

**UC Davis Health  
Sacramento, CA  
Department of Pathology and Laboratory Medicine**

***UTILITY FAILURE***

**Administrative Procedure 320.A**

---

**PURPOSE:**

To provide guidance for laboratory staff when responding to major unplanned utility system failures (water, electrical, vacuum and telephones).

**POLICY:**

All employees of the Department of Pathology should be familiar with this Utility Failure procedure and follow the procedure as outlined when utility failures occur.

**PROCEDURE:**

**A. Water Leaks, Water Pressure Loss and Sewer Back Up**

1. For the hospital and other buildings on the Sacramento campus call Plant Operations & Maintenance (PO&M) at 4-2763 or 4-2764 (available 24/7).
2. At STC call Property Management Team (Normal Business hours): 4-2999 (M-F, 8AM – 5 PM) and the Building Manager. For emergency situations and non-business hours, including holiday and weekends, call: 916-869-4300 and the Building Manager.
2. Remove patients, visitor and staff, if necessary.
3. When conditions are safe, avoid water damage to electrical equipment: unplug, cover with plastic and/or move to a dry location.
4. **AVOID EXPOSURE TO POSSIBLE ELECTRICAL SHOCK! DO NOT USE OR TOUCH WET ELECTRONIC EQUIPMENT!**

**B. Electrical System Failures**

1. Emergency power will come on in 8-10 seconds after main power failure at hospital campus locations. Emergency generator power will take over for the UPS at the STC.
2. Use red receptacles or receptacles with red cover plates for emergency power at hospital campus locations. STC is always backed-up with emergency power regardless of the receptacle used.
3. Partial lighting is provided by turning on red emergency light switches at hospital campus locations. STC has automatic emergency lighting.
4. During emergency power failure use battery operated equipment if available.
5. Emergency power at hospital campus locations is limited, therefore, use red receptacles only for critical laboratory instruments.

**UC Davis Health  
Sacramento, CA  
Department of Pathology and Laboratory Medicine**

***UTILITY FAILURE***

**Administrative Procedure 320.A**

---

6. Partial power loss at hospital campus locations, call PO&M at 4-2763 or 4-2764.

**C. Vacuum Failure**

1. At hospital campus locations call PO&M 24-hour emergency service 4-2763 or 4-2764.
2. At STC call Property Management Team (Normal Business hours): 4-2999 (M-F, 8AM – 5 PM) and the Building Manager. For emergency situations and non-business hours, including holiday and weekends, call: 916-869-4300 and the Building Manager.

**D. Telephone Failure**

1. All telephone instruments and auxiliary telephone equipment used on the UCDMC telephone systems (Analog / Digital / VoIP) are provided by the Unified Communications & IT Facilities. For assistance, contact the Technology Operations Center. Problems can be reported through the IT Employee Self Service or sending an email to [iscs@ucdmc.ucdavis.edu](mailto:iscs@ucdmc.ucdavis.edu). For urgent issues, call 734-4357
2. At hospital campus locations use the Red Phone System for Emergency Calls or Critical Patient Care Information. Red phones have limited capacity; make only emergency calls. AT&T phones pay phones are also available upon request and fax phones without 734 or 703 prefixes.
3. At STC, use the AT&T phones (these phones have a red hand receiver), and fax phones without 734 or 703 prefixes.
4. Telecommunications can provide a limited number of portable and cellular phones during an emergency. AT&T pay phones are also available for use at the hospital campus in case an emergency.

**REFERENCES:**

UC Davis Health Administrative Policy 1608: Utility System Shutdowns  
UC Davis Health Administrative Policy 1609: Minor Leaks and Water-Damage Response Plans  
UC Davis Health Administrative Policy 1368: United Telecommunications and IT Facilities Services.

**UC Davis Health  
Sacramento, CA  
Department of Pathology and Laboratory Medicine**

***UTILITY FAILURE***

**Administrative Procedure 320.A**

**PROCEDURE HISTORY**

<b>Date</b>	<b>Written/ Revised By</b>	<b>Revision</b>	<b>Approved Date</b>	<b>Approved By</b>
2/22/95	D. O'Sullivan	New	2/22/95	R.D. Cardiff
4/96	D. O'Sullivan	Annual Review	4/96	R.D. Cardiff
10/96	D. O'Sullivan	Annual Review	10/96	R. Green
10/97	D. O' Sullivan	Annual Review	10/97	R. Green
11/98	D. O' Sullivan	Annual Review	11/98	R. Green
5/00	D. O' Sullivan	Annual Review	5/00	R. Green
4/01	D. O' Sullivan	Annual Review	4/01	R. Green
8/02	D. O' Sullivan	Annual Review	8/02	R. Green
8/03	D.O'Sullivan	Annual Review	8/03	R. Green
2/04	D.O'Sullivan	Revised	2/04	R. Green
6/05	D.O'Sullivan	Annual Review	6/05	R. Green
4/06	R.Becker	Revised	4/06	R. Green
4/07	D.O'Sullivan	Annual Review	4/07	R. Green
4/08	D.O'Sullivan	Annual Review	4/08	R. Green
5/09	D. Wright	Annual Review	5/09	L. Howell
5/10	D. Wright	Revised	5/10	L. Howell
10/10	C. White	Revised	10/10	L. Howell
09/11	C. White	Annual Review	09/11	L. Howell
10/13	T. Cox	Revised: added references	10/13	L. Howell

**UC Davis Health  
Sacramento, CA  
Department of Pathology and Laboratory Medicine**

**UTILITY FAILURE**

**Administrative Procedure 320.A**

**PROCEDURE HISTORY**

<b>Date</b>	<b>Written/ Revised By</b>	<b>Revision</b>	<b>Approved Date</b>	<b>Approved By</b>
12/15	T. Cox	Biennial Review	12/15	L. Howell
12/17	G. Opp	Biennial Review	12/17	L.Howell
11/19	E. Karanja	Revised: Header and references	02/20	L.Howell via OnBase
02/20	N. Kaur	Revised: Updated Property Management Team contact information for STC	02/20	L. Howell via OnBase
01/2022	A.Devi Singh	Revised: Updated verbiage and added contact information for telecommunication failures.	2/22	L. Howell via OnBase