


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	



Ref: Epping

Emergency Management Manual



Coombah
43-53 Oxford Street
Epping, NSW 2121
Issued 12th February 2020




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Table of Contents

EMERGENCY CONTROL CONTACT LIST	6
FOREWORD	8
DEFINITIONS	9
AGED CARE FACILITY DETAILS	15
ESSENTIAL SAFETY MEASURES	17
INSTALLED FIRE SAFETY SYSTEMS	18
PERFORMANCE SOLUTIONS	22
PREVENTION AND TRAINING	23
EMERGENCY RESPONSE PROCEDURES	27
<i>All Clear</i>	29
<i>R.A.C.E</i>	30
KEY EMERGENCY CONTACTS	31
CODE RED – FIRE EMERGENCY (EWIS)	34
CODE ORANGE - EVACUATION PROCEDURES	36
CODE BLUE – MEDICAL EMERGENCY	39
CODE PURPLE – BOMB THREAT	41
CODE PURPLE – IMPROVISED EXPLOSIVE DEVICES	45
CODE BROWN – EXTERNAL EMERGENCY	49
<i>Earthquake</i>	49
<i>Civil Disorder</i>	51
CODE BROWN – EXTERNAL EMERGENCY	52
<i>Flood/Severe Storm Event</i>	52
CODE BLACK – PERSONAL THREAT	53
<i>Armed Incident Procedures</i>	54
CODE YELLOW - INTERNAL EMERGENCY	55
<i>Hazardous Material Spill</i>	55
<i>Flammable Material Spill</i>	55
<i>Hazardous Material – Potential Bio Hazard</i>	55
POWER OUTAGES	56

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE YELLOW –RESIDENT MISSING WITHOUT EXPLANATION	58
<i>Procedure for missing resident:</i>	<i>58</i>
<i>EMERGENCY CONTACTS.....</i>	<i>58</i>
APPENDICES	59
<i>APPENDIX 1 – Disaster Response Resource Information</i>	<i>59</i>
<i>APPENDIX 2 – Emergency Coordinator Task Card / Checklist</i>	<i>60</i>
<i>APPENDIX 3 – Transport Plan</i>	<i>61</i>
<i>APPENDIX 4 – Emergency Resources Checklist</i>	<i>62</i>
<i>APPENDIX 5 – Resident Admission to Acute Care Register</i>	<i>63</i>
<i>Appendix 6 – Resident Short Term Accommodation Register</i>	<i>64</i>
<i>APPENDIX 7 – Staff sent to receiving Facility/s Register</i>	<i>65</i>
<i>APPENDIX 8 – Interim Care Plan</i>	<i>66</i>
<i>APPENDIX 9 – Evacuee Progress Notes</i>	<i>69</i>
<i>APPENDIX 10 – Property Damage Report</i>	<i>71</i>
<i>APPENDIX 11 – Emergency Management Report</i>	<i>74</i>
<i>APPENDIX 12 – Emergency Evacuation Pack contents checklist</i>	<i>81</i>
<i>APPENDIX 13 – Weekly Fire Safety Checklist</i>	<i>82</i>
<i>APPENDIX 14 – Incident Register</i>	<i>85</i>
<i>APPENDIX 15 – Action Plans</i>	<i>86</i>


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Document Control Schedule

A revision of this document including all attachments is to be carried out immediately following an incident or whenever a change is made to the contents by a nominated “*competent*” person. All details of the revision are to be annotated in this schedule.

This document is valid for a period of five (5) years from the date of initial issue. At the end of the period of validity *this document must undergo a full review and update prior to reissue.*

Should First 5 Minutes Pty Ltd cease to provide services to this property this will become an uncontrolled document.

VERSION	DATED	REVISION DETAILS	NAME	SIGNATURE
Epping_v1.00	12/02/2020	Initial issue.	Simon Robson	


Emergency Procedures (Nominee Supervisor)

Simon Robson, First 5 Minutes Pty Ltd.

Emergency Procedures (Nominee Supervisor) QBCC Licence Number 1217050.

Scope

Develop, approve and certify emergency evacuation procedures for the controlled evacuation of buildings, structures and workplaces during a fire emergency.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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EMERGENCY CONTACTS

The contact details for the facility owner are as follows:

Aged Care Facility Owner Contact Details	
Company Name:	Uniting
Contact Person:	
Address:	
Telephone:	
Email:	

The contact details for the aged care facility Village Manager are as follows:

Village Manager Contact Details	
Company Name:	Uniting
Contact Person:	
Address:	
Telephone:	
Email:	


The contact details for the Emergency Coordinator are as follows:

Emergency Coordinator Contact Details	
Company Name:	Uniting
Contact Person:	
Address:	
Telephone:	
Email:	

Persons Responsible for Carrying Out Evacuation Procedures (Wardens) Contact Details


The aged care facility administration is responsible for ensuring that a register containing the contact details of the *Persons Responsible for Carrying-Out Evacuation Procedures (Wardens)* is kept up to date and a hard copy is printed off and inserted into this section. The hard copy record must be replaced each time that the register is updated/changed.

The register for the *Persons Responsible for Carrying-Out Evacuation Procedures (Wardens)* is available on the following page.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


EMERGENCY CONTROL CONTACT LIST

Emergency Coordinator			
Position / Name	Area / Zone	Phone Contact	Shift
			Day
			Afternoon
			Night
			Weekend
Deputy Emergency Coordinator			
Position / Name	Area / Zone	Phone Contact	Shift
			Day
			Afternoon
			Night
			Weekend
Communications Officer			
Position / Name	Area / Zone	Phone Contact	Shift
			Day
			Afternoon
			Night
			Weekend
Emergency Officers			
Position / Name	Area / Zone	Phone Contact	Shift
			Day
			Afternoon
			Night
			Weekend
Emergency Marshals			
Position / Name	Area / Zone	Phone Contact	Shift
			Day
			Afternoon
			Night
			Weekend
Receptionist / Switchboard Operator			
Position / Name	Area / Zone	Phone Contact	Shift
			Day
			Afternoon
			Night
			Weekend

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

First Aiders			
Position / Name	Area / Zone	Phone Contact	Shift
			Day
			Afternoon
			Night
			Weekend

Residential Independent Living Units ECO		
Name	Floor/ Unit Number	Phone Contact

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

FOREWORD

This Site Specific Emergency Management Manual has been prepared to assist in the DA application for the construction of Uniting Coombah RACV.

This document is a draft only and will need to be defined at occupation to confirm the procedures and contact details that will be required. All information and assumptions has been based on the Uniting Coombah BCA Assessment Report, The Architects drawings prepared by Turner and information provided by the Currie & Brown project team.

This document is designed with a focus on the actions to be taken by the staff members once an emergency occurs. Specific information relevant to this site is contained within this document to provide directions to ensure an appropriate response to an emergency up to the arrival of the attending emergency services.

As this is a public document it does not make any reference or include activities of either a confidential or security matter. Those issues are outside the scope of this document and are considered far too sensitive for public disclosure.

RULES OF INTERPRETATION

The following rules of interpretation apply unless the context requires otherwise:


- (a) Headings are for convenience only and do not affect interpretation.
- (b) The singular includes the plural and conversely.
- (c) A gender includes all genders.

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UNITING-RESIDENTIAL-AGED-CARE-FACILITY SSEPM_19-MAY-2017

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
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DEFINITIONS

For the purpose of this document, the definitions from AS 4083_2010, AS 3745-2010, the Building Code of Australia (BCA), Work Health and Safety legislation (WH&S), Australian Federal Police Bomb Data Centre and those below apply.

First 5 Minutes Pty Ltd acknowledges the origination of the definitions and that it has no copyright interest with those used from the above nominated published sources.

Aged care facility [referred to as 'facility' in this document]

A Facility, nursing home, residential care/administration offices or other facility that provides aged care services. It includes co-located sites that comprise Retirement Villages and offices

ALA

Assisted Living Apartments (Independent living with Catering Cleaning and Housekeeping Assistance)

Alternative Solution

A performance based approach to the fire safety issues as recognised by the Building Code of Australia (BCA). This approach allows the fire safety provisions within the building to be designed in the most flexible, cost-effective and practical manner to best suit the specific building and its occupancy.

Area

A floor, zone or place within a building, structure or workplace that may be occupied by people.

Area Warden

Most senior staff member in the area at the time of an emergency

Note: Area Warden and Warden positions are interchangeable positions; all staff will be trained in both positions.

Bomb

Can be of any size or shape, can look obvious or be camouflaged, may vary in its sophistication, may explode or may not necessarily explode (i.e., incendiary, chemical, radiological, sharps, animals/reptiles).

Bomb threat

A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or uses an improvised explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organization.


Communication Officer

Persons who can operate emergency equipment and contact emergency services to assist Emergency Coordinator during an incident.

Courier-delivered bomb

An improvised explosive device (IED) delivered by a courier.

A building, structure or workplace that is occupied by people, i.e. offices, warehouses, factories, public buildings, shopping complexes, apartment buildings, or a place that may be occupied by people.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Deputy Emergency Coordinator

Persons appointed as deputies shall have the same capabilities and personal attributes as required for the substantive Position

Designated Building Entry Points (DBEPs)

In compliance with AS1670.1 each building with an Automatic Fire Alarm that is required to be connected to a Fire Service or independent monitoring centre must have a Designated Building Entry point (DBEP). The DBEP will normally be the main entrance to the building. The regulatory authority may require large buildings to be equipped with multiple DBEPs.

Emergency Coordinator

The person who is in charge of emergency management, planning and operations. This may or may not be the person in charge of the aged care facility, depending upon local circumstances and timing. (Reference AS 4083)

Emergency Control Organisation (ECO)

A competent person or persons who implement the emergency procedures.

Emergency/Incident

Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.

Emergency Evacuation Management Plan

The written documentation of the emergency event arrangements for a facility generally made during the planning process. It consists of the preparedness, response and recovery activities and includes the agreed emergency management roles, responsibilities, strategies, systems and arrangements.

Emergency Planning Committee (EPC)

Persons responsible for the documentation and maintenance of an emergency management plan.

Emergency Prevention

The measures taken, including the regulatory and physical measures, to ensure that emergencies are prevented or their effects mitigated. The goal of emergency prevention is to eliminate or reduce the incidence or severity of emergencies.


NOTE: Examples of emergency prevention are: good house-keeping measures including reduction removal of excessive fuels loads; and policies/procedures and training in the safe use of installed equipment.

Emergency Procedures

A documented scheme of assigned responsibilities, actions and procedures within a designated section of the emergency management plan, to respond to and manage emergencies as identified in the hazard assessment.

Emergency Alarm Initiating Device (EAID)

An Emergency Alarm Initiating Device (EAID) is part of the group which has the broad term Emergency Call Point (ECP). It is similar in construction to a Manual Call Point (MCP) but is white in colour. They are installed for use by occupants to actuate the EWS within the structure **ONLY** and will not advise the Fire Service

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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	Author:	First 5 Minutes Pty Ltd
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Emergency Call Point (ECP)

The term Emergency Call Point (ECP) refers to a group of devices that are used to raise an alarm. The devices include, Manual Call Points, Emergency Alarm Initiating Devices, Pull Alarms, Duress Alarms and Emergency Telephones.

Emergency Door Release (EDR)

An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP) but is green in colour. They are installed for use by occupants to override electronic door locks.

Emergency Warning and Intercommunication System (EWIS)

A combined emergency warning and intercommunication system that facilitates both way communications and control during an emergency.

Emergency Warning Systems (EWS)

A system to provide a distinctive audible signal, verbal address, and visible signals as required, for emergency alarm purposes.

Evacuation

The orderly movement of people from a place of danger.

Evacuation diagram

A graphical representation of a floor or area of a facility.


Evacuation Route

1. An **evacuation route**, in relation to a building, means:
 - a. a path of travel from any place in the building, through a final exit of the building, to a place of safety outside the building; or
 - b. otherwise, a path of travel from a common area of the building, through a final exit of the building, to a place of safety outside the building.
2. An **evacuation route** includes the space above a path of travel.

Evacuation time

Evacuation time means the time calculated from when the emergency starts for the occupants of the building to evacuate to a safe place appropriate to:

- a. the number, mobility and other characteristics of the occupants; and
- b. the function or use of the building; and
- c. the travel distance and other characteristics of the building; and
- d. the fire load; and
- e. the potential fire intensity; and
- f. the fire hazard; and
- g. the fire hazard properties; and
- h. any active fire safety systems installed in the building; and
- i. Fire Service intervention.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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Emergency Warning and Intercommunication System (EWIS)

A combined emergency warning and intercommunication system that facilitates both way communications and control during an emergency.

Emergency Warning Systems (EWS)

A system to provide a distinctive audible signal, verbal address, and visible signals as required, for emergency alarm purposes.

Facility

A structure or workplace that is, or may be occupied by people (occupants).

NOTE: See relevant Commonwealth, State and Territory occupational aged and safety statutes for the definition of 'workplace'.

Fire Safety System

Fire safety system means one or any combination of the methods used in a building to:

- (a) warn people of an emergency; or
- (b) provide for safe evacuation; or
- (c) restrict the spread of fire; or
- (d) extinguish a fire,

and includes both active and passive systems.

Fire Service

This term only refers to statutory authorities established under an Act of Parliament having as one of its functions the protection of life and property from fire and other emergencies. It may be a professional brigade with full-time fire-fighters, or a volunteer brigade. Many companies employ their own private fire services. The standard of these private fire services varies greatly. They are excluded from the definition of a fire service.

Fire Safety Officer / Fire Safety Adviser

Is a competent person who has completed a Fire Safety Officer or Fire Safety Adviser programme and is an adviser to the Village Manager on fire safety issues.

Fire and Evacuation Instructions

Fire and evacuation instructions for a building, means general evacuation instructions, first-response evacuation instructions or evacuation coordination instructions for the building.

Improvised Explosive Device (IED)

A device fabricated in an ad hoc manner, which contains explosive components designed to, or capable of, causing unlawful injury or damage.

ILU

Independent Living Units


Mail bomb

An improvised explosive device (IED) sent through the postal system.

Managing Entity (Occupier)

The managing entity, of a multi-occupancy building, means the entity that is the occupier of, or in control of, the general access areas of the facility.

Examples of entities that may be managing entities of buildings include a body corporate or the owner of a building.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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Manual Call Point

Operation of a Manual Call Point (MCP) shall require the breaking, or appear to require the breaking, of the frangible element to manually raise the alarm. The frangible element which is capable of being broken or appearing to be broken forms part of the front cover of an MCP.

The body of a Manual Call Point shall be red in colour.

Master Emergency Communications Point (MECP)

Location within the building where a warning system can be activated and from where instructions can be relayed to the Warden Intercom Points.

Occupant

People at a facility, whether inside or outside it, whether permanent or temporary.

Occupier

The entity that is the occupier of, or in control of, the general access areas of the facility.

Persons with Special Needs

A person who is unable to effectively, or who requires assistance to respond to an emergency in, or participate in an evacuation from a facility.

Placed bomb

An improvised explosive device (IED) hand-delivered or purposefully placed.

RACF

Residential Aged Care Facility

Resident

Includes residents and clients of the facility.

Safe place

- (a) a place of safety within a building:
 - (i) which is not under threat from a fire; and
 - (ii) from which people must be able to safely disperse after escaping the effects of an emergency to a road or open space; or
- (b) a road or open space.


Vehicle bomb

Vehicle Borne Improvised Explosive Device (VBIED). An incident in which a vehicle is used as the means of delivery of a large IED.

Warden

All staff members will act as wardens during an emergency

Note: Area warden and Warden position are interchangeable positions; all staff will be trained in both positions.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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Warden Intercom Point (WIP)


The location on a floor or evacuation zone, where equipment is provided through which instructions can be received from the controlling emergency control panel via the emergency intercommunication system.

Workplace

Any place where work is, or is to be, performed by:

- (a) a worker who does work whether the person engaged works for gain or reward or on a voluntary basis;
or
- (b) a person conducting a business or undertaking.

NOTE: This definition includes places commonly recognized as workplaces, such as offices, shops, factories, construction sites and facilities. It also includes many other types of less obvious workplaces, such as mines, underground tunnels, railway stations, care facilities, goals, etc.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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AGED CARE FACILITY DETAILS

The following details are a guide for the Emergency Control Organisation and representatives of a Regulatory Authority.

Building Characteristics

The facility consists of *one 16 Storey building* on the site.

Building Classification

The classification of a building or part of is determined by the purpose for which it is designed, constructed or adapted to be used. The classification for the aged care facility is *Class 2, 5, 6, 7a, 9b, 9c.10b*

– A three (3) storey podium comprising:

- Hairdresser (ancillary to the aged care and seniors living component);
- Gym and indoor swimming pool facility;
- Café (ancillary to the aged care and seniors living component);
- Communal areas and chapel for the aged care and seniors living component;
- Ancillary office for the aged care and seniors living component;
- Building plant services;
- 14 assisted living apartments; and
- 20 care apartments;

– A landscaped podium;


– A twelve (12) storey residential tower component comprising;

- 96 independent living units;
- 60 residential aged care rooms; and

– Landscaped podium 'sky gardens';

– A rooftop landscaped terrace garden comprising;

- Multipurpose communal area/function rooms;
- Terrace communal open space;
- Outdoor kitchen;
- Storage; and
- Building plant rooms;

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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This facility is a Residential Care Facility and is staffed 24 hours a day

Number of beds: 60 Aged care Beds


Care Apartments: 20

Assisted living Apartments 14

Staffing Uniting Epping

Shift	Staff Numbers
Day shift is from 0600 – 1400 hrs	Average staff number 48 TBC
Afternoon shift is from 1400-- 2200 hrs	Average staff number 14 TBC
Night Shift is from 2200-- 0600 hrs.	Average staff number 3 TBC

NOTE: This average includes handover time from each shift as required.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

ESSENTIAL SAFETY MEASURES

Fire Safety Systems and Equipment

Occupants of a building have an expectation that the building they occupy will be safe during day to day use. This expectation is also applied to their perception that the building's fire safety systems and equipment will continue to operate in an emergency.


Some examples of fire safety systems are:

Active systems

- Emergency Warning and Intercommunication System (EWIS);
- emergency lighting;
- exit signs;
- sprinkler systems;
- fire hydrant systems;
- fire hose reel systems;
- portable fire extinguishers.

Passive systems

- fire-isolated stairways, ramps and passageways;
- fire walls; and other fire-resisting building elements.
- smoke stop doors and compartments

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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INSTALLED FIRE SAFETY SYSTEMS

The fire safety systems and equipment that are installed within this facility are indicated as follows. This list was current at the date of publication for this Site Specific Emergency Procedures Manual but may be subject to additions/deletions brought about by improvements or upgrades to the facility.

United Epping

FIRE DETECTION

FIRE CONTROL ROOM (FCR)	<p>A Fire Control Room is provided as an area from which control of the building occupants by the Emergency Control Organisation can be exercised. It is also used by the Emergency Services to coordinate fire-fighting operations.</p> <p>The FCR will contain all equipment associated with the required fire services in the building.</p>
FIRE INDICATOR PANEL (FIP)	<p>A Fire Indicator Panel (FIP) is an electric panel that is the controlling component of a fire alarm system. The panel receives information from environmental sensors designed to detect changes associated with fire, monitors their operational integrity and provides for automatic control of equipment, and transmission of information necessary to prepare the facility for fire based on a predetermined sequence.</p> <p>The FIP may also supply electrical energy to operate any associated sensor, control, transmitter, or relay (i.e. HVAC shutdown, security, electronic door locks etc).</p>
FIRE INDICATOR MIMIC PANEL (MIMIC)	<p>A Fire Indicator Panel may be located remote to a building or site entry point. In these instances a MIMIC Panel may be mounted at the site or building entry point.</p> <p>The principal aim of Mimic Panels is to provide a clear, geographical indication of fire alarm activation to enable the user's speedy identification of the source of an alarm in a form that can be easily maintained and modified, to reflect extensions or changes to building or site layout and usage.</p> <p>When linked to the fire control panel, a Mimic Panel is a graphical representation of the site or building layout to give users, at a glance, the location of the origin of a potential fire incident.</p>
SMOKE DETECTORS	<p>Smoke detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.</p>
THERMAL DETECTORS	<p>Thermal detectors are designed to sense the presence of fire, indicate its location and advise the Fire Service.</p>
MANUAL CALL POINT (MCP)	<p>A Manual Call Point is used to allow building occupants to signal that a fire or other emergency exists within the building. They are usually connected to a central Fire Indicator Panel which is in turn connected to an occupant warning system in the building and to the fire brigade or monitoring station.</p> <p>A Manual Call Point is operated <u>by depressing the frangible face of the device</u>.</p> <p>The body of a Manual Call Point shall be red in colour. A red Manual Call Point are mounted. On each floor.</p>
EMERGENCY ALARM INITIATING DEVICE (EAID)	<p>An Emergency Alarm Initiating Device (EAID) is part of the group which has the broad term Emergency Call Point (ECP). It is similar in construction to a Manual Call Point (MCP) but is white in colour. They are installed for use by occupants to actuate the EWS within the structure ONLY and will not advise the Fire Service.</p> <p>An Emergency Alarm Initiating Device is operated <u>by depressing the frangible face of the device</u>.</p>

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
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EMERGENCY WARNING SYSTEM (EWS)

EXTERNAL ALARM INDICATOR (FIRE BELL)	<p>The fire detection system shall operate one bell to indicate a fire alarm. The bell shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the Designated Building Entry Point.</p> <p>The bell is to be red in colour and the word 'FIRE' shall be marked on the bell.</p>
EXTERNAL ALARM INDICATOR (RED STROBE LIGHT)	<p>The fire detection system shall operate one red strobe light to indicate a fire alarm. The strobe shall be located on the outside of the building, be visible from the main approach to the building and shall be as near as practicable to the Designated Building Entry Point.</p> <p>The word 'FIRE' shall be marked on or adjacent to the strobe in lettering not less than 25 mm in height on a contrasting background. The label shall be upright and clearly legible when the strobe is installed.</p>
ALERT ALARM	<p>The Alert Alarm is a slow repetitive BEEP which can either be actuated by activation of the fire detection system or manually by the Chief Warden.</p>
EVACUATION ALARM	<p>The Evacuation Alarm is a rise and fall tone that is the executive order for all occupants to immediately evacuate the building.</p> <p>It can be actuated by activation of the fire detection system or manually by the Chief Warden.</p>
PUBLIC ADDRESS (PA) SYSTEM	<p>A Public Address system is installed to provide verbal communication between the Chief Warden and building occupants.</p>
WARDEN INTERCOMMUNICATION PHONE (WIP)	<p>Warden Intercommunication Phones are located in select locations to enable direct communication with the Chief Warden at the Master Emergency Communication Point.</p>

FIRE SUPPRESSION SYSTEM


SPRINKLER SYSTEM	<p>Automatically distributes water upon a fire in sufficient quantity either to extinguish it entirely or to prevent its spread.</p>
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FIRST ATTACK FIREFIGHTING EQUIPMENT


FIRE EXTINGUISHERS	<p>Fire extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages.</p>
FIRE HOSE REELS	<p>Fire Hose Reels are installed to allow occupants to undertake fire extinguishment in the initial stages of the fire.</p> <p>The fire hose reel system must have fire hose reels provided so that the nozzle end of a fully extended fire hose fitted to the reel and laid to avoid any partitions or other physical barriers will reach every part of the floor of the storey and internally within 4m of an exit.</p> <p>Fire Hose Reels are not to be used on fires with an associated electrical hazard.</p>
FIRE HYDRANTS	<p>A fire hydrant system must be provided to serve a building having a total floor area greater than 500 m²; and where a fire brigade is available to attend a building fire. The internally located fire hydrant is to provide coverage throughout all areas of the building.</p>
FIRE BLANKETS	<p>Fire blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers.</p>

MEANS OF ESCAPE

EMERGENCY EXIT SIGNS	<p>Emergency exits and the paths of travel to emergency exits are normally indicated by an illuminated EXIT and/or directional EXIT sign.</p>
EMERGENCY LIGHTING	<p>Emergency lights are designed to safeguard occupants from injury by providing sufficient lighting to allow occupants to safely negotiate the paths of travel to an exit in the event of a partial or major failure of the buildings' mains power.</p>


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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	Author:	First 5 Minutes Pty Ltd
	Approved By:	

EXIT DOORS	Exit doors are provided to give occupants a means of egress from any part of the building,
FIRE RESISTANT DOORS	<p>A fire resistant door-set is installed across an opening in a fire wall to maintain the fire resistance rating of that fire wall.</p> <p>A sign to alert persons that the operation of fire doors must not be impaired must be installed where it can be readily seen on, or adjacent to, a required fire door providing direct access to a fire isolated exit on the side that faces a person seeking egress.</p>
SMOKE CONTROL DOORS	<p>Smoke control doors are designed to allow occupants a safe path of travel to an emergency exit in the event of fire by restricting the impact of smoke on that path of travel.</p> <p>A sign to alert persons that the operation of smoke control doors must not be impaired must be installed where it can be readily seen on, or adjacent to, a required smoke control door on the side that faces a person seeking egress.</p>
MAGNETIC FIRE / SMOKE DOOR HOLDERS	<p>Magnetic fire / smoke door holders enable fire doors to be legally held in an open position to give ease of access through a building, in compliance with the Disability Discrimination Act.</p> <p>When de-energised by a relay controlled by the fire alarm system or other switch, the door is released to a closed position, checking the spread of smoke and flames.</p>
DOOR FAIL SAFE DEVICE	<p>Specific doors are provided with a clearly identified fail safe control switch on both sides of the doors which temporarily open the doors to allow occupants to evacuate. The doors will close automatically when the occupant passes through.</p> <p>The door opening devices are fitted with a back-up power supply capable of opening and closing the doors for a minimum of 60 minutes in the event of a power failure.</p>
EMERGENCY DOOR RELEASE (EDR)	An Emergency Door Release (EDR) is similar in construction to a Manual Call Point (MCP). The body may be green, white or yellow in colour but must have the wording "Emergency Door Release" in a contrasting colour on the device. They are installed for use by occupants to override electronic door locks.
FIRE ISOLATED STAIRS / CORRIDORS	Fire isolated stairs and or corridors are designed to provide occupants with a safe means of egress from the building in the event of a fire.
STAIRWELL PRESSURISATION	Stairwell pressurisation is installed to ensure that occupants have sufficient time to evacuate the building without their safety being jeopardised by the entry of effluents of a fire to the fire isolated stairs.
AUTOMATIC AIR CONDITIONING SHUT DOWN	The fire detection and alarm system has an ancillary function to automatically shut down the air conditioning system upon activation of designated circuits.
SMOKE EXHAUST SYSTEM	A smoke exhaust system is installed to allow occupants sufficient time to evacuate before the paths of travel to the exits become untenable.
EVACUATION SLIDE SHEETS (AKA Ski Sheets)	An emergency evacuation device that allows caregivers to safely evacuate non-ambulatory residents in the event of an emergency.
PAT SLIDE	A device that allows caregivers to safely move non-ambulatory and semi ambulatory residents from a bed to a structure. (Training on how to use slide sheets should be provided to all staff members.)

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

FACILITY INFORMATION


Local Pharmacy Contact	✓
After Hours Doctor Contact	✓
Internal Emergency Number	✓
First Aid Kits	✓
Treatment Room	✓
Fire Compartmentation	✓
Nurse Call	✓
Evacuation packs	✓
Slide Sheets	✓
Paging System / DECT Phones	✓
Automated External Defibrillator (AED)	✓
Fire Rated Ceiling	✓
Evacuee Relocation Plan	✓
Door Alarm System	✓
Heavy Lift Aid machine	✓
Oxy-Viva Medical Oxygen Resuscitator	✓
Resuscitation Trolley	✓
Door Width 1,050mm	✓

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

PERFORMANCE SOLUTIONS

If construction work for a building involved an alternative solution for a relevant performance requirement that includes a fire safety management procedure as a condition of the occupation and use of this aged care facility then the Performance Solution/s are to be detailed in this section.

First 5 Minutes was provided with any confirmed Performance Solutions for this facility at the date of review of this document.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

PREVENTION AND TRAINING

Maintenance of exits by occupiers of the aged care facility

The aged care Village Manager must ensure that all exits, paths of travel to exits and any external paths of travel to a road or open space required to be provided are maintained in an efficient condition and kept readily accessible, functional and clear of obstruction so that egress from the building or place is maintained.

Prevention

All employees, volunteers and contractors should be encouraged to take note of and bring to the attention of the Emergency Coordinator or person in charge of their area:

- (a) Any accumulation of litter which may increase the danger of fire;
- (b) Incorrect storage of flammable liquids;
- (c) Incorrect storage of Dangerous Goods and/or Hazardous Materials;
- (d) Any furniture, decoration, equipment or any other item that might restrict the width of the path of travel or impede access to the emergency exits;
- (e) Missing, defective or discharged fire extinguishers;
- (f) Any fire and smoke doors that are not kept shut (except during use) and any self-closing mechanism which is not operational. These doors should close and fully latch automatically and are not to be held open by wedges etc;
- (g) Any obstructions in passageways;
- (h) The storage of any article in fire hose reel cupboards.


Flammable liquids should be permitted only in special circumstances and only in minimal quantities.

All aged care facility employees and contractors should be encouraged to observe the greatest care when using matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate work area and/or surroundings should be kept neat and tidy.

Facility No Smoking Guidelines

In relation to this workplace everyone that works in or visits this facility is required to abide by the smoking ban within its precinct. This includes: employers; employees; voluntary workers; and residents. Each person conducting a business or undertaking must put in place a specific non-smoking policy for their facility.

As restrictions on smoking in enclosed public places have become more common, smokers are increasingly required to smoke outdoors. Problems arise when smokers cluster around entrances and exits, and near air-conditioning intake vents. People who enter and exit the building are exposed to environmental tobacco smoke and there may be problems with smoke drift into indoor smoke free areas. Smoke free legislation requires occupiers to take reasonable steps to prevent cigarette smoke drifting from areas where smoking is permitted into smoke free areas. For example, smoking is prohibited adjacent to the pedestrian access point to a building and any air-conditioning intake (refer to individual State or Territory Legislation for distances).

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

HOT WORK

A Hot Work permit system must be implemented for cutting, welding, brazing, soldering and other similar works. Hot work involving the isolating an Essential Service must be strictly controlled by the Facility Manager.

The following requirements are to be in place and followed when hot work is conducted on the premises.

- The person and or company conducting the hot work must be a holders of a current Work Cover, Public Liability insurance and Professional Indemnity Insurance;
- The person and or company conducting the hot work must be suitably qualified to perform the hot work;
- The person and or company conducting the hot work must be made aware of precautions which must observed as far as is practicable whenever an Essential Service is made inoperative;
- Fire extinguishers are to be located immediately adjacent to the hot work area within 10 metres. Installed building fire extinguishers are not to be relied upon;
- The immediate surrounds of the work area are to be cleared of combustible materials;
- The person and or company conducting the hot work must be made aware of facility Emergency Response Procedures; and
- The person and or company conducting the hot work must at all times comply with Occupational Aged and Safety Laws and Regulations.

If a fixed fire protection or detection system needs to be taken out of service approval is required for the impairment and the Fire System Log Book is to be filled in with details of the actions.


Use of Lifts

In a multi-level aged care facility an occupant or visitor will normally have no indication of why an Emergency Warning System has sounded and as such, lifts should NOT BE USED by occupants or members of the public if the Emergency Warning System sounds or if there is physical evidence of a fire.

Lifts are not to be used in a fire, or suspected fire situation, because:

- (a) Lifts may stop owing to electrical or mechanical failure;
- (b) Smoke can enter lift cars and shafts;
- (c) The lift may be called to the fire-affected floor;
- (d) Lift doors with sensors may not close if smoke has broken the beam.

Certain lifts may be used to transport Emergency Services personnel or to evacuate a person with special needs strictly under the control of the attending Emergency Services.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Induction and Annual Training of Residential Aged Care Facility Employees in Fire Safety

The Village (RAC) Manager must ensure that all employees are advised of the procedures to be followed in the event of an emergency within the RAC/ILU facility. This should include:

- (a) The procedure to be followed in the event of an emergency incident;
- (b) The means of escape in the event of an emergency incident;
- (c) The location and method of operating firefighting equipment, fire alarms or equipment warning of fire;
- (d) The procedure for conducting residents and visitors to an exit in the event of an emergency incident;
- (e) If any person is not present at the safe place, reporting the fact to the person in charge of the facility at the time.

Induction and Annual Training of Residential Independence Living Units in Fire Safety.

The Residents are encourage to participate in the Emergency Control organisation and training


The Village Manager must ensure that all residents are advised of the procedures to be followed in the event of an emergency within the complex. This should include:

- (a) The procedure to be followed in the event of an emergency incident;
- (b) The location and method of operating firefighting equipment, fire alarms or equipment warning of fire;
- (c) The means of escape in the event of an emergency incident;
- (d) The location of the assembly area (safe place);
- (e) If any person is not present at the safe place, reporting the fact to the Village Manager.

Emergency Control Organisation Personnel Training

Emergency Control Organisation (ECO) personnel (employees) shall receive instruction relevant to the position to which they are appointed. The ECO training program shall cover issues specific to the aged care facility emergency procedures and should include:

- (a) Fire safety features including installed alarms;
- (b) The procedures for evacuation of the facility including the possibility of modification to set procedures where circumstances dictate a change is required;
- (c) The location of the evacuation assembly areas;
- (e) Emergency personnel identification;
- (f) Emergency personnel authorities;
- (g) The role and authority of each ECO member;
- (h) Communication methods and systems.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

ECO personnel shall receive skills maintenance instruction at intervals not exceeding six-months. The skills maintenance sessions are to be used to maintain the interest of personnel and improve their knowledge and skills.

Evacuation Practice

Evacuation exercises shall be conducted to ensure that the procedures are satisfactory. Once it has been established that the procedures are satisfactory and workable, a program of evacuation exercises should be established for at least one year ahead. All evacuation exercises should be attended by observers with check lists. All evacuation exercises shall be prefixed by an announcement that indicates it is an evacuation exercise.

Evacuation exercises may be conducted either as partial evacuation exercises or a total exercise covering the aged care facility. In any case, all areas of the aged care facility shall participate in at least one exercise in each twelve-month period.

An Emergency during an Emergency Response Exercise

A pre-determined word or phrase, for example, 'NO DUFF' shall be disseminated to all ECO members, for use when an actual emergency incident takes place during an emergency response exercise. The word or phrase shall signify that the emergency response exercise has been terminated and that the ECO are to standby for further instruction.

NOTE: The word or phrase may be repeated in groups of three to overcome background noise and other distractions.

Evacuation Practice Record

The RAC Facility Manager must keep a record (an evacuation practice record), complying with the following paragraph, of each evacuation of the building carried out.


The evacuation practice record must state the following:

- (a) the date of the evacuation;
- (b) the times when the evacuation started and ended;
- (c) any action to be taken as a result of the evacuation, including, for example, carrying out a review of the building's fire and evacuation plan or giving additional fire and evacuation instructions.

Persons Refusing to Comply with Warden's Directions

Should a person refuse to comply with the directions given by a Warden (employee) from the Emergency Control Organisation, the Warden shall:

- (a) Ensure the person has been clearly advised (twice) that they are to evacuate the facility because of an emergency situation;
- (b) Notify the Emergency Coordinator, who shall advise the senior Emergency Services Officer who, at their discretion, may take the appropriate action under law to remove the person.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

EMERGENCY RESPONSE PROCEDURES

Introduction

This Site Specific Emergency Procedures Manual has been designed for the guidance and information of the occupants of **Uniting Epping – 43-53 Oxford Street, Epping NSW, 2121.**

During an emergency, all residents, visitors and employees may have to be evacuated from this facility to a safe place of assembly. These procedures have been designed to enable the safe evacuation of all occupants of the facility. It is mandatory that these procedures be actively supported and adopted by all members of staff.

General requirements

The Village must ensure that all staff members have access to this document and that a regular training program is carried out to support the procedures within this document.

Operation of the Emergency Response Procedures

In the event of an emergency the smooth execution of Emergency Procedures can be achieved only if everyone is thoroughly familiar with what is expected of them.

This facility is multi residential facility that not only have aged care services but also independent Living units and the Emergency Control Organisation must be trained to assist in an emergency the evacuation of the residential sections of the building.


The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Emergency Control Organisation.

The Disaster Response Resource Information sheet contained in Appendix 1 of this document should be pre-filled and readily available in case of an emergency. During the emergency, the Emergency Coordinator shall send this form to alert the emergency services, request their assistance and provide them with information regarding the emergency and the required response.

Types of Emergencies

The types of emergencies that could affect this facility include:

- **Fire**
- **Bomb threat**
- **Flood**
- **Bush Fire**
- **Storm & severe weather events**
- **Hazardous substances incidents**
- **Medical Emergency**
- **Civil Disorder**
- **Earthquake**

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Evacuation Assembly Areas

Evacuation Assembly Areas have been established for this facility. The Evacuation Assembly Area for the building for is as follows:

- **All person evacuating the building will gather at the Staging area which is located on the footpath at the front of the building. If required the ECO will direct all persons to the AA**
- **Assembly area is located on the footpaths between numbers 37 to 41 oxford Street on the foot paths.**

Note: In some instances it may be appropriate to evacuate to another approved safe area as nominated by the Emergency Coordinator or the attending Emergency Services.

Master Emergency Communication Point

A Master Emergency Communication Point is a designated location within, or in close proximity to the building from where the Emergency Coordinator will direct all emergency control operations during a period where an incident impacts on, or could impact on, the safety and wellbeing of this aged care facility residents, visitors and employees.

The Master Emergency Communication Point (MECP) for each building varies. Locations are as follows:

- **In the Fire Control Room located at the side of the building on Chester Street**

Raising an Alarm

When an incident occurs, the alarm can be raised by:

- The automatic fire detection system activating
- Someone witnessing the emergency (for example fire, gas leak, civil disorder) and reporting this to the Emergency Coordinator.
- Operating any device that will sound the Emergency Warning System.

Evacuation


Initiating an evacuation involving multiple areas of or the entire Independent Living Unit facility is vested in the Emergency Coordinator pending arrival of the Fire Service and thereafter on the advice of the Officer in Charge of the Fire Service.

Stages of Evacuation

Initial evacuation should be conducted in stages depending on the severity of the emergency.

- Residents and visitors are to evacuate from the affected Units/ floor via the Fire Isolated Fire Stairs to the assembly area;
- If safe to do so notify and advise the nearest Units of the situation on the way to the assembly area,

Note: Residence with mobility issues should enter the fire stair wells and await for assistance from the fire services. (If in immediate danger dial triple 000 and advise them of their location)

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Response Colour Codes

The following colour codes may be used for Public Address or radio announcements for specific emergencies: Repeat 3 times

TYPE OF EMERGENCY	Response Colour Code
Fire/Smoke	Red
Medical Emergency	Blue
Bomb Threat	Purple
Internal Emergency (<i>failure of or threat to essential services, hazardous materials, missing resident</i>)	Yellow
Personal Threat (<i>armed hold-up, hostage, siege or other situation involving high risk or injury</i>)	Black
External Emergency such as bush fire, flood, sever storm, chemical spill	Brown
Evacuation	Orange

For **all clear** the relevant colour code shall be stated followed by **all clear**.

- Notes:
1. *the response to Personal Threat (Code Black) should be developed in consultation with external services and agencies such as State authorities and police.*
 2. *The colour green SHOULD NOT be used to indicate all clear.*
 3. *Alternative forms of emergency identification rather than response colour codes, e.g. paging alert system using a number may be used if desired.*

All Clear


On being notified by a person in authority from the relevant Emergency Service that it is safe to return to the facility, the Emergency Coordinator or Deputy Emergency Coordinator should proceed to the Assembly Area to announce the All Clear.

Emergency Communication Phrases

Consideration should be given to the following phases:

- (a) Alert: Emergency possible—increase level of preparedness.
- (b) Standby: Emergency imminent—prepare for implementation of response.
- (c) Response: Emergency situation exists—implement response according to facility plans and in collaboration with other facilities as necessary.
- (d) Stand down: Emergency abated—return to usual business.

In addition, consideration should be given to the environmental consequences of any incident, plan or action pertaining to this document.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

R.A.C.E

Whilst each emergency can differ the RACE procedure offers a set of immediate generic responses which are easily memorised and appropriate in most circumstances. They are:

R REMOVE

If safe to do so, remove or rescue any persons in immediate danger.

A ALERT


Alert other occupants. Notify the appropriate Emergency Services. This usually involves calling the Emergency Number and or operating the nearest Manual Call Point (Break Glass).

C CONTAIN / CONTROL

Close doors, and if safe to do so, deal with the threat.

E EVACUATE / EXTINGUISH

Evacuate to the Assembly Area and remain there until advised otherwise by a person in authority. Extinguish the fire only if trained in the use of the equipment and it is safe to do so.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

KEY EMERGENCY CONTACTS

The following details the list of Key Emergency Contacts which must be populated for this document to become a controlled version. The Key Emergency Contacts must be kept current at all times.

Key Emergency Contacts


EMERGENCY INCIDENT	
Fire Service	000
Ambulance	000
Police	000

Note: Before dialling '000' from your landline you may need an external line.


If using a mobile phone, always dial '000' in the first instance. If you are out of range from your service provider, dialling '112' may connect you to the Emergency Services Operator.

EMERGENCY PLANNING COMMITTEE	

UTILITIES	
Water supply	
Gas supply	
Power supply	
Electricity supply	

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


WELFARE SERVICES	
Health Department	
Poisons Information Facility	
Interpreter Service	
Emergency Accommodation	
Salvation Army	
St Vincent de Paul Society	
MEDICAL SERVICES	
Ambulance	000
*Medical Practice - After hours	
*Medical Practice - After hours	
Hospital with comprehensive emergency facilities	
Dental Emergency Service - After hours	
Counselling Service - Business hours	
SPECIAL SERVICES	
Security Service Provider – After hours	
Lift Service Company	
PROFESSIONAL SERVICES	
Emergency Management Consultants	
Communication Service Provider	
Public Relations – After Hours	

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

TRADE CONTRACTORS	
Fire Services Contractor - Alarms	
Fire Services Contractor - Sprinklers	
Fire Services Contractor – Fire Extinguishers	
Fire Maintenance – After hours	
Electrician – Business hours	
Electrician – After hours	
Plumber – After hours	
Plumber – After hours	
Glazier – After hours	
Emergency Maintenance – After hours	
Refrigeration Contractor – After hours	
OTHER KEY CONTACTS	

It is presumed that the Emergency Control Organisation will maintain a current contact list of all units for the Care Facility for which they are accountable and that list will be accessible with this manual at all times.

The key contact telephone numbers should also be stored in the Emergency Coordinator’s individual mobile telephone (as appropriate) at the time of inputting the data to this section and that the Emergency Coordinator maintains an up to date list of all Contacts.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE RED – FIRE EMERGENCY (EWIS)

NOTE: Refer to Action Plan 6 in Appendix 15.

Duties of Emergency Coordinator during a Fire Emergency

On hearing the Alert Tone (BEEP, BEEP, BEEP) sound the Emergency Coordinator is to:

- (a) Proceed to Master Emergency Communication Point (MECP) and take control.
- (b) Check Fire Indicator Panel (FIP) for area/s in alarm;
- (c) Switch the EWIS panel from automatic to manual by turning the key in an anti- clockwise direction.
- (d) Establish communications with the affected area via the WIP phone and assess the nature and extent of the alarm;

Note After hours alarm activation on ILU floors 5 to 15 the evacuation coordinator is to use the PA and announce to the affected floors to investigate and report back to the **Emergency Coordinator** the situation on the floor in alarm using the Warden Intercommunication Phone.

- (e) If necessary initiate evacuation procedures and activate the Evacuation Tone on the EWIS Panel;
- (f) Ensure the Emergency Services are notified by dialling 000;

All staff - On hearing the Alert Tone (Beep, Beep, Beep);

On hearing the Alert Tone all staff members should check their immediate area for signs of fire or smoke:

- (a) Report findings to Emergency Coordinator using WIP phone
- (b) If no sign of fire or smoke prepare for possible evacuation and await further instructions
- (c) On discovering a fire or on hearing the evacuation tone (Whoop, Whoop, Whoop) commence evacuation of the area
- (d) Attempt to extinguish the fire (if safe to do so)
- (e) Provide updates to the Emergency Coordinator of conditions in their area
- (f) If the fire cannot be extinguished close doors to slow the progress of the fire

R.A.C.E

Whilst each emergency can differ the RACE procedure offers a set of immediate generic responses which are easily memorised and appropriate in most circumstances. They are:

R REMOVE

If safe to do so, remove or rescue any persons in immediate danger.


A ALERT

Alert other occupants. Notify the appropriate Emergency Services. This usually involves calling the Emergency Number and or operating the nearest Manual Call Point (Break Glass).


C CONTAIN / CONTROL

Close doors, and if safe to do so, deal with the threat.

E EVACUATE / EXTINGUISH

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Evacuate to the Assembly Area and remain there until advised otherwise by a person in authority.
 Extinguish the fire only if trained in the use of the equipment and it is safe to do so.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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CODE ORANGE - EVACUATION PROCEDURES



Note 1: In the first instance non-ambulatory residents are to be moved into the next smoke/fire compartment. At all times the non-ambulatory residents must be accompanied by a competent staff member to provide comfort and reassurance. Ongoing assessments will then be carried out to determine if non-ambulatory residents should be moved to the next evacuation stage.

Note 2: The non-ambulatory residents may be evacuated utilising the most convenient method at the time dependent on the life safety risk and time required. This could involve specifically designed equipment such as evacuation sheets and emergency backboards or if exigency requires, utilisation of blanket drags or team physical removal techniques.

Authority to Initiate Evacuation

The authority to evacuate a floor/compartment/area is vested in the Warden present at the incident. Initiating an evacuation involving multiple areas of or the entire aged care facility is vested in the Emergency Coordinator pending arrival of the Fire Service and thereafter on the advice of the Officer in Charge of the Fire Service.

Evacuation Tone – WHOOP, WHOOP, WHOOP

Upon hearing the Evacuation tone commence evacuation of your area/floor

Stages of Evacuation

Initial evacuation should be conducted in three distinct stages depending on the severity of the emergency.

Stage 1 - Removal of Persons from the Immediate Danger Area


Residents and visitors are removed from the affected compartment into the next compartment, for example from a room to the corridor. Doors should be closed to confine smoke and fire in the affected compartment.

Stage 2 - Removal to a Safe Area

If the severity of smoke or heat warrants further evacuation, residents and visitors should be moved through fire and/or smoke control doors to safe areas on the same level.

Stage 3 - Complete Evacuation the Building

Should the emergency necessitate evacuation of the building, Wardens are to direct residents and visitors to the assembly area via the emergency exits.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Controlled Evacuation of a Low Rise Facility (less than 5 storeys)

For a controlled evacuation of a low rise building the sequence is:

- (a) The affected area/compartment.
- (b) Areas/compartments adjacent to the incident area.
- (c) The entire floor.
- (d) If the situation warrants, complete evacuation of the aged care facility.

Prioritisation of residents to be evacuated:

Clinical staff members are responsible for prioritising the order in which residents and visitors are evacuated from the facility. Generally the following priorities apply.

- PRIORITY 1:** *Ambulatory persons* who require only a Warden to guide or direct them to a place of safety.
- PRIORITY 2:** *Semi-ambulatory persons* requiring just a helping hand.
- PRIORITY 3:** *Non-ambulatory persons* who have to be physically moved or carried.
- PRIORITY 4:** *Aggressive, violent or resistive persons* who may put the rescuer in danger.

Note: If circumstances permit residents and/or visitors in Priority 1 may assist in the evacuation of others in Priority 2.

Duties of Emergency Coordinator during an evacuation (Code Orange)


The Emergency Coordinator is to:

- (a) Take up position at the Master Emergency Communication Point (MECP) and take control.
- (b) Establish communications with the affected area and assess the nature and extent of the emergency.
- (c) Ensure the Emergency Services are notified by dialling 000
- (d) Ensure evacuation pack is taken to the assembly area
- (e) Ensure a warden is assigned to meet the emergency services

Area Wardens - If an Evacuation of the facility is required (Code Orange)

If an evacuation of the aged care facility is required, the Area Warden is to:

- (a) Direct Wardens to assemble ambulatory residents and visitors at a staging area (for example in the vicinity of the emergency exits or lobby) in preparation for an evacuation.
- (b) When all ambulatory residents and visitors have assembled at the staging area, direct Wardens to commence evacuation via the emergency exits to the evacuation Assembly Area. A Warden should be directed to lead the ambulatory residents and visitors to show the way. Care is to be exercised if opening doors to stairs as occupants from floors above may be descending.
- (c) Direct Wardens to commence evacuation of non-ambulatory residents.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

- (d) Direct Wardens to conduct a final check of all parts of the area to ensure it is clear of occupants. Instruct Wardens to check toilets, store rooms and all occupiable spaces on their floor or in their area.

Note: *This action is more important than a later physical count of the occupants. A minimum of two people is required to conduct the final check*

- (e) Advise the Emergency Coordinator that the area has been evacuated.

Note: The/Area Warden or a designated person is to report to the Emergency Coordinator at the MECP and advise the status of the evacuation for their floor. The Area Warden shall also render assistance to the Emergency Coordinator such as controlling all entry to the building.

- (f) Proceed to the evacuation Assembly Area and remain in charge of residents and visitors until the All Clear is given.

Wardens - When an Evacuation is required (Code Orange)

When an Evacuation is required, Wardens should be prepared to:


- (a) Wait until the emergency exits are clear before entering. If the emergency exits are congested, wait for a few moments and check again or use the alternative exit.
- (b) A Warden should lead the ambulatory residents and visitors in single file down any stairs to the Assembly Area (ensure they maintain contact with the hand rails). A second Warden should follow the evacuees and ensure they all stay together. Keep calm and avoid running or lagging behind.
- (c) If it is necessary to cross a street, traffic rules must be observed.
- (d) Provide assistance to any person who falls or trips.
- (e) Ensure the noise level is kept to a minimum.
- (f) Allow room for Emergency Services personnel who may also be using the emergency exits.
- (g) When directed conduct a final check of all parts of the area to ensure it is clear of occupants. Wardens are to check toilets, store rooms and all occupiable spaces in their area.
- (h) Prevent any person from re-entering the facility, unless authorised to do so by the Emergency Coordinator or senior Emergency Services Officer.

Outside Normal Working Hours

If an incident occurs that could impact on residents and staff safety or the emergency warning system sounds outside the normal working hours, staff working in the facility should alert others in their area, activate the emergency warning system by any available means, notify the relevant Emergency Service on "000" and implement the REACT procedure, if it is safe to do so.

If the assembly area is in a remote location where an individual's personal safety may be placed at risk, it is advisable, and if it is safe to do so, for the evacuee/s to remain in a well-lit area in close proximity to the facility entrance where they can also pass on any relevant information to the responding Emergency Service.

Do not re-enter the facility until directed that it is safe to do so by the Emergency Services Officer.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE BLUE – MEDICAL EMERGENCY

NOTE: Refer to Action Plan 5 in Appendix 15.

RAISE ALARM:


Telephone Reception and advise Communications Officer of incident.

The Communications Officer will **ring 000** and ask for the Ambulance Service and advise Emergency Coordinator.

Advise your location, residents age/sex, symptoms & signs, any prior medical illnesses, medication (see questions below).

INFORMATION THAT MAY BE REQUIRED BY THE AMBULANCE SERVICE:

1. Your location:
 - Wesley Gardens Aged Care, 2b Morgan Road, Belrose; and
 - Nearest cross street is Forest Way, and the access point is off Morgan Road; and
 - Street Directory map number and reference
2. What is your contact number? (extension or mobile)
3. What is the medical problem?
 - Description of complaint (short breath / sweating / where & what type of pain)
4. How old is he / she? (approximate age if not sure)
5. Is he / she conscious? (YES OR NO)
6. Is he / she breathing? (YES OR NO)

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


Australian Resuscitation Council Guidelines

REMAIN CALM: Do not panic.

- BASIC LIFE SUPPORT**
- D** - Check for **DANGER**. Ensure the area is safe for yourself, others and the resident.
 - R** - Check for **RESPONSE** – ask name – squeeze shoulders.
 - S** - Send for **HELP**. Dial triple zero (000) for an ambulance or ask another person to make the call.
 - A** - **AIRWAY**. Open mouth if foreign material present. Clear airway with fingers.
 - B** - Check for **BREATHING**. Not breathing – start CPR. Normal breathing - place in recovery position & monitor breathing.
 - C** - Start **CPR**. Give 30 chest compressions (almost 2 compressions / second) followed by 2 breaths
 - D** - Attach Automated External **DEFIBRILLATOR** (AED) if available and follow its prompts

Continue Cardio Pulmonary Resuscitation (CPR) until qualified personnel arrive or signs of life return.

Note: *Never leave casualty alone. Do not move casualty unless exposed to a life threatening situation. Provide support and appropriate assistance until emergency help arrives.*

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE PURPLE – BOMB THREAT

NOTE: Refer to Action Plan 7 in Appendix 15.

Telephone Threat Procedures

Any person receiving a telephone threat should observe the following:

- (a) Keep calm. If possible attract the attention of a fellow worker.
- (b) Keep the caller on the line as long as possible to gather information.
- (c) Use the threat check list provided. *The check list can be used as evidence against the perpetrator of the threat in any subsequent legal proceedings.*
- (d) Obtain as much detail as possible about the bomb or substance and its location.
- (e) Listen carefully for any background noises, speech mannerisms, accents or other details that might give a clue to the age, sex, identity and location of the caller.
- (f) DO NOT discuss the call with residents or visitors.
- (g) Immediately after the threat, contact your immediate supervisor, the Emergency Coordinator and notify the Police.
- (h) Complete the threat report form (reverse of check list) and hand it to the Emergency Coordinator or, in their absence, the Police when they arrive.


Written Threat

Once it has been confirmed that a message is a bomb or substance threat the message and envelope or its container must preferably be placed inside a plastic envelope to preserve fingerprints etc. Any further direct handling of the message must be avoided.

Threat Evaluation

Following the receipt of a threat the Emergency Coordinator must consider the level of threat and decide on the appropriate action, using the threat report, results of searches by the Emergency Control Organisation and information obtained from aged care facility employees and the Police. The threat may be assessed as:

- NON-SPECIFIC THREAT OR LOW RISK. For example a call made by a child and/or with childish laughter in background or where little detail is received.
- SPECIFIC THREAT OF MUCH GREATER RISK. For example a call made in a calm deliberate manner where greater detail regarding timing, location or type of device is given.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

To help determine the level of threat from a suspect item found during a search, consideration must be given to:

- whether the item was hidden;
- is it obviously a device;
- is it similar to the original threat description;
- is it typical of all other items in the area;
- has there been a report of unauthorised persons being on site;
- is there evidence of forced entry.

Other factors that may provide assistance are:

- a threat is only that until something obvious is found;
- a perpetrator will infrequently give warning of an attack;
- the consequence for issuing a threat is not as severe as the placement or initiation of a device;

Search Procedure

The Police will often request the aged care facility employees to conduct a search. All Wardens should be instructed in Bomb and Substance Threat Strategy during their routine training. Police will not normally search an aged care facility following receipt of a threat because:

- Police are unlikely to know the layout of the facility and the various places in which a device can be concealed
- Police will not know what should be in a particular place and what should not. Aged care facility employees should know and be able to search more thoroughly.


Note Places of public assembly such as Cinemas, Assembly Halls, Auditoriums and places of entertainment cannot be searched while patrons are present.

Detailed searches take a considerable amount of time. Residents may not be permitted to return for some hours. Consideration should be given to their welfare, for example in summer or wet weather, relocation to a more comfortable location with shade or shelter or for provision of refreshments.

If a search is decided upon, Wardens should be directed to search their area and report the location and appearance of any suspicious item.

Wardens should look for anything:

- that should not be there
- that cannot be accounted for
- that is out of place.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

If a suspicious object is found:

- No one is to touch it or move it.
- Clear people away from the immediate vicinity.
- Secure the area.
- Alert Communications Officer.
- Initiate evacuation
- Leave a torn paper trail to the object.
- Inform the police of exact location of object

The evacuation Assembly Areas should be searched by Wardens nominated by the Emergency Coordinator.

The designated safe assembly area is to be well away from the aged care facility, out of line-of-sight and well clear of windows. For biological threats evacuate upwind and upslope of the facility.

Detailed Room Search

Divide the room into sections, for example halves or quarters. Search teams should:

- (a) Listen for any unusual sounds.
- (b) Conduct a passive search only (that is, look without touching).
- (c) Operate with one team progressing clockwise and one team anti-clockwise, checking the area as follows:
 - floor to waist level
 - waist level to head level
 - head level to ceiling.
- (d) Mark the area as clear, using chalk marks, Post-It labels, etc.


WARNING: Hand-held radio transceivers and mobile phones MUST NOT be used during a bomb emergency because, under certain conditions, transmissions can trigger an electrically-detonated or radio-activated bomb.

Courses of Action – The Decision to Evacuate

The Police will normally leave the decision to evacuate to the Emergency Control Organisation or the aged care facility administration. The Police may provide advice or make recommendations.

Option to do Nothing (Disregard Threat)

It may be tempting, when receiving a threat from an intoxicated person or a child, to adopt this course of action. The Emergency Coordinator must be absolutely sure it is a prank call. If there is the slightest doubt, the Emergency Coordinator must adopt one of the other options.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Option to Search and Evacuate only if a Suspicious Object is found

This choice means people will be in the aged care facility for a longer period if there is a device present. Evacuation will proceed if a suspicious object is found. If nothing is found, and there are no other significant factors, the Emergency Coordinator may then consider that the facility can be declared safe. The Emergency Coordinator may consider this option appropriate if the threat level is assessed as low.

Option to Search with Partial Evacuation

When the threat level is considered to be moderate and there is no reason to believe an initiation to be imminent, the Emergency Coordinator might consider partial evacuation, retaining essential staff and search teams.

Evacuate Immediately Without Search

In the event of a call that the Emergency Coordinator considers to be a high risk there may be a case for evacuation as quickly as possible, without conducting a search, especially where there is a possibility of imminent initiation.

When the time of an initiation has been disclosed in a threat, the Emergency Coordinator must ensure search procedures are terminated well before the deadline, even if the device has not been found. All searching *must cease no later than 20 minutes before the time given*. At the very least, 20 minutes must elapse after the threatened time of initiation before search teams re-enter the facility. The facility should be searched prior to re-occupation.

Evacuation

If the evacuation of a floor/unit or complete evacuation of the aged care facility is ordered, the procedures are similar to an evacuation for a fire. Wardens are to:

- (a) Direct ambulatory residents and visitors to the nearest exit and instruct them to take all personal items with them. Guide them to the nominated Assembly Area using a path of egress away from the suspect item if the location is known. Wardens should ask aged care facility employees to visually check their area for any suspicious articles as they leave their floor or area.


Note: In some buildings it may be necessary to direct occupants to another floor or area or to use a specific exit or escape route.

- (b) Conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
- (c) Advise the Emergency Coordinator when their area has been evacuated. Ensure internal doors, except fire doors, are left open if possible, and that residents do not re-enter the building.
- (d) Proceed to the nominated Assembly Area and remain in charge of residents and visitors until directed to return to the facility.

Note: Never assemble personnel in front of, or directly below glassed areas.

The Decision to Reoccupy

Once an evacuation has been completed the Emergency Coordinator and/or aged care facility management will decide when to reoccupy the facility. If a suspicious object has been found, the Police will assume control until the object/facility is declared safe. After this, the Emergency Coordinator will then assume control.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE PURPLE – IMPROVISED EXPLOSIVE DEVICES

NOTE: Refer to Action Plan 7 or 8 in Appendix 15.

An Improvised Explosive Device (IED) is a device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage

Improvised Explosive Devices (IEDs) can be mail bombs; courier delivered bombs; placed bomb or Vehicle Borne Improvised Explosive Device (VBIED) and can be explosive, noxious or incendiary in nature. IEDs are easily disguised and the size and shape can vary greatly. Suspicious objects must be reported to management to determine if the object belongs to anyone. If the ownership cannot be proven, these procedures should be initiated. The Emergency Coordinator and Police are to be notified and the object's potential threat is to be evaluated.

Incendiary Devices

Incendiary devices or fire bombs are designed to cause a fire. An incendiary device can be quite small in size and carried unnoticed by the perpetrator for long periods before being placed. A small incendiary device poses a high risk in buildings, structures and workplaces in which high numbers of people assemble because they can be placed without bringing attention to the offender.

Mail Bomb


All mail should be checked for suspicious articles. The details of all-suspicious letters and parcels, and records of verbal threats should be retained for future reference.

Mail bombs are normally about envelope size. The maximum size of a device is restricted by Australia Post limitations on the weight and dimensions of an article that can be sent through the Australia Post system. Mail bombs could of course be distributed by means other than Australia Post such as couriers. Irrespective of size, mail bombs have the potential to cause death or serious injury.

Mail bombs normally fall into three categories, HIGH EXPLOSIVE, INCENDIARY and NOXIOUS devices all designed to cause damage, injury or death.

Mail bombs are usually designed to operate ON OPENING or THE REMOVAL of an inner article from an envelope or package. These devices are targeted against an individual such as someone who would open such items under normal conditions. These devices are designed to withstand the heavy handling that would be expected in the postal system and would not normally be on a timing mechanism because of the length of time for delivery.

The detection of mail bombs involves five stages of action and counter action. Stage 1 and 2 are conducted by the recipient and Stages 3 to 5 by the responding Emergency Services.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Stage 1

Stage 1 is carried out on the initial receipt of the article where the recipient will conduct a visual inspection.

The recipient would be looking for:

- (a) An envelope that is lopsided or uneven
- (b) A package that is excessive in weight for its size
- (c) Excessive tape or other securing material
- (d) An article from an unknown source
- (e) Wires or metallic material protruding from the article
- (f) Postage in excess of what would be required to have the article forwarded

The recipient also has the ability to speak to the addressee and have them confirm that they were awaiting delivery of the item.

Stage 2

At Stage 2 a more in depth analysis is applied where the observations from Stage 1 are correlated with our sensing powers such as smell. *(These are both "normal daily practices" in mail handling at any time during Stage 1 and 2. Where suspicion is raised, the Emergency Services must be notified and no further action other than notification and evacuation should be carried out by the recipient).* Caution must be exercised in the movement of the article at both Stage 1 and Stage 2 if there is any suspicion about the object.

If the item is suspect at Stage 1 or 2 then the recipient would as a matter of course notify the Police.


It is important that a safe isolation area be designated for the placement of any suspect articles. This must never be in an item such as a filing cabinet where the build-up in gas pressure would magnify the explosive potential of the device. An area that should be considered is adjacent to a window or open door where the potential of the gas would dissipate thereby lessening the structural damage to the building.

Stage 3 to 5

The 3rd Stage will involve specialist assistance such as the Police or Military Bomb Technicians who are armed with an array of detection equipment. The items they have at their disposal include fluoroscopes, x-ray equipment, explosive vapour detectors and explosive detection dogs. If at Stage 3 the Technician confirms that the article IS NOT an IED then the recipient will normally deliver the article to the addressee.

If it is found to be an IED then at Stage 4 the Technician would render the device safe or neutralise the device for safe handling.

At Stage 5 evidence is collected and Police Investigators usually take control.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Courier Delivered Bomb

In the case of a courier article, Stage 1 and Stage 2 of the mail bomb procedures should be followed upon initial receipt of the item.

A courier delivered bomb differs from a mail bomb in that the perpetrator has the ability to set a timer or trip/motion device when it is delivered. This means that a courier delivered device has the potential to detonate without any further intervention by the perpetrator. Once an item has been identified as suspicious it MUST NOT be touched or moved from that point on.

The degree of warning for a courier delivered bomb will vary. It may not be accompanied by a warning, it could have a written threat or there could be a telephone bomb threat after delivery.

In all cases of a suspected courier delivered bomb immediate evacuation of the area must be carried out. Notify the Emergency Coordinator, your own Management and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.

Placed Bomb

Placed bombs come to attention either as an accidental discovery or after a warning and subsequent search. Placed bombs can take on many shapes from the obvious such as a stick of commercial explosive with a burning fuse to the indistinguishable such as a sealed package.

In all cases of a suspected placed bomb immediate evacuation of the area must be carried out. Notify the Emergency Coordinator, your immediate supervisor and the Police and under no circumstances must the item be touched or moved. The evacuation route should avoid the area where the suspect item is placed even if this means selecting an alternative safe evacuation pathway that would not normally be used in emergencies.


Vehicle Borne Improvised Explosive Device (VBIED)

A Vehicle Borne Improvised Explosive Device (VBIED) may be defined as any vehicle capable of carrying a large amount of explosive. VBIEDs are by far the largest version of IEDs. A VBIED is capable of wide-scale devastation and it is usually used as an indiscriminate act of terrorism.

A VBIED is any means used to deliver a large amount of explosive usually to the external boundary of a building, structure or workplace.

The security of basement and off-street car parks should be increased as the level of perceived or known threat from a VBIED increases. The ability to isolate the likely points where an unauthorised vehicle can be parked, externally or within a building, structure or workplace may decrease the impact.

In a situation where a VBIED is evident, the evacuation of a building's occupants must be controlled. In some circumstances the evacuation of occupants may not be possible. It may be safer to remain within the building, structure, or workplace provided that people are assembled as far away from the device as possible and provided people are not in the line of sight of the device. IEDs of this size and nature historically detonate within a short period of being placed. However, if sufficient time is available occupants should be directed to a path of egress that is furthest away from the VBIED and, if possible, this means of egress should be protected by walls or other structural supports.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Evacuation

If the evacuation of the aged care facility is required for an IED, Wardens are to:

- (a) Direct ambulatory residents and visitors to the nearest exit that is away from the location of the IED and guide them to the nominated assembly area unless informed of an alternative location by the Emergency Coordinator or responding Emergency Services officers. (If time permits, the assembly area and evacuation route must be searched prior to ambulatory residents and visitors reaching it to ensure that it is safe).

Note: Never assemble personnel in front of, or directly below glassed areas of a building.

- (b) If safe to do so, conduct a final check of all areas including toilets, strong rooms, plant rooms, store rooms and all other occupiable spaces to ensure they are clear of occupants.
- (c) Advise the Emergency Coordinator when their area has been evacuated. Ensure internal doors, except fire doors, are left open if possible.
- (d) Proceed to the nominated assembly area taking personal items with you and remain in charge of occupants until directed to return to the building.


Vehicle Movement

The removal of vehicles from a car park may be dangerous if the car park (or the passage of vehicles) is close to the reported suspicious object. If there is doubt about the safety of moving vehicles, the Emergency Coordinator should instruct that the car park be closed and vehicle movement halted.

If a Device Detonates

Following the detonation of an explosive device the duties of the Emergency Control Organisation may include:

- (a) protecting yourself from falling debris;
- (b) assessing damage on the floor. If it is dark use a torch to check for damage. DO NOT use naked flame such as matches to assess damage as there may be gas present;
- (c) ensuring First Aid is given to those injured;
- (d) notifying the relevant authorities;
- (e) isolation of electric power, if it is safe to do so;
- (f) initiating controlled evacuation; or
- (g) conducting a search of the floor, if safe to do so

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE BROWN – EXTERNAL EMERGENCY

NOTE: Refer to Action Plan 3 in Appendix 15.

Earthquake

Personal Safety Guidelines

Earthquakes strike without warning. Generally, the SAFEST PLACE to be is in the OPEN – away from buildings. However, if you are in a building when the earthquake strikes, you should NOT attempt to run from the building. Outside the building you may be met with falling debris and power lines. It is safer for you to remain in the building.

Basic guidelines for personal safety in earthquakes are as follows:

- (a) Try to remain calm.
- (b) Move away from windows and outside walls.
- (c) Keep away from mirrors, light fittings, bookcases and other furniture that may fall or slide.
- (d) If possible, take cover from falling debris under a desk or move to an internal corner of a room, sit down and protect your face and head.
- (e) Don't use telephone immediately, unless for serious injury.
- (f) Don't go sightseeing.
- (g) Don't use vehicles unless there are special circumstances that warrant this (for example a serious injury).


If you are caught outside the building you should:

- (a) Seek refuge under archways and doorways which could offer protection from falling debris
- (b) Keep off roadways, footpaths and do not stand under shop awnings
- (c) Get away from high walls, overhead power lines or dangling electrical wires
- (d) If driving, pull off the road (not under power lines) and stay in their car until they can assess the situation around them

REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING

Once the tremor has stopped, look around for injured persons and reassure others in your area.

The Emergency Coordinator or a Deputy should call the Emergency Control Organisation into action as soon as possible after the earthquake.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


Duties of the Emergency Control Organisation

Emergency Coordinator. The Emergency Coordinator shall:

- (a) Stand by to record reports from each area of the facility
- (b) Direct the staff where available, to inspect all public areas and report back any structural damage, hazard or injured personnel.
- (c) As a precaution against possible broken or fractured lines it may also be necessary to isolate electrical and plumbing services.
- (d) Unless conditions otherwise dictate Floor Wardens should be advised to direct their personnel and residents to remain where they are until the immediate danger is over. Conditions outside could be worse than inside.

Wardens: When the earthquake stops staff should direct all ambulatory residents and visitors to remain in their present safe refuge points until they have carried out a safety check. Wardens should then inspect their area and report to their Area Warden, who will then report to the Emergency Coordinator, on the following:

- (a) Any injuries; their nature, severity and who is giving first aid.
- (b) Any hazards such as fallen or exposed electrical wires, precariously balanced material such as hanging ceilings, beams, etc.
- (c) Any unfamiliar odours.
- (d) The condition of the fire stairwell as far as they can see from their floor level.
- (e) If considered safe to do so, Area Wardens will direct residents to assemble in safe areas, as close as possible to the Emergency Exits and await further instructions.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE BROWN – EXTERNAL EMERGENCY

Civil Disorder

NOTE: Refer to Action Plan 1 in Appendix 15.

Causes

Industrial unrest, emotional international situations or unpopular political decisions may lead to public demonstrations that could threaten the security of the aged care facility.

Responsibility

The aged care facility administration and the facility's Emergency Control Organisation should coordinate the response to an incident until the arrival of the Police, to whom they should provide as much assistance as required.


Action

As soon as the Emergency Coordinator or facility administration is aware of civil disorder occurring inside or in the vicinity of the facility, the following action should be taken:

- (a) Notify the Police and request assistance (dial 000 and ask for the Police Operator).
- (b) Notify all Wardens
- (c) Restrict entry to the facility.
- (d) Restrict contact between demonstrators and aged care facility occupants.
- (e) Keep people away from window and doors

Offices should be locked. Cash, valuables and files should be secured. Windows blinds and curtains should be closed and staff directed not to agitate the demonstrators.

The Emergency Coordinator should promote an air of confidence and calm.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE BROWN – EXTERNAL EMERGENCY

Flood/Severe Storm Event

NOTE: Refer to Action Plan 3 in Appendix 15.

In the event of a severe storm the Emergency Control Organisation should:


- Store or secure all loose items external to the building.
- Secure all windows, close blinds etc.
- Isolate / shut off electricity, water and gas services (if necessary).
- Protect valuables, disconnect electrical equipment .
- During a severe storm, occupants should be kept away from external windows.
- After the storm, evaluate structural integrity of buildings as well as occupant safety and report back to the Emergency Coordinator.
- Prevent people from leaving the building whilst the storm is in progress.
- Keep people clear of windows.
- Tune in to local radio stations if possible and follow any emergency instructions.
- Visit Bureau of Meteorology web site for updated weather alerts.
- If major flooding occurs move occupants to higher ground.
- Sand bagging may be appropriate for minor flooding.
- Contact SES for assistance.

Shelter in Place

Sheltering in place is a defensive action and is an alternative to evacuation which aged care facility occupants can take to protect themselves against an incident originating outdoors, and for which there is forewarning. A shelter is a pre-determined interior room or area of the building, which, with special provisions, can provide a barrier to protect the occupants from the external environment. Buildings alone can provide protection to a varying degree, but are limited and effective only under certain conditions.

Irrespective of where you are sheltering in place is similar, and the basic steps remain the same:

- (a) Shut and lock all windows and doors.
- (b) Turn off all air handling equipment (heating, ventilation, and/or air conditioning, both supply and exhaust) within your ability to do so.
- (c) No sheltering rooms have been assigned at this time. Individuals are advised to remain where they are until further instructions become available.
- (d) Use the internet or turn on a TV or radio and listen for further instructions.
- (e) When the “all clear” is announced, open windows and doors, turn on ventilation systems and go outside until the building’s air has been exchanged with the now clean outdoor air.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE BLACK – PERSONAL THREAT

NOTE: Refer to Action Plan 1 in Appendix 15.

This section refers to illegal occupancy, armed confrontation, hostage seizure, siege or other situations involving risk of injury.

NOTE: In incidents involving workplace confrontation or threat of personal harm it is imperative that nothing is done to provoke the situation. In many of these situations raising the alarm will have to be done discreetly, for example do not activate the building Emergency Warning System or operate a Manual Call Point. (WARNING, in buildings where there is electronic security access control in place activation of a General Fire Alarm (GFA) can disarm/unlock electronic security door locks allowing unimpeded access to all areas by unauthorised persons).

General Procedures


Immediately the Emergency Coordinator or any ECO member is aware of a code black in the facility and who is in a position to act, should take the following actions.

For illegal occupants:

- (a) Discreetly telephone the Police emergency number if able to do so without danger and keep the phone line open. Alternatively, ask some other responsible staff member, by way of pre-determined gesture/s or key word/s, to phone the Police if safe to do so.
- (b) If a duress alarm is installed and it is safe to do so discreetly operate it.
- (c) Stay out of danger if not directly involved in the incident, if it is safe to do so, leave the area then discreetly raise the alarm.
- (d) If directly confronted, be deliberate in one's actions. If ordered to carry out an instruction the act should be carried out with due consideration to one's safety.
- (e) Discreetly observe any vehicle used to exit the facility, taking particular note of its registration number, type, colour, and number of occupants and their appearances.
- (f) Immediately after the incident, mark off any areas where they stood or touched. Do not allow anybody in these areas until the Police have checked for fingerprints and other evidence.
- (g) Observe as much as possible. In particular, take note of the speech, mannerisms, clothing, scars, tattoos or any other distinguishing features, and record these observations in writing as soon as possible after the incident, as the Police will want your individual observations of what happened before your memory is influenced by discussion with others.

Note: For this purpose some suggestions for describing an offender are set out at Annex C.

- (h) Ask all witnesses to remain until the Police arrive, explain to the witnesses that their observations of what has happened is important, however fleeting. This information when placed together with other accounts could provide vital evidence.
- (i) Exclude all members of the media from the area and allow only authorised person to make a media statement.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Armed Incident Procedures


During an incident:

- (a) Tell yourself to stay calm. Do not attempt to be a hero – accept the situation and be prepared to wait.
- (b) Do not speak unless spoken to and only if necessary.
- (c) If directly confronted, be deliberate in one’s actions. If ordered to carry out an act, it should be carried out with due consideration to one’s safety.
- (d) Do not be argumentative.
- (e) Do not make suggestions. If your suggestion is wrong the person may think you planned it that way.
- (f) If safety permits, operate any installed “duress” alarm.
- (g) Observe the as much as possible. In particular, take note of the speech, mannerisms, clothing, scars, tattoos or any other distinguishing features, and record these observations in writing as soon as possible after the incident, as the Police will want your individual observations of what happened before your memory is influenced by discussion with others.
- (h) Stay out of danger if not directly involved in the incident.

Precautions

There are steps you can follow for your safety

- (a) Be aware of people loitering for extended periods that appear agitated and may be holding bulky items.
- (b) Advise your Manager if you see anyone acting strangely or suspiciously.
- (c) Keep rear and side doors locked from external access at all times. Minimise the points of entry to lessen the chance of unauthorised persons gaining access to the premises.
- (d) If your company holds cash on the premises keep cash in any till drawer to a minimum. Never discuss cash transactions or procedures involving the holding or movement of cash with any person other than staff who have a direct need to know.
- (e) Till drawers should be locked when not in use and the key must be in your control at all times.
- (f) Do not discuss security procedures with anyone other than staff members who have a direct need to know.
- (g) Record the telephone numbers of your Security Company and the Police near the telephone.
- (h) Keep offender and weapon description forms and learn how to complete them correctly.
- (i) Be knowledgeable about the location and operation of all security and duress alarms.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE YELLOW - INTERNAL EMERGENCY

Hazardous Material Spill

NOTE: Refer to Action Plan 4 in Appendix 15.

In the event of hazardous material spill:

Emergency Control Organisation personnel should:

- Alert Communications Officer.
- Provide as much information as is possible on the nature of the incident
- Turn off all air systems (air conditioning etc. if possible)
- Contain spill using spill kits
- Evacuate persons from affected area

Flammable Material Spill

If the spill is a suspected flammable material:

- Remove ignition sources (if safe to do so)
- Use foam extinguishers to cover liquid
- Evacuate persons from the affected area
- Control movements of personnel to the Evacuation Assembly Area
- Remain at Evacuation Assembly Area until otherwise notified by emergency services.

Note: Refer to Safety Data Sheets for more detailed information.

Hazardous Material – Potential Bio Hazard


If a suspicious letter or package has been received but has not been opened place the item in a plastic bag and seal it. Place all items in a second plastic bag and seal it also.

Stay in the immediate work area. This applies to co-workers in the same room.

Prevent others from entering the area and becoming contaminated. Wait for help to arrive.

Call for help by calling your communications officer or ring “000” to ask for the Fire Service

Advise them of the exact location (street address, building, and floor number), the number of potentially exposed people, a description of the package/device, action taken (e.g. item covered with a black coat).

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

POWER OUTAGES

In an event of a power outage in the facility, the Emergency Coordinator or any member of the ECO will immediately contact the emergency maintenance number 1300 766 685 for assistance. For power outage lasting more than 48 hours, the Emergency Coordinator shall contact the Regional Person-In-Charge who will advise of what actions are to be taken in accordance with the Regional Disaster Management Plan.


The response to the power outage will depend upon the time of day of the outage and the expected duration of the outage. For all power outages, the Site Person in Charge shall:

Short Term Power Outage (3-48 Hours)

- Checked all lifts to ensure that there are no trapped staffs or residents. In the event of a trapped person – the Site Person in Charge will call the lift company (see local contact list).
- Advise the lift company of the condition of the person trapped, if it is an elderly resident advise company of the urgency of the situation.
- In the event where a resident is in distress and the lift technician is unable to attend within 2 hours call emergency services.
- Contact Energy provider to provide information on the cause of the outage, area affected upon and expected length of power outage.
- Ensured all residents are safe and comfortable. The power outage will affect lighting, heating & cooling. If there are any residents who are at 'risk' due to the loss of power, lighting, heating or cooling, the Site Person in Charge should identify these residents and make plans to ensure their safety and wellbeing.
- In the event that the 'at risk' resident cannot be made safe, consider evacuation of this/these residents.
- Ensure torches and lanterns are made available for staff (if during night time period).
- Contact the Catering Manager to organise alternative menu (if outage is during a meal service).
- Organise a walk around and door check on residents as the nurse call system and DECT phones will have failed.
- The Person-In-Charge will continue to monitor situation with relevant Energy supplier and provide updates to the Regional Person in Charge.

Long Term Power Outage (over 48 Hours duration)

- Personal mobile phones can be used as a means of communication as pagers and office phones will not function – resident room phones will not be available in the event of a power outage.
- Maintain hard copy of manual for rostering requests and progress notes while the computer system is unavailable - Adopt use of sign in/sign out sheets for staff.
- Revert to manual recording of resident notes on paper file; ensuring staff are manually recording progress notes, assessments, resident movements and dietary needs, sticky labels, SOS contacts, etc.
- Utilise any available laptop computers for access to external online services such as the internet.


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

The Site Catering Manager will:

- Organise temporary menus for the outage
- Organise for disposal of food in freezers and reordering of food to be delivered after completion of power outage if unable to locate temporary generator for cool rooms.
- Refrigerated food should be kept below 5c.
- Organise staff to deliver food to community room and resident rooms (as required)
- Ensure food safety plan is adhered to at all times

Maintenance staff will:

- Provide support to the Site Person in Charge.
- Assist in coordinating staff to assist in the movement of meals and residents.
- Organise connection of generator (if available) to Cool Room.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CODE YELLOW –RESIDENT MISSING WITHOUT EXPLANATION

The aim of this procedure is to ensure staff members are aware of the circumstances required for reporting to the Department of Health and Ageing (DoHA).

Procedure for missing resident:

1. Check resident sign in/out book (Leave book).
2. Search the entire residential care facility (including outside areas).
3. Check places that the resident regularly visits and places that are well known to them e.g. old residence, shopping area, etc.
4. Follow reporting protocols:

Internal - Follow the Uniting Ageing incident management process and log incident in MIRA.

External - Approved providers must tell the DoHA if:

- A care recipient is absent from a residential care service; and
- The absence is unexplained; and
- The absence has been reported to the police.


NOTE: There are no guidelines or requirements given regarding how long the resident needs to be missing before it should be reported to the police. It is a case by case decision based on typical movements of the resident in question. For instance some concerns may be raised regarding a particular resident after a short period of time while other residents may often leave the facility and therefore concerns of their whereabouts would take longer to be established.

Approved providers must report missing residents to the department **within 24 hours** of the incident being **reported to the police**. Reports should be made as soon as possible within this timeframe.

The department must also be notified where the provider was **unaware** that a resident was missing and the **police returned the resident** to the service before the provider lodged a report.

The approved provider must have appropriate systems and processes in place to ensure the security and safety of other residents.

EMERGENCY CONTACTS	TELEPHONE NUMBER
Village Manager	
Operational Manager	
Uniting Principle Group, Chief Operations Officer	
Police Station	
DoHA Aged Care Complaints Scheme – (The Scheme)	

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

APPENDICES


APPENDIX 1 – Disaster Response Resource Information

Sending Facility

Disaster Response Resource Information

Date:

Facility Name	Uniting Epping	
Address	43-53 Oxford Street, Epping	
Local Govt Area	Belrose	
Contact Numbers	Tel:	
	Fax:	
Emergency Coordinator		(Mob):
Village Manager		(Mob):
Person in charge		
Business Hours:		
After Hours:		
Total Beds	Nursing Home	Hostel
Approx. no of Ambulatory residents:		
Approx. no of non-Ambulatory residents:		
Approx. no of secured residents:		
Please describe space available (ie: dining rooms, recreation rooms, lounge rooms) to possibly accommodate ambulatory Public Hospital patients or 'walking wounded' disaster victims:		
Type of room:		
Approx. no of people:		
Transport resources available, e.g.: buses:		
Nearest Public Hospital to you:		
<p>In-principle agreements / Memorandums of Understanding have been made with the following organisations to accommodate residents in the event of evacuation of this facility i.e.:</p> <ul style="list-style-type: none"> • short and long term evacuation • Clubs, Schools, Community Halls, etc (NOT the nearest Public Hospital) 		
Organisation / Facility	Contact Number	


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

APPENDIX 2 – Emergency Coordinator Task Card / Checklist

Sending Facility

Emergency Coordinator Task Card / Checklist

↓	↓	↓	↓	↓
Emergency & Support Services	Clients	Staff	Receiving Facility	Family and Representatives
<input type="checkbox"/> Contact 000 & alert appropriate Emergency Service to the emergency.	<input type="checkbox"/> Treat minor injuries / immediate medical or first aid needs.	<input type="checkbox"/> Allocate staff to: <ul style="list-style-type: none"> • care for residents • control residents' movements • evacuate residents. 	<input type="checkbox"/> Contact all receiving facilities & alert them to impending arrivals.	<input type="checkbox"/> Alert families / representatives of transfer of residents.
<input type="checkbox"/> Contact Site Manager & alert them to emergency.	<input type="checkbox"/> Ensure all residents have Identification Cards attached.	<input type="checkbox"/> Arrange staff to assist at temporary holding facilities for set periods.	<input type="checkbox"/> Provide additional information to receiving facilities as requested.	<input type="checkbox"/> Answer queries as per protocol.
<input type="checkbox"/> Oversee situation until Emergency Services arrive.	<input type="checkbox"/> Allocate residents to appropriate alternative facilities.	<input type="checkbox"/> Ensure staff list is completed.	<input type="checkbox"/> Alert all receiving facilities once 'all clear' has been given.	<input type="checkbox"/> Recontact within 24 hours re health status & movement of residents.
<input type="checkbox"/> Liaise with Emergency Services when they arrive on site.	<input type="checkbox"/> Separate residents into suitable groups for transfer.		<input type="checkbox"/> Arrange transport & staff assistance to return once 'all clear' has been given.	
<input type="checkbox"/> Provide resident information pertinent to evacuation safety and transfer of residents.	<input type="checkbox"/> Locate & prepare all medications, med charts & letters / care plans for transfer.		<input type="checkbox"/> Arrange payment to the receiving facility for assistance as per agreement.	
<input type="checkbox"/> Contact: <ul style="list-style-type: none"> • Pharmacy • GPs 	<input type="checkbox"/> Ensure Acute Care & Short Term Accommodation Registers are completed.			

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

APPENDIX 3 – Transport Plan


Sending Facility

Transport Plan

The following resources are accessible in an emergency situation:

List the options available to relocate residents, e.g.:

Organisation	Method	Capacity
Aged Care Facility	Wheelchair Bus	3 wheelchairs 6 seated
Local Council/s		
St John's Ambulance		
Taxi Service	Multipurpose taxi / mini bus	

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


APPENDIX 4 – Emergency Resources Checklist

Sending Facility

Emergency Resources Checklist

Emergency Coordinator

- Current resident handover sheets
- Current staff roster
- Blank staff identification badges
- Maps of the facility
- Copies of the resident identification cards
- Box with all current resident ID cards
- Copies of Evacuation Procedures
- Resealable plastic bags for medications, medication charts and care plans

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

APPENDIX 8 – Interim Care Plan

Receiving Facility
Emergency Evacuees Documentation
INTERIM CARE PLAN

To be completed on day of admission and after significant change of condition.

Goal: to maintain activities of daily living and identify areas of risk for the resident.

Tick / circle the most appropriate option and enter in the box the assistance rating required.

ASSISTANCE RATING

NA = not applicable
 PA1 = physical assistance 1 person
 SU = set up S = supervise
 PA2 = physical assistance 2 people

NUTRITIONAL NEEDS (tick)

	Normal		Smooth puree	
	Cut up		Minced / moist	
	Soft		Eating / drinking aids	

Readiness to eat _____
 Eating _____
 Other _____

FLUIDS (tick)

	Normal		Extremely thick (900)	
	Mildly thickened (150)		Nil by mouth	
	Moderately thick (400)			

PEG / NG feeds (type / volume / intervals / continuous / bolus) _____

 Food allergies _____
 Preferred food and drinks _____

TOILETING (tick)

	Toilet		Ostomy	
	Urinal		Commode	

Empty ostomy / bedpans / drainage bags (circle) _____
 Toilet completion (adjust clothing / perineal hygiene) _____

CONTINENCE (tick)

	Continent		Faecal incontinence	
	Urinary incontinence		Incontinence aids	

Scheduled toileting (times) _____

PERSONAL HYGIENE (tick)

Frequency

	Shower		
	Bath		
	Wash		
	AM / PM (circle)		

Washing and drying _____
 Dressing and undressing _____
 Grooming _____

Oral / dental (tick or circle)

	Dentures (upper / lower)		Left in at night (yes / no)	
	Own teeth			

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah Uniting	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Type / frequency of mouth / dental care _____

Hair dressing preference _____

ASSISTANCE NA = not applicable SU = set up S = supervise
RATING PA1 = physical assistance 1 person PA2 = physical assistance 2 people

MOBILITY (tick)

	Transfers		Aids used _____
	Locomotion		Aids used _____

HISTORY OF FALLS

Yes* / No (circle)
 Last fall when: _____

Interim falls prevention actions:

Adjust environment

Resident footwear

Urgent referral (Yes / No)

Who (see manual handling chart) _____

COMMUNICATION (tick)

Vision

	Impaired	
--	----------	--

Glasses worn (type) _____

Hearing

	Impaired	
--	----------	--

Hearing aids (type) _____

Speech

	Impaired	
--	----------	--

Interpreter required (language spoken) _____

Device used (type) _____

PSYCHOLOGICAL FUNCTION (tick)

Cognition

Alert		Moderate impairment	
Mild impairment		Severe impairment	

Mood

Withdrawn		Depressed	
-----------	--	-----------	--

Other _____

CONCERNING BEHAVIOURS (tick)

Threatening / aggressive		Intrusive / interferes	
Agitation		Wandering	
Self-harm / suicidal		Repetitive speech	
Refuses care		Socially inappropriate	
Absconding		Smoking / alcohol	

Other _____

Triggers if know _____


COMPLEX HEALTH CARE

Complex Health Care

Treatment Record
Commenced

Nursing Directive
(entered in Progress Notes)

Wound care		
Stoma care		
Oxygen therapy		
Catheter care		
Compression stockings / bandages		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

APPENDIX 10 – Property Damage Report

Property Damage Report

1. Property Details:

Village Manager’s Name: _____


Date Damage Caused: _____

Facility Name & Location: _____

Type Of Action Plan Activated:

2. External Damage: YES: NO:

Description & Location of Damage	Temporary Repairs	
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>
_____	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


APPENDIX 11 – Emergency Management Report

Emergency Management Report

<p>1. Property Details</p> <p>Facility Name: _____</p> <p>Facility Location: _____</p>
--

<p>2. Crisis Reported to Village Manager</p> <p>Date: _____ Time: _____</p>
<p>Person Reporting Incident</p> <p>Name: _____</p> <p>Address: _____</p> <p>Telephone _____ Mobile: _____</p>
<p>Contact Made By</p> <p>Name: _____ Position: _____</p>

<p>3. Type of Crisis Reported</p> <p>Brief Description:</p> <p>_____</p> <p>Emergency Services Contacted: Date: _____ Time: _____</p> <p>Emergency Services Arrived: Date: _____ Time: _____</p> <p>Contact Made By</p> <p>Name: _____ Position: _____</p>
--


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

12. Advice from Stakeholders (Outwards):

Date	Time	Description and person Contacted

12. Advice from Stakeholders (Outwards) continued:

Date	Time	Description and person Contacted

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


13. External Command Post			Location:
Date	Time	Description of Actions	

14. Actioned First Aid Treatment Form:

YES NO* *State Reason _____
 (Tick Box Applicable)

15. Actioned Public Liability Incident Report:

YES NO* *State Reason _____
 (Tick Box Applicable)

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

APPENDIX 12 – Emergency Evacuation Pack contents checklist

Care Plans and People Point Evacuation List must be checked daily, the remaining contents must be checked weekly. This form may remain in the Emergency Evacuation pack.

The person checking must confirm and sign that each item is in the pack and up to date or in working order as required

Item	Date and signature	Date and signature	Date and signature	Date and signature
Care Plan (Pages 1, 2, 4 & 6) & Medication Charts				
Evacuation Plans (building and site plans)				
Critical equipment Manuals				
Staff Roster (Generic staff numbers only for all shifts)				
Key Contact List				
Lighting - Portable				
Basic first aid kit				
Evacuation folder/visitor book				
Stationary				
Protective Gloves				
Other item specific to site				
General Note: the site specific staff roster is not required to be stored within the EVAC pack, however in the case of an evacuation the site specific staff roster must accompany the EVAC pack. <i>NOTE: Some items in the "Emergency-Kit" with battery power are required to be regularly tested to ensure the equipment is fully energised.</i>				


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah Uniting	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

APPENDIX 13 – Weekly Fire Safety Checklist

WEEKLY FIRE SAFETY CHECKLIST

Facility Name: _____ **Address:** _____
Date: _____ **Checked By** _____
(print name)

<p>1. Smoke Alarms</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • All smoke alarms appear to be mounted correctly • No obvious damage to smoke alarm • Alarms NOT painted • Indicator light is working on all smoke alarms 	<p>2. Fire Extinguisher</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • Fire extinguisher/s located in their designated location and securely mounted • Fire extinguisher/s easily obtainable in an emergency • Fire extinguisher has the safety pin and security tie intact. • Indicator needle on the gauge in the green sector
<p>3. Fire Blanket</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • Fire blanket is securely mounted in its designated position • Fire blanket easily obtainable in an emergency • No obvious damage to the fire blanket • The fire blanket has not been used <p><i>Note: Fire blanket & bag should only be checked externally and blanket should not be removed from bag</i></p>	<p>4. Evacuation Kit & Evacuation Plan</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • Evacuation Kit located in designated location • Contents and information on residents is current • Contents checklist signed • Evacuation Signage is displayed as required • Master Emergency Management Plan and Site Specific Procedures Manual are located in assigned locations
<p>5. Sprinkler Heads (if applicable)</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • Sprinkler heads have at least 500mm clearance around them • Sprinkler heads and covers NOT painted, and free of unrelated attachments or decorations • No obvious damage to the sprinkler heads or exposed pipe work • No sign of water leaking from any sprinkler heads • Flat or conical disk concealing a sprinkler head has not been damaged or dislodged 	<p>6. Fire Indicator Panel</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • Fault or Isolation lights are NOT “on” • Check door to FIP is closed and locked • No obvious damage in or near FIP •
<p>7.) Exits and Exit Paths External</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • Gates are able to be opened from inside without a key (not applicable if door strikes fitted to those doors) • There are no obstructions or hazards along the path which may hinder or injure persons evacuating • Paths to the designated assembly areas are clear and easy to follow 	<p>8. Exits and Exit Paths Internal</p> <p>Checked <input type="checkbox"/> Action required <input type="checkbox"/></p> <ul style="list-style-type: none"> • All paths to exits are clear, not obstructed or restricted • Exit doors are easy to open (i.e. doors do not jam) • Designated primary and secondary exits are able to be opened from inside without a key (not applicable if door strikes fitted to those doors) • Master keys carried by staff at all times

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

9. Fire Prevention – Housekeeping Internal

Checked Action required

- Rubbish is stored and disposed of in appropriate containers until removed
- Paper or clothing is not allowed to accumulate inside (e.g. newspaper allowed to stack up, piles of clothing stored in rooms, etc)
- Designated walkways and passages are clear
- Smoking items stored appropriately and ashtrays emptied and cleaned regularly
- Combustible materials are kept away from hot elements (e.g. tea towels kept away from the stove)
- Lint filters on dryers clean

9.1 Fire Prevention – Housekeeping External

Checked Action required

- Garden is maintained so it is not overgrown
- Rubbish or other combustible materials has not accumulated

The Village Manager shall be responsible for ensuring that the Weekly Fire Safety Checklist is completed, signed and filed appropriately.

Report “Action Required” to Maintenance Contractor or Village Manager as appropriate.

Instructions

Tick or mark the appropriate box as you check each item. Should the item being checked appear to be damaged or you are unsure that its condition appears normal, mark the “action required” box and report the item to the maintenance company on the designated emergency call number.

Any ‘Action Required’ must be reported to fire equipment maintenance contractor (for items 1, 2, 3, 5, 6 & 7) or Line Manager (for items 4, 8 & 9).

File completed checklist for reference and for use when compiling the annual fire safety compliance certificate.

Fire Extinguishers

For a fire extinguisher to be “ready to use”:


- **each fire extinguisher should be fitted with a safety pin and security tie**
- **the indicator needle should be in the green section of the gauge**

Sprinkler Heads

A damaged sprinkler head may not operate correctly by:


- **not operating immediately if it is damaged**
- **not resisting water pressure fluctuations**

Over a period of time, or when there is a sudden increase in water pressure, the sprinkler head seal may fail and begin to slowly leak or fully operate spraying water into the room. Therefore it is important that any obvious damage is reported immediately so that a technician can check the sprinkler head.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

Smoke Alarms


Smoke alarms with obvious damage will not function or work correctly, which means they may not detect smoke or alert occupants

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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APPENDIX 15 – Action Plans

When the Emergency Coordinator is confronted with an emergency the Emergency Coordinator matches the Emergency to an Action Plan number and implements the respective Action Plan.

1. Civil Disturbance / Demonstration / Disobedience
2. Natural Disaster – Threat
3. Natural Disaster – Impact
4. Hazardous Materials Incident
5. Injury / Medical Emergency
6. Fire / Smoke Incident
7. Bomb Threat / Suspicious package
8. Explosion
9. Airborne Contaminants
10. Explosion Incident
11. Lift Entrapment – short term
12. Lift Entrapment – Long Term
13. Gas Leak – Temporary
14. Gas Leak – ongoing
15. Bush Fire

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

1. CIVIL DISTURBANCE / DEMONSTRATION / DISOBEDIENCE	
Issue:	<p>Civil disturbance (including demonstrations/protests, industrial actions and disobedient human behaviour) is defined as any incident that disrupts a community where authoritative intervention may be required to maintain public safety. Examples of incidents that fit into this category are demonstrations, riots, protests, strikes, public nuisances, and unlawful entry or occupancy. However, if any of these incidents threatens harm, another action plan may apply.</p> <p>These types of incidents may be pre-planned actions targeting the building or a specific tenant. These types of incidents may also take the form of a random activity where no warning occurs. The target may be the building, a tenant, an individual occupant or the Village Manager.</p> <p>A Civil Protest/Demonstration/Disobedience incident can vary from a single protester to a large civil demonstration, the size of which may extend well beyond the influence of the environs. If the activity escalates to armed confrontation, hostage taking, active sabotage, terrorism then another Action Plans may need to be considered.</p> <p>These types of incidents may cause restricted access to the building ranging from minor disruption to possibly the illegal or unauthorised entry/occupation of the building where the normal function of the building or the unrestricted movement of occupants, visitors and suppliers is violated. The safety of the occupants may also be placed at risk through threatening or violent actions of the offenders if the incident is not managed to prevent a hostile escalation.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Facility Incident.</p> <p>Optional Forms: Injury Report</p> <p>Property Damage Report</p> <p>Media Contact Report</p> <p>Fatality Report</p>

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


CIVIL DISTURBANCE / DEMONSTRATION/DISOBEDIENCE continued

1. In the event of a Civil Protest/Demonstration/Disobedience occupants should consider the following action:

- Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Emergency Coordinator;
- If possible, avoid any discussion or interaction with the offender/s;
- Lock doors and windows;
- Move away from windows;
- Secure money, valuable assets, essential documents, files, papers etc. IF SAFE TO DO SO; and
- Withdraw from any situation where there is an immediate threat of physical violence.

NB: This does not mean that an occupant shall not use lawful means to defend themselves, other occupants, or members of the public from physical attack in legally justifiable circumstances. If such defensive action is necessary, only the degree of force reasonably necessary to restrain the intruder must be used and no more. No person shall act alone and no person shall contemplate action if it is unsafe to do so.


2. The Emergency Coordinator shall consider the following action:	Action	Time
Notify the Police and request assistance (dial 000 and ask for the Police Operator);		
Alert the Emergency Control Organisation;		
*Restrict entry to the building. Call any installed lifts to the ground floor or other determined secure location;		
*Confine the presence of demonstrators to the building’s external surrounds. Do not use force;		
*Restrict contact between demonstrators and building occupants. Ensure Wardens have been directed to move occupants away from the windows;		
*Contact the building Security Contractor;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


CIVIL DISTURBANCE / DEMONSTRATION/DISOBEDIENCE continued		
Ensure any occupant or visitor who advises of, or is observed with, any ill effects is placed in the care of appropriate paramedical personnel;		
*Follow the directions of and assist the Police upon their arrival; and		
Report the incident to the Village Manager.		

Note: The action items above marked with an asterisk (*) are for additional reference by the Village Manager at item 3d over the page.

3. The Village Manager shall consider the following action:	Action	Time
Undertake a full situation analysis to determine if the unwelcomed activity is targeting the building or part thereof, if safe to do so ;		
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
If the situation analysis clearly determines that the building or part thereof is not the target, monitor the situation and implement actions which are noted with an asterisk (*) in Section 2. (Emergency Coordinator) so that the preventative actions limit the escalation of the incident to the building;		
If the situation analysis is not clear or determines that the building or part thereof is the target, action all items;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Instruct the building security provider to secure the building and put in place appropriate security measures;		
Ensure that all vehicle access (both arrivals and departures) are secure;		
Ensure that the security monitoring and screening functions are protected and where possible unobtrusively targeting the incident area;		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

CIVIL DISTURBANCE / DEMONSTRATION/DISOBEDIENCE continued	Action	Time
Liaise with the attending Police Officer/s. Follow the directions of the Senior Police Officer and or other attending Police Officers;		
Advise occupants of the situation and ongoing developments;		
If it is safe to do so, arrange for appropriate paramedical support for any injured offender;		
Arrange for contractors to remove any debris/rubbish when safe to do so;		
Arrange for contractors to conduct interim repairs to any damage that is critical to the safety or security of occupants and the building functionality when safe to do so;		
Audit the building to identify any damage resultant from the incident; and		
Arrange for contractors to carry out permanent repairs to the building.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		
<i>Note: It may be necessary to refer to other Action Plans if there is any escalation of the incident beyond civil disturbance.</i>		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

2. NATURAL DISASTER – THREAT


<p>Issue:</p>	<p>Natural disasters such as floods, bush-fires, potential lightning strikes and tropical cyclones occur regularly across the Australian continent. They cause more than a billion dollars in damage every year to the nation’s infrastructure, businesses and homes along with serious disruption to business. Research indicates that in the future more extreme weather events and large-scale single events with more severe cyclones, storms and floods may occur.</p> <p>Natural disasters can of course occur without warning but we have technology to predict most weather conditions. This means we can prepare for the majority for situations. This specific Action Plan is for situations where pre-warning has been received.</p> <p>Properties at risk from flood are those that are located within or adjacent to flood plains or those which have a vulnerability to barriers preventing water flow, diverting water flow or blocking water flow. Floods can also occur as a result of changes to the natural landscape or failure of storm water drainage systems to cope with a sudden or prolonged downpour.</p> <p>Properties located in flood prone or cyclone prone areas should have pre-planned measures in place that can be initiated prior to a flood to minimise the effects.</p> <p>A severe storm is a local event that encompasses destructive winds and/or heavy rain and hail and in some cases severe lightning. The effects of a severe storm are principally property damage and the disruption of the primary property services. However, there is also risk to an occupant’s health and safety due to the physical effects of high wind and moving water.</p> <p>The effect of extreme temperature and humid weather conditions can be magnified where the building’s electrical system or ventilation and air conditioning system/s fail. This can affect the health and safety of the occupants.</p> <p>Site managers should normally deal with extreme temperature events for those persons who reside under their care but there may be times where it may be an incident that will require intervention.</p>
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Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

NATURAL DISASTER – THREAT continued

Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Injury Report</p> <p>Property Damage Report</p> <p>Media Contact Report</p> <p>Fatality Report</p>
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1. Where there is a possibility that the building may be exposed to a flood or severe storm staff members should consider the following action:
 - Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Emergency Coordinator;
 - Ensure that they do not use any property services such as lifts that may be required to support threat countermeasures or taken off line as a security/safety measure;
 - 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;
 - Follow the directions of Wardens if there is a need to evacuate the building;
 - Move to the designated assembly area or such other location as directed; and
 - 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.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


NATURAL DISASTER – THREAT continued

2.1. FLOODING	Action	Time
The Emergency Coordinator shall consider the following action if the property is threatened by the potential of flood-waters:		
Report the expected incident to the Village Manager;		
Consult with workplace supervisors to arrange measures to be implemented to mitigate the effects of a flood by: <ul style="list-style-type: none"> • moving valuables/essential assets to a floor located above the anticipated flood level; • placing sandbags at entry points to eliminate or minimise the amount of water that could enter the property; • disconnecting portable electrical equipment such as computers and if possible move them to a location located above the anticipated flood level. If the items cannot be moved ensure power is disconnected; and • arrange for lifts to be parked at the top of a rise and shut down or locked off. 		
Arrange for an electrician to be available to disconnect the mains power;		
Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the Care Facility; and		
Ensure any resident or staff member who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel.		

2.2. SEVERE STORM / CYCLONE	Action	Time
The Emergency Coordinator shall consider the following action where there is a possibility that the Care Facility may be impacted on by a severe storm (which may include a potential for lightning strikes) or cyclone:		
Report the incident to the Village Manager;		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

NATURAL DISASTER – THREAT continued		
<p>Consult with workplace supervisors to arrange measures to minimise the effects of the storm on the residents, equipment and the building such as;</p> <ul style="list-style-type: none"> • Applying tape to windows; • If possible relocate any loose external items to within the building. If the items cannot be moved ensure they are securely fixed; • Close all windows, curtains/blinds and external doors; • Moving valuable records and portable high cost equipment away from windows and to a point above any area that may be subject to water penetration; • Turning off electrical equipment that could be effected by power surges; 	Action	Time
Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building;		
Ensure any person who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel; and		
Follow the directions of and assist the Emergency Services upon their arrival.		
<p>2.3. EXTREME TEMPERATURES</p> <p>The Emergency Coordinator shall consider the following action where there is the potential that the Care facility and its residents may be impacted by extreme temperatures:</p>		
Contact the Village Manager;		
<p>Consult with residents to arrange measures to minimise the effects of the expected extreme temperatures on the residents, equipment and the property such as;</p> <ul style="list-style-type: none"> • loss of power and subsequent loss of air conditioning; • supplies of bottled water to augment building supplies; and • the temporary cessation of work. 		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


NATURAL DISASTER – THREAT continued		
3. The Village Manager shall consider the following action:	Action	Time
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Ensure any resident or staff member who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Undertake a situation analysis to determine if the Care Facility has any potential vulnerability to the impending natural disaster;		
Close the Care Facility or part thereof if the threatened natural disaster could cause harm to life safety;		
Pay special attention to securing/protecting critical elements that will impact upon the immediate functionality of the Care Facility;		
Consider the potential use of portable/temporary equipment to replace failed property utilities/services;		
Advise residents of the situation;		
Organise contractors to be on stand-by to conduct repairs to any failed service, property access, structural defect or structural protection that is critical to the safety or security of occupants and the immediate functionality of the property.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

NOTE: *If a natural disaster impacts upon the property, Action Plan 3 should be actioned by the relevant person.*

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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3. NATURAL DISASTER – IMPACT


<p>Issue:</p>	<p>A natural disaster can take the form of an earthquake, extreme temperature conditions, storm with the potential for wind, rain and a lightning strike, flood water inundation and land subsidence or landslide.</p> <p>Seismic activity is not uncommon in Australia. Severe earth tremors and earthquakes have occurred in various localities throughout the Country resulting in extensive damage to buildings, life loss and serious injuries. An earthquake may cause rupture to gas, water and sewerage mains. Live electrical wiring may become exposed, building safety systems may fail and ignition of flammable and combustible materials endangering the health and safety of the occupants may occur. This procedure indicates the initial measure to be taken in the event of an earthquake. Reference should be made to the other relevant sections of this Emergency Management Plan which provides response for each specific item. The invasion of floodwater and or rainwater will also impact directly on the functionality of the Care Facility.</p> <p>The effect of extreme temperature and humid weather conditions can be magnified where the building’s electrical system or ventilation and air conditioning system/s fail. This can affect the health and safety of the occupants.</p> <p>Workplace supervisors will normally deal with extreme temperature events but there may be times where it will be an incident that will require the intervention of the Emergency Control Organisation.</p> <p>A lightning strike may cause the electricity supply to fail (mains supply and/or back-up emergency supply) which may affect services such as lighting, lifts, heating ventilation and air conditioning systems (HVAC), fire safety systems, for example fire detection and suppression systems and emergency lighting.</p> <p>Lightning may also cause structural damage to external features of the Care Facility.</p> <p>Severe structural damage may occur as the result of subsidence or landslide. This could result in the collapse or failure of the load-bearing components of the building, injuries to the building occupants, the rupture/damage of gas, water and sewerage mains and live electrical wiring may become exposed.</p>
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Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

NATURAL DISASTER – IMPACT continued	
Documentation / Forms	All events and actions to be documented. Mandatory Forms: Incident Register (IT system down) Optional Forms: Media Contact Report Injury Report Fatality Report Property Damage Report


- 1.** When a natural disaster that impacts on the Care facility staff members should take the follow action:
- Remain calm and advise their workplace supervisor or Warden of any injuries or situations that could affect residents;
 - Move away from windows and outside walls;
 - Keep away from mirrors, light fittings, bookcases and other furniture that may fall or slide;
 - Take cover from falling debris under desks or move to an internal corner of a room, sit down and protect both the face and head;
 - Refrain from using the telephone immediately, unless for serious injury;
 - DO NOT leave their area unless it is unsafe to remain; and
 - Stop the use of vehicles unless there are special circumstances that warrants this, for example a serious injury requires the transport of a person where the Emergency re unable to help.

2.1. The Emergency Coordinator shall consider the following action during an earthquake:	Action	Time
Initiate emergency response measures as provided in other procedures relative to the events that occur subsequent to the earthquake.		
Evaluate the need to evacuate the Care Facility; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building/s.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

NATURAL DISASTER – IMPACT continued	Action	Time
Ensure that residents are evacuated to a safe place which may not necessarily be the nominated assembly area;		
Contact the relevant Emergency Service '000';		
Ensure any person who advises of or is observed with any sign of injury or distress is placed in the care of appropriate paramedical personnel;		
Report the location of any entrapped or injured persons, fires or fire hazards, gas leaks, exposed electrical wiring or structural damage to the emergency services;		
Ensure residents do not: <ul style="list-style-type: none"> • leave their area unless it is unsafe to remain there; • switch lights or electrical equipment on or off or use any expose flame as there may be gas leaks; and • operate machinery or heavy electrical equipment; 		
Report the incident to the Village Manager.		

2.2. The Emergency Coordinator shall consider the following action in the event of a lightning strike :	Action	Time
Conduct an inspection of the buildings and surroundings IF SAFE TO DO SO to identify any damage that could affect the building or present a risk to the wellbeing and safety of the occupants and visitors;		
Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building;		
Ensure any resident or staff member who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel; and		
Report the incident to the Village Manager.		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

NATURAL DISASTER – IMPACT continued


NOTE: If there is a failure of the building electrical system the evacuation of occupants must be ordered and completed before the battery power of the emergency lighting system and/or exit signs (especially in stairwells) begins to fail.





2.3. The Emergency Coordinator shall consider the following action when a flood, severe storm, cyclone occurs:	Action	Time
Report the incident to the Village Manager;		
Relocate occupants located in those parts of the building that could be subjected to storm impact or flood water to a safe area within the property;		
Evaluate the need to evacuate the property; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building;		
Instruct occupants to turn off electrical equipment that could be effected by power surges;		
Move valuable records and high cost items onto a floor away from windows and to a point above any area that may be subject to flood water penetration;		
Ensure any person who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel; and		
Follow the directions of and assist the Emergency Services upon their arrival.		


2.4. The Emergency Coordinator shall consider the following action if a subsidence or a landslide occurs:	Action	Time
Immediately contact Police and Fire Brigade and report the location of any entrapped or injured persons, fires or fire hazards, gas leaks, exposed electrical wiring or structural damage to the emergency services;		
Ensure any person who advises of or is observed with any sign of injury or distress is placed in the care of appropriate paramedical personnel;		
Assess the need to evacuate the building; and, if necessary and dependent on the assessment, commence a partial or full evacuation of the building;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

NATURAL DISASTER – IMPACT continued		
3. The Village Manager shall consider the following action:	Action	Time
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Ensure any person who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Liaise with the property security provider to secure the property as soon as it is safe to do so;		
Advise occupants of the situation;		
Audit the facility to identify any damage resultant from the incident;		
Seek professional advice on any structural or property system element where a visual inspection cannot determine the safety, security or functionality;		
Set up an incident control building within the building or near to the building as necessary;		
Advise occupants of ongoing developments;		
Organise contractors to clean up and remove rubbish;		
Organise contractors to conduct interim repairs to any damage that is critical to the safety or security of occupants and the immediate functionality of the building;		
Determine when it is safe to re-occupy the building and advise all tenants of this decision;		
Arrange for contractors to carry out permanent repairs to the building and clean up the site.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
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4. HAZARDOUS MATERIALS INCIDENT	
<p>Issue:</p>    	<p>Hazardous materials can have varying physical properties such as liquids (including fuel spills), gas or solids. Each requires specific actions to control. Most severe situations involving hazardous materials issues/crisis will be outside the coping scope of the building occupants. Specifically in the case of diesel fuel spills appropriate bunding facilities around the tank should confine the impacts of the spill. If the fuel spill occurs at the supplying end (tanker) immediate containment action by the supplying company should occur.</p> <p>Regulations in each State and Territory set the requirements of a supplier to –</p> <ul style="list-style-type: none"> • provide a copy of a current Safety Data Sheet (SDS) to an employer or self-employed person; and • provide a copy of an SDS when requested by certain people. • The Regulations also set out the requirement of an Employer or Self-employed person to – • obtain an SDS of a hazardous substance from the supplier; • keep a register containing a list of all hazardous substances used at the workplace and put a copy of any SDS obtained in the register; • take reasonable steps to ensure the SDS is not changed other than by the manufacturer or importer; and • keep the SDS close to where the substance is being used. <p>Hazardous materials incidents can occur from a state of decent harmony to one which is both toxic and lethal. The incident may be caused by poor handling of materials, the mixing of materials, poor storage of materials, wrongful use of materials or simply a variety of accidental issues such as spills, bursting of packages and containers, leaks or general exposure.</p> <p>In the case of an incident involving hazardous material it is critical for all to observe the general precautions of: DO NOT TOUCH, DO NOT SMELL</p> <p>Swift and decisive action is the key to limiting the impacts. A hazardous materials incident will usually require the involvement of the Hazardous Chemical Unit of the Fire Services and the quick identification of the materials by the relevant HAZMAT symbol.</p>

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

HAZARDOUS MATERIALS INCIDENT continued


Documentation/ Forms	All events and actions to be documented. Mandatory Forms: Incident Register (IT system down) Optional Forms:Media Contact Report Property Damage Report Injury Report Fatality Report
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- 1.** During a Hazardous Materials Incident occupants should consider the following action:
- If the incident is from an **external** source:
- Remain calm and advise their workplace manager, immediate supervisor or Warden of any injuries or situations that could affect other occupants;
 - Remain indoors unless advised otherwise;
 - Protect your breathing by covering your nose and mouth with a large wet cloth
 - Turn off all types of ventilation, unless otherwise instructed; and
 - Close all doors and windows. Use masking tape or a damp cloth to seal the opening, if possible.
- If the incident is from an **internal** source:
- Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Emergency Coordinator;
 - Alert other occupants in the immediate area;
 - If possible isolate the incident area; and
 - Evacuate the incident area.


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

HAZARDOUS MATERIALS INCIDENT continued

2. The Emergency Coordinator shall consider the following action when confronted by a hazardous materials incident:	Action	Time
Notify the Fire Service and request assistance (dial 000 and ask for the Fire Service Operator);		
Alert the Emergency Control Organisation;		
Turn off the air conditioning unit;		
Identify the source if safe to do so;		
Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building;		
Identify and implement immediate measures for preventing or controlling exposure to occupants;		
If dusts, mists or fumes are visible in the air, for example in light beams, and there are persistent or widespread complaints of illness, discomfort, irritation or excessive odour commence immediate evacuation;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Liaise with the attending Fire Service Officer/s. Implicitly follow the directions of the Senior Fire Service Officer and/or other attending Fire Service Officers;		
Report the incident to the Village Manager.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


3. The Village Manager shall consider the following action:	Action	Time
Undertake a full situation analysis to determine if the incident is impacting the building or part thereof if safe to do so ;		
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Monitor the incident if the situation analysis determines that the building and linked environs are not the source or target;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Ensure that all vehicle access (both arrivals and departures) cease;		
Liaise with the attending Fire Service Officer/s. Follow the directions of the Senior Fire Service Officer and or other attending Fire Service Officers;		
Advise occupants of the situation;		
Audit the facility to identify any damage and/or contamination resultant from the incident;		
Arrange for contractors to carry out decontamination of the building or its environs;		
Implement any identified action to prevent future hazardous material impacts.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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5. INJURY / MEDICAL EMERGENCY

Issue:	<p>An injury or medical emergency may result from environmental factors, human behaviour or intervention factors or from existing medical conditions.</p> <p>Injuries may involve more than one person and can vary from minor to critical or life-threatening. The priority is to assess each situation and ensure the appropriate response is carried out which would include providing first aid and calling for appropriate medical assistance.</p> <p>In multiple casualty situations rescue and removal to a safe environment then prioritising the casualties (triaging) based on the nature and extent of the injuries is the main priority.</p> <p>First aid equipment including portable resuscitation equipment should be taken to the evacuation area. Blankets should also be made available.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms:Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>


1. Staff should consider the following action when there is a medical emergency:
 - Immediately advise their manager, immediate supervisor or Warden who should notify the Emergency Services and the Emergency Coordinator;
 - Remain calm and reassure the casualty
 - Assess any injuries and render basic first aid assistance to injured or ill persons, if qualified to do so;
 - Protect or secure any area that is safe to do so;
 - Wear protective apparel such as gloves
 - Remove other residents from the area
 - Follow instructions of the Emergency Coordinator and/or the Emergency Services.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


INJURY / MEDICAL EMERGENCY continued

2.	The Emergency Coordinator shall consider the following action:	Action	Time
	Notify: The Emergency Services and request Ambulance services;		
	Alert the Emergency Control Organisation (ECO) if required;		
	Render assistance or organise assistance to any ill or injured person <u>if safe to do so</u> ;		
	Determine the nature of the incident and determine if other persons are at risk		
	Evaluate the need to evacuate the property;		
	Commence a partial or full evacuation of the property if the evaluation reveals that course of action is required;		
	Restrict entry to the property and cordon off the danger zone until the emergency services arrive;		
	Ensure any occupant or visitor who advises of, or is observed with, any ill effects is placed in the care of appropriate paramedical personnel;		
	Follow the directions of the Emergency Services upon their arrival; and		
	Report the incident to the Service Manager.		

3.	The Village Manager shall consider the following action:	Action	Time
	Ensure the Emergency Coordinator has performed nominated tasks;		
	Action any task not yet performed by the Emergency Coordinator;		
	Instruct the property security provider to secure the building and put in place appropriate security measures when safe to do so;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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INJURY / MEDICAL EMERGENCY continued	Action	Time
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Activate special attention to seriously injured or indisposed persons;		
Isolate with sensitivity any person who may be deceased. Do not shift move or alter the body position. Cover it discretely and prevent others from observing;		
Ensure that the security monitoring and screening functions are protected and where possible unobtrusively targeting the incident area;		
Liaise with the attending emergency services. Follow the direction of the incident site commander and or other emergency service personnel;		
Undertake a full situation analysis to determine if the injury / personal harm incident was due to intentional targeting of the building or part thereof if safe to do so;		
Advise occupants of the situation;		
Arrange for contractors to clean up any effected area when safe to do so;		
Arrange for the prompt repair to any damaged security equipment;		
Arrange for follow up of any person who is injured or harmed who requires external medical services;		
Arrange for appropriate professional services to provide counselling and support; and		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

INJURY / MEDICAL EMERGENCY continued

Note 1: If a large scale incident occurs there will be a high level of public and media interest. A designated media spokesperson should be immediately required to attend the property to deal with media enquiries. No comment should be made about specific injuries or casualties. The Emergency Services may, in some cases, set up a triage building (temporary medical building) to deal with incidents involving personal harm within or near the property.


Note 2 It is important for the Village Manager to make no comment or provide advice which could legally bind the building owner or the Village Management group. Equally, it is important to ensure tenant manager take full accountability for their duty of care to their employees and visitors for issues that are clearly the respective tenants' responsibility. This does not prevent the Village Manager from rendering assistance.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

6. FIRE / SMOKE EMERGENCY

Issue:	<p>Fire presents a significant risk to the health and safety of the occupants of any building as it requires an immediate response and presents dangers to occupants in the form of heat and smoke, collapse of structural elements and the obstruction of emergency escape provisions.</p> <p>Any fire emergency and/or smoke incident will almost likely require a full evacuation of the building/facility.</p> <p>A serious fire could result in the total loss of the facility or more likely the partial loss of occupancy in a facility with serious disruption to normal services</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>


1. An occupant identifying a fire or the presence of smoke should consider the following action:
 - Assist any person in immediate danger, IF SAFE TO DO SO;
 - Confine the fire by closing the doors;
 - Raise the Alarm by notifying the Emergency Coordinator and/or Floor Warden and the Fire Services; and
 - Await instructions from the ECO.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


2. The Emergency Coordinator shall consider the following action:	Action	Time
Alert the ECO;		
Notify the Fire Services;		
Evaluate the need to evacuate the property; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building; and		
Report the incident to the Service Manager.		

NB: The primary responsibility of the Emergency Coordinator is to “ensure the safe evacuation of the building occupants” during an emergency. Accordingly, members of the ECO shall only attempt to extinguish the fire if they have been trained to use fire extinguishers and only IF SAFE TO DO SO.

3. The Village Manager shall consider the following action:	Action	Time
Undertake a full situation analysis to determine the extent of the fire incident and if it was caused by mechanical, environmental or human intervention if safe to do so;		
Ensure the Emergency Coordinator has performed nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Instruct the property security provider to secure the property and put in place appropriate security measures when safe to do so;		
Ensure that all vehicle access (both arrivals and departures) are secure;		
Liaise with the attending emergency services. Follow the direction of the incident site commander and or other emergency service personnel;		
Advise occupants of the situations and ongoing developments;		
Audit the facility to identify any damage resultant from the incident;		
Arrange for contractors to remove any debris / rubbish when safe to do so;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


FIRE / SMOKE EMERGENCY continued	Action	Time
Arrange for contractors to conduct interim repairs to any damage that is critical to the safety and security of occupants and the property functionality when safe to do so; and		
Arrange for contractors to carry out permanent repairs to the property.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		
<i>Note: If a fire / smoke incident occurs there will be a high level of public and media interest. The facility Communication Policy must immediately be implemented.</i>		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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7. BOMB THREAT OR SUSPICIOUS PACKAGE

Issue:	<p>Bomb Threats can be received in various forms of communication such as:</p> <ul style="list-style-type: none"> - electronically by email or FAX; - orally in person, by telephone or on tape; or - handwritten by post or courier. <p>Threats are frequently used to disrupt business or cause alarm but in almost all cases the threat is never carried through.</p> <p>The types of threats made can be the introduction of a chemical or biological agent to the property, a bomb will be delivered to or placed within the property or a threat of physical harm against a person will be made.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Injury Report</p> <p>Media Contact Report</p> <p>Property Damage Report</p> <p>Fatality Report</p>

- 1.1** Any occupant receiving a telephone threat should observe the following:
- Keep calm. If possible attract the attention of a fellow worker;
 - Keep the caller on the line as long as possible to gather information. (Note: do not hang up the phone, even if the caller hangs up the phone);
 - Use a threat check list to obtain as much detail as possible about the threat;
 - Listen carefully for any background noises, speech mannerisms, accents or other details that might give a clue to the age, sex, identity and location of the caller;
 - Immediately after the threat, contact your immediate supervisor and the Emergency Coordinator or in their absence notify the Police; and
 - Complete the check list to include the characteristics of the caller and hand it to the Emergency Coordinator or, in their absence, the Police when they arrive.


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

BOMB THREAT/ SUSPICIOUS PACKAGE continued

- 1.2** Once an occupant has confirmed a received message is a threat carry out the following actions:
- The message and envelope or its container must preferably be placed inside a plastic envelope to preserve fingerprints and minimise disturbance of evidence. Any further direct handling of the message must be avoided;
 - Advise their immediate supervisor or Warden and the Emergency Coordinator or in their absence notify the Police; and
 - Follow all directions issued by the Wardens.


- 1.3** Once an occupant has received a threat that either they or another person in the building may be subjected to physical assault:
- Immediately following the threat, contact your immediate supervisor and the Emergency Coordinator and notify the Police;
 - Record all details of the threat including any characteristics of the caller (accent, gender, approximate age, background noises); and
 - Be vigilant for any strangers who may be loitering in the area and report any instances to their immediate supervisor.

2.	Action	Time
The Emergency Coordinator shall consider the following action:		
Proceed to the location where the threat was received to view the threat check list or any physical evidence;		
Implement the Emergency Action Plan for the building and search for any suspicious item that has been described in the threat if it is safe to do so;		
Assess the level of the threat and notify the Police on 000.		
<p><i>Note: If there is a threat of physical assault against an occupant initiate measures to restrict access to the property and inform the Village Manager of actions taken.</i></p>		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

BOMB THREAT/ SUSPICIOUS PACKAGE continued	Action	Time
After evaluation of the threat and if it is determined there is the possibility of harm to occupants by remaining in the building, commence a partial or full evacuation of the occupants in accord with the property emergency action plan; <i>Note: Wardens also search the paths of egress to ensure they are clear of any threat prior to the movement of occupants.</i>		
When a decision has been made to evacuate the property, the Emergency Coordinator should arrange for any person with a disability to be removed from their area using a lift. Lifts must be checked for any suspect object prior to use;		
Ensure that all vehicle movement from any car park (both arrivals and departures) ceases;		
Follow the directions of the Police upon their arrival and provide assistance as required; and		
Report the incident to the Village Manager.		
<i>Note: If a suspicious improvised explosive device/object/parcel/letter is found, it is important that it not be touched or moved and preferably not confined in a locked room/cupboard/drawer.</i>		


3. The Village Manager shall consider the following action:	Action	Time
Ensure the Emergency Coordinator has performed nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Undertake a full situation analysis to determine if the incident was targeting the building or part thereof. If safe to do so;		
If the situation analysis clearly determines that the property or part thereof is not the target, monitor the situation and implement preventative actions to limit the escalations of the incident to the property;		
Ensure any occupant or visitor who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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BOMB THREAT/ SUSPICIOUS PACKAGE continued	Action	Time
Put in place appropriate additional security measures to monitor the delivery of parcels and goods including courier deliveries;		
Upgrade the property surveillance including the movement of any persons and vehicles;		
Liaise with the senior attending Police Officer. Follow the direction of the incident site commander and or other emergency service personnel;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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8. EXPLOSION INCIDENT	
Issue:	<p>An explosion occurring within or externally to a building may cause damage ranging from minor to substantial structural problems. The force of the explosion may cause the rupture/damage of gas, water and sewerage mains and live electrical wiring may become exposed endangering the health and safety of the occupants.</p> <p>There is also a potential for serious threat to human life including death and multiple injuries and a need for persons to be rescued.</p> <p>Some types of explosion incidents are perpetrated or designed to cause maximum fear or harm to assets and occupants and others are caused by accidental means through gas leaks, the poor handling of dangerous goods and a combination of unusual events. An explosion inside or externally to a building may cause widespread panic. There is as much potential for injury with occupants rushing to exit the building as there is from the explosion itself.</p> <p>There may also be secondary explosions. In some cases it may be safer for occupants to remain in the building than to exit the building.</p> <p>Explosion incidents will attract wide public and therefore media interest. There will be a need to manage large numbers of spectators and media crews.</p> <p>In the event that there is an explosion causing harm to occupants it is likely that the attending Emergency Services may wish to establish a triage building in a safe and close location to the building.</p> <p>In almost all circumstances involving an explosion incident, the Emergency Services are likely to take control of the incident and the surrounding area. It is also very likely that there will be an investigation unit engaged by the Emergency Services.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

EXPLOSION INCIDENT continued


1. In the event of an Explosion occupants should consider the following action:
- Immediately advise the Manager, your immediate supervisor or Warden who will notify the Emergency Services;
 - Assess any injuries and render first aid assistance to injured persons ;
 - Assess any fires and if safe to do so use appropriate extinguishers to control the spread of fire;
 - Move all able bodied persons from the immediate area if it is safe to do so but do not commence an evacuation until instructed by the Emergency Coordinator;
 - Avoid disturbing evidence;
 - Follow instructions of the Emergency Services.

2. The Emergency Coordinator shall consider the following action:	Action	Time
Immediately contact Police and Fire Brigade and request assistance (dial 000);		
Direct Wardens to check the stairs and other means of escape for each area/floor;		
Evaluate the need to evacuate the building; and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building;		
Ensure that evacuation pathways are suitable and safe to evacuate as part of the evacuation;		
Arrange first aid assistance to the injured if required;		
Report the location of any entrapped or injured persons, fires or fire hazards, gas leaks or structural damage to the emergency services on their arrival;		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

EXPLOSION INCIDENT continued	Action	Time
Ensure building occupants do not: <ul style="list-style-type: none"> • switch lights of electrical equipment on or off; • use matches or naked flames as there may be gas leaks; • go sightseeing through the building as this hampers emergency services and may be dangerous because of structural damage; and • operate workplace electrical items. And 		
Report the incident to the Service Manager and liaise closely with this person.		


3. The Village Manager shall consider the following action:	Action	Time
Ensure the Emergency Coordinator has performed nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Undertake a full situation analysis to determine the damage caused to the building or part thereof if safe to do so;		
If the situation analysis clearly determines that the building has sustained only minor damage and the current position is non-threatening, monitor the situation and implement preventative actions to limit an escalation of the incident to the building;		
If the situation analysis is not clear or it is determined that the building or part thereof has the possibility of structural damage engage professional advisors including a structural engineer;		
Instruct the building security provider to secure the property and put in place appropriate security measures;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Ensure that all vehicle access (both arrivals and departures) are secure;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

EXPLOSION INCIDENT continued	Action	Time
Liaise with the attending emergency services. Follow the direction of the incident commander and or other emergency service personnel;		
Advise occupants of the situations and ongoing developments;		
Arrange for contractors to remove any debris / rubbish when safe to do so;		
Arrange for contractors to conduct interim repairs to any damage that is critical to the safety and security of occupants and the building functionality when safe to do so;		
Arrange for the building to be completely audited to identify any damage resultant from the explosion; and		
Arrange for contractors to carry out permanent repairs to the building.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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9. AIRBORNE CONTAMINANTS	
Issue:	<p>Airborne contaminants incidents that may be encountered may include chemical or biological agents. These agents often have a legitimate purpose in buildings, structures and workplaces. They can range from fumes from paints to gas leaks to the most potent of chemical and biological properties. In all cases, there must be sound and conforming practices and training to facilitate the housing of such goods.</p> <p>This plan deals with the actions required when contaminants are introduced either through accidental or purposeful actions by first providing an overview and then direct emergency response procedures which are focused on personal and general actions.</p> <p>Accidental dissemination will usually be caused by some form of industrial accident, poor housing method or an unplanned process. All have the potential to spread an airborne contaminant into the building, structure or workplace. Air conditioning units and other ventilation system have the capacity to spread the contaminant quickly.</p> <p>Any act to purposefully introduce chemical, biological or radiological contaminants would usually be an act of terrorism. This is a wilful act designed to cause damage and harm.</p> <p>Chemical agents may be a solid, liquid or gas and in some cases the agent may be odourless, colourless and tasteless. Chemical agents may be inhaled, ingested or absorbed through the skin and can have immediate or delayed effect.</p> <p>A chemical agent can be disseminated by a spraying device, leaking package or a container either bursting or exploding. A chemical agent may cause incapacitation, serious injury or death.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

AIRBORNE CONTAMINANTS continued


1. In the event of an airborne contamination incident occupants should take the follow action:
- Report the incident to the Emergency Coordinator;
 - Remain calm and advise their workplace manager, immediate supervisor or Warden of any situation that could affect other occupants;
 - **Self-protection** is important and if an individual believes they have been exposed to a chemical agent hold your breath and move quickly away covering your face with a handkerchief or cloth;
 - If indoors, move outside and upwind to a level above the point of release;
 - If outdoors, move upwind to a level above the point of release;
 - If chemical droplets contaminate clothing, remove outer garments and wash exposed skin with cold water; and
 - If any of the following effects are evident seek medical assistance immediately:
 - Dizziness
 - Choking
 - Dimming of vision
 - Muscular twitching
 - Nausea/Vomiting
 - Tearing/Irritation of eyes violence.

2. In order to effectively manage an emergency involving airborne contaminants, the following steps need to be taken by the Emergency Coordinator when responding to the incident:	Action	Time
Call '000' and advise the emergency services of a chemical incident including: <ul style="list-style-type: none"> • The exact location of the incident. • The wind direction to enable the emergency services to attend from an upwind approach. • The estimated number of victims. • The victims' symptoms. 		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

AIRBORNE CONTAMINANTS continued	Action	Time
Shut down the air handling system. This includes all types of fans or air circulation equipment;		
Isolate the incident area and if the source is inside move people outside. If the source is outside move all people upwind and at all times to a level above the point of release;		
Follow the instruction of the attending emergency services; and		
Report the incident to the Service Manager.		

3. The Village Manager shall consider the following action:	Action	Time
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Ensure a command post has been established to liaise with the responding Emergency Service;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Instruct the property security provider to secure the property and put in place appropriate security measures;		
Ensure that all vehicle access (both arrivals and departures) ceases;		
Liaise with the attending Emergency Service Officer/s. Follow the directions of the Senior Emergency Services Officer;		
Advise occupants of the situation;		
Audit the facility to identify any damage and/or contamination resultant from the incident;		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

AIRBORNE CONTAMINANTS continued	Action	Time
Arrange for contractors to carry out decontamination of the property or its environs. This may also involve running the air conditioning on fresh air mode to clear the building.		
Obtain professional advice to confirm that the contamination is clear;		
Advise occupants when the property is safe to re-enter after the preceding item is confirmed or the property is cleared by the attending Emergency Services; and		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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10. IMPACTS NON-NATURAL	
Issue:	<p>Non-natural impacts include aircraft impact, motor vehicle impact, impact from flying debris, impacts from the collapse of external structures and water penetration damage from burst water pipes.</p> <p>Substantial structural damage may occur as a result of an impact. This may result in:</p> <ul style="list-style-type: none"> - the collapse of the building or failure of the structure or part thereof; - injuries to occupants; - the rupture/damage of gas, water, and sewerage mains; and - live electrical wiring becoming exposed; <p>All types of non-natural impacts may endanger the health, safety and wellbeing of occupants, visitors and contractors. In extreme situations there may be little time to take corrective action and the impact may disable the Emergency Warning System and other critical property systems.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>

1.1 In the event of impact from an aircraft occupants should: <ul style="list-style-type: none"> • Assist any person in immediate danger, IF SAFE TO DO SO; • Confine any resulting fire, for example close doors; • Raise the alarm and/or notify the Emergency Coordinator; and • Follow the direction issued by the Wardens.
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Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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IMPACTS NON-NATURAL continued

- 1.2** In the event of impact from a motor vehicle occupants should:
- Assist any person in immediate danger, IF SAFE TO DO SO;
 - Raise the alarm and/or notify the Emergency Coordinator; and
 - Follow the direction issued by the Wardens.

- 1.3** In the event of other non-natural impacts occupants should:
- Assist any person in immediate danger, IF SAFE TO DO SO;
 - Raise the alarm and/or notify the Emergency Coordinator; and
 - Follow the direction issued by the Wardens.

- 1.4** In the event of a ruptured/broken water pipe occupants should:
- Assist any person in immediate danger, IF SAFE TO DO SO;
 - Raise the alarm and/or notify the Emergency Coordinator;
 - Turn off power to electrical equipment in the immediate area if safe to do so;
 - Move files and other valuable equipment away from the water flow if safe to do so; and
 - Follow the direction issued by their Wardens.


- 1.5** In the event of a ruptured/broken water pipe occupants should:
- Assist any person in immediate danger, IF SAFE TO DO SO;
 - Raise the alarm and/or notify the Emergency Coordinator;
 - Turn of power to electrical equipment in the immediate area if safe to do so;
 - Move files and other valuable equipment away from the water flow if safe to do so; and
 - Follow the direction issued by their Wardens.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
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IMPACTS NON-NATURAL continued

2.1	The Emergency Coordinator shall in the event of any non-natural impact on the property:	Action	Time
	Immediately contact the Emergency Services;		
	Evaluate the need to evacuate the building, and if necessary and dependent on the evaluation, commence a partial or full evacuation of the building.		
	Arrange first aid assistance where required to any person who is injured;		
	Report the location of any entrapped or injured persons, fires or fire hazards, gas leaks, exposed electrical wiring or structural damage to the emergency services;		
	Ensure that occupants, contractors and visitors do not: <ul style="list-style-type: none"> • Switch lights or electrical equipment on or off; • Use matches or naked flames as there may be gas leaks; • Move unnecessarily through the building as this hampers emergency Services and may further risk the safety because of structural damage; • Operate workplace electrical items. And 		
	Report the incident to the Village Manager.		


2.2	The Emergency Coordinator shall consider the following action if a water pipe has burst within the building:	Action	Time
	Report the incident to the Village Manager;		
	Consult with tenancy/workplace managers to arrange measures to be implemented to mitigate the effects of water flow by:		
	<ul style="list-style-type: none"> • moving valuables/essential assets to a floor located above the level where the burst water pipe is; 		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


IMPACTS NON-NATURAL continued	Action	Time
<ul style="list-style-type: none"> disconnecting portable electrical equipment such as computers and if possible move them to a location located above the area where there is water flow. If the items cannot be moved ensure power is disconnected; and 		
<ul style="list-style-type: none"> arrange for lifts to be parked at the top of a rise (highest floor) and shut down or locked off; 		
Arrange for an electrician to be available to disconnect the mains power;		
Evaluate the need to evacuate the building and, if necessary and dependent on the evaluation, commence a partial or full evacuation of the building; and		
Ensure any person who advises of or is observed with any sign of distress is placed in the care of appropriate paramedical personnel.		

Note: Turn off the water supply if the incident exclusively relates to a ruptured/broken water pipe (this action may reduce the effectiveness of the fire safety system and as such requires immediate rectification to restore the water supply to ensure the efficacy of the fire safety system)

C. The Village Manager shall consider the following action:	Action	Time
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Ensure any person who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Liaise with the property security provider to secure the property as soon as it is safe to do so;		
Advise occupants of the situation and ongoing developments;		
Audit the facility to identify any damage resultant from the impact;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	


IMPACTS NON-NATURAL continued	Action	Time
Organise for professional services to advise on the structural soundness of each component of the property;		
Organise for all key property services to be checked for operational soundness;		
Organise contractors to clean up and remove debris;		
Organise contractors to conduct interim repairs to any damage that is critical to the safety or security of occupants or the immediate functionality of the property;		
Determine when it is safe to re-occupy the property, or part thereof, and advise all tenants of this decision;		
Arrange for contractors to carry out permanent repairs to the property and clean up the site; and		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
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11. LIFT ENTRAPMENT – SHORT TERM


11. LIFT ENTRAPMENT – SHORT TERM	
Issue:	Lift entrapment that confine persons for up to 30 minutes are detailed in this plan. The temporary failure of lifts may cause stress to those persons entrapped so quick response to rectify the situation and to provide moral support is required. It will also have a short term impact on entering and leaving the building for other occupants.
Documentation / Forms	All events and actions to be documented. Mandatory Forms: Incident Register (IT system down) Optional Forms: Media Contact Report Property Damage Report Injury Report Fatality Report

- 1.** Upon becoming aware of a short term lift trapping staff members should consider the following action:
- Immediately advise their workplace manager, immediate supervisor or Warden who will notify the Emergency Coordinator;
 - Remain calm and continue with their normal work activities provided the temporary failure of the lift allows them to do so; and
 - Avoid any conversation with those entrapped that might hinder the Emergency Services or professional help.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

2. The Emergency Coordinator shall consider the following action:	Action	Time
Immediately report the building services/systems failure to the Village Manager who will in turn contact the lift maintenance contractor;		
Evaluate whether there is a need to call the Emergency Services where appropriate;		
Ensure that building occupants do not use other lifts that may not be functioning correctly; and		
Ensure competent members of the ECO have been positioned to provide moral support to those entrapped.		

3. The Village Manager shall consider the following action:	Action	Time
Take control of the incident and notify the lift maintenance contractor to release those entrapped;		
Advise those trapped that action to rescue is in hand;		
Determine the timing when the incident may be resolved;		
Conduct a situation analysis to determine the impacts of the temporary lift entrapment on building access and egress;		
Update those trapped of the situation;		
Arrange for professional counselling for those who may have been subjected to stress during the incident;		
Organise the lift maintenance contractor to conduct interim repairs to the faulty lift to ensure the functionality of the building is restored;		
Arrange for contractors to carry out permanent repairs to the faulty lift; and		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
	Date:	12/02/2020
	Author:	First 5 Minutes Pty Ltd
	Approved By:	

12. LIFT ENTRAPMENT – LONG TERM

Issue:	<p>Lift entrapment that confine persons <u>for more than 30 minutes</u> are generally regarded as long term are detailed in this plan.</p> <p>The long term failure of lifts may cause stress to those persons entrapped so quick response to rectify the situation and to provide moral support is required. It will also have an impact on entering and leaving the building for other occupants that will require an evaluation to determine if a full or partial evacuation of the building is required.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>

1. Occupants should advise the Emergency Coordinator of any suspected or known malfunction of a lift.


2. The Emergency Coordinator shall consider the following action:	Action	Time
Report the incident to the Village Manager;		
Engage members of the ECO or the Security Officer to prevent the use of lifts if there is any potential for further systematic loss of lift functionality; and		
Monitor the incident until the Village Manager takes control.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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LIFT ENTRAPMENT – LONG TERM continued

3. The Village Manager shall consider the following action:	Action	Time
Take control of the incident and notify the lift maintenance contractor;		
Make contact with the maintenance contractor for the lifts to determine the timing when services will recommence;		
Conduct a situation analysis to determine the impacts of the lift failure;		
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Advise tenants of the situation and ongoing developments;		
Contact the Emergency Services who may be required to rescue trapped occupants or provide temporary life support;		
Arrange for professional counselling for those who may have been subjected to stress during the incident;		
Organise the lift maintenance contractor to conduct interim repairs to the faulty lift to ensure the functionality of the building is restored; and		
Arrange for the lift maintenance contractors to carry out permanent repairs to the faulty lift.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

NOTE: The attendance at an emergency by the Village Manager is to ensure trapped persons are provided with maximum goodwill. Compassion and reassurance is a critical part of dealing with long term entrapment.

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13. GAS LEAK – TEMPORARY	
Issue:	<p>This plan deals with the actions required when a temporary gas leak occurs either through accidental or purposeful actions by first providing an overview and then direct emergency response procedures which are focused on personal and general actions.</p> <p>Gases that may be encountered may include propellants in small cans, gas for cutting and or welding such as oxygen and acetylene, LPG or natural gas for heating and gas used in air conditioning systems. In all cases, there must be sound and conforming practices and training to facilitate the delivery and use of gases within a property.</p> <p>Accidental leaks will usually be caused by some form of industrial accident, poor maintenance or an unplanned process. All have the potential to spread gas throughout the building, structure or workplace. Air conditioning units and other ventilation system have the capacity to spread gas quickly.</p> <p>Any act to purposefully release a gas would usually be a malicious act designed to cause harm and or damage.</p> <p>Most gases either have an odour or have an odorant added to aid in detection.</p> <p>Because of the varying properties of gases that may be encountered (flammable, noxious, poisonous etc) prompt identification of the gas is necessary to formulate the actions that will be taken.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms: Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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GAS LEAK – TEMPORARY continued

1. An occupant will detect a gas leak through one of their senses, for example, seeing a vapour cloud at the release point, hearing the gas leak or through the sense of smell. Upon becoming aware of a leak occupants should:
 - Raise the alarm in the immediate area so that all persons can be moved from the area of possible risk;
 - Refrain from using any naked flame and do not turn any power source on or off;
 - Remain calm and advise their workplace manager, immediate supervisor or Warden of any situation that could affect other occupants;
 - Report the incident to the Emergency Coordinator;

Self-protection is important and if an individual believes they have been exposed to a gas which they cannot ascertain the properties of, hold your breath and move quickly away covering your face with a handkerchief or cloth;


 - If indoors, move outside and upwind to a level above the point of release;
 - If outdoors, move upwind to a level above the point of release; and
 - If any of the following effects are evident seek medical assistance immediately:
 - Dizziness
 - Choking
 - Dimming of vision
 - Muscular twitching
 - Nausea/Vomiting
 - Tearing/Irritation of eyes violence.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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GAS LEAK – TEMPORARY continued		
2.	Action	Time
When notified of a suspected or known gas leak the Emergency Coordinator should:		
Conduct an inspection to determine the source of the problem;		
Advise the Emergency Services where appropriate		
Commence a partial or full evacuation of the building if the wellbeing of occupants is at risk; and		
Report the incident to the Service Manager.		

Note: If the leaking gas is known to be flammable isolate power to the affected area if safe to do so.


3.	Action	Time
The Village Manager shall take the following action:		
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
If the Emergency Services are responding to the property, ensure a command post has been established to liaise with the responding unit/s;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Instruct the building security staff to secure the property and put in place appropriate security measures;		
If the incident warrants so, ensure that all vehicle access (both arrivals and departures) ceases;		
Liaise with the attending Emergency Service Officer/s. Follow the directions of the Senior Emergency Services Officer;		
Advise occupants of the situation;		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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GAS LEAK – TEMPORARY continued	Action	Time
Audit the facility to identify any damage and/or air quality contamination resultant from the gas release;		
Arrange for contractors to carry out ventilation of the property. This may also involve running the air conditioning on fresh air mode to clear the building with the permission of the Emergency Services.		
Obtain advice from the Emergency Services to confirm that the air quality is clear; and		
Advise residents when the property is safe to re-enter after the property is cleared by the attending Emergency Services. And		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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14. GAS LEAK – ON-GOING	
Issue:	<p>This plan deals with the actions required when an on-going gas leak occurs either through accidental or purposeful actions by first providing an overview and then direct emergency response procedures which are focused on personal and general actions.</p> <p>Gases that may be encountered in this type of incident may include gases for cutting and or welding such as oxygen and acetylene, LPG or natural gas for heating and gas used in air conditioning systems. In all cases, there must be sound and conforming practices and training to facilitate the delivery and use of gases within a property.</p> <p>Accidental leaks will usually be caused by some form of industrial accident, poor maintenance or an unplanned process. All have the potential to spread gas throughout the building, structure or workplace. Air conditioning units and other ventilation system have the capacity to spread gas quickly.</p> <p>Any act to purposefully release a gas would usually be a malicious act designed to cause harm and or damage.</p> <p>Most gases either have an odour or have an odorant added to aid in detection.</p> <p>Because of the varying properties of gases that may be encountered (flammable, noxious, poisonous etc) prompt identification of the gas is necessary to formulate the actions that will be taken.</p>
Documentation / Forms	<p>All events and actions to be documented.</p> <p>Mandatory Forms: Incident Register (IT system down)</p> <p>Optional Forms:Media Contact Report</p> <p>Property Damage Report</p> <p>Injury Report</p> <p>Fatality Report</p>


Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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GAS LEAK – ON-GOING continued

1. An occupant will detect a gas leak through one of their senses, for example, seeing a vapour cloud at the release point, hearing the gas leak or through the sense of smell. Upon becoming aware of a leak occupants should:
 - Raise the alarm in the immediate area so that all persons can be moved from the area of possible risk;
 - Remain calm and advise their workplace manager, immediate supervisor or Warden of any situation that could affect other occupants;
 - Report the incident to the Emergency Coordinator;


Self-protection is important and if an individual believes they have been exposed to a gas which they cannot ascertain the properties of, hold your breath and move quickly away covering your face with a handkerchief or cloth;

 - If indoors, move outside and upwind to a level above the point of release;
 - If outdoors, move upwind to a level above the point of release; and
 - If any of the following effects are evident seek medical assistance immediately:
 - Dizziness
 - Choking
 - Dimming of vision
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 - Nausea/Vomiting
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Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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GAS LEAK – ON-GOING continued		
2. When notified of a known gas leak the Emergency Coordinator should:	Action	Time
Conduct an inspection to determine the source of the problem;		
Refrain from using any naked flame and do not turn any power source on or off;		
If it is confirmed that the leak cannot be stopped and the wellbeing of occupants may be at risk, commence a partial or full evacuation of the building;		
Advise the Emergency Services (most probably this means that Action Plan 7 needs to be activated);		
Ensure that all vehicle access (both arrivals and departures) ceases;		
Liaise with the attending Emergency Service Officer/s. Implicitly follow the directions of the Senior Emergency Services Officer;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel; and		
Report the incident to the Village Manager		

Note: If the leaking gas is known to be flammable isolate power to the affected area if safe to do so.

Uniting Site Specific Emergency Procedures Manual for Uniting Coombah 	Version:	1.00
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GAS LEAK – ON-GOING continued		
3. The Village Manager shall take the following action:	Action	Time
Ensure that the Emergency Coordinator has performed the nominated tasks;		
Action any task not yet performed by the Emergency Coordinator;		
Ensure a command post has been established to liaise with the responding Emergency Service;		
Ensure any occupant or visitor who advises of or is observed with any ill effects is placed in the care of appropriate paramedical personnel;		
Instruct the property security provider to secure the property and put in place appropriate security measures;		
Ensure that all vehicle access (both arrivals and departures) ceases;		
Liaise with the attending Emergency Service Officer/s. Follow the directions of the Senior Emergency Services Officer;		
Advise occupants of the situation;		
Audit the facility to identify any damage and/or air quality deterioration resultant from the gas release;		
Arrange for contractors to carry out ventilation of the property. This may also involve running the air conditioning on fresh air mode to clear the building with the permission of the Emergency Services.		
Obtain advice from the Emergency Services or other provider to confirm that the air quality is clear; and		
Advise tenants when the property is safe to re-enter after the property is cleared by the attending Emergency Services.		
Once an emergency is completed and/or at an appropriate time, the Village Manager must conduct a debriefing of the emergency/crisis/issue. Timing delays between an emergency completion and the debriefing should be avoided wherever possible.		

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15. BUSH FIRE		
15.1. BUSHFIRE	Action	Time
The Emergency Coordinator shall consider the following action if the property is threatened by bushfire:		
Report the expected incident to all staff		
Consult with Senior staff members to arrange measures to be implemented to mitigate the effects of a bushfire:		
Prepare facility by closing all windows and moving flammable items away from windows		
Clear all flammable objects from the perimeter of the building		
Prepare for possible evacuation of residents from the facility if the bushfire risk is high and under advice from Emergency Services		
Contact receiving facility and place on standby		
Monitor local radio for updates.		
If bushfire is imminent shelter in place		
Evaluate the facility once the bushfire has passed		
Extinguish spot fires		
Ensure all residents and staff members are closely monitored for signs of distress, smoke inhalation or heat stress and provide appropriate medical support as required.		

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