

CHAPTER Facilities	CHAPTER 08	SECTION 003	SUBJECT 55
SECTION Safety		DESCRIPTION Mass Communications System	
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APPLICATION:

<input checked="" type="checkbox"/> CMH Staff	<input type="checkbox"/> Board Members	<input type="checkbox"/> Provider Network	<input checked="" type="checkbox"/> Employment Services Providers
<input type="checkbox"/> Employment Services Provider Agencies	<input type="checkbox"/> Independent Contractors	<input checked="" type="checkbox"/> Students	<input checked="" type="checkbox"/> Interns
<input checked="" type="checkbox"/> Volunteers	<input checked="" type="checkbox"/> Persons Served		

POLICY:

Lapeer County Community Mental Health (LCCMH) contracts with a mass communications system to allow the agency to communicate across multiple channels to inform, engage, and protect staff and persons served.

STANDARDS:

- A. The mass communications system is designed to quickly disseminate information regarding agency operations and emergencies. It is used to notify individuals about agency closures, weather-related emergencies, biohazards, IT disruptions, fires, active shooter situations, and other urgent incidents. Additionally, the system serves as a platform for providing important updates related to the agency.
- B. Information is transmitted through the system via phone call, text messages, emails, and/or the mass communications system app.

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- C. The mass communications system is used in conjunction with the public address (PA) system and/or walkie-talkies to notify staff of an emergency. See LCCMH Policy 08.003.25 Emergency Preparedness and Response Plan and LCCMH's Emergency Preparedness and Response Plan.
- D. The mass communications system is confidential and Health Insurance Portability and Accountability Act (HIPAA) compliant.

PROCEDURES:

- A. Identified staff are provided with administrative access to the mass communication system. All other staff are given access to update their personal information
- B. The Quality Improvement Coordinator receives staffing updates and adds new staff to the mass communication system or removes any staff no longer with the agency.
- C. All staff are assigned to groups within the system and can receive notifications by department, building, or entire agency.
- D. The Quality Improvement Supervisor or designee sends emergency notifications through the mass communications system immediately after a code is called on the PA system or once a credible emergency event or threat has been confirmed.
- E. Harmony Hall adds persons served and sends messages to and from individuals to create meaningful work and keep members engaged with the program. Messages include the following:
 - 1. Social activities
 - 2. Weekly lunch menu
 - 3. Updates regarding program closures
 - 4. Any other information necessary to share with persons served with regard to programming.

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DEFINITIONS:

Mass Communications System: An organized and structured method through which information is created, transmitted, and received by an individual or large audience through various media channels.

REFERENCES/EXHIBITS:

Regroup – Lapeer Web Log-in and Mobile App Manual
LCCMH Policy 08.003.25 Emergency Preparedness and Response Plan
LCCMH Emergency Preparedness and Response Plan

LR-JS