

## **6. Command Center Policy**

## ORGANIZATIONAL POLICIES/PROCEDURES

**TITLE:** Command Center Policy

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**SUBMITTED/REVIEWED BY:** Safety Specialist  
Environmental Health & Safety Department

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### Policy Statement

The purpose of this plan is to provide a mechanism to clarify structure and guidance to staff in an attempt to minimize destruction and disruption during internal or external emergency situations. The Communication and Command Center is designed to enhance communication, facilitate processes and provide logistic assistance from a central source. The Communication and Command Center is staffed with individuals from key departments who have the knowledge and authority to facilitate necessary actions and procedures during an emergency. In the event of an emergency, all staff will be notified to make contact with The Command Center to facilitate their logistical and communication needs.

The Management Resource Group, which consists of the \_\_\_\_\_ and the vice presidents, provides guidance and support for the key department representatives in the Command Center.

It is also intended to provide the authority to the Nursing Supervisor on Duty to implement this plan if they believe it is warranted after communicating with key staff with respect to the details of the identified problem.

### Procedure

#### A. Communication and Command Center

1. The primary \_\_\_\_\_ Command Center is located at \_\_\_\_\_ South, East Pavilion, Conference Room A. The secondary Command Center is located at \_\_\_\_\_ North, \_\_\_\_\_ Building, Brown Room. If both Command Centers are not available because of the magnitude of the incident, \_\_\_\_\_ Administration and \_\_\_\_\_ ington University Environmental Health and Safety should be contacted to coordinate the use of their Command Centers.
2. There are a total of seven phones available in the Command Center. These phones are stored inside the closet located in Conference Room A, \_\_\_\_\_ South and the \_\_\_\_\_ Conference Room, \_\_\_\_\_ North, \_\_\_\_\_.
3. Phone outlets within the rooms are marked with the corresponding numbers of the telephones. Four of the telephone lines are Business Lines, which will continue to function during an outage of the \_\_\_\_\_ phone system.
4. The main phone numbers for the \_\_\_\_\_ South Command Center are \_\_\_\_\_ and \_\_\_\_\_. The main phone numbers for the \_\_\_\_\_ North Command Center are \_\_\_\_\_ and \_\_\_\_\_. These numbers will automatically roll to five other phones located in the Command Center.

#### B. Command Center Staffing

1. The following key departments/individuals will be required to provide a representative to act as a liaison in the Command Center and coordinate activities for their respective department:
  - a. Environmental Health and Safety
  - b. Security
  - c. Facility Services
  - d. Nursing Administration
  - e. ER Attending Physician
  - f. Media Relations

- g. Social Services
  - h. Guest Service
  - i. Patient Placement Center
2. The list is not all inclusive of the activation of the Communication and Command Center, responsible areas previously identified should send a representative to the designated Command Center location. The first individuals should begin to set up the telephones and other adjunct equipment/supplies, which are located in the closet of the designated Command Center Conference Room.
- C. Action Plans:
1. Nursing Supervisor on Duty
    - a. Assess the situation.
    - b. Notify the Administrator on Call via security
    - c. Initiate a Level II or III page via telecommunications. This page needs to be a clear, concise explanation of the event. For example, "South Campus is on normal power. North campus operating on emergency generators" **NOT** "Power out in Hospital".
      - Level II Page: Minor emergency that results in little to no injuries and little or no damage. An emergency that affects limited areas of a building.
      - Level III Page: Major emergency with injuries and property damage. An emergency that affects an entire area or multiple buildings.
    - d. Assumes Command role, until relieved by appropriate member of Administration/Management.
    - e. Coordinates all communication to staff regarding the situation
    - f. Assigns hospital communicator, who carries a radio, and circulates through the hospital to facilitate communications with staff and families.
    - g. Initiate Mass Page updates through Telecommunications
  2. Security Dispatcher
    - a. Provides for response to alarm as appropriate.
    - b. Maintains communications with the Nursing Supervisor/Nursing Administration and the Command Center.
    - c. Bring two-way radios to the Command Center.
    - d. Provides key representative for Security to the Command Center.
    - e. Provides instruction on how to operate the two-way radios.
  3. Media Relations Representatives
    - a. Responds to hospital as soon as possible
    - b. Retrieves two-way radio from the Command Center
    - c. If media representatives are present at the hospital coordinates information flow to them.
    - d. The Media Relations representative will establish media control procedures based upon the nature of the disaster and media interest.