



Department of Facilities Management

POLICY & PROCEDURE DOCUMENT

NUMBER: 1.006

DIVISION: Department of Facilities Management

TITLE: Emergency Phone Policy (Ephone)

DATE:

REVISED: N/A

Policy for: All Department of Facilities Management Employees

Authorized by: Director Facilities Management

I. Purpose and Scope

Western Kentucky University currently has 67 emergency phones spread across campus. Planning, Design, Construction (PDC) has a rule to place at least 1 emergency phone in each parking lot/structure built on campus.

II. Policy

Emergency phones strategically positioned throughout WKU campus.

III. Procedure

- A. Each phone has an emergency button that, when pressed, automatically dials the WKU Police Department.
 - 1. An open line on any emergency phone will activate a priority response from an officer.
 - 2. An officer will be sent to check on the user of the phone, even if nothing is communicated to the dispatcher.
- B. Cooperation is essential to help us maintain the integrity of the emergency phone system. These phones should be used only for actual or perceived emergency situations.
- C. All emergency phones are checked for functionality on a routine basis.

- D. Telecommunications will perform a check on the Emergency Telephones (currently 67) every Tuesday Morning. However, in the unlikely event there is an emergency phone malfunction, please contact Telecommunications at 745-6370 to report the need for repair.
- E. Telecommunications will notify the Police Department through via email of any problems encountered with our check of the emergency phones.
- F. The WKU Police Department will check the status of the emergency phones on the 1st and 15th of each month. This will ensure that no problems are occurring at night that the checks during the day are not addressing. A report will be sent to Director of Telecommunications
- G. Work orders for emergency phone(s) with problems will be placed in the Telecommunications system for responsible technician to go check problems pertaining to Telecommunications. The responsible technician will resolve any issues by close of business hours on Wednesday.
- H. Telecommunications will input work orders into the Facilities On-Line Maintenance Request form for any work that must be completed by the Electronics Shop. Facilities will resolve any issues turned in through Facilities On-Line Maintenance Request within 3 days from the date of creation. Work order numbers will be sent back to the responsible party to monitor progress.
- I. The Telecommunications department has software that monitors the operating of each emergency phone circuit board to ensure the proper functioning of the circuit board itself. It does not monitor external parts such as the “blue light” on top. Telecommunications staff member will check polling software that monitors emergency phone status each morning and write up work orders for responsible technician as needed.
- J. Telecommunications will place visible Out of Order signage on any non-operational emergency phone. If an emergency phone outside of a construction area is to be out of service for over 1 week then the emergency phone is to be removed from the location or an alternate method of service is to be connected up within that 1 week period.

IV. Exclusions

V. Related Policies

VI. Reason for Revision

Appendices: