



EMERGENCY COMMUNICATIONS

Paging Procedures:

Code "Yellow" Soft Lockdown

Response: Lock all exterior doors Open for visitors coming and going

Code "B" Behavioral

Response: Only those trained in CPI or Safety Care

Code "M" Medical

Response: Nurses, Doctors, and Others with Medical Licensures

Code "W" Weapons/Hostage

Response: Maintain your safety with run, hide, or fight!

To initiate a Code response on our phone system, push the services button (picture of a globe), select the page option, and announce your emergency message. There is also a panic shortcut through our DialCast system that allows you to just push the following:

- #555 Code Yellow
- #777 for a Code M
- #888 for a Code B
- #999 for a Code W

This will put out an automated Code message along with your location.

Calling 911

To call 911, all you need to dial is 911 – there is no need to get an outside line first. Employees are to use a LifeWays phone whenever possible when needing to call 911. This provides dispatch your exact location and activates our internal notification system.

Related, you can get an outside line by dialing 8.

InformaCast

The InformaCast Emergency Notification System provides another level of safety communication through alerts issued by LifeWays InformaCast administrators. InformaCast sends a pre-recorded message to LifeWays work cell phones, landlines, and computers. LifeWays' code system, as well as other emergencies, such as a building evacuation, severe weather, etc., may be sent with InformaCast, as well as an "all clear" notification indicating that the incident is over and it safe to return to work.

This form is CONFIDENTIAL. If posted at a workstation, please ensure it is not accessible/visible to consumers or guests.

Our phone system is now set up to provide a location in the InformaCast message when 911 is called from a landline. The following are the phone designations for areas in each of our two facilities:

AC = Access Services

AD1, AD2, AD3 =

Admin Area 1 is back 1/3; Admin Area 2 is middle 1/3; Admin 3 is front 1/3

EX = Executive Suite

CM = Case Management

CO = Contracts

CR = Crisis Services

HILLSDALE = Hillsdale

IT = Information Technology

L = Front Lobby Area

MS = Med Services

Beacon Dispatch Program

Crisis Services has the capability to track our staff working in the community that have this program downloaded to their cell phone. The program also allows for messaging between our Crisis Services dispatch center and those staff in the field. Lastly, there is an SOS emergency alert button on the app that allows staff to activate an emergency alert.

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