VUMC Off-site Facility Response Procedure

Purpose: To establish procedure for VUMC Plant Services Staff to respond to off-site buildings for trouble calls, BAS Alarms, Fire Alarms, etc. This procedure only applies to 2nd shift, 3rd shift, and weekends.

Policy: Upon receipt of a Trouble Call, or any automated alarm from an off-site building the Delta Operations Center will notify the appropriate shift personnel in the shop that responds to the particular Trouble Call or alarm. The shift Journeyman will take one of the following actions based upon the nature of the problem:

1. If the nature of the problem is such that the shift Journeyman can determine without leaving the VUMC campus that the repair/response will wait until the next business day; they will ask the Delta Operations Center to redirect the call to the 1st shift staff for response.

2. If the nature of the problem is such that the shift Journeyman cannot determine without leaving the VUMC campus that the repair/response will wait until the next business day but that the call is not an emergency call; the shift Journeyman will respond to the call at their earliest opportunity. Upon arrival at the off-site facility:
   a. If the shift Journeyman can make the repair within 1 hour or less, they shall do so.
   b. If the shift Journeyman cannot make the repair within 1 hour or less, they shall either defer the call to the next business day as described in step 1 above or they shall notify their on-call backup to come in and cover their work on the VUMC campus until the repair is complete. This should be done only if the work load on the VUMC campus is such that patient care will be adversely affected by the shift Journeyman’s absence.

3. If the nature of the problem is such that it is apparent to the shift Journeyman that the problem is an emergency (such as a life safety problem); the shift Journeyman will respond to the call immediately to address the problem. Additionally, if the work load on the VUMC campus is such that patient care will be adversely affected, the shift Journeyman shall notify their on-call backup to come in and cover their work on the VUMC campus until the repair is complete.

Responsibility:
1. Delta Operations Center: It is the responsibility of the Delta Operations Center to insure that all Trouble Calls, alarms, etc. are promptly communicated to the on duty shift personnel. Additionally,