

Hospital Emergency Control Centre

HOSPITAL EMERGENCY CONTROL CENTRE/GARDA CASUALTY BUREAU/MEDIA ROOM/INFORMATION ROOM/RELATIVES AREA/V.I.P. AREA

FUNCTION/ROLE: To:

- Act as the command and control of the hospital for the duration of the major emergency
- Manage the response of the hospital to the emergency.

ACTIVATION PROCEDURE:

- You will be informed by the Switchboard – Alert level 1.

1. Commence Alert procedure as follows:

Other Management Team Members

- **Annemarie Byrne**
- **Terry Kiely**
- **Mike O'Regan**

Business Managers

- **Martine Delaney**
- **Damian McGovern**
- **Geraldine Barry Murphy**
- **Michael Murphy**

Training Officer/Deputy Information Manager

- **Martina Hutchinson**

Who will in turn alert the Information Manager's Team

- **Elaine Cronin**
- **Carmel Nixon**
- **Mairead Goggin**
- **Carole Croke**
- **Margaret Twohig**

2. Set-up the Hospital Emergency Control Centre in the CEO's Boardroom (Cardiac Renal Centre)

This room will house the Hospital Emergency Control Team that will direct and control the Major Emergency. The team should report to the Hospital Emergency Control Centre in the CEO's Boardroom in the Cardiac Renal Centre to take control of the emergency.

The Main Functions of the HECT are:

- To manage the response of the hospital to the emergency
- To maintain a status board of hospital activity
- To plan for recovery

ACTION CARD 11

- To manage Business Continuity
- To liaise with and act under the strategic guidance of the HSE South Crisis Management Team including sending a senior manager to attend the CMT if requested.

Each department is to notify the Hospital Emergency Control Centre when their Action Card is implemented. All requests for additional resources and supplies to be processed through the Hospital Emergency Control Team.

The decision to stand down will be taken in consultation with HSE Crisis Management Team representing the Principal Response Agencies (PRA). The Stand Down notification will be relayed by the Hospital Emergency Control Team via its dedicated e-mail – *cuhmep@hse.ie* – To all staff advising them of stand down in relation to their particular area/department. It should be noted that stand down will not occur simultaneously in every department because of the impact of the major emergency on service delivery.

Hospital Emergency Control Team (HECT)

- | | |
|---------------------------|---------------------------------|
| • Hospital Coordinator | Professor Richard Greene |
| • Chief Executive Officer | Tony McNamara |
| • Director of Nursing | Mary Boyd |
| • Operations Manager | Jason Kenny |
| • Services Manager | Marie J. McCarthy |
| • A/HR Manager | Nuala Lynch |
| • Communications Officer | Ber Baker |
| • Information Manager | Sean Cotter |

Set-up Requirements:

Telephones: Use the permanent phone extension **021 4920847** in the CEO's Board Room and one additional phone **021 4234195** from the major emergency store that needs to be plugged into the designated socket (specific instructions on the telephone box).

Fax Machine: A Fax Machine **021 4234194** can be found labelled in the major emergency store that needs to be plugged into the designated socket (specific instructions on the Fax Machine Box).

Emergency Mobile Phones: Obtain from the Switchboard (located in the cardiac renal centre) **086 7872183 (PIN 7111)**, **086 7872184 (PIN 1849)**

Information Manager Boards: Boards and Easels located in the Major emergency store to be set up to assist the HECT in controlling the incident.

ACTION CARD 11

3. Other Hospital Emergency Control Rooms, facilitated by designated Managers

RELATIVES AREA

Radiotherapy Reception Area will operate as the location for **Relatives** in the immediate aftermath of a major emergency.

Facilitated by: Radiotherapy Services Manager, Business Manager & Nurse Service Manager.

Telephones: 021 4922492, 021 4921329, 021 4920308
(at Radiotherapy Reception Desk)

Fax: 021 4922498 (at Radiotherapy Reception Desk).

MEDIA ROOM

Main Auditorium (inside the Main entrance to the hospital) will operate as a location for the **Media** throughout the Major Emergency.

Facilitated by: Communications Officer and Information Management Team

Telephone: * 021 4920334

(Handset in major emergency store specific instructions on box where to plug in phone)

Fax: * 021 4920335

(Fax Machine in major emergency store, specific instructions on box where to plug in fax).

GARDA CASUALTY BUREAU

Meeting & Conference Room Cardiac Renal Centre (adjacent to switchboard) will operate as the location for the **Gardai** throughout the Major Emergency.

Facilitated by: Chief Security Officer/Garda Liaison Nurse in the Emergency Dept.

Telephones: * 021 4234199 & 4234192 (handsets in major emergency store, specific instructions on the box where to plug in phone)

Fax: * 021 4234198 (Fax Machine in major emergency store specific instructions on the box where to plug in phone).

INFORMATION ROOM

Room directly opposite the CEO's Boardroom will operate as a base for all information gathered (computer point for hospital systems).

Facilitated by: Communications Officer & Information Management Team

Telephone: * 021 4234197 (Handset in major emergency store specific instructions on the box where to plug in phone)

Fax: * 021 4234196 (Fax Machine in major emergency store specific instructions on the box where to plug in fax).

ACTION CARD 11**V.I.P. AREA**

**Meeting Room on Level 1 of Cork University Maternity Hospital
(opposite Coffee Bar)**

Facilitated by: Communications Officer

Telephone: 021 4922112

** Available in ME Store in CEO's Board Room in Cardiac Renal Centre, CUH.*

Major Emergency Store in the CEO's Board Room

(Key for the Major Emergency Store in Head Porters Office)

Phone Handsets:

Seven phone handsets are located in the major emergency store 5 allocated (Control Centre **021 4234195**, Media Room **021 4920334**, Garda Casualty Bureau **021 4234199** & **0214234192** Information Room **021 4234197**) and 2 spare handsets these need to be retrieved and plugged into the designated sockets in each control room (specific instructions on the box where to plug in phone).

Mobile Phones:

2 mobile phones (**086 7872183**, **086 7872184**) are located in the Switchboard.

Radios:

2 small pocket radios and one standard hospital radio are located in the major emergency store and can be used for listening to bulletins on national and local radio that may provide updates on the incident. (see packs of spare batteries with radios).

Information Boards:

4 Information Boards with Easels and markers are located in the Major Emergency Store for use in the Hospital Emergency Control Centre.

Door Signs:

Door Signs for Major Emergency designated rooms are located in the Major Emergency Store in the CEO's Boardroom in the Cardiac Renal Centre which are to be erected at the time of the Major Emergency.

Fax Machines:

Fax machines for the Hospital Emergency Control Centre **021 4234194**, The Information Room **021 4234194**, the Media Room **021 4920335**, the Garda Team Room **021 4234198** are available in the Major Emer. Store and a 24 hour Fax is available at CUH Switchboard **021 4920345**.

Internal Telephone Directory:

A hard copy of the current CUH Internal telephone Directory also stored in the Major Emergency store.