

H.E.I.C.S. PLAN

COMMUNICATIONS

Mission:

Organize and coordinate internal communications; act as custodian of all logged/documented communications. Provide sufficient information regarding telecommunication systems for the purpose of decision/policy making and facilitate restoration these systems.

Draft 5/99

Duties and Procedures

Upon notification of a disaster by Environmental Services Department or Chief Information Officer or Senior Management the following procedures will be implemented by the Computer

Operations Manager or the Telecommunications Supervisor. These procedures were developed with a major earthquake in mind, but this procedure should be utilized during any major disaster or emergency situation.

1. The Computer Operations Manager will implement the Telecommunications Notification Procedure (see Appendix B), using the current staff directory (see Appendix A). This procedure will be used during both regular working hours and evening hours and weekends.
2. Test all primary telecommunications equipment and all emergency communications equipment (see Appendix C). This will included the following
 - a. Centrex phone lines
 - b. Telephone systems
 - c. Pay telephones
 - d. Emergency cellular telephones
 - e. Pagers
3. With available staff, set up Communications Control Area (see Appendix D).
4. Assess staffing, you need 10 staff for Message Runners. Give out assignments as Message Runners and distribute Message Runner Kits (see Appendix E). If insufficient telecommunications staff have arrived, request additional staff from the Labor Pool Unit Leader. The duties of this assignment are detailed in the kit.
5. Assess staffing, you need 2 Telecommunications Technicians to function as Telecommunications Assessors and distribute the Telecommunications Assessors Kits (see Appendix F). The duties of this assignment are detailed in the kit.
6. Start the function of the Communications Control Area and maintain contact with the Logistics Section Chief. Review the duties of Communications Unit Leader (see Appendix G) and ensure all functions are being performed. Maintain records of all communications and all instructions that pass through your staff.
7. As the assessments of the telephone systems come in to the Communications Control Area, start developing a plan for the recovery of the telephone systems.
8. Maintain periodic contact with all staff to insure safety at all times.

Appendix A
STAFF DIRECTORY

Appendix B
TELECOMMUNICATIONS
NOTIFICATION PROCEDURE

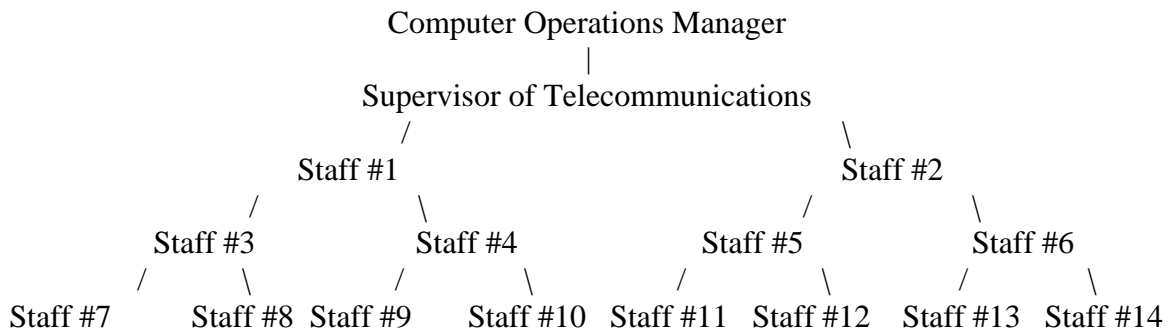
APPENDIX B

THIS PROCEDURE WILL BE KEPT IN THE POSSESSION OF ALL TELECOMMUNICATIONS
STAFF AT ALL TIMES

TELECOMMUNICATIONS INTERNAL PROCEDURES

NOTIFICATION PROCEDURE

After receiving call from Medical Center, Computer Operations Manager will use the following call tree.



Each staff person will call 2 other designated staff people. If any staff person is not able to reach their designated fellow staff people after a reasonable time, they will notify the next staff person in line to continue the procedure.

Appendix C
TELECOMMUNICATIONS EQUIPMENT
TEST PROCEDURE

Appendix C

TELECOMMUNICATIONS EQUIPMENT TEST PROCEDURE

This procedure is intended to be a guideline for an immediate high level test of the pagers and cellular phones at the Medical Center.

The first step is to activate one of the emergency cellular phones and identify if it is able to connect to a cell site. This will be indicated on the red/green led on the top of the phone. If you don't have a red light, you have connected to a cell.

The next step is to call another cellular phone. This will tell us if the cellular phone service is working with the local Telephone Company.

Whether the cellular phone test is successful, you must also test the pagers. The pagers can be tested by using any working telephone onsite and calling one of the other pagers onsite at that time. If the pager responds you have a working pager network.

This procedure is intended to test Medical Center pagers and cellular phones only, but if these don't work and other personal equipment that is onsite at the time can be utilized then alter the plan to include this equipment.

Appendix D
COMMUNICATIONS CONTROL AREA
SETUP PROCEDURES

Appendix D

COMMUNICATIONS CONTROL AREA

SETUP PROCEDURES

You must select an appropriate area closely adjacent to the EOC to setup the communications control area. This setup includes a folding table with chairs, bulletin board, 2 white boards, power to charge 2-way radios and cellular phones and office supplies to perform all the communications functions (see Appendix D1).

This location should be under some type of cover in case of inclement weather and adjacent to a building to provide shelter from wind.

The setup of the bulletin board is to post undelivered messages and/or for staff to pickup messages when they arrive at the Medical Center. This bulletin board should be divided alphabetically.

The first white board will have the organizational chart layout of the disaster management team. The names of each leader will be filled in as they arrive or are assigned.

The second white board will be used to post announcements and any global messages to the staff.

Appendix D1
COMMUNICATIONS CONTROL AREA
SUPPLY INVENTORY

Appendix D1
COMMUNICATIONS CONTROL AREA
SUPPLY INVENTORY

- A. 1 folding table, 6'X36" preferred
- B. 2 folding chairs
- C. 1 4'X8' bulletin board with tripod stands
- D. 2 4'X8' white boards with tripod stands
- E. 1 box (100 count) push pins
- F. 2 EXPO dry erase kits (white board pens)
- G. 2 boxes mechanical pencils
- H. 4 boxes ball point pens
- I. 50 pads of 8 ½" X 11" paper
- J. 10 storage boxes (Bankers Box)
- K. 100 file folders (letter 5th cut)
- L. 2 staplers
- M. 1 box staples
- N. 10 rolls Scotch tape
- O. 2 Scotch tape dispensers
- P. 1 portable boat horn
- Q. 3 cans compressed air for boat horn
- R. 1 battery powered bullhorn with 2 sets of batteries
- S. 10 Message Runners Kits (see appendix D2)
- T. 2 Telecommunications Assessment Kits (see appendix D3)
- U. 24 16oz. bottles of water
- V. 25' extension cord
- W. multi-outlet power strip
- X. 50 maps of Medical Center

Appendix D2
MESSAGE RUNNER KIT INVENTORY

APPENDIX D2

MESSAGE RUNNER KIT INVENTORY

- A. clip board
- B. message runner instruction
- C. hard hat
- D. identification vest
- E. flashlight (2 sets of fresh batteries, 1 spare bulb)
- F. map of Medical Center (with all buildings and special locations identified)
- G. 100 copies of Message Form
- H. 10 ball point pens
- I. time piece (self-illuminating)
- J. fanny pack (large, with personal water jug holder)
- K. 16 oz. bottle of water

Appendix D3
TELECOMMUNICATIONS ASSESSMENT
KIT INVENTORY

APPENDIX D3
TELECOMMUNICATIONS ASSESSMENT KIT INVENTORY

- A. Telecommunications Assessment Instruction Sheet
- B. Hard hat
- C. Identification vest
- D. Flashlight (2 sets of fresh batteries, 1 spare bulb)
- E. Map of Medical Center (with all buildings and special locations identified)
- F. Basic Hand Tools
 - Screwdrivers, Snips, Pliers, Punch tool w/appropriate dies, Knife
- G. Butt Set
- H. Toner Set
- I. Carrying Bag
- J. Clip Board (with 25 copies of Assessment Form)
- K. 2 Mechanical Pencils
- L. Time piece (self-illuminating)

Appendix E
MESSAGE RUNNER
DUTIES AND PROCEDURES

APPENDIX E

MESSAGE RUNNER JOB DESCRIPTION AND DUTIES

This position is to walk from a pre-designated location to another pre-designated location to deliver messages and instructions. This would be required should the Medical Center lose electrical power and/or telephone service from an earthquake or other disaster.

This job requires the person to walk (or run at times) throughout the Medical Center to pick-up and deliver messages, using a pre-designed message form (see Appendix E1). Because of these requirements, you would need to use footwear that accommodates this need. You should also wear clothing that doesn't restrict your movements while protecting your body. You will be provided with a hard hat for protection, but you might need an extra layer of clothing to prevent cuts or scratches as well as warmth should this occur in the cold months.

You will be provided with a map of the Medical Center identifying all locations for the message runners to work from and specifically the locations you are to walk back and forth from. You will always use the pre-designed message form provided and should you run out, more can be obtained from the communications center. You must note the time you receive a message and when you deliver this message and a timepiece is provided in your Message Runner Kit (see Appendix D1).

You may also be asked to perform other functions (looking for a person, giving a general announcement) along with these specific duties, but these will be given to you by the Communications Unit Leader. You will also be provided with an organizational chart identifying all of the Leaders, Chiefs and Commander should you need to address any other issues you may have.

You may be given a 2-way radio or cellular phone to aid in delivering messages, but if you receive a message by this means, you must document this message on the provided message form and deliver the written message. NEVER deliver a verbal message unless you have no other way to do so. The procedure for taking a verbal message is to write the message down while you receive it and then read back the message to the sender for verification. These messages are critical and you wouldn't want to deliver a message in error.

Appendix E1
COMMUNICATIONS MESSAGE FORM

Appendix F
TELECOMMUNICATIONS ASSESSORS
DUTIES AND RESPONSIBILITIES

APPENDIX F
TELECOMMUNICATIONS ASSESSORS DUTIES AND RESPONSIBILITIES

This position is to assess the functionality of the telephone systems within the Medical Center in the event of a declared disaster.

This job requires the person to check the incoming telephone lines (if physically possible) to determine their functionality. Should the lines be operational you will notify the Communications Unit Leader of this status. If the lines are not operational, you should attempt to assess the manpower and effort required to bring these lines back to operational status. This assessment should also be conveyed to the Communications Unit Leader.

All assessments are to be documented on the Telecommunications Assessment Form (see Appendix F1) and given to the Communications Unit Leader. This includes both assessments for working and non-working equipment or services.

The equipment and services to be assessed are listed below and when you arrive at the Medical Center during a declared disaster the Communications Unit Leader will give you the priority list for the assessments.

List of equipment and services –

TO BE COMPLETED LATER

Appendix F1
TELECOMMUNICATIONS ASSESSMENT
FORM

APPENDIX F1

TELECOMMUNICATIONS EQUIPMENT ASSESSMENT FORM

Location Bldg. _____

Time of status _____

Equipment or service type _____

(Centrex line, 1mb, fax, ACD, KSU, voice mail,
pay phone)

Status ____ Working ____ Down ____ Degraded

Degree of degradation _____

Is dial tone present ____ YES ____ NO

Anticipated recovery effort _____

Technician Name _____

Additional Comments _____

Appendix G
COMMUNICATIONS UNIT LEADER
DUTIES AND RESPONSIBILITIES

Appendix G

COMMUNICATIONS UNIT LEADER DUTIES AND RESPONSIBILITIES

This position is responsible for the coordination and control of the communication of information between the Medical Center departments and with the emergency leaders during any of the emergency situations that may occur.

Under the immediate direction of the Logistics Chief, the person in this position must insure all the documented procedures are followed as well as direct the Message Runners and Telecommunications Assessors. You aren't limited to only these responsibilities but these are the minimum required for the Medical Center to function. You are expected to adapt to the situation and keep the focus on the primary responsibility, that is the conveyance of information within the Medical Center.

Your immediate responsibilities are listed below but aren't limited to just these, you are also expected to maintain a cool head, document your experiences for future evaluation, look for opportunities to improve the functions you are responsible for.

RESPONSIBILITIES

- A. Insure notification procedure was activated and completed, if not have it completed once you arrive at the Medical Center.
- B. Insure preliminary testing of telecommunications equipment has been completed.
- C. Insure adequate staff is available to be Message Runners.
- D. Insure Communications Control Area is physically setup.
- E. Insure you have 2 qualified Telecommunications Technicians to perform the hardware assessments.
- F. Insure all buildings needing Message Runners will have staff assigned.
- G. Insure all members of your unit are safe while they perform their duties.
- H. Insure documentation is kept of all communications that are handled through your unit. Maintain paper files of all the communications.
- I. Insure all aspects of recovery are maintained throughout the disaster.