

Manual:	Emergency Preparedness	Reference No.:	<b>008080.00</b>
Section:	Code Orange – Disaster Contingency Plans		
Subject:	<b>Loss of Communication</b>		

**POLICY:**

It is the policy of APANS Health Services to effectively manage care and service delivery during a temporary loss of telephone communication.

**PROCEDURE:**

In the event of loss of regular telephone service:

- Utilize a cell phone
- Notify the Executive Director; if outside of business hours or unavailable, contact the Manager On-Call
- Notify the service provider (e.g. - Bell) of the disruption of service; request immediate emergency repairs

If disruption is due to HYDRO:

- Use a cell phone

In the event that all telephone and cell tower reception services in the immediate vicinity of the Home are disrupted:

- Designate a staff member to drive to a pay phone located outside the area of disruption or where cell service is available to contact the services provider

The same procedure is to be followed to obtain ambulance service or medical services, during the period of emergency.