


STANDARD OPERATING PROCEDURE				
	Alarm Pager Instructions		SOP#	RIO_SOP_002
	Originated by:	Amruta Samant	Date:	03 July 17
	Reviewed by:	Amruta Samant	Pages:	1 of 3
	Approved by:	Alicja Trocha		

I. PURPOSE

This SOP discusses the duties of the individuals carrying Alarm Pagers, but it does not discuss how to respond to specific alarms. For response protocols, please see the Ragon Alarm Instructions RIO_SOP_001 .

II. SCOPE

This procedure applies to pager holders during their assigned week to respond to any alarms at Ragon Institute laboratories.

III. RESPONSIBILITIES

- A. The Ragon Institute **lab managers** are responsible for the overall implementation of this procedure and ensuring compliance.
- B. **Lab managers** are responsible for periodically reviewing the application and maintenance of this procedure, and initiating any updates to this procedure.
- C. **All employees, students, contractors and visitors** are required to follow this procedure. Non-compliance with this procedure will result in the assignment of a corrective action plan.

IV. GENERAL GUIDELINES


Introduction

There will always be two individuals on Alarm Pager duty: an On Call and a Back-Up. It is the On Call Individual's responsibility to respond to every alarm notification that he/she receives in his/her week of duty. The Back-Up Individual will only be activated if the On Call cannot respond due to extenuating circumstances. This will include if the On Call Individual is already responding to an alarm and cannot take responsibility for an additional alarm. All employees from Research Technician II through Assistant Professor will be eligible for Alarm Pager Duty after their initial 90-day probationary period.

While in possession of the Alarm Pager, it cannot be stressed enough what an enormous responsibility you have. You are in charge of responding to all alarms for the entire Ragon Institute, and that encompasses over 80 different pieces of equipment containing extremely valuable work. All alarms must be treated as critical and responded to appropriately.

Part A – Going on Duty

On-call duty for the Alarm Pager will be for one week, from Monday morning until the following Monday morning. You have already been notified about what week you will be on duty. If for some reason you will be unable to complete your assigned week, it is **your responsibility to find a replacement and notify your floor manager**. This notification must be done in an email that includes

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the person taking over your duty, and that person must also respond that he/she understands the change in duty.

Alarm Pagers must be signed out with the floor manager on the eighth floor. You must sign out the pager between 12pm and 3pm Monday afternoon (or Tuesday if Monday is a holiday). The primary pager for the On Call individual will be located in a designated area by the manager’s desk along with the logbook that must be signed.

When signing out the Alarm Pager, you will be given a small binder of important information. This binder contains alarm location details, how to respond to alarms for specific equipment and call lists that may need to be used if the alarm event is too much for you to handle on your own. You may keep a copy of the Alarm Contact List for future reference.

While you are on duty, the Alarm Pager must remain with you **at all times**. You will not be responsible for alarms that occur during regular hours (7am to 7pm, Monday through Friday). You will be responsible for all alarms occurring at all other times, including Saturdays, Sundays and holidays. You must be available to and capable of responding to all alarm notices that you receive during your week of duty.

Part B – Receiving an Alarm Notice: On Call On-Call Individual


When equipment goes into alarm locally, it sends a message through the building’s alarm monitoring system to the Alarm Pager. If the equipment is able to self-correct the alarm, then the alarm monitoring system will send out a follow up message, saying that everything has returned to normal. For example, if a freezer door is left open too long and the temperature becomes too hot it will send the alarm, but after the door has been closed for a while and the temperature returns to normal, an “all clear” message will be sent out.

When you receive an Alarm Page, the first step is to identify what equipment is in alarm, including the alarm point name, equipment type and location in the institute. Call the Back-Up Individual to let him/her know you have received the alarm and will be responding. Instead of calling, you may also send a page (using your cell phone) to the Back-Up by texting 6172803216@pager.criticalalert.com.

Send an email to the Ragon Institute at ragon400@partners.org. Describe in the email what equipment is in alarm and ask if anyone is on site and available to check on it, or if someone is in the immediate area already and willing to come in.

If you have not received a reply to your email within 20 minutes, nor have you received an “all clear” message from the alarm monitoring system, then you must come in to take care of the alarm.

If the alarm is in a location that you cannot reach because you do not have access, you can pick up an all-access badge with Security in Building 300. You will be required to leave a valid photo

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identification (driver's license) with security. This badge is only to be used for alarm emergencies and never during regular business hours in place of your own badge.

Details on how to handle specific alarm types can be found in the Ragon Alarm Instructions RIO_SOP_001, in the small binder of important information, or posted somewhere near the equipment.

If you need help moving items, you must call the names on the Alarm Contact List for that piece of equipment. Begin with the first name and proceed down the list until someone is able to come in and help you. If you cannot reach anyone on the list, then you must do what you can for the alarm. You may also call the Back-Up Individual to come in and assist.

Once you have finished handling the alarm, send an email back out to the Ragon Institute to let everyone know you have taken care of it. If it was necessary to move items because the equipment was failing, then place a note on the failed equipment to indicate where those items are located now. You may also include this information in your follow-up email to the Ragon.

Part C – Receiving an Alarm: Back-Up On-Call Individual

If you are the Back-Up On-Call Individual, then you will receive the Alarm Notice on your pager at the same time as the On Call Individual. If you do not receive a phone call from the On Call Individual within 15 minutes of receiving the Alarm Notice, try calling the On Call Individual. If you cannot reach the On Call Individual, the alarm is now your responsibility. Follow the instructions outlined in Part B.

Part D – Going off Duty

You must return the Alarm Pager to the floor manager on the eighth floor to the designated location next to his/her desk. You must sign the logbook saying that you are going off duty. This must be completed no later than 12pm Monday (or Tuesday if Monday is a holiday).