

Policy Name: Campus Assistance (Emergency) Phone Policy
Originating/Responsible Department: University Safety
Approval Authority: Senior Management Committee
Date of Original Policy: February 2010
Last Updated: August 2017
Mandatory Revision Date: August 2022

Contact: Director of University Safety

Policy: This policy is intended to define the guidelines for campus as it relates to assistance (emergency) phones. The Department of University Safety (DUS) is responsible for decisions related to deployment requests by clients for all emergency phones on campus and subsequently the regular testing of these phones. In addition, DUS may specify mandatory installation of emergency phones in environments that, in their experience/opinion, may pose a health or safety risk to any individual/s (e.g. labs with chemicals). Information Technology Services (ITS) works in conjunction with DUS and their clients to install and configure emergency phones on campus once approved by DUS. When clients request the installation of an emergency phone, any costs associated to this deployment (e.g.: cabling, conduit, telephones, labour) will be charged back to the requesting client. Emergency phones which are deemed mandatory by DUS due to the nature of the work environment (labs) will be paid for by the Department associated to the physical space in which the phone is to be installed.

Purpose: This policy describes the guidelines to be used for determining the requirement, location and deployment of emergency phones across campus and outlines responsibilities for the associated costs.

Scope: This policy applies to all assistance (emergency) phones on campus operated and maintained by ITS. Deployment and ongoing operation of campus assistance (emergency) phones is the joint responsibility of ITS and DUS. DUS performs weekly testing on each assistance (emergency) phone and reports all service problems to ITS Voice Services who then troubleshoot and repair the phones. The following types of assistance (emergency) phones exist on campus:

1. Elevator Phones - located within the cab/car of each campus building elevator.
2. RED or BLACK Wall Phones - located primarily at building entrances/lobbies and in campus computer/science labs.
3. Yellow Assistance (Emergency) Push Button Phones - located throughout the tunnel system, inside parking structures, and on podiums on the external/surface parking lots and pathways. These phones are yellow in colour and are associated with a Blue Light.

All Bell Canada payphones on campus are programmed and maintained by Bell Canada and do provide free calling to 613-520-4444 (campus emergency number).

Procedures:

Roles and Responsibilities

Elevator Phones

Each elevator cab/car must be equipped with an emergency phone. These phones are programmed and maintained by ITS Voice Services. Elevator phones are programmed to automatically dial the DUS Communications Centre when the assistance button is pressed. ITS Voice Services is responsible for ongoing costs to maintain these phones. DUS is responsible for regular testing of these phones (typically once per week). These phones are not subject to any ongoing monthly rental charges.

Yellow Phones

These phones are located across campus, in the tunnels, in parking lots and structures, and mounted on free standing yellow pedestals along safewalk pathways. They are easy to distinguish because they are yellow in colour and identified by an overhead "Blue Light" which flashes once the assistance phone has been activated. These phones are programmed and maintained by ITS Voice Services. They are programmed to automatically dial the DUS Communications Centre when the button is pressed. ITS Voice Services is responsible for ongoing costs to maintain these phones. DUS is responsible for regular testing of these phones (typically once per week). DUS determines if additional yellow phones are required on campus and selects the location as well as arranges for the necessary infrastructure to be put in place. DUS is responsible for the funding of any new phones that are added across campus. The standalone pedestal phones are equipped with surveillance cameras which are operated by DUS and all callbox phones have surveillance cameras in close proximity to monitor activity and caller status. These phones are not subject to any ongoing monthly rental charges.

Red Phones

Red phones are wall mounted phones and have no dial pad. They are connected to ITS PBX analog lines and are programmed to automatically dial the DUS Communications Centre when the handset is lifted. They are programmed and maintained by ITS Voice Services and tested regularly by DUS (typically once per week). Red phones are no longer available and have been replaced with black phones with a keypad, however they are programmed to automatically call the DUS Communications Centre once the handset is lifted.

Black Phones

Black console phones are the updated phone models used by ITS for any new/replacement installs as the older RED phone model can no longer be sourced. These phones are deemed (*Emergency*) Assistance phones and although these phones are equipped with a keypad, when the handset is lifted the phone automatically dials/rings to the DUS Communications Centre.

All labs containing hazardous materials must be equipped with at least one emergency phone (depending upon the size of the lab). DUS must be consulted to determine the best location for phone placement. The owner of the lab is responsible for any costs associated to the installation of the phone including the cost of the phone. These phones are not subject to any ongoing monthly rental charges.

Contacts: Director of University Safety