down and level of service restored, the system may be busy with outgoing calls).*
• Staff will return cell phones / 2 way radios, if distributed within the Site
• A debriefing of the incident will be held. All comments regarding incident follow-up should be forwarded to Site Administration.

Advice on document completion may be sought from Emergency/Disaster Management staff on-call 780-735-9099 (ask operator to be connected with E/DM on-call) or from the Administrator on-call (evenings and weekends). Emergency/Disaster Management staff may also be contacted for assistance in facilitating the post incident debriefing.
DEFINITIONS

AHS Telephone Network System
AHS telephone exchanges. AHS Telephone network allows for extension to extension dialling within the system.

Public Switched Telephone Network
Is the network of public circuit-switched telephone networks, and consists of telephone lines, fiber optic cables, microwave transmission links, cellular networks, communications satellites, and undersea telephone cables all inter-connected by switching centers.

Direct Telephone Lines
Outside telephone lines that are generally accessed by dialling 9 before the 10 digit number.

Power Safe / Contingency Phone – (Orange ATN phones)
Are telephone lines that are part of the Public Switched Telephone Network and are not part of the AHS Telephone Network. These are Independent Business Lines (IBL) and do not require 9 in front of the number to dial directly out.

Voice over Internet Phone System (VoIP) – (Lync)
Communications services — telephone, fax, or voice-messaging applications — that are transported via the Internet, rather than the Public Switched Telephone Network.

Outages:
Total Loss of Telephone Service
Total loss of telephone service occurs when the telephone network system exchanges or AHS data network (VoIP) and the direct telephone lines (Power Safe / Contingency Phones and outside lines [9]) are not working. This may include the cellular network.

Partial Loss of Telephone Service
Partial Loss of telephone service occurs when the telephone outage affects either the telephone network or AHS data network or the direct telephone lines (Power Safe / Contingency Phones and outside lines [9]). Partial telephone service will be available depending on the nature of the outage.

Note: Different Internal communication strategies can be utilized depending on the nature of the outage.
**Unit / Department Supervisor / Designate**

☐ Confirm the nature of the telephone loss by performing the following checks:
  - Try another telephone in the area
  - Try an internal extension to extension call [i.e. 3 digit dialling]
  - Try a direct call out ([9] + 10 digits)
  - Try an orange ATN Contingency Phone in your area if available at your Site
  - Try Patient Registration / Designate at **403-762-2222**

☐ Assess impact of telephone outage on your Unit / Department. Consider the following:
  - Time of day
  - Number of Staff available
  - Prioritization of services, i.e. patient transfers, booking tests
  - Identification of patients/clients that need to be called and notified of cancellations

☐ Notify Patient Registration / Designate of telephone issues indicating nature of loss and impact at “0”

☐ Listen for overhead page announcement of activation of the Loss of Telephone Plan and Internal Communications to be used. Overhead system may not be functional.

☐ If cellular phones are to be used for the Internal Communication Strategy:
  - Obtain a cellular telephone from Patient Registration / Designate
  - If you have more than one cellular telephone for your Unit / Department, designate incoming and outgoing lines

☐ Assign a Unit / Department staff member to monitor and relay the following:
  - Any Emergency Response Code (Colour Code) or other emergency

☐ Escalate clinical concerns to Site Administration or Manager On-Call at 403-760-1800

**INTERNAL COMMUNICATION STRATEGIES**

The following internal communication strategies can be used if operational:

1. Orange ATN Contingency Phone in your area (if available and operational)
2. Voice over Internet Phone (VoIP – LYNC ) in your area (if available and operational)
3. Network internal dialling (i.e. 3 digit dialling, or site specific process, if operational)
4. Accessing an outside line (may have to dial [9]) then the number (if operational)
5. Wireless computer network (if operational)
6. Paging system (if operational) – can be used for contacting porters and discharge cleaners
7. Email system can be used for Site Communications (if operational)
8. Mechanical Messenger systems can be used for delivery of reports and messages
9. Designate a Unit Runner to act as a messenger/courier
10. Two way radios may be used if available; consider asking EMS to assist in establishing a linkage from the Site to 911 / Dispatch.
11. Intercom systems or similar systems may be used if operational
12. Cellular or Satellite phones deployed if available as required
13. Pay phones (if operational)
# Checklist #2

**Patient Registration / Designate**

- Verify function of phone and paging systems.
- Contact Site Administration / Manager On-Call and provide quick synopsis of outage.
- Overhead page (If operational) the following:
  
  **“Attention please, the hospital is experiencing telephone problems. Please check your Unit / Department telephones and report any service issues to PATIENT REGISTRATION / Designate”**

- Log all messages from Unit / Departments experiencing telephone issues and record the responses to the following questions:
  - Have you tried another telephone in the area?
  - Have you tried an internal calling (i.e. 3 digit dialling or site specific process)?
  - Have you tried a direct call out?
  - Have you tried an orange ATN Contingency Phone in your area, if they are available in your area?

- **If the site has internal dialing but no incoming or outgoing calls, TELUS should be engaged.**
  - The TELUS Business Select Line: 1-888-977-9898 should be contacted and the incident reported as **CRITICAL/Severity 1**. A TELUS Incident Number should be collected by the reporting staff member.
  - Contact the AHS IT Service Desk (9-403-310-3111) and provide the nature and impact of the outage. Get incident number from Service Desk.

- If the site has no internal dialing, this could indicate an issue with the onsite Telephone System. It is recommended that the local telecom provider (Allstream) be contacted to investigate.
  - Please call (1-888-733-5744) and report the issue as **CRITICAL** provide the nature and impact of the outage. Request an urgent site visit to reset the power supply.

- Page activation of the Loss of Telephone Plan and Internal Communication strategy as directed by the Site Administration or Manager On-Call.

- Prepare for AIN Activation Process (**Appendix III**) as directed by the Site Administration or Manager On-Call.

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<table>
<thead>
<tr>
<th>Title</th>
<th>Effective Date</th>
<th>Document #</th>
<th>Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of Telephone Emergency Response Plan</td>
<td>November 2016</td>
<td>ERP 3</td>
<td>Banff Mineral Springs Hospital</td>
</tr>
</tbody>
</table>

Reviewed and Approved by Covenant Health Emergency/Disaster Management

Developed by AHS and adapted for Covenant Health Sites
Upon direction from Site Administration or Manager On-Call:

☐ Site specific processes may require coordination of cellular phone distribution to identified Phase 1 designates, with distribution lists. This may be done by Patient Registration / FM&E / Protective Services

☐ As required, additional cellular telephones obtained from other Hospitals (Phase II) may be distributed (site specific process by Patient Registration / FM&E, or Protective Services)

☐ Prepare for AIN Deactivation Process (Appendix IV) as directed by the Site Administration or Manager On-Call
Site Administration / Manager On-Call

☐ Have Patient Registration / Designate or affected staff provide you with a quick synopsis of what has happened. Clarify the following:
  ○ Nature of the loss and impact

☐ Determine clinical impact to the Site Operations
  ○ Consult with appropriate Unit / Department Supervisors to further determine impact of outage if required

☐ Confirm Allstream or AHS IT Service Desk has been contacted depending on the type of telephone loss

☐ Notify Patient Registration / Designate, if not already aware. Ensure FM&E, Protective Services (if on site) are notified,

☐ Determine need to establish Site Command Post to coordinate actions and communications to staff

☐ Ensure notification to Senior Leadership, Communications, RAAPID via Incident Notification Algorithm
  ○ Provide impact of loss to the site
  ○ Determine expected duration of the outage
  ○ Consult on action plan to re-establish service

☐ Engage Emergency/Disaster Management On-Call @ 780-735-9000 (ask operator to be connected with E/DM on-call) to escalate response

☐ Activate the Loss of Telephone Response Plan at the Site

☐ Instruct Patient Registration / Designate to activate the AIN Process if required

☐ Have Facilities Maintenance & Engineering (FM&E) staff:
  ○ Test Orange ATN Contingency Phones to ensure they are functional
  ○ Check for obvious physical damages to internal phone switching equipment
  ○ Check grounds and surrounding area for any construction or operations that may disrupt phone service

☐ Determine the appropriate Internal Communication Strategies to utilize (See Internal Communication Strategies below)

☐ Direct Patient Registration / Designate to overhead page Loss of Telephone Service, if services still available and provide messaging to include internal communication strategies to utilize. If overhead paging is not available determine an alternate strategy.
Assign Runners to Critical Care areas as needed.

Activate the Site Command Post for prolonged telephone outages, greater than one hour. Consider need for:

- Operations (ensure Site operations maintained or re-established as quickly as possible)
- Communications (Public and Internal Communications)
- Liaison / Security (Site Security and Fire / Police Liaison)
- Safety (Staff debrief / defusing)
- Planning (Personnel support, Documentation)
- Logistics (Materials support)
- Finance (Expense tracking, procurement related to the loss of utility)

For Zone-wide total loss of telephone service, establish the Site Command Post to coordinate command and control of the incident through Covenant Health E/DM or the ZEOC as applicable:

- All priority messages for external agencies to be relayed through Covenant Health E/DM or the ZEOC (verify communication options: cellular phones, satellite phone, 2 way radios, amateur radio). Covenant Health E/DM or the ZEOC will contact the requested external agency with messages and relay responses.
- Amateur Radio Emergency Services may be requested by ZEOC to support Site Command Posts
- 2 way radios / satellite / cellular / any alternative means may be used to contact the ZEOC

Return to normal functioning:

- In conjunction with engaged stakeholders, request Patient Registration / Designate to announce with an overhead page, that telephone services have been restored
- Assist with the coordination of returning the Site to normal operations
- Schedule an incident debriefing, including feedback from appropriate personnel
- Document all actions taken and decisions made

INTERNAL COMMUNICATION STRATEGIES

The following internal communication strategies can be used if operational:

1. Orange ATN Contingency Phone in your area (if available and operational)
2. Voice over Internet Phone (VoIP) in your area (if available and operational)
3. Network internal dialling (i.e. 3 digit dialling, or site specific process, if operational)
4. Accessing an outside line (may have to dial [9]) then the number (if operational)
5. Wireless computer network (if operational)
6. Paging system (if operational) – can be used for contacting porters and discharge cleaners
7. Email system can be used for Site Communications (if operational)
8. Mechanical Messenger systems can be used for delivery of reports and messages
9. Designate a Unit Runner to act as a messenger/courier
10. Two way radios may be used if available; consider asking EMS to assist in establishing a linkage from the Site to 911 / Dispatch.
11. Intercom systems or similar systems may be used if operational
12. Cellular or Satellite phones deployed if available as required
13. Pay phones (if operational)
How to Activate an Emergency Response Code

Identify the most appropriate method for calling an Emergency Response Code in your location:

- Code Blue button by bed of patient
- Personal or Site issued cellular phone to call Patient Registration / Designate, Police or Protective Services as required
- Pay phone or cellular phone (if Emergency Response Code happens in a public area) to call Patient Registration / Designate at 403-762-2222
- Duress Alarm / Panic buttons
  
  **Note:** Duress Alarm / Panic buttons may have a delay in response

Other: ________________________________
Appendix I

Site Cellular Telephone Distribution

Phase I cell phones are maintained on-site
Phase II cell phones may not be available if more than one Hospital is affected

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>CELLULAR NUMBER</th>
<th>ALTERNATE BACK UP NUMBER</th>
<th>POWER SAFE / CONTINGENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Who&quot; owns the cell phone</td>
<td>XXX-XXX-XXXX</td>
<td>Which number is</td>
<td>Which number is</td>
</tr>
<tr>
<td></td>
<td></td>
<td>called forwarded</td>
<td>called forwarded</td>
</tr>
<tr>
<td></td>
<td></td>
<td>to this cell or</td>
<td>to this cell or</td>
</tr>
<tr>
<td></td>
<td></td>
<td>which department</td>
<td>which Contingency</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the cell is covering</td>
<td>the cell is covering</td>
</tr>
</tbody>
</table>

These resources may not be available at all sites, if not, leave section blank

PAGING ACCESSED THROUGH PATIENT REGISTRATION / DESIGNATE

PHASE I CELL PHONE DISTRIBUTION:
DEPARTMENTS AND CORRESPONDING NUMBERS ARE IN BOLD
PHASE I CELL PHONES ARE MAINTAINED ON-SITE

PHASE II CELL PHONE DISTRIBUTION:
THESE PHONES WILL NEED TO BE SECURED FROM OTHER SITES
PHONES FROM OTHER HOSPITALS MAY NOT BE AVAILABLE, IF MORE THAN ONE HOSPITAL IS AFFECTED BY THE LOSS OF TELEPHONES

Appendix II

**Location of ATN Contingency Phones**

<table>
<thead>
<tr>
<th>PHONE NUMBER</th>
<th>LOCATION</th>
<th>TYPE (fax, orange / red, other)</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>403-760-6170</td>
<td>Patient Registration</td>
<td>orange</td>
<td></td>
</tr>
<tr>
<td>403-760-6171</td>
<td>Emergency Department</td>
<td>orange</td>
<td></td>
</tr>
<tr>
<td>403-760-6172</td>
<td>Acute Care Unit</td>
<td>orange</td>
<td></td>
</tr>
<tr>
<td>403-760-6173</td>
<td>Long Term Care Unit</td>
<td>orange</td>
<td></td>
</tr>
</tbody>
</table>

These numbers can be dialled directly but are NOT to be given out to the public. When activated, the orange ATN phones are not capable of transferring calls. Instead, messages should be taken during the time frame of activation and delivered to the appropriate person or department.
Appendix III

Patient Registration / Designate AIN Activation Process

Customer Activation Script
For Banff Mineral Springs Hospital

Service Saver Activation Procedure

1) Call 1-866-514-8011
2) You will hear the message “Welcome to the Service Saver administration line” followed by a similar French language greeting. This is followed by the message “For service in English, press 1” followed by a similar choice for French. Press 1.

3) You will hear the message “Please enter your account number, then press pound (#)”. After you hear the message, key in your 7 digit account number followed by the # sign. Your 7 digit account number is 4037624451.

4) You will hear the message “Please enter your PIN, then press pound (#)”. After you hear the message, key in your 4 digit PIN code followed by the # sign. Your 4 digit PIN is 7267.

5) You will hear the message” Please enter your group number, then press pound (#). After you hear the message, key in your group number followed by the pound (#) sign. Valid group is 1.

6) You will hear the message “Please enter your option number, then press pound (#). After you hear the message, key in your option number followed by the # sign. (See below for options). Valid Options are 1 (normal routing) or 2 (alternate routing) or 3 (alternate routing) – Patient registration until2230 and ED after 2230.

7) You will hear the message “Thank you from TELUS”

8) Make a test phone call to ensure the redirection worked. If after the test call you decide the activation did not work, then call TELUS Repair at 1-888-611-9988 and report trouble. See next page for routing numbers.

- Remember to do the process again to deactivate
Customer Activation Script
For
Banff Mineral Springs Hospital
Service Saver Activation Procedure

<table>
<thead>
<tr>
<th>Trigger Number</th>
<th>Group #</th>
<th>Normal Service Option 1</th>
<th>Alternate #1 Option 2</th>
<th>Alternate #2 Option 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>403-762-2222</td>
<td>1</td>
<td>403-762-2222</td>
<td>403-760-6170 Patient Registration until 2230</td>
<td>403-760-6171 Emergency department after 2230</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td></td>
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<table>
<thead>
<tr>
<th>Switching Option Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Normal Service, no redirection</td>
</tr>
<tr>
<td>2</td>
<td>Emergency service, route calls to alternate telephone number</td>
</tr>
<tr>
<td>3</td>
<td>Emergency Service route calls to alternate telephone</td>
</tr>
</tbody>
</table>
Switchboard / Designate AlN Deactivation Process

When telephone service has been restored:

Call XXX - Supplied by IT
You will hear the message "The number you have reached is not in service".
After hearing the message, enter PIN (XXXX - Supplied by IT) #. If you hear a fast busy signal try PIN again followed by #.
When successful you will hear "Please enter your new option number". (If you do not hear this message, and get a fast busy tone, the code was not accepted. Hang up and start process again.)
Listen to options available and select “Switching Option Code” followed by “#”. Valid option codes are 0, 1, or 2. Description below.
You will hear “Goodbye and thank you for calling”. This confirms change was accepted. An “I’m Sorry, your entry was invalid” and a fast busy signal indicates that the change was not accepted (hang up and repeat process).
If accepted change will occur in about 1 minute.
Make a test call. If not working call TELUS repair centre at 1-888-611-9988. When prompted for home or business – select business.