LIFE SAFETY SYSTEM – TROUBLE/SUPERVISORY MESSAGE RESPONSE

Purpose: To establish a process for ensuring that Life Safety monitoring system trouble and supervisory messages are resolved in a safe and timely manner.

NOTE: Trouble and Supervisory messages associated with placing a building in TEST/OVERRIDE for fire alarm testing are not to be addressed by this policy.

Policy: Located within Vanderbilt University Medical Center are several systems designed to provide life safety protection for our patients, staff and visitors. These systems include (but are not limited to) fire alarm systems, automatic sprinkler systems and pre-action systems. Occasionally, due to equipment failure, construction or maintenance activities, these systems initiate trouble and/or supervisory messages that are received in the Delta Operations Center advising staff of an existing condition that needs to be addressed and resolved in order to assure proper operation of the life safety system. Examples of these messages include, but are not limited to:

- Tamper switch messages
- Power failure messages
- Electrical ground faults
- System duct detector messages

This policy outlines Facilities Management response to messages of this type.

Procedure: When a life safety system TROUBLE or SUPERVISORY message is received by Delta Operations Center staff, PERFORM the following:

A. Delta Operations Center Response:

1. IMMEDIATELY COMMUNICATE the nature of the message to the on-call S.E.R. technician
2. INITIATE a trouble call in the TMS work management system indicating the following specific information:
   a. in the DESCRIPTION field: Select the descriptor Life Safety Trouble or Supervisory Message (from the dropdown menu)
   b. in the COMMENT field: enter the fire alarm system manufacturer (such as Simplex or Honeywell) and then the complete point descriptor as displayed.
c. in the ASSIGNMENTS field: enter the S.E.R. Shop technician to whom the call was dispatched

d. In the REQUESTER field: enter the name of the S.E.R. Shop Technician to whom the call was dispatched.

3. All other trouble call fields will be filled out as they normally would with special care being taken to enter as much detail as possible in the LOCATION and ROOM# fields.

B. S.E.R. Shop Response:

1. Upon receipt of a dispatched/assigned WO for trouble or supervisory message, the assigned S.E.R. technician shall investigate the trouble or supervisory field device, equipment or system from which the message originated. If the device, equipment or system can be immediately repaired (unless an overriding facility emergency takes precedence), the S.E.R. Technician is expected to correct the deficiency.

2. If the deficiency cannot be immediately resolved for ANY system trouble or supervisory deficiency with the potential to adversely impact the performance/function of ANY life safety system's ability to protect the occupants of a building, REPAIR must be performed before the end of business on the day the trouble or supervisory message was received. When this is not possible due to conditions beyond the control of the S.E.R. Technician (such as part lead times, etc.), the condition must be reported to the S.E.R. Shop Manager and the appropriate Interim Life Safety Measures (ILSM) must be implemented. Additionally, any affected patient care areas must be properly notified as well (per ILSM). Examples meeting this requirement include, but are not limited to:
   a. Supervisory alarms that are not communicating to the Delta
   b. Field device failures that could leave an occupied area unprotected such as a flow switch or smoke detector.

3. All other life safety system troubles or supervisory messages must be repaired within 72 hours of alarm receipt. If this cannot be accomplished for any reason other than part delivery delays, the S.E.R. Shop must seek the assistance of the life safety systems original equipment manufacturer's representatives.
4. If the nature of the trouble or supervisory message is such that the assistance of personnel from other Facilities Management shops is required, it will be the responsibility of the S.E.R. Shop manager to coordinate with the manager of the required shop to ensure that assistance is made available.

C. Administrative Follow-up:

In order to assure that these processes are working as designed, the following administrative activities will happen at the intervals specified:

1. Daily reporting - Each night at midnight, a 52-week history of all trouble calls pertaining to life safety trouble or supervisory messages will be sent to the S.E.R. Shop manager, the Delta Operations Center Manager and the Facilities Management Assistant Director of Regulatory Compliance for daily review and tracking. Trouble calls not meeting the criteria spelled out elsewhere in this report will be discussed amongst these three individuals. From this discussion, a proper response will be developed to efficiently resolve these deficiencies.

2. Weekly reporting - Each week the Delta Operations Center Manager will prepare a list of outstanding trouble and supervisory messages for review during the weekly staff meeting. The focus of this review will be difficult to resolve issues and how best to resolve them.

Responsibility: It is the responsibility of each person who works on any VUMC life safety system to follow the policy in its entirety.

References: None