

<b>Section:</b> Emergency Planning Manual	<b>Subsection:</b> Code Grey Internal Disaster	<b>Policy Number:</b> EPP-1073
<b>Subject:</b> Loss of Phone Service		<b>Reviewed Date:</b> June 2022, May 2016
<b>Standard:</b>	<b>Authority:</b> CEO	<b>Supercedes:</b> March 2013 February 2013
<b>Page 1 of 1</b>		

**Policy**

Belvedere Heights shall have a plan of action to be implemented for loss of phone service.

**PROCEDURE**

1. Walkie talkies are located at each care centre for emergency use to replace wireless phones. Emergency phones for desk sets are located at the palm in station for each care centre.
2. Walkie talkies are to be used for communications between floors and the charge nurse.
3. RN and RPN will carry the walkie talkies during their shifts and PSWs will use them on nights when the phones are not functioning.
4. Walkie Talkies must be handed off each shift and accounted for by the RPN and PSW.
5. RN will monitor use.
6. There are two sets of walkie talkies to ensure they are charged at all times.
7. When power is lost to the walkie talkie, the walkie talkie will be placed in the charger and staff will remove the charged one for use.
- 8. Anyone who goes home with a walkie talkie will be required to return it the same day as this is an essential service and the home cannot be without.**
9. After hours phone messages are routed to either the Nurses line or the administration mail box.
10. RN will pick up messages from any land line in the building each hour when phones are down. Administration will drop messages off next business day.
11. Calls to sets at care centers will continue to work so if the line rings staff are to pick up if they can. If the call is not picked up it will go to the Administration Voice Mail for pick up next day.
12. Registered staff will be required to respond to messages using the desk sets when wireless phones are not functioning.
13. A memo advising residents, staff and families of the matter will be posted in communication books, elevators and at entrances.
14. Cell phones cannot be used as a substitute.

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 Authorized Signing Authority

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 Date