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CRITICAL EQUIPMENT REGISTRATION & ALARM MONITORING

PURPOSE

To establish procedures for registering and monitoring critical equipment where undetected failure would likely result in the loss of valuable and/or irreplaceable content.

POLICY

University of Miami Miller School of Medicine critical equipment must be registered with and numbered by the Department of Security so that the location of the equipment and end user information is well documented. The Department of Security will electronically monitor critical equipment for any department who requests it and who has equipment that can technically be monitored. It is the responsibility of the end users to register this equipment with the Department of Security, keep the equipment in good working order, and keep all emergency contact lists updated with valid working telephone numbers.

PROCEDURES

1. There are several types of critical equipment to be registered or monitored all of which will be referred to as **devices** in this policy. Walk-in refrigerators or freezers, chest or upright freezers, incubators, liquid nitrogen tanks, etc. are all examples of critical equipment that qualify.
 - 1.1. Users of cold rooms, refrigerators, and freezers must also comply with Business Services Policies & Procedures, BSD – 017 – Cold Room Storage locate at https://www6.miami.edu/policies_procedures/Environmental/PDF-VERSION/BS-017.pdf
2. All devices must be registered with the Department of Security. Those devices with electronic alarm outputs (dry contacts) may be monitored by the Security Department alarm monitoring system or the Facilities Administration Energy Management system. Devices with only local alarms must also be registered in the event someone walking through the facility hears and reports the local alarm.
 - 2.1. The end user in charge of the devices will register each device by going to the Security Department's web site at

http://ummcscd.med.miami.edu/SECURITY/Critical_Equipment.htm
and providing the following required information.

- 2.1.1. An emergency contact list with at least three (3) representatives from the department or lab containing names, telephone numbers and e-mail addresses where the individuals can be contacted both inside and outside normal working hours.
- 2.1.2. Description of the device including manufacturer and model.
- 2.1.3. The exact location of the device including building name, floor, and room number.
- 2.1.4. Temperature alarm range, including the upper and lower limit.
- 2.1.5. Once complete, the end user should print the registration information and post it on the front of the device.
- 2.2. Cold rooms with multiple users may be registered more than once. Each user may submit a registration and call list and in turn receive separate registration numbers.
- 2.3. Upon receipt of the registration information and where requested, the Department of Security, Security Systems Supervisor will provide estimates to connect the device to an alarm monitoring system.
 - 2.3.1. The Department of Security will affix a registration number placard to the top right corner of the front of the device.
 - 2.3.2. The registration number will be entered in the alarm monitoring systems so that any alarms from the device can easily be associated with the registered call list.
- 2.4. The end user will notify the Department of Security, Security Systems Supervisor immediately by calling 243-7233 if:
 - 2.4.1. The device is moved.
 - 2.4.2. The device is taken out of service or placed in any other status that no longer requires alarm monitoring.
 - 2.4.3. A follow up e-mail should be sent with the device status information and include the name, department, and telephone number of the person making the notification.
- 2.5. The Security Systems Supervisor will review the registrations on an annual basis to assure the information is current. However, it is the responsibility of the device owner to maintain current information in the on-line registration system and to notify the Department of Security System Supervisor immediately when the status of the device changes.

3. When an alarm is received by the Department of Security Dispatch Center:
 - 3.1. The Security Dispatcher will attempt to notify at least one of those requested on the registration. It will be noted that some areas have personnel working after normal business hours and on holiday and weekends and the first location called may be a lab or office on campus. The Security Dispatcher will notify only one person on the Emergency Contact List. Leaving a voice mail on the first number called is not considered proper notification. The officer will continue calling each number provided down the list, leaving messages where possible, until at least one individual is notified or the list is exhausted. **Once notified, it is up to that individual to follow up and notify others and ultimately secure the contents of the device.**
 - 3.2. If there is no one on site to service the alarm then a Security Officer will be dispatched. The officer will survey the area for anything out of the ordinary, like a freezer door standing open, an employee working in the freezer, the area without power, etc. and convey this information to the dispatcher and ultimately to the end user.
 - 3.3. Security will notify Physical Plant to diagnose the problem. Physical Plant will notify Security Dispatch of their findings. Physical Plant will leave a hang-tag on the device indicating that they were there, and diagnosed the condition of the device.
4. The owner will decide if the device is to stay in service or not and contact the appropriate repair service if repairs are needed.
 - 4.1. If it is determined the device CANNOT be put back in service, then the owner shall relocate the contents to another device. Physical Plant and Security will assist the owner where possible.
 - 4.2. If the device remains in alarm beyond 24-hours, the Security Dispatcher will notify Energy Management, or the Security Systems Supervisor depending on the system monitoring the alarm. The alarm will then be "disabled" until the owner of the device resolves the problem.
 - 4.3. When repairs have been completed the device owner will contact Physical Plant Customer Service at (305) 243-6375 and they will notify Security or Energy Management to have the device alarm re-enabled.