DAUPHIN COUNTY MH/MR PROGRAM
POLICY AND PROCEDURE

Department  MH  Policy No. 08-07
     MR  Effective Date 9/18/08
   Admin  Revision Date
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Title: Disruption of the Crisis Intervention Phone System – Emergency Procedures

Policy: The Dauphin County Crisis Intervention program will maintain uninterrupted access to services during periods when the CI phone system malfunctions, or the Crisis office needs to be evacuated.

Definitions:
Contact Harrisburg - Local information and referral organization of trained volunteers who are available to answer the crisis phones when CI staff is out of the office. Contact operates from 7 am-11pm. There is a direct crisis phone line at the Contact office.

Medical Bureau - Local answering service of trained, paid professionals who are available to answer crisis phones from 11pm-7am. Calls to the crisis phone line can be automatically forwarded to Medical Bureau.

CI - Crisis Intervention
IT – Dauphin County Information Technology Department

Procedure:
1. On-duty CI staff determines the phone system is malfunctioning or is otherwise not accessible because the building must be evacuated.
2. On-duty CI staff arrange for Contact Harrisburg or Medical Bureau to answer the crisis phone lines. The on-duty crisis staff will use cell phones to maintain communication with Contact and/or Medical Bureau.
3. CI staff notifies the on-call CI supervisor of the situation with the phone system and/or building.
4. The crisis supervisor contacts the Dauphin County Security Department and requests the on-call official from the IT department call the CI supervisor.

5. The CI supervisor informs the IT official of the phone system malfunction or the need to evacuate the building. The Crisis supervisor and IT will review the necessity of setting up a temporary workstation elsewhere in the county for crisis staff if the disruption will be prolonged.

6. If Contact or Medical Bureau cannot take crisis calls because of a system-wide phone malfunction, CI staff notifies Harrisburg Police dispatch, Dauphin County Emergency Management dispatch, Harrisburg or Osteopathic Hospital, and Hershey Medical Center Emergency Departments of the situation with the CI phone system. These agencies are asked to contact the on-duty crisis staff via cell phone if crisis services are needed.

7. The Crisis supervisor decides if, and when, staff should re-deploy to Contact Harrisburg, Harrisburg or Osteopathic Emergency Departments, Dauphin County Emergency Management, Harrisburg Police Department, or remain in the Crisis office during the phone system disruption.

8. Re-deployment to some, or all, of the above locations will be necessary if the cell phone system is also disrupted, or the CI office is not accessible. In the event of a complete failure of the phone and cell phone systems, all available CI staff and supervisors are to report to the CI office, or if this location is unavailable, to Dauphin County Emergency Management. From one of these locations re-deployment sites will be assigned.

9. (It is assumed that in the event of a system-wide phone outage, CI staff and the public will be notified by TV, radio, or internet broadcasts.)

10. If the phone system malfunction will be prolonged (beyond eight hours), or the CI office is not accessible, or if both the phone and cell phone systems are inoperable, the Crisis supervisor will contact the CI director, who will in turn determine whether the MH/MR administrator should be notified.

11. The on-duty Crisis staff and CI supervisor will maintain regular contact with the three Emergency Departments, Emergency Management Agency, and Harrisburg Police during the phone system disruption.

12. Once the phone system has been repaired, all entities notified earlier of the disruption will be advised that the system is now functioning.