Utility Systems Failure and Basic Staff Response

**(see department policies & procedures for additional details)**

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| **Failure of:** | **What to Expect:** | **Who to Contact:** | **Responsibility of User:** |
| Computer Systems | System down | Information Management Division  Computer Section | Use backup manual/paper systems |
| Electrical Power Failure-Emergency Generators Work | Many lights are out, only “Emergency receptacle” outlets work | Facilities Maintenance Contractor | Ensure life support systems are plugged into emergency power (red outlets); use battery operated life support equipment; ventilate patients by hand as necessary; complete cases |
| Elevators Out of Service | All vertical movement be through stairwells | Facilities Maintenance Contractor | Review fire & evacuation plans; establish services on lower floors; use carry teams to move critical patients and equipment to other floors |
| Elevator Stopped Between Floors | Elevator alarm bell sounding | Facilities Maintenance Contractor | Maintain verbal contact with person(s) still in elevator and assure them help will arrive momentarily |
| Fire Alarm system | No fire alarms or sprinklers | Facilities Maintenance Contractor | Institute Fire Watch; minimize fire hazards; use telephone or runners to report fire |
| Medical Gases | Gas alarms, no O2, medical air, Nitrous Oxide, Nitrogen | Facilities Maintenance Contractor | Hand ventilate patients if necessary; use portable O2 and other gases, call for additional portable cylinders |
| Medical Vacuum | No vacuum; vacuum systems fail & in alarm | Facilities Maintenance Contractor | Obtain portable vacuum from crash cart; finish cases in progress; do not start new cases |
| Natural Gas Failure or Leak | Odor; no flames on burners, etc. | Facilities Maintenance Contractor | Turn off gas equipment; do not use spark producing devices, electric motors, switches, etc |
| Nurse Call System | Impeded patient contact | Facilities Maintenance Contractor | Move patients; detail a rover to check on patients |
| Patient Care Equipment/Systems | Equipment/system does not function properly | Medical Maintenance | Replace & tag defective equipment |
| Sewer Stoppage | Drains backing up | Facilities Maintenance Contractor | Do not flush toilets; do not use water |
| High Temperature Hot Water | No heat, hot water, or steam, sterilizers inoperative, limited cooking | Facilities Maintenance Contractor | Conserve sterile materials and all linens; provide extra blankets; prepare meals using electric appliances |
| Telephones | No telephone service | Information Management Division | Use overhead paging, pay or cellular phones; use runners as required |
| Domestic Water | Sinks & toilets inoperative | Facilities Maintenance Contractor | Conserve water; use bottled water supplied by MDS for drinking; use RED bags in toilets |
| Ventilation | No ventilation, no heating or cooling | Facilities Maintenance Contractor | Obtain blankets if needed; restrict use odorous/hazardous materials; use portable fans |

**Phone Numbers:**

Facility Maintenance Safety Office

Medical Maintenance Security Division

Information Management Division Telephone Section AOD (after duty hrs)

Information Management Division Computer Section CHCS (24-hrs)