DISABLE REFUGE COMMUNICATIONS - UCL
ISD PROJECT MANAGER BRIEFING NOTE

Employers Requirements (ERs) for Disabled Refuge Communications Using UCL Telephone System - what UCL ISD Project Managers need to know:

**Mandatory** - UCL ‘the Client’ requires that design teams comply with the **Regulatory Reform (Fire Safety) Order 2005**. Specifically, Disabled Refuges shall have a suitable system of communications proportionate to the building height, complexity and risk to meet UCL’s ‘duty of care’ and provide ‘reasonable adjustment’ for Disabled Persons on new projects, refurbishment or where identified under a risk assessment;

**ISD Telecommunications Order / Purchase** - ISD PMs to seek quote from ISD Telecoms and raise a Purchase Order to ensure phones are supplied and fitted prior to project Practical Completion (PC);

**Refuge Connection Required** - each designated Disabled Refuge to be provided with the facility to connect to the UCL telephone system;

**Dialling Out from Refuge Extension** - telephone extension requires internal connections only - no external dial out required;

**Dialling Into Refuge Extension** - the extension must be programmed to allow external calls to be made (e.g. mobiles) to ring the extension in addition to normal internal extension connections;

**Refuge Extension Numbers Required** - ISD PMs to provide the UCL Fire Team with Refuge Ext Numbers prior to building occupation;

**Building Reception / Security Desk Extension Numbers Required** - ISD PMs to provide UCL Fire Team with desk extensions numbers prior to PC;

**Telephone Provision** - within the disabled refuge the following internal telephone units meeting big button, hearing aid compatible / inductive coupler, hands free connection shall be provided either:

- **BT Big Button 100** - see attached;
- **Doro Phone Easy 311c** - see attached;

**Wall Mounting** - handsets to be wall mounted at approx. 1000 mm (1m) height above floor level and located with sufficient space for a wheelchair user to operate without obstruction;

**Signage / Phone Numbers** - UCL Fire Team provides information in a clip frame adjacent to the handset with UCL internal 24/7 full (for mobile use) & extensions contact numbers and exact location to assist user;
General Information:

UCL Fire Safety Technical Note TN054 which forms part of the UCL Projects' Employer's Requirements (ERs), to provide Disabled Refuges with a suitable means of communication for those persons that might have sight, hearing or physical disabilities to use in an emergency while awaiting safe egress in a temporary Disabled Fire Refuge.

1.0. **Disable Refuge Communications** - generally, there are two methods of providing this communication facility for Disable Refuges and for most premises, a standard telephone unit is adequate but in high-rise / high-risk buildings, a more robust system will be required:

(a). **Low Risk / Low Rise Buildings** - a standard telephone will ensure that persons using the disabled refuge can communicate their presence and location in an emergency to:

- UCL Security Control Room (24/7);
- UCL Security Operations (24/7);
- The Building Entrance Reception Desk;

(b). **Large / Tall / Complex Buildings** - a standard telephone is **not** acceptable and an interim system meeting BS5839-9 will be provided as part of the fire alarm installation for example:

- UCL East Poole Street development due to size, height and provision or sleeping accommodation;
- UCL East Marshgate development due to size and height;

2.0. **UCL Extensions to Full DDI Numbers** - to assist in providing Disabled Refuge full telephone numbers

<table>
<thead>
<tr>
<th>Extension:</th>
<th>Full DDI Number:</th>
<th>IoE Extensions to Full DDI Numbers List:</th>
</tr>
</thead>
<tbody>
<tr>
<td>09XXX</td>
<td>020 7679 9XXX</td>
<td>04XXX</td>
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<tr>
<td>2XXXX</td>
<td>020 7679 XXXX</td>
<td>051XX</td>
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<tr>
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<td>020 7679 XXXX</td>
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<td>020 3108 XXXX</td>
<td>055XX</td>
</tr>
<tr>
<td>65XXX</td>
<td>020 3549 5XXX</td>
<td>06XXX</td>
</tr>
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3.0. **Further Information** - contact the UCL Fire Safety Manager (Safety Services, UCL Estates) for further guidance or information on fire@ucl.ac.uk;