



## **TENANT INFORMATION HANDBOOK (UPMC)**

This handbook has been prepared to provide helpful information about UPMC Mercy Pavilion. If you have any questions regarding its contents, we welcome your call.

### **Building Manager**

Talisha Richardson: 412-642-5302

### **Important Phone Numbers**

Security: Dial 115 for urgent issues, 412-232-7998 for non-urgent needs

Fire: 115

Patient Relations: 412-232-7204

Patient Safety: 412-232-7998

Environmental Services: 412-228-9327

Parking: 412-232-8147

Maintenance- See "Facilities" section for work order requests

IT Help Desk: 412-647-4357

Human Resources:

UPMC Mercy: 412-232-7974

Physician Services Division: 412-647-2500

Language Interpretation: [Use CyraCom](#) for telephonic interpretation; dial 800-481-3293 then enter [UPMC Mercy's 9-digit account number and four-digit PIN](#): 501014718 6779

For other interpretation resources, search "[Interpretation Services](#)" on Infonet

Spiritual Care: 412-232-8189

WorkPartners: 1-844-833-0524

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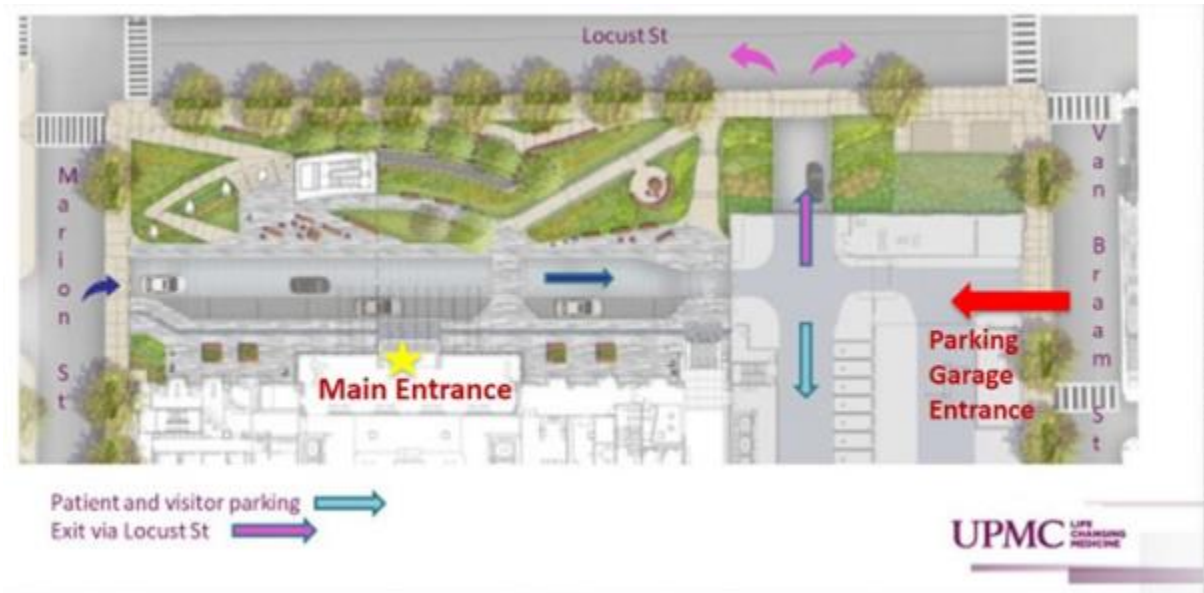
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## Section 1 - Building Operations

### PARKING AND GETTING AROUND

Many UPMC Mercy Pavilion employees choose to park in the on-site parking facility that's part of the Pavilion building. Dedicated staff parking is available on underground levels 1 and 2. Enter and exit via Van Braam Street:



Leases in the UPMC Mercy Pavilion Garage are \$130 per month.

If you choose to park off-site, you may be assigned a lease at the Chatham Center Garage. You are encouraged to ride one of the shuttles provided by UPMC Employee Transit or contracted with Pittsburgh Transportation Group. Use the [TransLoc app](#) to track the location and estimated arrival time of your shuttle. At this time, shuttles drop off and pick you up at the Main Hospital Entrance. Leases at Chatham Garage are \$85 per month.

Search "[Parking](#)" on Infonet for more information or contact the Parking office: 412-232-8147

UPMC Mercy Pavilion is connected to UPMC Mercy via a pedestrian bridge across Marion Street. Access the bridge from the third floor of UPMC Mercy Pavilion and the third floor of UPMC Mercy.

Bicycle Parking in the UPMC Mercy Pavilion garage is available on Level 1 off Van Braam Street. There are also bike racks in the UPMC Mercy Parking Garage on Locust Street.

UPMC Mercy is located on several Pittsburgh Regional Transit bus lines. Catch the 61A/B/C/D and 71A/B/C/D outbound on Forbes Avenue at Stevenson or at Pride; catch the same buses inbound (toward downtown) on Fifth Avenue at Stevenson or at Pride. Map routes and find schedules on the [PRT website](#).

## EATING AND DRINKING

UPMC Mercy offers several on-site dining options. Grab a meal or a snack at any of the following:

- UPMC Mercy Cafeteria, second floor, near the yellow elevators. Open Monday through Friday, 6 a.m. to 7:30 p.m., and Saturday and Sunday, 6 a.m. to 7 p.m. Find this week's menu on Infonet by searching "MER Cafeteria Menu."
- Market C, second floor, near cafeteria, and first floor, near Emergency Department. Open 24 hours a day with grab-and-go options.
- 1847 Cafe, ground floor, near valet entrance. Open 6 a.m. to 3 p.m. daily. Check the UPMC Mercy Yammer community before heading over for any late changes to hours for the cafe.
- Soon to open: Uptown Cafe, ground floor, UPMC Mercy Pavilion. Slated to open June 2023.
  - Prior to the opening of Uptown Cafe, watch for temporary coffee and food offerings in the Pavilion building.

## SELF-CARE

UPMC Mercy offers options for you to prioritize your own health.

- **MyHealth@Work**, Mercy Community Care, 1515 Locust Street, Suite 225. Call 412-232-81067 or [schedule an appointment online](#) for minor health concerns, vaccinations, preventive screenings, worker's compensation triage, and more. Search "MyHealth@Work" on Infonet for more information.
- **Retail Pharmacy**. UPMC Mercy's retail pharmacy is relocating from the Mercy Community Care building to the first floor of UPMC Mercy Pavilion. Take advantage of discounts on over-the-counter products as a UPMC employee, and get your prescriptions filled without leaving campus. Search "retail pharmacy" on Infonet for more information.

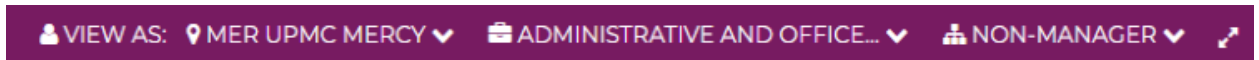
## AMENITIES

- **Seven Sisters Gift Shop**, ground floor, Main Hospital Entrance. Open Monday-Friday, 7:30 a.m. to 8 p.m., weekends 11 a.m. to 5 p.m. Closed holidays.
- **Holy Family Chapel**, first floor, main hospital building.
  - Open 24/7 for private prayer and reflection.
  - An ecumenical prayer team is available every Wednesday at noon to pray for the needs of our employees, patients, and visitors.

## **STAYING INFORMED**

If you aren't employed by UPMC Mercy (such as employees of Physician Services Division, UPP, Corporate Services, or Community Provider Services), you may not automatically get news updates about what's going on around campus. Ensure you're up to date by doing the following.

- **Update your *Extra* subscription** to receive UPMC Mercy news. Open the latest edition of Extra in your email, scroll down and click "Manage Subscription." Enter your UPMC email, select "UPMC Mercy" and click "Update My Subscription."
- If you work in UPMC Mercy Pavillion you should already be enrolled in the [UPMC Mercy Pavilion Yammer \(Viva Engage\) Community](#). **Consider joining the [UPMC Mercy Yammer community for campus news](#)**. Yammer, now transitioning to be called Viva Engage, is a tool to engage with your co-workers, celebrate wins, share feedback, and get timely updates on what's happening around campus. If you're new to Yammer, find the link at the top of the Infonet home page and search "UPMC Mercy," then click "join."
- **Use "View As" on Infonet.** Infonet is UPMC's source of truth. You can control the information Infonet provides based on your business unit, job role, and manager status. While your job role should be accurate by default, you may be searching for information specific to UPMC Mercy that won't appear if your "View As" defaults to a business unit like Physician Services or Corporate Services. Change your "View As" to get location-relevant results. This change only remains in effect until the end of your current browsing session, then will default back to your assigned business unit.



## **PUBLIC SAFETY AND SECURITY**

### **Public Safety Numbers:**

- Emergency: 115
- UPMC Mercy Dispatch 412-232-7998
  - Staffed 24/7 and escorts available 24/7
  - 365 days a year 24/7 coverage of all UPMC Mercy facilities
  - UPMC Mercy Police and Security handles:
    - Incident Reports (falls, theft, damage, suspicious persons)
    - Parking Lot/Garage patrols on campus
    - Unsafe Conditions (non-hazardous spills, electrical problems, lights out, water leaks, etc.)
    - Hazardous spills (mercury, formaldehyde, etc.)
    - If you are unsure, call Public Safety
    - Lost and Found: valuables only (money, wallets/purses, computers, etc.)
    - Patient Valuables pick-up
    - Vehicle unlocks (on UPMC Mercy property only)

### **Personal Property**

- Employees are responsible for their own personal property and belongings.
- Secure all personal property by locking it in desks, lockers, drawers, etc.
- UPMC will not replace lost or stolen property.
- No weapons are permitted on UPMC property with or without a weapons permit.
- Weapons must be turned into Public Safety if brought on campus.

### **Workplace Violence**

- UPMC has a zero tolerance for violence in the workplace.
- If you are working alone in an area in the hospital, contact Public Safety for extra rounds.
- If you become aware of or are suspicious of a situation, contact Public Safety.

## **BADGE ACCESS**

All existing employees moving to UPMC Mercy Pavilion will have their badges and access levels programmed prior to their arrival at the Pavilion and do not need to do anything.

New hires after May 1, 2023:

Request badges and badge access by searching “[Badging Services and Uniforms](#)” on Infonet

## **KEY ACCESS**

Key access is handled through the UPMC Mercy Facilities. Anyone needing key access will need to have a key request form submitted and signed by their manager or department head and submitted prior to a key being approved. Search “[MER Key Control Form](#)” on Infonet to find the form. Email your completed form to [mailto:MHP\\_Facmanagers@upmc.edu](mailto:MHP_Facmanagers@upmc.edu).

## **MAINTENANCE WORK REQUESTS**

For urgent requests (floods, power problems, door problems, etc.), call 412-232-8339.

For all other non-urgent requests, [search "Facilities Request" on Infonet](#). Select “MER Maintenance Request” for most needs. Choose “Mercy Hospital” as your “site” and “Pavilion” as you’re building.

## THE UPMC EXPERIENCE

The [UPMC Experience](#) is an ongoing focus on the patient and employee experience in partnership with Huron. UPMC hospitals commit to a set of behaviors and principles to improve the experience. There are simple ways we can all incorporate these principles regardless of our work or setting. It is expected that everyone working onsite at UPMC Mercy will uphold the following.

### **AIDET Plus the Promise**

Greet colleagues, patients, and visitors using the [AIDET Plus the Promise](#) framework.

#### **ACKNOWLEDGE — DIGNITY & RESPECT**

- Greet the other person in a friendly and respectful way.
- If you aren't sure what the person would like to be called, ask.

#### **INTRODUCE — RESPONSIBILITY & INTEGRITY**

- Introduce yourself with more than just your name. What is your role in their care?
- Share why the person should trust you and your team with their care.

#### **DURATION — DIGNITY & RESPECT**

- Show you respect the other person's time. How long will this procedure take?
- How long will you be working with this patient or colleague?
- When can they expect to see you again? What are the next steps?

#### **EXPLAIN — QUALITY & SAFETY**

- Tell the person what you're going to do before you do it.
- Show we provide safe, high-quality care by walking the person through each step or goal.

#### **THANK — CARING & LISTENING**

- Show the person you care about their well-being and are happy they chose UPMC.
- Express your gratitude for allowing you to be a part of their care.

#### **THE PROMISE — EXCELLENCE & INNOVATION**

- Demonstrate your commitment to providing excellent care. Promise your coworker, patient, or visitor you will create an excellent UPMC Experience, always.



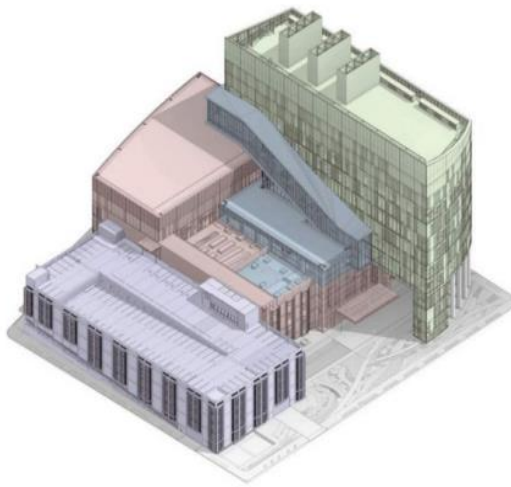
### Four Key Experiences

- **Escort Don't Direct-** Escort anyone who needs assistance to their destination, rather than giving directions.
- **10/5 Rule-** Make eye contact within 10 feet of anyone, say hello within 5 feet.
- **Own Where You Work-** Everyone is responsible for cleanliness, if you see something pick it up, don't pass it up; if you see something that needs to be fixed, let someone know.
- **Start With a Win-** A bit of good news helps create a positive environment.

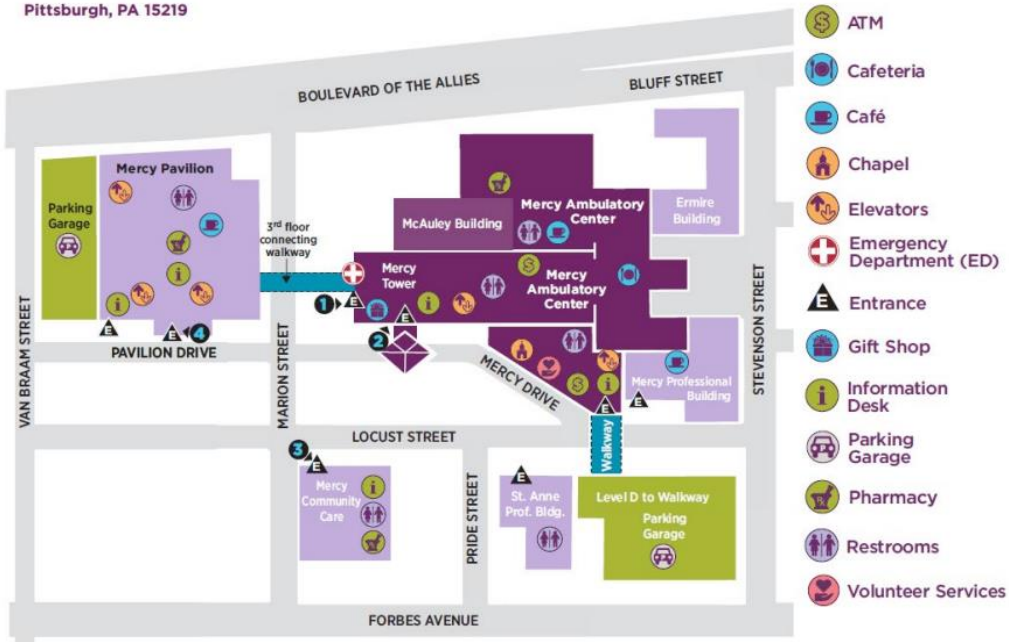
### BUILDING CAMPUS GUIDE

BUILDING DIAGRAM

- parking
- research / lab / office
- collaboration
- healthcare



Pittsburgh, PA 15219



## Ground Floor

1. West Atrium Info Desk
2. Optical Shop
3. Retail Pharmacy
  - Open Monday-Friday 8:30 a.m. To 5 p.m.
  - Phone: 412-232-7672
  - Available to patients, visitors, staff, local community
4. Uptown Cafe (opens June 2023)
5. Outpatient Testing
6. Telemedicine Suite
7. Urgent Eye Care
8. Comprehensive Clinic
9. PM&R Retail
10. East Atrium Info Desk



## 2nd Floor (Subspecialty Ophthalmology Clinics)

1. Lobby
2. Retina
3. Glaucoma
4. Cornea-Plastics-Neuro
5. Ophthalmology
6. Minor Procedure Rooms
7. Electrophysiology
8. Microbiology
9. Staff Lounge



### 3rd Floor (Surgical Services)

1. Lobby
2. Pre/Post Op
3. Operating Rooms
4. Refractive Suite
5. OR Pharmacy
6. Locker Rooms and Staff Lounge



### 4th Floor

1. PM&R/ Rehabilitation Institute/  
Low Vision Lobby
2. Low Vision
3. Life-Skills Apartment
4. Rehab Institute Gym
5. PM&R Outpatient
6. Vision Teaching Lab
7. PM&R Teaching Lab
8. Rehabilitation Garden
9. PM&R Research Labs
10. PM&R Research Offices
11. Auditorium
12. Conference Rooms
13. Winter Garden
14. 4th Floor Entrance



**5th Floor:** Ophthalmology Administration and Clinical Trials/Imaging

**6th Floor:** Future Expansion and Commercial Partnership

**7th-9th Floor:** Ophthalmology Research Labs

## **BUILDING AND ELEVATOR ACCESSIBILITY**

<b>Elevators</b>	<b>Locations</b>	<b>Floors Served</b>
<b>1, 2, 3</b>	West Atrium	Garage Levels 1 & 2 Ground, 2, 3 (Public Access) 4-8 (Badge Access Only)
<b>4,5</b>	West Atrium	Ground, 2, 3 (Public Access)
<b>6</b>	Loading Dock	Restricted Research Only
<b>7, 8</b>	Staff only areas back of the building near Marion Street side	G-8 (Staff Only)
<b>9, 10</b>	East Atrium	G, 4 (Public Access) 2,3 (Badge Access Only)
<b>11, 12, 13</b>	Parking Garage	P1 through P8 (All parking garage levels)

## **WHEELCHAIRS AND AEDs**

- Wheelchairs are available in the wheelchair closets in the **East Atrium** and **West Atrium**

## **CONFERENCE ROOMS**

Commonly used meeting conference rooms are all on the 4th Floor.

- **4.221A** and **4.221B** are the large conference spaces that can be booked together or separately and hold a maximum of 50 people per side, collectively 100.
- **4.204** is a medium-sized conference room, with space for 14 at the table and additional 10 seats along the wall for a maximum of 24 individuals.
- **4.201** is a small meeting room with capacity for 8 individuals.
- To book any of these conference rooms you may contact the building coordinator; any of the rooms can be viewed via the [Outlook global address list](#) or [Room Finder](#).
- For any AV needs or issues, contact the IT Help Desk at 412-647-4357

## Section 2 - Emergency References

### ABBREVIATIONS AND CONTACT INFORMATION

AOD	Administrator on Duty	412-228-8600
AS	Administrative Supervisor	412-642-5302
CEM	Cubic Feet per Minute	
ED	MER Emergency Department	412-232-8223
Facilities	MER Facilities and Engineering	412-232-8339
HVAC	Heating Ventilation and Air Cooling	
IP	Infection Prevention	412-232-7798
MER	UPMC Mercy Hospital	412-232-8111
NWS	National Weather Service	
Officer	MER Security Office	412-232-7998
PAV	Mercy Pavilion	
PI	Principal Investigator	
Pitt	University of Pittsburgh	
Pitt EHS	Pitt Environmental Health and Safety	412-624-9505
Pitt Security	Pitt Security	412-624-2121
	Non-Emergency	412-624-4040
PPE	Personal Protective Equipment	
PTO	Paid Time Off	
Purchasing	Purchasing/Supply Chain	412-647-8070
Respiratory	Respiratory Care Services	412-232-8140
MER Respiratory	Emergency Charge	412-228-8693
RSO	Pitt Radiation Safety Office, during normal business hours	412-624-2728
	After hours (or contact Pitt Security)	412-641-2345
SDS	Safety Data Sheet	
Security	MER Public Safety	412-232-7998
Security Control	MER Security Control Room	412-232-7998
SOP	Standard Operating Procedure	
UPMC	University of Pittsburgh Medical Center	
UPMC EHS	UPMC Environmental Health and Safety, during normal business hours	412-232-5690 412-232-8619
EHS Office 24/7		412-647-6409

## **EMERGENCY EXIT LOCATIONS**

Staff can exit the building via:

- Stairwell No. 1, beneath the main portico
- Emergency exit at the corner of Pavilion Drive and Marion Drive
- East Atrium
- West Atrium
- 4th Floor exit into the parking garage (exit the garage onto Locust Street or Van Braam)

## **FOR ALL EMERGENCIES**

### **Outside of the Pavilion or in Pavilion Garage**

1. Call 9-911
  - a. **Caller ID may not work when calling from the Pavilion.** Always give the address: **1622 Locust Street, Pittsburgh PA15219 and floor/room number.**
2. Notify Security of the emergency; an Officer will be dispatched to manage the emergency until proper authorities arrive.
3. Ensure someone is available at the front door to provide immediate access to emergency personnel.

### **Serious Injuries within Pavilion**

- Seek care at MER ED. Inform them of your employment status upon arrival as well as notifying your supervisor, if possible. Dial 111 for medical assistance/code team response.

### **Exposure to Human or Animal Pathogens Within Pavilion**

#### **Non-Emergency:**

1. Notify supervisor of illness/injury before end of shift
2. Seek appropriate care with MyHealth@Work if you require medical treatment.

#### **Emergency:**

1. Seek care at MER ED
2. If necessary, call 111 for medical emergency.

### **Non-Exposure Workplace Injury**

1. Notify supervisor of illness/injury before end of shift
2. Seek appropriate care if you require medical treatment.

Employees must report the incident to their supervisor or AOD:

- UPMC supervisors:  
<https://upmchs.sharepoint.com/sites/infonet/Benefits/HealthandWellness/WorkSafety/WorkersCompensation/Pages/Report-a-Work-Related-Injury-or-Illness.aspx>
- Pitt supervisors: <https://my.pitt.edu/task/all/ehs-workplaceinjury>

Follow-up care for UPMC employees must be coordinated through UPMC Work Partners and an Incident report should be filed within 24 hours of the work-related injury (My Hub > Human Resources > Report a Disability or Work-Related Injury via phone or email address listed under Workers Compensation Health Care Providers (Workers Compensation Health Care Panel))

## **EMERGENCY OPERATIONS**

If a disaster occurs near or within the Mercy Pavilion, or the community, the AS may activate the Emergency Operations Plan if deemed necessary. If activated, the AS will assume the role of Incident Commander and will immediately notify the telephone operators to announce the plan's activation.

### **Standby Alert:**

Standby Alert is activated when an event has the potential to produce many injured and/or otherwise situated affected individuals who will seek care at MER. It may also be activated when existing ED resources can address the situation, but if the situation escalates, additional support may be needed.

- When activated, operations departments should assemble on-duty staff and review disaster procedures.
- Staff members completing their shift are not to leave until the alert is over, or until given permission by their supervisor.

### **Full Alert:**

Full Alert requires all departments to immediately complete all planned disaster assignments. All operational centers will be established, and Unit Leaders may be notified to report to the Command Center.

ALL DEPARTMENT heads are responsible for ensuring their staff know their role in this plan, and that all responsibilities are carried out promptly upon plan activation.

- Staff members completing their shift are not to leave until the alert is over or until given permission by their supervisor.

- The senior person present in each department will access the Emergency Operations Plan and ensure their department is adequately staffed. Each department should maintain a staff recall list with current phone numbers.
- Depending upon the situation, staff supervisor or the Command Center will make assignments as appropriate (either remaining in the department or being reassigned to the Labor Pool).
- All breaks and meals are canceled until rescheduled, as workloads permit, by department heads/supervisors.

## **FIRE**

### DIAL 155 TO REPORT

All fires, regardless of size, must be reported. If a fire is significantly disruptive, the Emergency Operations Plan will be enacted.

Mercy Pavilion is fully equipped with ceiling level fire sprinklers that activate when high heat causes the fusible, sealed link in the sprinkler head to melt. A valve is released, and the fire is doused with water. To ensure reliable sprinkler operation, 18” of clear space must be maintained between sprinkler heads and the top of stored materials.

**If you are within the fire zone (area of origin, one floor above or one floor below) implement the fire plan and evacuate the building.** *(except when notified for testing\* or repair)* A computer activated voice system is sounded along with strobe lights.

- Security and the City of Pittsburgh Fire Department are automatically notified; upon their arrival, advise them of any possible hazardous material or radiation hazards.
- Doors equipped with electromagnetic “hold-open devices” release/fail safe.
- Elevators return to the lobby and will be out of service.
- Stairwell pressurization fans operate to keep stairs from filling with smoke.

**Area of Refuge phones** can be found in most staff elevator lobbies on each floor of the building. These phones dial directly to Security. Area of refuge phones are also found in the Parking Garage elevator lobbies. **Use these phones to alert Security of non-mobile persons unable to self-evacuate.**

Implement the Fire Plan/**RACE** procedure: **R**escue **A**larm **C**ontain **E**xtinguish

1. **R**escue- anyone in immediate danger should be moved to a safe location. Exit the building and assemble in the grassy area **across from the Mercy Community Care**



building. *(If unable to exit the building due to mobility issues, go to the area of refuge and notify Security.)*

2. **Alarm- Do not hesitate** to activate the fire alarm system by pulling the handle marked “PULL DOWN.” **Follow up with a phone call to 115 or 412-232-5625 to report.**
3. **Contain-** Close all doors, particularly to the room of fire origin, and windows; turn off fans, open flames, and HVAC. Use wet towels or blankets under doors to prevent smoke from spreading.
4. **Extinguish-** if you feel comfortable doing so, use fire extinguishers to extinguish flames via the **PASS** technique. Avoid inhaling smoke and fumes by keeping your head as low as possible.

**P-** Pull pin

**A-** Aim at the base of the fire

**S-**Squeeze the handle

**S-** Sweep from side to side

## **FLOOD**

In the event of a flood, notify the following (provide your name and location of emergency)

- Facilities
- Security
- Administrative Supervisor

### Damage Control Guidelines

- Contain the spread of liquid.
- If liquid is contaminated, do not allow the liquid to enter the sewage system.
- Disconnect power sources near the flood. If possible, remove equipment from the area and/or place tarps/plastic covers critical equipment, without inhibiting air circulation.

### Flood Classification

Basic criteria for each flood type are:

- **Minor Flood:**
  - Less than 20 gallons of standing liquid
  - No medical, mechanical, electrical, or expensive equipment is involved.
  - No biological, chemical, or radiological contamination
  - No injuries or illness
- **Severe Flood** (any one characteristic is needed to identify as a Severe Flood)

- More than 20 gallons of running liquid.
- Medical, mechanical, electrical, or expensive equipment is involved.
- Biological, chemical, or radiological contamination is evident.
- Injury or illness

## **WATER LOSS**

In the event of a water outage/loss, notify the following (provide your name and location of emergency)

- Administrative Supervisor
- Facilities Dispatch

The Operations Team will contact Facilities to investigate the situation and determine the extent of the problem. If water loss is for an extended period, the Water Distribution Plan will be enacted. Part of this plan includes the use of waterless hand sanitizers and if necessary, water bottles will be supplied to staff as well as to the Animal Facility.

If water loss occurs after hours, contact Security. Based on the need and time frame of water loss, an Officer may contact Supply Chain to acquire Emergency Management supplies and distribute as needed.

**One important note:** If MER has also enacted a Water Distribution Plan, patients' needs come first. If additional water is needed for patients, staff or animals, the Emergency Management cache will be distributed. UPMC Supply Chain Management will provide additional shipments, as needed, within several hours of water loss notification, including delivery of a water buffalo in extreme cases.

## **MEDICAL GAS LOSS**

In the event of medical gas loss, notify the following (provide your name and location of emergency)

- Administrative Supervisor
- Facilities Dispatch

Specifically, for the Animal Facility:

- All animals requiring oxygen or other gases must be placed on portable tanks prior to closing the shutoff valve.
- Hand ventilate and/or transfer animals, if necessary

- Assemble additional portable cylinders as needed (cylinders of compressed oxygen are stored on the Loading Dock)

If additional cylinders are needed, contact MER Respiratory services. If unsuccessful, the Supply Chain will contact the appropriate supplier to provide emergency shipments.

## **POWER FAILURE**

In the event of a power failure, emergency power will be supplied. Generator power does not provide completely uninterrupted power; emergency lights and receptacles will lose power for approximately 20 seconds when the generator is activated and again when normal power is restored.

Emergency power is provided for the following critical areas (during outages, use laptops and battery backups):

- Red colored outlets
- Elevators
- Some mechanical systems
- Life safety designated lighting
- Fire alarm and communication systems
- Animal Facility

Extension cords for critical equipment - in an EMERGENCY only - may be provided. Contact Facilities at 412-232-8339

## **TELECOMMUNICATIONS FAILURE**

In the event of a telecommunications failure, no incoming calls will be received (callers will receive a busy signal) and the Communications Operators will not be able to transfer calls. An email will be sent that a telecommunications failure is in effect. **Power Fail phones will have been installed in several locations within the Pavilion.**

In the event of an emergency, the Emergency Power Failure Telephone can be used. To use this phone:

- Lift the handset, wait for a dial tone, and dial the full 10-digit telephone number; do not dial “9” first.
- If necessary, runners will be assigned to critical areas to increase communications or will replace existing internal communications if a total system failure is experienced.

A list of all MER Emergency Power Fail Telephones is shown below and is located on the MER Infonet.

**POWER FAIL PHONES-NUMBERS**

**UPMC-Mercy  
Power Fail Telephones**

To use, lift handset, wait for dial tone and dial full 10 digit telephone number. Do NOT dial (9) first.

LOCATION	EMERGENCY PHONE #	LOCATION	EMERGENCY PHONE #
Pavilion - OR 3 <sup>rd</sup> Floor	412-485-4913	Pavilion - Retail Pharmacy	412-485-4914
Pavilion - Satellite Pharmacy	412-485-4915	Pavilion - 2 <sup>nd</sup> Fl Main Desk	412-485-4916
Pavilion - Refractive Care	412-485-4917	Pavilion - Urgent Care	412-485-4918

**UPMC-MERCY**

**Power Fail Telephones**

To use, lift handset, wait for dial tone and dial full 10-digit telephone number. Do NOT dial (9) first.

LOCATION	EMERGENCY PHONE #	LOCATION	EMERGENCY PHONE #
12E	485-5100	11E	485-4906
10E	232-7491	9E	485-5103
8E	485-5130	7E	232-7818
6E	232-4029	5E	485-4909
4E CARDIOLOGY	485-5107	3E PACU	232-4096
3E OR MAIN DESK	485-5133	3E BLOOD BANK	485-5138
3E CVICU	232-7234	2E ENDOSCOPY	232-8306
2E PHARMACY	232-8404	1E SECURITY	485-5147

1E ERC	232-8650	1E DEM	485-5004
1E CDU	485-5116	1E DEM N.T.	485-5115
8F (MCAULEY 8) (ICU)	232-8736	7F	232-7657
6F	232-4021	5F NICU	485-5131
5F POSTPARTUM	232-7283	4F TRAUMA/BURN	485-5134
4F ICU	485-5129	3F RADIOLOGY	485-5137
8A (MCLACHLEN 8) (ICU)	485-4761	7A	485-5152
6A DETOX	485-5128	5A	485-4934
5D (MAC) PHLEBOTOMY	485-5105	1A EVS	232-7698
1A STERILE PROCESSING	485-4947	4D SAME DAY SURGERY	232-8548
2D ADMINISTRATION	232-8142	2D ROOM 2194	485-5101
1D ROOM 1106	485-5136	GD FRONT DESK	232-8714
SAC HUMAN RESOURCES	485-5142	SAC MAINTENANCE	485-5146
10B (ERMIRE) INF CONTROL	485-5139	7B HELP DESK	485-5102
4B CDC	485-5106	4A LAB	232-7699
FORBES BLDG CDC	232-7782	MERCY HEALTH CENTER	485-5104
4E TELEMETRY ROOM	232-5613	OPERATOR 1 (VALERIE)	232-8581

OPERATOR 2	232-8582	OPERATOR 3	232-8583
OPERATOR 4	232-8584	OPERATOR 5	232-8585
OPERATOR 6	232-8586	OPERATOR 7	232-8114
OPERATOR 8	232-8115	PACU/Holding (NEW)	412-485-4919

### HAZARDOUS SUBSTANCES

It is the PI's responsibility to implement, maintain, and update Hazard Communication Standards (via SDS). The PI will:

- Prepare, review, and update policies and procedures for handling and storing hazardous substances.
- Provide in-service training, appropriate safety equipment, its location and use.
- Provide emergency procedure training, including reporting problems or incidents, revising as needed to prevent future occurrences.
- Inform outside contractors of hazards they may encounter prior to entering the work area.

NOTE:

SDS are generated by the manufacturer and list the safe and proper use of hazardous substances.

The container label lists manufacturer name, address, proper chemical name, and applicable hazard warnings.

Secondary container labels must list the proper chemical name and hazard warnings (pre-formatted Avery labels are available through HazSoft [see OM for assistance])

<https://app.hazsoft.com/hazsearch.aspx?GR6XpjXejqtHzUk8P/mr6pNpGx8L4K5ipaqTxIjLM764darAfbZBpRfVeakYde+xFQ5vlscj8cP4f58ha/mMwS2e8LmIK+ScG82iscTxSA3PS16/AvGppYc8nWGNzSMLjeAPCuMowd7B1iKYyPYdbaoe4ztoWc/Jhb2wRrH4Mwz+RKYxYWqSrGDwaYU/f9ZH>

Hazards in laboratories and animal holding rooms are identified by laboratory safety signage and symbols. Signage includes:

Hazards present

PPE required for entry

PI

Emergency contact information

#### Hazardous Substance Discharge/Spill

Small spills should be cleaned up by the lab personnel who generated the spill, with assistance from the OM, if needed.

- Locate the SDS for the material spilled and carefully follow the spill clean-up procedures, including the use of proper PPE.
- Use an emergency spill kit to contain the spill, if necessary

Large spills (those that pose a hazard to health, property, or the environment, or if adequate spill supplies are not available):

- Clear the area, notify all the persons not involved in the spill to vacate the room.
- Confine the movement of all potentially contaminated people.
- Close doors and prevent entry into the affected area.
- Immediately contact UPMC EHS, Security and OM. An Officer will direct people away from the area and aid in the building access for emergency response personnel.

#### Exposure to Hazardous Substances

- Locate the SDS for the material spilled and carefully follow the directions.  
(Decontamination methods differ greatly depending upon the chemical substance, the body area that is contaminated, and method of exposure.)
- Use eyewash stations and drench showers as necessary.
- For acute care, go to MER ED

Follow UPMC Policy HS-RI1305 and immediately report the exposure to your supervisor. An incident report must be completed.

Follow UPMC Policy HS-HR0700 for post-exposure follow-up by contacting UPMC Work Panthers for screening.

#### Chemotherapeutic Agents

Spills and breakages should be immediately cleaned up by trained personnel wearing appropriate PPE. A spill kit should be in areas where chemotherapeutic agents are used. MER Pharmacy can provide guidance on chemotherapeutic agent spills.

Refer to UPMC Policy HS-ONC003

## Chemicals

- Relocating/Moving Chemicals: Contact EH&S (412-624-9505) two weeks prior to your move to assist with determining DOT regulated chemicals to be moved to or from Mercy. Secondary containment should always be used during the movement/relocation of chemicals.
- Hazardous Waste Disposal: Generators (lab staff) deliver chemical waste to Room 2.414. All chemical waste must be identified and labeled appropriately. Secondary containment should be used when transporting chemical waste throughout the building. See [www.ehs.pitt.edu](http://www.ehs.pitt.edu) for Mercy chemical waste schedule.
- Receiving Chemicals: Chemicals shipped to Mercy Pavilion are held in Chemical Waste Room 2.414. Lab staff is notified by Dock Manager upon arrival.
- Chemical Spills: If assistance is required with a chemical spill or release, contact EH&S (412-624-9505). For spills that have potential for fire or health hazard, call the Mercy emergency number, evacuate and secure the area.

## Biological Materials

1. Moving Biological Materials
  - i. Place material in **leak-proof primary receptacles** (sealed/stoppered vials, screw-on, or snap-on lids or caps).
  - ii. Primary receptacles should be placed in a **leak-proof secondary container** such as sealed plastic bags or sealed containers.
  - iii. **Absorbent material** (e.g. paper towels) should be placed between the primary and secondary receptacles in sufficient quantity to absorb the contents.
  - iv. A **rigid outer package**, such as a cardboard box or foam container should be used to transport the primary and secondary receptacles.
  - v. **Labeling** of the material should be placed on the primary or secondary container, and identify the contents and the 'owner.'
2. Bio hazardous Waste Disposal:

Decontaminate all materials and discard in red-bag-lined biohazard box. Lab staff will use a cart or hand truck to move sealed and labeled biohazard boxes to **Room G043**. See Dock Manager for access.
3. Sharps:

All sharps must be disposed in sharps containers. When full, sharps containers must be sealed and separated from other bio hazardous waste, use separate biohazard box and label box "sharps".
4. Biological Spill:

In the event of a small biological spill or release contact EH&S (412-624-9505) for assistance. For large spills call emergency number 412-624-2121, evacuate and secure the area.



## RADIATION EMERGENCY

Radiation emergencies (including material spills or contamination) involve radiation producing nuclear materials/devices that result in increased exposure of ionizing radiation.

Procedure:

1. Clear the area; notify all persons not involved in the spill to vacate the room.
2. Prevent the spread of contamination by covering the spill with absorbent paper, but do not attempt to clean it up.
3. Confine the movement of all potentially contaminated people.
4. Close doors and prevent entry into the affected area.
5. Immediately notify the RSO of any radiation incident to assure proper response is taken to minimize personal exposure, contain radioactive contamination, and address any injury from possible radiation overexposure. The RSO will also provide guidance in spill clean-up and decontamination of personnel.

A RSO will:

1. Determine the inventory of radioactive materials in the emergency area based on their records and with the assistance of authorized users.
2. Suggest ways and means to minimize or remove such hazards.
3. If necessary, provide consultation to the Security Control Room, if enacted.

Additional information is available on Pitt's RSO website (<http://www.radsafe.pitt.edu> )

## BOMB THREAT

A bomb threat can be via telephone or written notification.

### Telephone Threat

If a caller states there is a bomb, remain calm and treat the caller seriously. Attempt to keep the caller talking and get as much information as possible using the Bomb Threat Checklist (page)

- Immediately **notify Security (X115 or 412-232-5625)** and your supervisor.
- **Never hang up the telephone, even after the caller has stopped talking.**

### Written Bomb Threat

- Immediately notify Security and your supervisor of the threat
- **Minimize handling of the written threat** so that it can be checked for fingerprints and possible source of origination.
- Preserve all papers and envelopes.

If You Discover a Suspicious Items:

- **DO NOT TOUCH ANY SUSPICIOUS PACKAGES, BOXES OR OTHER ITEMS YOU DO NOT RECOGNIZE**
- Immediately notify Security and your supervisor of the threat and exit the immediate area.

**Do not use cell phones or radios near the suspicious item.**

Codes utilized in a bomb threat:

- Code White - the Pavilion and/or MER has received a bomb threat.
- Managers should stand by for further instructions.

**BOMB THREAT CHECKLIST**

The following is a checklist to be utilized by a Switchboard Operator or person receiving a call which threatens the safety or security of UPMC Mercy.

**Complete all possible items immediately following the call.**

- 1. Caller's Name and Address:** (if known)

\_\_\_\_\_

\_\_\_\_\_

- 2. Sex:** Male Female

- 3. Age:** Adult Child

- 4. Bomb Facts:**

- When will it go off? \_\_\_\_\_
- Building \_\_\_\_\_
- Exact Location \_\_\_\_\_

- 5. Call:** Internal External

- 6. Voice Characteristics:**

<b>Tone:</b>	<b>Speech:</b>	<b>Language:</b>
Loud	Fast	Excellent
Soft	Slow	Good
High Pitch	Distorted	Fair
Low Pitch	Cursing	Raspy
Stutter	Slurred	Naal
Lisp		
Disguised		
Poor		

Pleasant

**Accent Manner:**

Local	Poor Grammar	Emotional
Not Local	Well-Spoken	Irrational
Foreign	Taped	Deliberate
Caucasian	Message Read	Laughing
Black		

**7. Background Noise**

Office Machines	Voices	Animals	Radios
Factory Machines	Music	Quiet	Party
Bedlam	PA System	Street Traffic	Static
Airplanes	Cellular Phone	Trains	

**SEVERE WEATHER PLAN**

In the event of severe weather (as identified by NWS alerts), a disaster or emergency declaration may be initiated by MER senior leadership.

- A watch indicates conditions are favorable for the occurrence of hazardous weather.
- A warning indicates a hazardous event is occurring or is imminent within 30 minutes to one hour. Local NSW forecast offices issue warnings on a county-by-county basis.

MER and Mercy Pavilion will remain open and operational during severe weather; essential clinical personnel are expected to make every effort to report for work. Anyone splitting time between MER and Mercy Pavilion should consult with their Clinical Supervisor regarding clinical responsibilities and work schedule.

For those with no clinical responsibilities, report to work only if you can do so **safely**. If possible, make alternate work arrangements with your supervisor (work from home where feasible, flex and make-up time). When alternative work arrangements cannot be made and you cannot report to work, PTO must be used (UPMC policy HS-HR0735 for Disasters/Severe Weather/Emergencies).

Animal Facility staff should contact the Attending Veterinarian and the Coordinator, Lab Animal Research regarding work schedule.

During a Severe Weather Plan implementation and/or severe weather, Mercy Pavilion supervisors should contact each of their employees daily to communicate. For Pitt personnel, follow Pitt's plan regarding severe weather.

The Severe Weather Plan will be initiated when a tornado warning states that a tornado is imminent or has been sighted and is threatening the facility. In the event of a tornado:

- Close shades and drapes over all windows
- Move all patients/visitors to interior hallways or bathrooms; shut all doors after areas have been evacuated.
- Provide patients/visitors with a blanket or bedspread, which can be used to protect them, if necessary, from debris
- Avoid all large, open public spaces.
- Move all carts, equipment, and emergency carts to an inside room.
- Keep exits clear.
- **Seek refuge in Pavilion garage levels P1 and P2**

## **MER EMERGENCY CONDITIONS**

### **PAV Emergency Medical Conditions (Dial 111)**

PAV emergency medical conditions are initiated by contacting the Telephone Operator by dialing 111 or dial 9-911 (if the emergency is outside the building). Remain calm and provide the operator with the following information: \*Type of condition \*Location \*Room number.

#### **Conditions:**

Condition A (Cardio-Pulmonary Arrest)

An adult requires basic and advanced life support.

Condition C Other Medical Emergencies (Stroke)

Adult requires rapid medical evaluation and treatment.

Condition Help

Patient or family feel they have not received the help they need from their doctors or nurses for medical concerns.

### **PAV Non-Medical Emergencies (Dial 155)**

#### **Bronze Alert (Dial 115)**

Incidents involving active weapons, hostages, or threats. The overhead page will announce the location and if you are near that area do the following; **(RUN) (HIDE) (FIGHT)**

**RUN**

- Plan escape routes and evacuate; if it can be done safely, remove people from the area unless they are wounded.
- Leave your belongings behind
- Prevent individuals from entering an area where the assailant may be

### **HIDE**

- Be out of the assailant’s view, drop to the ground
- Lock and block doors and windows, close blinds
- Find protection behind a sturdy object or large item; allow others to seek refuge with you
- Silence your cell phone and any other source of noise, turn off computer monitors
- Run, walk, or crawl as the situation allows

### **FIGHT**

- Confront the assailant only as a last resort or if your life is in imminent danger
- Act aggressively by throwing items, improvising weapons, and yelling. COMMIT TO YOUR ACTIONS.

### **UPON LAW ENFORCEMENT ARRIVAL**

- Remain calm and follow the Officer’s instructor
- Always keep hands visible, and don’t make quick movements, point or yell
- Note that first responding Officers may not stop to assist injured victims
- Provide the following information:
  - Number, location, and assailant’s physical description
  - Number and type of weapon(s)
  - Number and location of victim(s)

### **Condition L**

Locate and return disoriented or medically unstable patients who have departed their units without authorization. A general description of the patient including sex, age, race, height, weight and other distinguishing features, as well as the patient’s last known whereabouts will be provided. The Security Control Room will announce a “Condition L All Clear” when the patient is located.

### **Condition Support**

An urgent response to manage hostile, aggressive or assaultive patients or visitors. The situation will be managed in the least physically confrontational manner and without harm to the patient, visitor or staff.

Aggressive behavior includes:

- Invasion of personal space

- Refusing to leave the room when requested
- Interfering with nursing care
- Raised voice
- Verbal threats of physical violence
- Threatening gestures

Risk factors for potential violence include:

- History of violence, especially with an identified target
- Recent acts or intent
- Explicit threats
- Specific plans
- Lack of coping mechanism or support