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## FLOOD EMERGENCY RESPONSE PLAN

Issue:	<p>In the event of an extreme flood, evacuation from the site may not be possible, and all residents, staff and visitors (the occupants) may be required to remain on site until such stage as the flood recedes, or until directed to leave the site by emergency services personnel. The reason that evacuation from site may not be possible is because the roads surrounding the site will also be flooded. For this reason, the Flood Emergency Response Plan for the site will be to Shelter in Place, whereby the occupants can remain in the building and be safe from rising flood waters.</p> <p>The site is only affected by flooding in extremely rare storm events. Flooding will generally be caused by rising flood waters from Girraween Creek located along the western boundary of the site. To put this in perspective, the flood level for a 1 in 100 year storm will be 1.56m below the ground floor level and will be largely contained within the banks of Girraween Creek. For the Probable Maximum Flood (PMF) which is the largest flood possible, the flood level will be at the floor level. The likelihood of this flood occurring is estimated to be 1 in 1 million years.</p> <p>Despite the unlikelihood of this flood occurring, for the safety of the occupants, procedures and actions must be put in place for managing such a flood. These will include preparation prior to flooding, during flooding and after the flood recedes.</p> <p>The following are identified issues in which occupants become exposed to flood hazards:</p> <ol style="list-style-type: none"> <li>1. Occupants exposed to flood waters within site grounds (outside building);</li> <li>2. Occupants exposed to flood waters within building which is unlikely given that the floor level has been set at the PMF;</li> <li>3. Occupants exposed to flood waters while accessing or leaving site.</li> </ol> <p>Whilst the above present issues in which occupants are exposed to flood hazards, they are considered low risk and as such do not pose a significant risk. Prior to the flood reaching its peak, procedures and actions should have already been implemented to prevent further exposure to occupants within the site.</p>
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### FLOOD EMERGENCY RESPONSE PLAN continued


Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Riskman/Riskman Incident Register (IT system down)</p> <p>Optional Forms: Injury Report Property Damage Report Media Contact Report Fatality Report</p>
<p>Where there is a possibility that the building may be exposed to a flood, staff members should consider the following action:</p> <ul style="list-style-type: none"> <li>(a) Immediately advise the Duty Manager, their workplace manager, immediate Supervisor or warden who will notify the Emergency Coordinator;</li> <li>(b) Ensure that they do not use any property services such as lifts; the operation of which may be affected by the flood.</li> <li>(c) Remain in their normal area unless it is unsafe to do so as leaving may expose them to possible risk. If individual residents do depart it may also create difficulties in accounting for them;</li> <li>(d) Follow the directions of Wardens if there is a need to evacuate the building;</li> <li>(e) Move to a designated assembly area or such other location as directed; and</li> <li>(f) Remain at the evacuation assembly area until it is unsafe to do so or directed to return by the Emergency Coordinator or the officer in charge of the responding Emergency Service.</li> </ul>	

### FLOOD EMERGENCY RESPONSE PLAN


	Action	Time
<b>1.1 Preparation Phase:</b>		
<p>Staff to be made aware of the threat posed by flooding</p> <ul style="list-style-type: none"> <li>- New staff to be made aware of the risk of flooding.</li> <li>- New staff to be trained in the procedures and actions to implement in the event of a flood.</li> <li>- Existing staff to undergo refresher training on an annual basis.</li> </ul>		
<p>During heavy rainfall events, Duty Manager to monitor weather warning services: Bureau of Meteorology, NSW SES, Local Emergency Operations Controller (LEOCon). The following web sites should be monitored:</p>		

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<a href="http://www.bom.gov.au/australia/warnings/">http://www.bom.gov.au/australia/warnings/</a> <a href="http://www.ses.nsw.gov.au/">http://www.ses.nsw.gov.au/</a> <a href="https://www.emergency.nsw.gov.au/">https://www.emergency.nsw.gov.au/</a>		
All staff to be trained in shelter in place evacuation procedures and refreshed annually.		
Local SES and LEOCon to be advised of shelter in place flood evacuation strategy. The Emergency Coordinator is to ensure that the details of the relevant contacts (SES and LEOCon) are located in a prominent location in the Duty Manager's office. The SES contact number is 132 500.		
Install permanent signage in appropriate locations describing flood risk and evacuation routes within the building and assembly point.		
Residents to be educated of the hazard posed by floods and the shelter in place evacuation strategy and procedure. This should be undertaken for all new residents and on an ongoing basis thereafter.		
Regular maintenance and testing of flood warning system and emergency power supply to be carried out. Maintenance and testing should be made in accordance with the manufacturer's, supplier's and legislative requirements.		
Visitor books and staff and resident list should be maintained at all times to ensure that all occupants are able to be accounted for.		
<b>1.2 Respond Phase</b>	<b>Action</b>	<b>Time</b>
<b>1.2.1 Respond Phase - Weather Warning Received</b>		
Upon receipt of a severe weather warning, the Emergency Coordinator shall notify all staff, visitors and residents of a potential risk of flood. The warning should be broadcast through the PA system and via door knocking of resident's rooms. A role call/ head count should be taken to ensure all residents and staff are accounted for. The visitor book should also be checked to ensure all visitors are accounted for. More specifically:		

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<p><b>Emergency Coordinator:</b></p> <ul style="list-style-type: none"> <li>- Responsible for all other Supervisors and Duty Manager.</li> <li>- Make initial contact with all Supervisors and Duty Manager.</li> <li>- Stay in regular contact with Supervisors and Duty Manager during flood event.</li> </ul> <p><b>Duty Manager</b></p> <ul style="list-style-type: none"> <li>- Make initial contact with relevant emergency services and maintain contact during flood event.</li> <li>- Liaise with Emergency Coordinator and act on their instructions.</li> </ul> <p><b>Kitchen/Catering Supervisor:</b></p> <ul style="list-style-type: none"> <li>- Responsible for remaining in contact with Emergency Coordinator and acting on their instructions.</li> <li>- Undertake head count of kitchen and catering staff.</li> <li>- Ensure kitchen and catering staff are accounted for.</li> <li>- Advise Nursing Supervisor of residents that are currently using kitchen facilities and ensure that they are returned to the Nursing Supervisor.</li> <li>- Begin preparation of food and water supply for a six hour meal cycle. The specific menu requirements will depend on the time of the day that the flood occurs.</li> </ul> <p><b>Nursing Supervisor:</b></p> <ul style="list-style-type: none"> <li>- Responsible for remaining in contact with Emergency Coordinator and acting on their instructions.</li> <li>- Undertake head count of residents and nursing staff.</li> <li>- Ensure residents and nursing staff are accounted for.</li> <li>- Begin preparation of medical and first aid supplies for a six hour cycle. The specific medical requirements will depend on the time of the day that the flood occurs.</li> </ul> <p><b>Maintenance Supervisor:</b></p> <ul style="list-style-type: none"> <li>- Responsible for remaining in contact with Emergency Coordinator and acting on their instructions.</li> <li>- Undertake head count of maintenance staff.</li> <li>- Ensure maintenance staff are accounted for.</li> <li>- Undertake a patrol of the grounds external to the building with a member of the nursing staff and ensure all residents, staff and visitors are returned to the building.</li> <li>- Begin preparation of maintenance equipment to ensure the building can operate for six hours.</li> </ul>		
Any residents, visitors or staff in external areas are to be brought inside (see above).		

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Duty Manager to stay in contact with LEOCon and NSW SES to monitor the situation. The SES contact number is 132 500.		
Non-essential electrical equipment on ground floor to be unplugged by Maintenance Supervisor and team.		
In the event of a blackout or loss of power, power supply will automatically switch to the emergency power supply (Genset) for shelter in place requirements. Maintenance staff should monitor the power supply to ensure that it remains operational. The Genset (diesel generator) has a 600L fuel tank that should have capacity to operate for eight hours) so there should be no need for the tank to be refilled during the PMF.		
Staff responsible for medical equipment shall prepare the equipment and ensure it is functional and connected to the emergency power supply if required.		
<b>1.2.2 Respond Phase - Evacuation Alarm Signalled</b>		
All residents and visitors to shelter at ground floor or on higher floors or designated assembly point.		
Duty Manager to inform NSW SES and LEOCon that shelter in place flood evacuation strategy has been implemented.		
If possible, vehicles parked on site shall be moved to the Porte Cochere which is the highest vehicular trafficable location.		
Lifts to be parked on level 1 or higher and isolated to prevent accidental use or persons becoming trapped. Barriers placed across lift doors at ground level.		
All ground-floor electrical circuits to be isolated.		
All ground floor electrical equipment to be unplugged.		

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Staff to reassure residents and visitors to stay calm and prevent any persons from moving out of the building by reminding them that the floor level is higher than the highest possible flood level.		
Staff to remain with all persons until the flood level recedes and NSW SES advises the situation is all clear.		
<b>1.2.3 Respond Phase - Issued by SES to evacuate site</b>		
<p>If NSW SES issues the order to evacuate from the site, Duty Manager to remain in constant communication with NSW SES. The Duty Manager shall convey all information and instructions to the Emergency Coordinator.</p> <p>The Emergency Coordinator in consultation with the Duty Manager to confirm location of evacuation site, method of evacuation and safest evacuation route with NSW SES, and then inform Supervisors of details.</p>		
Supervisors to lead organised groups of residents, visitors and other staff (all persons) to the evacuation site following the selected evacuation route.		
Prior to moving to evacuation site, Supervisors to perform role call/ headcount to account for all persons. This role call/ headcount should be undertaken again upon the arrival of the evacuated site.		
Staff to remain with all persons until the NSW SES advises the situation is all clear.		
<b>1.3 Recover Phase</b>	<b>Action</b>	<b>Time</b>
In the event that the building is damaged by the flood and the building is unable to be resided in, residents are to be moved off-site to another OPAL facility if necessary in consultation with NSW SES and LEOCon.		
Cleaning and repairs to be carried out as required depending on the extent of flood damage. This may include property within the building or outside including services. This process should be managed by the relevant OPAL maintenance team.		

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<p>The Genset shall be tested and refuelled as required to ensure that it is able to be used in the event of the next blackout or loss of power.</p> <p>Testing of services and equipment to be conducted by qualified tradesmen before being re-instated.</p>		
<p>Review effectiveness of flood evacuation plan and update if required. If flood evacuation plan is update, inform NSW SES and LEOCon of amendments to the plan.</p>		
<p>All staff are to be informed of updated flood evacuation plan and retrained as required.</p>		