

SECTION:	EMERGENCY PLANNING/LOSS OF SERVICES	APPROVED BY:	Director
NUMBER:	E.305	SIGNATURE:	
RESPONSIBILITY:	All Managers	DATE:	October 13, 2013
REFERENCE POLICY:		REVISED:	July 2022
SUBJECT:	Loss of Electronic Communications Systems		Page 1 of 1

PURPOSE

To provide direction to staff in the event that telephone or internet service is disrupted.

POLICY

In the event of loss of telephone or internet services, the following procedure will be carried out.

PROCEDURE

1. Try a number of telephones or computers to verify the scope of the disruption.
2. Using the Maintenance department 'cellular' phone, or any available cellular phone, notify the County Information Services Help Desk at 519-539-9800 ext. 3161 or email support@oxfordcounty.ca of the disruption in service and request immediate emergency repairs or follow prompts for after hours service.
3. Emergency phones are available at the documentation stations (fax lines), maintenance, and recreation. Staff will also be permitted to use personal cellular phones during emergencies.
4. If IT or telephone service is expected to be out for two hours or more, the RN will notify the On-Call Manager.