

<b>FACILITY NAME</b>	
<b>Policy Name:</b> Emergency Communication <sub>1</sub> Policy	
<b>Policy Date:</b>	<b>Policy Revision:</b> Revision Date

**Purpose:**

This policy exists to assure that information disclosed during an emergency by Union Plaza Care Center is timely, accurate, comprehensive, authoritative and relevant. Adherence to this policy is intended to provide an effective and efficient framework to facilitate the timely dissemination of information. The facility maintains primary and alternate means of communicating with staff, Federal, State, tribal, regional, and local emergency management agencies.

1. The facility shall maintain alternate means of communication in accordance with the Communication matrix.
2. Emergency radios for interior communications are available from the engineering Dept. and tested monthly.
3. In the event of a loss to external wired communication the OEM radio is available at the front security desk and will be relocated to the EOC.
4. The communications matrix shall be utilized for continued operation upon loss of any part the system.
5. Utilize and keep current the HERDS communication data.
6. NOAA Weather Radio and Amateur Radio Operators’ (HAM Radio) systems, as well as satellite telephone communications systems are alternative methods which may be utilized.

NOAA NYC WEATHER WATCH: <http://www.weather.gov/okx/>  
**NYC Amateur Radio Emergency Communications Service, Inc.**  
**Email: [info@nyc-arecs.org](mailto:info@nyc-arecs.org) | Phone: 646-862-7847**  
**NY State Non-Profit #4273028**  
**IRS 501(c)3 #45-4055545**

<b>FDNY Queens Dispatch</b>		<b>482.03125 R</b>	<b>141.3</b>
<b>EMS</b>	Queens West Dispatch	482.51875 R	146.2
<b>EMS</b>	Queens East Dispatch	483.03125 R	141.3
<b>NYPD</b>	Queens InterOp	482.8125	167.9

7. The backup communications shall be implemented upon loss of primary systems as per the matrix. The ICS commander will dictate to the PIO the back up system to be utilized.
8. The backup communication system will tested routinely and confirm proper coordination with local communication systems. Information about the Office of emergency communication, which offers a wide range of National Security and Emergency Preparedness communications services, the Government Emergency Telecommunications Services (GETS), the Telecommunications Service Priority (TSP) Program, Wireless Priority Service (WPS), and SHARES. Shall be utilized <https://www.dhs.gov/office-emergency-communications>

<sub>1</sub> Risk Communication: An interactive process of exchange of information and opinion among individuals, groups, and institutions; often involves multiple messages about the nature of risk or expressing concerns, opinions, or reactions to risk messages or to legal and institutional arrangements for risk management.  
<http://store.samhsa.gov/product/Risk-Communication-Guidelines-for-Public-Officials/SMA02-3641>