

NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS)
POLICY AND PROCEDURE

SUBJECT: EMERGENCY GROUP RESPONSE AND GROUP PAGING

NUMBER: NN-EC-05

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ORIGINAL DATE: 11/24/98

REVIEW/REVISE DATE: 11/28/01, 01/06/05, 03/06/08, 4/16/09, 5/20/10, 3/21/13

APPROVAL: Cody L. Phinney, Agency Director

I. PURPOSE

To ensure adequate internal response to any emergency situation on campus

II. POLICY

In order to respond promptly and effectively to any emergency situation, NNAMHS will utilize a group call paging system.

III. REFERENCES

1. NNAMHS Policy NN-EC-02 Fire Safety Plan.
2. NNAMHS Policy NN-EC-08 Safety Management.
3. NNAMHS Policy NN-EC-12 Campus Lockdown Procedure.
4. NNAMHS Policy NN-HR-27 Annual Training and Role Proficiency.
5. NNAMHS Policy PC-SF-02 Behavioral Emergencies in All NNAMHS Settings.
6. NNAMHS Policy NN-EC-20 Emergency Alert Notification Policy

IV. PROCEDURE

A. Preparedness

1. All group pagers must be turned on during working hours.
2. All staff with a group pager is responsible for maintenance of their pagers; batteries must be checked monthly and replaced as needed.
3. Difficulties with pagers must be reported immediately to the hospital operator.
4. If a pager is lost, it must be reported immediately to the hospital operator.
5. All staff with group pagers will notify the hospital operator if and when they receive a test page. This is to ensure the paging system is working correctly.
6. Drills will be conducted periodically to ensure preparedness for various types of emergencies.

B. Communication

1. The activation of the group call paging system is the responsibility of the hospital operator (M-F, 8 a.m.-5p.m). The hospital operator will also individually page the Agency Director, or designee, the Environmental Safety Officer, or designee and law enforcement (when requested).
2. In the event of an emergency, notify the hospital operator by dialing 688-2100 (8-2100 from campus phones). Indicate the nature and location of the emergency. Indicate the need for emergency responders and whether they have already been called.
3. The hospital operator will activate the group call paging system and send the appropriate code.
4. Staff will receive a numeric code indicating the nature and location of the emergency. The first two digits indicate the nature of the emergency. The * key is used to create a dash. The last two digits indicate the number of the building in which the emergency is located. In the event of a campus wide emergency "00" will be entered. If the building number is known for the campus wide lockdown the building number will be entered after "00". The

Drop-In Center and Canteen will use building code "02" and building 2A/CORE will use building code "28". For example, the message "93*04" indicates a behavioral emergency in building four. The code "94*00" or (94*00*25) indicates a campus wide lockdown.

5. Maintain the emergency response until the all-clear code is given or you receive information from a supervisor.

C. Response to Emergencies

1. All staff on the group call paging system will immediately respond to all campus emergencies per the appropriate procedure.
2. Do not call the hospital operator unless you require immediate assistance.
3. Routine consumer care services are to be maintained throughout the emergency situation and/or drill, unless otherwise directed.
4. Staff reporting to assist will remain at the location until released by the staff that requested assistance or their supervisor.
5. A list will be kept indicating the staff that reported to the group page. The list will be sent immediately to the AA IV in Administration as soon as the emergency has been cleared.
6. Building 25 is equipped with a public address system that can be accessed from any telephone in Building 25 or by the hospital operator. Staff requiring assistance with an emergency/crisis situation will activate this system and announce the appropriate code or notify the hospital operator to do so. This system is to be activated only in case of emergency and not for routine paging needs.
7. Staff initiating a medical emergency will contact the Regional Emergency Medical Services Authority (REMSA) when an ambulance is needed.
8. Staff with group pagers will make arrangements for coverage including notifying the hospital operator when they are on leave.

9. Nursing supervisors will contact the hospital operator when they are carrying the group call pager.
10. When a position is vacated by a staff member with a group call pager, the pager must be turned in immediately to the Business Office. Pagers are issued by position number.