

# SECTION 11.23

## UTILITY FAILURE: SEWER

### PROCEDURES TO BE FOLLOWED IN THE EVENT THAT A UTILITY FAILURE AFFECTS LOMA LINDA UNIVERSITY HEALTH

#### RESPONSE

##### All Personnel

**Ensure personal safety and check on those around you:** Loss of sewer in buildings can limit access to use of sinks (hand hygiene, washing), ability to flush toilets, use of showers, and ability to perform some laboratory functions.

- **When notified about a sewer failure:** *Do not flush toilets, immediately stop using all sinks and showers, and limit waste water generated by equipment and machines that goes into drains.*
- **Report life threatening situations and hazardous conditions:** Report any life-threatening conditions or hazardous conditions (e.g., sewage leaks, water intrusions, standing water, and overflowing toilets) to Security Control Center.
- **Do not call Security to report the sewer failure:** Contacting Security Control Center to report the water failure or inquire about the status of sewer service prevents officers from responding to emergency calls.
- **Submit a Disaster Condition Assessment Form (DCAF):** Submitting the DCAF is the best way to report a water outage and impact on your unit/department. The DCAF can be found on OnePortal under Emergency Preparedness and Response and should be submitted electronically.
- **Standby for communication on duration of outage.** The Incident Assessment Team will determine the cause of the outage, duration, and communicate information and interim actions for outages greater than one hour.

##### Clinical Personnel

1. **Assess staff and patients:** account for staff and patients on unit or department and identify anyone that needs assistance resulting from the loss of sewer.
2. **Toilets:** DO NOT FLUSH toilets. Every effort should be made to support patient sanitation and toilet needs. Prioritize use of commodes and bed pans when possible. Clean toilets may be lined with red bags to contain human waste for disposal later. Utilize bathroom facilities in other sections or buildings that still have sewer service.
3. **Sinks:** Immediately cease use of sinks and disposal of any liquids

into the drain system.

4. **Hand Hygiene:** Utilize hand sanitizer when possible and appropriate. Use bottled water to wash hands over trash cans. Have a co-worker pour water on your hands, soap and lather, then rinse with additional water from a bottle.
5. **Showers:** Immediately cease use of showers. Utilize wipes and/or sponge baths for patient care until sewer service is restored. DO NOT discard wipes in toilets.
6. **Operating Room:** Determine if surgeries need to be wrapped up and/or cancelled as a result of the sewer outage. Notify department leadership and Administrator On-call.
7. **Labs:** Stop equipment and machines from discharging into drain system. Contain discharge in buckets or other containers if possible. Determine how lab operations are impacted as a result of the sewer outage. Notify department leadership and Administrator On-Call.
8. **Dialysis:** Determine impact on dialysis operations resulting from the sewer outage. Notify department leadership and Administrator On-Call.

- Security Control Center**
1. Receive reports of life-threatening situations and hazardous conditions such as persons needing assistance, immediate damage assessments, sewage leaks, water intrusions, standing water, and overflowing toilets.
  2. **Notify the LLUH Incident Assessment Team**
    - Initiate Incident Assessment Team conference call
    - Provide briefing and status report
    - Initiate and schedule Administrative Briefing notification
  3. **Notify, as indicated:**
    - Emergency response agencies
    - Emergency Department
    - Campus Engineering/Facilities Management
    - Office of Environmental Health & Safety
    - Office of Radiation Safety
    - Emergency Management Staff
    - LLUH Administration

**Incident Assessment Team**

Assess the scope, cause, impact, and projected resolution of the sewer outage and provide communication updates.

1. Provide initial notification to Administration
2. Coordinate response with Administrator-on-Call
3. Provide regular status updates to Administration
4. Sent out employee communication as needed

5. Send out communication when water has been restored.

**Facilities**

1. Determine cause and monitor status of sewer outage, initiate steps to resolve outage
2. Communicate cause, location, and scope of impact to the Incident Assessment Team
3. Report ETA on sewer restoration when available
4. Consider deployment of porta-potties as needed
5. Respond to healthcare facility emergencies relating to the outage.

**Campus Engineering**

1. Determine cause and monitor status of sewer outage, initiate steps to resolve outage
2. Communicate cause, location, and scope of impact to the Incident Assessment Team
3. Report ETA on sewer restoration when available
4. Consider deployment of porta-potties as needed
5. Respond to LLU building emergencies related to the outage.

**Security**

1. Respond to and investigate any life-threatening conditions or hazardous conditions (e.g., water leaks, broken pipes, standing water).
2. Communicate hazards and conditions to the Security Control Center so information is relayed to the Incident Assessment Team.

**Nutritional Services**

1. Begin distributing bottled water to clinical units for hand hygiene when sewer outage is projected to be greater than one hour or when directed by the Administrator-on-Call.

**Administrator-on-Call**

1. Obtain sewer outage updates or briefing from Incident Assessment Team.
2. If the situation indicates:
  - Assume command.
  - Declare a Disaster Condition, in consultation with the Emergency Operations Manager or designee.
  - Assume or assign the role of Incident Commander.
  - Activate the LLUH Command Center.
3. Ensure that necessary response and recovery actions are implemented and carried through to completion.

**PREPARATION**

**Education and Training:**

Training and education is provided in the annual *B.L.U.E. Book* and through department in-service training.

**Emergency Drills and Exercises:**

Utility failure protocols are tested periodically in select quarterly disaster drills and exercises.

## MITIGATION

**Hazard Vulnerability Analysis (HVA):** 1. A Hazard Vulnerability Analysis (HVA) is performed annually to update the priorities assigned to emergency incidents for use in emergency planning.

2. Hazard vulnerability assessment results drive priorities in preparation, training, education, and drills and exercises.

### **Utility Systems Protection**

Facilities Management, Campus Engineering, and Power Plant are responsible to implement provisions to reduce the likelihood and severity of disruptions in utility service, including:

- Electrical Distribution;
- Emergency Power;
- H.V.A.C. Systems;
- Plumbing and Water Delivery System;
- Medical Gas Systems (LLUSCD);
- Medical Vacuum Systems (LLUSCD);
- Communication Systems.

### **LLUH Research Integrity:**

Departments with critical research data and specimens are responsible to ensure basic controls and policies are in place to protect their research. This will include but not be limited to:

- Facilities
- Maintenance and Testing
- Inventory
- Redundancy
- Records Management

## RECOVERY

**General Responsibility** Responsibility for implementing recovery processes resulting from significant utility outages is shared by the President, CEO, COO, the Executive Vice President of Nursing, the Executive Vice President of Finance, and the Senior Vice President, Risk Management.

### **Facilities Recovery**

Responsibilities and procedures for facilities recovery operations are detailed in *Section 6.2* of the LLUH Emergency Operations Plan.