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, expeditious manner.

**Policy:** Located within the medical center are several systems designed to provide life safety protection for our patients, staff and visitors. These systems may be fire alarm systems, automatic sprinkler systems, pre-action systems, etc. From time-to-time due to equipment failure, construction activities, maintenance, etc. these life safety systems send trouble and/or supervisory messages to our Delta Operations Center (D.O.C.) advising staff that there is some condition within one of these life safety systems that needs to be repaired, reset, etc. in order to assure the 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 will address Plant Services’ response to messages of this type.

**Delta Operations Center Response:**

When a life safety system trouble or supervisory message is received by the staff of the Delta Operations Center, the following steps will be followed:

1. When a life safety system trouble or supervisory message is received by the Delta Operation Center, the staff of the D.O.C. will immediately communicate the nature of the message to the on-call SER technician.

2. The staff of the D.O.C. will then enter a trouble call (see attached example) into the Plant Services work management system with the specified information being placed in the fields identified below:
   a. **DESCRIPTION**: Using the pull down feature select the descriptor with the following text; “Life Safety Trouble or Supervisory Message”.
   b. **COMMENT**: In the comment field staff will enter the fire alarm system manufacturer (such as Simplex or Honeywell) and then the complete point descriptor as displayed on the D.O.C. terminal.
   c. **ASSIGNMENTS**: In the assignments field, staff will enter the SER Shop technician to whom they dispatched the call.
   d. **REQUESTER**: The D.O.C. staff member will enter their name in this field.
   e. All other trouble call fields will be filled out as they normally are with special care being taken to enter as much detail as possible into the LOCATION and ROOM# fields.
3. **NOTE:** Troubles and Supervisory messages that are associated with placing a building in the correct mode for fire alarm testing will not be covered by this policy.

**SER Shop Response:**

1. When the D.O.C. dispatches a trouble or supervisory message to the on-call SER Shop technician, that individual assumes the responsibility for assuring that the trouble or supervisory condition is resolved as soon as is reasonably possible. When making repairs to any life safety system condition the following steps must be observed:

   a. Whenever the D.O.C. dispatches a trouble or supervisory message to the on-call SER Shop technician, that technician is responsible for checking the trouble or supervisory field device, system, etc. from which the message originated. If the device, system, etc., can be repaired immediately (unless and overriding facility emergency takes precedence), the SER Shop technician should do so. If not, the steps listed below will apply.

   b. System troubles or supervisory issues that can adversely impact the life safety system’s ability to protect the occupants of a building must be repaired before the end of business on the day the trouble or supervisory was reported by the life safety systems. When this is not possible due to conditions beyond the control of the SER Shop technician (such as part lead times, etc.), this condition must be reported to the shop manager and the appropriate Interim Life Safety Measures must be implemented. Additionally, any affected patient care areas must be properly notified as well. Examples meeting this requirement include but are not limited to:

      i. Supervisory alarms that are not communicating to the Delta
      ii. Field device failures that could leave an occupied area unprotected such as a flow switch, or smoke detector.

   c. All other life safety system troubles or supervisory messages must be repaired within 72 hours of the trouble or supervisory being reported by the life safety system. If this cannot be accomplished for any reason other than part delivery delays, the SER Shop must seek the assistance of the life safety systems original equipment manufacturer’s representatives.

   d. If the nature of the trouble or supervisory message is such that the assistance of personnel from other Plant Services shops is required, it will be the responsibility of the SER shop manager to work with the manager of the shop in question to insure that this assistance is made available.

**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 SER Shop manager, the Delta Operations Center supervisor, and the Plant Services Director of Operations and 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 troubles.

2. Weekly reporting – Each week the Delta Operations Center supervisor 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

**References:** None