

# LifeWays

## Emergency Communications

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### **Paging Procedures:**

#### Code "B" Behavioral

Response: Only those trained in Safety Care

#### Code "M" Medical

Response: Nurses, Doctors, Medical Assistants, and First Responders

#### Code "W" Weapons/Hostage

Response: Maintain your safety with run, hide, or fight!

To initiate a Code response on our phone system, push the services button (picture of a globe), select the page option, and announce your emergency message. There is also a panic shortcut through our DialCast system that allows you to just push the following:

#777 for a Code M

#888 for a Code B

#999 for a Code W

This will put out an automated Code message along with your location.

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### **Calling 911**

To call 911, all you need to push is 911 - there is no need to get an outside line first. Employees are to use a LifeWays phone whenever possible when needing to call 911. This provides dispatch your exact location and activates our internal notification system.

Related, you can get an outside line by hitting either 9 or 8. We ask that you push 8 to get an outside line to prevent accidentally calling 911. All calls for a fire, EMS, or police response are to be made to 911 on a landline, unless it is unsafe to do so.

This form is CONFIDENTIAL. If posted at a workstation, please ensure it is not accessible/visible to consumers or guests.

## **InformaCast**

The InformaCast Emergency Notification System provides another level of safety communication through alerts issued by LifeWays InformaCast administrators. InformaCast sends a pre-recorded message to LifeWays work cell phones, landlines, and computers. LifeWays code system, as well as other emergencies, such as a building evacuation, severe weather, etc. may be sent with InformaCast, as well as an “all clear” notification indicating that the incident is over and it safe to return to work.

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## **Vestige Personal Alert System**

The Vestige Personal Alert System is yet another level of safety communication allowing the user to send a push button alert to request emergency assistance. Activating the button for a couple seconds will initiate a vibration and send a local alert to the LifeWays monitoring station. Holding the button longer will give another vibration and send an emergency alert to the 911 dispatch center for the county.

Other features include a designation as either a fixed or mobile unit. There will be fixed units for both the Jackson and Hillsdale offices, to include a mounted device at the front desks to serve as a panic button. Mobile units are to be carried by the user. All units provide 24/7 live monitoring, as well as both GPS tracking and GPS history. Although these devices will get an internal response and/or a public safety response. A limitation is that the units do not provide the nature of the emergency/reason for the activation. When safe to do so, the user should consider updating responders through cell phone or other means with further detail of the emergency.