

Policy Name:	Campus Assistance (Emergency) Phone Policy
Originating/Responsible Department:	Campus Safety Services
Approval Authority:	Senior Management Committee
Date of Original Policy:	February 2010
Last Updated:	September 2022
Mandatory Revision Date:	September 2027
Contact:	Director, Campus Safety Services

Policy:

This policy defines the guidelines for assistance (emergency) phones on campus.

Purpose:

This policy describes the guidelines to determine 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. Deployment and the ongoing operation of campus assistance (emergency) phones is the joint responsibility of Information Technology Services (ITS) and Campus Safety Services (CSS). The following types of assistance (emergency) phones exist on campus:

1. Elevator Phones - located within the cab/car of each 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.

Procedures/Guidelines:

Elevator Phones

Each elevator cab/car must be equipped with an emergency phone. The communications system for these phones is programmed and maintained by ITS Voice Services. Elevator phones are programmed to automatically dial the CSS Communications Centre when the assistance button is pressed. FMP is responsible for maintenance and repair of in-car devices through the maintenance contract with the respective Elevator Service company. CSS is responsible for regular testing of these phones (typically once per month). These phones are not subject to any ongoing monthly rental charges.

Yellow Phones

These phones are mounted on freestanding pedestals along Safewalk pathways located across campus and are installed as callboxes in tunnels, parking lots, and parking structures. 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. They are programmed to automatically dial the CSS Communications Centre when the button is pressed. CSS is responsible for ongoing costs to maintain these phones. CSS is responsible for regular testing of these phones (typically once per month). CSS 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. CSS 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 CSS 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 CSS Communications Centre when the handset is lifted. They are programmed and maintained by ITS and tested regularly by CSS (typically once per month). Red phone replacements are limited and will be replaced with black phones, once no longer available,

Black Phones

Black console phones are the updated phone models used by ITS for many new/replacement installs as the availability of older RED phone model is limited. 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 CSS Communications Centre. Signage is present at each phone location to identify the phone's purposed and the number that the phone will connect to as the receiver is lifted from the cradle.

All labs containing hazardous materials must be equipped with at least one emergency phone (depending upon the size of the lab). CSS 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.

Roles and Responsibilities:

Campus Safety Services (CSS) 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, CSS may specify mandatory installation of emergency phones in environments that, in their experience/opinion, may pose a health or safety risk to any individual (e.g. labs with chemicals). Information Technology Services (ITS) works in conjunction with CSS and their clients to install and configure emergency phones on campus, once approved by CSS. 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 CSS due to the nature of the work environment (labs) will be paid for by the Department associated with or responsible for the physical space in which the phone is to be installed.

Contacts: Director, Campus Safety Services.

Links to Related Policies:

Video Recording and Surveillance Policy