

11.2.22 EMERGENCY CALL BOX PROGRAM

PURPOSE:

Emergency call boxes are located at numerous sites around Baylor campus. Ongoing evaluations are conducted to determine possible new locations. These phones are provided as an immediate means of communication to Baylor Police Department (BUPD) during an emergency.

SCOPE:

This policy sets forth standards, procedures, and responsibilities for the installation, modification, replacement, repair, inspection, maintenance, and response to the emergency call box network on Baylor University campus.

RESPONSIBILITY:**Standard Equipment**

There are different types of call box locations on campus, and thus different types of equipment are needed in each type of location. All emergency call box equipment shall be from the Gai-Tronics Corporation line of Self-Monitoring and Reporting Telephones (SMART). Unless otherwise noted, all stanchions shall be Gai-Tronics Safety Yellow in color, with "EMERGENCY" on the sides in black lettering. All enclosures shall be Gai-Tronics Safety Yellow with a black and white Phone symbol on the sides of the enclosure.

- A. All call boxes placed at the entrance to any residential facility shall be Gai-Tronics SMART Emergency Telephone Model 298-003 surface mounted directly into the building structure, when appropriate. This model is equipped with a keypad, a non-emergency call button, and an emergency call button (to be labeled "911") to facilitate the many requirements of entrance to residential facilities.
- B. All pool facilities at Baylor University must have emergency call boxes within immediate access.
 1. Outdoor pool facilities shall be equipped with Gai-Tronics SMART Emergency Telephone Model 297-003 and housed in the Gai-Tronics Stanchion Model 234WM (Wall Mount Stanchion with blue strobe).
 2. Indoor pool facilities shall be equipped with Gai-Tronics SMART Emergency Telephone Model 297-003 and housed in the Gai-Tronics Stanchion Model 236 (Wall Mount Enclosure).
- C. All outdoor free standing stanchion call boxes on campus shall be Gai-Tronics SMART Emergency Telephone Model 297-003 and housed in the Gai-Tronics Stanchion Model 234 (Free Standing Stanchion with blue strobe).
- D. All outdoor wall mounted stanchion call boxes on campus shall be Gai-Tronics SMART Emergency Telephone Model 297-003 and housed in the Gai-Tronics Stanchion Model 234WM (Wall Mount Stanchion with blue strobe). Note: On Baylor University campus, multilevel parking facilities are considered to be outdoor facilities.

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- E. All indoor wall mounted stanchion call boxes on campus shall be Gai-Tronics SMART Emergency Telephone Model 297-003 and housed in the Gai-Tronics Stanchion Model 236 (Wall Mount Enclosure).

Any questions regarding emergency call box equipment on Baylor University campus should be directed to the Occupational Health & Safety Specialist (OHSS) in the Department of Risk Management (DRM) at Baylor University at 710-7211.

Note: Some existing call boxes and emergency phones on campus may not be designed to the exact specifications set forth here in. As it is feasible, these older models will be upgraded to the standard sets forth in this policy.

New or Replacement Equipment

All new and remodeling projects on Baylor University campus that may potentially involve the addition, modification, movement, or any other change to the emergency call box network should be directed through the Coordinator of Network Special Projects (CNSP) in the Department of Information Technology Systems (ITS) at 710-4880 and OHSS in DRM.

Ordering of all new or replacement emergency call box equipment should be handled directly through CNSP, who will also notify OHSS.

Installation

The installation of new or replacement emergency call box equipment on campus will be managed through the Baylor Facility Services (BFS) Special Projects Department. This Department will oversee the scheduling and installation of electrical and/or phone lines when needed. BFS will also oversee structural modifications to buildings or grounds to allow for stanchion or enclosure equipment installation. BFS is also responsible for the proper installation of each stanchion or enclosure. The Manager of Telecommunications Operations (MTO) in ITS will ensure dial tone is attached to any new or replacement phone lines. MTO will also install and program appropriate Gai-Tronics Telephone equipment at each location.

Maintenance/Inspections

Using their computer software, ITS will conduct daily surveillance of the emergency call boxes on the SMART Network, and will furnish Risk Management with a list of malfunctioning call boxes found using the software. Any problems detected by the network will be properly diagnosed and repaired in a timely manner, as set forth in this policy.

All elevator call boxes will be inspected during zone safety inspections; these inspections will be conducted periodically by the OHSS.

Repairs/Replacement

The proper procedures for reporting a faulty emergency call box station are outlined here. Any questions on these procedures should be directed to OHSS.

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- A. Faulty unit should immediately be reported to the Baylor Facility Services Service Response Center (SRC) at 710-1361.
- B. The SRC will immediately generate a work order ticket notifying OHSS, the Director of Information Technology Servers & Networking Systems (DITSN), CNSP, and the Baylor University ITS “Help-Line” at 710-4357 or via email.
- C. During normal business hours, DITSN and CNSP will ensure that response to the faulty unit is immediate.
- D. Based on the findings by the CNSP, MTO, or other appropriate investigator, CNSP will immediately begin the deployment of any equipment, personnel, or services that he/she may need to repair or replace the faulty unit. This includes calling the SRC for deployment of electricians or any other personnel who can assist in repair.
- E. If the repair can not be completed during normal business hours, or if the unit must be left unattended while not functioning properly at any time, the entire unit must be covered (including the blue strobe) and marked “Out of Order”. These covers may be obtained from DRM at any time by calling 710-4586.
- F. Any faulty unit reported after normal business hours that can not be immediately repaired or replaced must immediately be covered (including the blue strobe) until CNSP or MTO can repair or replace the unit. These covers may be obtained from DRM at any time by calling 710-4586. The Baylor University Police Department (BUPD) will also maintain covers for faulty units discovered after normal business hours.
- G. Before any unit may be brought back into service, CNSP or MTO must fill out and sign the appropriate Emergency Call Box Repair Checklist to verify its complete and functional operation. Some sections of this checklist may also have to be filled out and signed by OHSS, or personnel from Baylor Facility Services.
- H. CNSP and/or MTO will maintain records of all repairs and replacements, as well as the records of all new installations on campus. This allows CNSP and/or MTO to track recurrent problems, warranty information, etc.
- I. OHSS will also maintain records of all malfunctioning units, and trend these reports for any recurrent or frequent problems.

Identification

Unless otherwise noted, each emergency call box location on campus will be acknowledged by its identifying phone number. Exact location descriptions will be decided upon by DPS, MTO, and OHSS. These locations must also be updated on the campus maps available Baylor University’s public website.

Usage

There are currently two different styles of emergency call boxes on campus as the newer models are slowly integrated into the system throughout campus. Both can be recognized by the large

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yellow pole with a blue light at the top. Some call boxes are mounted directly on to a wall instead of a pole. Both are also equipped with a (yellow or silver) face plate which contains a large red call button and a speaker. To use any call box, simply press and release the call button and a dispatcher will answer within a few seconds. Report your location and emergency clearly to the dispatcher. There is no need to push the call button again to disconnect, the dispatcher will disconnect when appropriate.

Tampering or “false alarms” are a violation of Texas Penal Code Sec. 42.061 – Silent or Abusive calls to 911 or Public Safety Service. A person is in violation of this code if he or she makes a telephone call to 911 or the Public Safety Service when there is not an actual emergency. An offense under this section is a class “B” misdemeanor, which is punishable by:

- A. a fine not to exceed \$2,000.00
- B. confinement in jail for a period not to exceed 180 days
- C. both fine and confinement.

For those with hearing or communication impaired disabilities, be aware that a Police Officer will respond to this location immediately upon activation of the call button.

Response

BUPD immediately dispatches at least one patrol car to every emergency call box activation site. Further response or actions depend on the nature of the emergency.

Formulated: 8/10/04

Reviewed/Revised: 8/2/07

Approved by Risk Management Committee: 4/21/05