



Mercy Services

## EMERGENCY RESPONSE POLICY

Manual: WHS

Document ID: G16

### 1. PURPOSE

The purpose of this policy is to provide direction during major emergencies such as natural disasters to protect the health and safety of all Mercy Services staff, volunteers, clients and other visitors. This policy does not address personal clinical deteriorations or emergencies

### 2. WHO DOES THIS POLICY APPLY TO

This policy applies to all Mercy Services staff, visitors and volunteers

### 3. POLICY

Mercy Services is committed to protecting the health and safety of all employees/ volunteers, clients and visitors during natural disasters and other emergencies.

Staff will not be placed at risk to attend care or services for clients during emergencies such as natural disasters etc. Vulnerable care recipients may be referred to emergency service agencies if evacuation or other essential assistance is required. Clients will be advised of this during their onboarding phase.

Mercy Services will refer on ongoing care services if we are not able to provide services due to circumstance. Mercy Services will prioritise the most vulnerable when providing these referrals

Mercy services will provide the emergency control framework and guidance which should assist in preventing or minimising injury to, workers, volunteers, contractors, clients and neighbouring people/premises in the event of an emergency. This framework will also consider the work undertaken by Mercy Services in the broader community.

Emergency response procedures will be formulated in consultation with workers, health and safety representatives, and emergency service specialists/consultants and in line with statutory requirements.

Appropriate resources will be allocated to address possible risks and provide adequate training and physical resources to plan, and execute actions in emergency situations.

Staff will be aware of allocated responsibilities during emergency situations

Although all efforts are made to assist our community clients during emergencies, Mercy Services are not responsible for alerting authorities to emergencies or evacuating clients from their homes during emergencies if required

Singleton Aged care will refer to their Disaster Management Plan.

### 4. PROCEDURE

4.1. In preparation for **any disaster** Mercy Services will ensure:

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- a) all staff should have a fully functioning mobile phone with them when working in the community, however should also be aware of black spots in their work areas;
- b) specify which of the services provided to the client are essential services. This must then be communicated e.g., in the client's Emergency Plan and an Alert in Carelink+.
- c) client and staff records are maintained accurately
- d) security of Mercy Services electronic records.
- e) the ability for remote access of electronic files in the event of workers having to work from home or from alternate worksites;
- f) appropriate multi-skilling and succession planning to maintain business continuity
- g) appropriate infection control policies, staff screening and vaccination programs are offered
- h) Employees with mobility issues will have attended a Personal Evacuation Plan (Appendix (11)).
- i) Mercy Services office has a first aid officer, first aid facilities, a battery powered radio and a mobile phone device.
- j) The CEO will monitor appropriate government endorsed information platforms if there is a likelihood of a natural disaster (e.g. heavy rain over a few hours).
- k) all staff have access to:
  - emergency numbers (*listed in mobile phones and in all Mercy Services workplaces*); and
  - training regarding evacuations and emergencies

### 4.2 Responsibilities in Emergencies:

#### **CEO will ensure:**

- a) The CEO of Mercy Services will ensure that potential emergency situations are identified and appropriate Emergency Action Plans are developed for each Mercy Services site and for conditions that affect all areas.
- b) Appropriate resources will be allocated to address possible risks and provide adequate training and physical resources to plan, and execute actions in emergency situations.
- c) Staff will be aware of allocated responsibilities during emergency situations
- d) The appropriate regulatory authorities are notified with in the designated timeframes either during or following an emergency
- e) If the CEO is unavailable, the Director of Care is delegated to make a decision for Singleton Aged Care Facility. For other parts of Mercy Services delegation will occur in the following order:
  - 1) Finance Manager
  - 2) Head of Home and Community Services
  - 3) Head of Community Transport
  - 4) Head of People & Culture
  - 5) Head of AOD & Family Services

#### **Department Heads will ensure that:**

- d) Emergency procedures have been developed to cope with identified situations and scenarios;
- e) Emergency Response procedures shall be kept up to date and reviewed every 12 months (minimum), by the Site/Department Manager in conjunction with the relevant HSRs/emergency wardens and emergency service specialists/consultants. They should also be reviewed after an emergency,

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- exercise or any changes that may affect the emergency management plan (e.g. changes to workplace layout);
- f) Emergency team is in place and appropriately trained e.g. first aid, fire wardens etc.;
  - g) If working at a client’s site or premises, all staff are aware of emergency procedures when working remotely
  - h) Identify required emergency equipment and apparatus, and purchase if necessary e.g. fire hoses and extinguishers, stretchers, first aid etc.;
  - i) Ensure that all emergency signage is in place e.g. fire equipment indicator signs, first aid, exits, assembly point(s), etc.;
  - j) Ensure Personal Emergency Evacuation Plans are in place for employees with disabilities.
  - k) Identify and confirm all applicable emergencies and after hours contact names and phone numbers and make available to the appropriate staff. These are to be kept updated at all times.
  - l) Ensure regular checks, using appropriately trained inspectors are attended for equipment and facilities and follow up any reported problems until fully resolved. For example, essential fire safety systems.
  - m) If an emergency event occurs and the site must be evacuated, ensure that all persons on site are accounted for in consultation with Chief Warden.
  - n) Emergency drills or emergency simulations are conducted at least annually to check system operation.

**Workers/Volunteers on becoming aware of an emergency situation is to:**

- k) Stay calm and not put themselves at risk;
- l) Raise the alarm or seek on-site help;
- m) Tackle the emergency (e.g. fire) only if safe to do so and only if you are trained;
- n) Not interfere with any emergency equipment e.g. play with fire extinguishers or obstruct exits;
- o) Report any deficiencies with the emergency plan or equipment immediately to your area manager;
- p) Follow the directions of the emergency wardens or emergency personnel.
- q) If evacuation is necessary, quickly move to the designated assembly point and be accounted for (Do not leave the site without permission, as this could cause concern in an emergency).
- r) If concerns regarding safety relate to working remotely in the community, staff are to contact their coordinator/manager for instructions prior to commencing the shift

**4.3 Emergency Action Plans**

Current Emergency Plans exist for:

- Bomb threat (see: Appendix 2)
- Storms/floods (see: Appendix 3)
- Heatwave (see: Appendix 4)
- Bushfire (see: Appendix 5)
- Human Epidemic or Pandemic (see: Appendix 6)
- West Wallsend Centres (see: Appendix 7)
- Union St., Tighes Hill (see: Appendix 8)
- Brighton House (see: Appendix 9)
- Newcastle Elderly Citizens Centre (see: Appendix 10)
- Personal Emergency Evacuation Plans (see Appendix 11)

**4.4 Training**

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- The CEO, staff and volunteers will be compulsorily trained in emergency procedures at induction.
- Building wardens will be trained annually.
- Annual emergency evacuation drills will be carried out approximately six months after warden training.

**4.5 Fire Fighting and Detection Equipment**

The Finance Manager will ensure that adequate firefighting (see: Appendix 1) and detection (e.g. smoke alarms) equipment is installed and is serviced as per regulations.

Firefighting equipment will be inspected and certified every six months by an accredited person. Quarterly housekeeping inspections should also be conducted, by the Building Warden or Work Health and Safety Coordinator, to ensure that:

- There is no build-up of flammable materials;
- All areas are generally tidy;
- Access to fire-fighting equipment is kept clear; and
- Fire detection equipment, e.g. smoke detectors, are in good working order.

**4.6 Emergency Action Plan**

The Emergency Action Plan for each Mercy Services office/centre will displayed at appropriate places throughout the building including workstations. The Emergency Action Plan will summarise procedures, including evacuation procedures, to be followed in various emergencies.

**4.7 Evacuations**

- a. Mercy Services will contract with a specialist organisation to prepare evacuation diagrams for each site that comply with Australian Standard 3745.
- b. Personal Emergency Evacuation Plans (PEEP) will be completed for staff and volunteers who require assistance to mobilise during an emergency. This PEEP will then be checked by the fire inspector to ensure the safety of the worker and then conveyed to Fire Wardens for their awareness.
- c. Mercy Services acknowledges the ever-changing physical and mental status of their clients and therefore the order of evacuation will be as follows
  1. ambulatory persons first;
  2. semi-ambulant persons requiring some assistance and direction; and
  3. persons requiring walking frames or wheelchairs
- d. Mercy Services also acknowledges that some disabilities may cause altered cognition or reactions in emergencies. The Person Centred Behaviour Management Policy E.24 outlines the 'This is Me' Profile which includes information on client personality and personal reaction to emergency events. Person Centred Behaviour Plans (PCBP) should be completed when there is a risk of harm. Staff should be aware to both these profiles and PCBP for applicable persons.

**4.8 Review of Emergency Action Plans**

The Emergency Action Plans will be reviewed annually or following an emergency to ensure the ongoing health and safety of all personnel in the event of an emergency.

**4.9 Compliance**

The following are mechanisms for checking that this Policy is being complied with:

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- a) The WHS minutes will record that each site has an annual evacuation drill;
- b) A checklist will be followed to monitor how well the evacuation drill complies with this policy (kept in Risk Register);
- c) Essential Fire Services inspections to be attended as required and added to the Maintenance Calendar. Learning & Development Advisor to arrange annual vaccination clinic and keep record of participation;
- d) Learning & Development Advisor to arrange emergency training for office/centre based staff (including warder training and keep record of attendance);
- e) if there is an Emergency Response incident the relevant Manager will conduct a review and assess how well this Policy was followed. If a deviation from the Policy occurred the Manager will address it as a prompt for staff or Policy development.

### 5. KEY PERFORMANCE INDICATORS

The following measurements will determine the effectiveness of Mercy Services Emergency preparedness procedures:

- One emergency evacuation/fire drills each year at each site.
- Fire wardens trained for each site.
- Accurate and up to date Emergency Plans posted at each site.
- All foreseeable emergency scenarios considered and planned for

### 6. EXPECTED OUTCOME

Emergencies are handled appropriately with minimal damage or injury to property, staff or clients. All efforts are directed to maintaining the safety of clients, staff, and volunteers.

### 7. DEFINITIONS

Emergency Action Plans: A written plan which an organisation is required to have and which must be displayed at every job site. It should detail step-by-step procedures to follow in emergencies such as fire.

### 8. REFERENCES

Work Health and Safety Act 2011, section 19 (3) a, b, c, d & f

WHS (Managing Risk to Health and Safety) Regulations, Part 3.1

WHS Regulations 2011, Section 43 – Duty to prepare, maintain and implement emergency plans.

AS/NZ Standard 4083 *Planning for Emergencies - Health Care Facilities*

AS/NZ Standard 1851 Maintenance of fire protection systems and equipment

<https://agedcare.health.gov.au/news-and-resources/publications/guides-and-policies/home-care-service-preparing-for-an-emergency-event>

### 9. OTHER RELATED POLICIES OR PROCEDURES

G.15 First Aid

G.06 Safe Home Visiting

D.10 Security

Singleton Aged Care Disaster Management Plan

### 10. VERSION CONTROL AND CHANGE HISTORY

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Version	Date Reviewed	Amendments
1.0	31.1.18	Moved to new template and updated. Version 2 created.

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### Appendix 1: Fire Fighting Equipment

#### Operating CARBON DIOXIDE (CO2) Fire Extinguishers

Located in all areas. Usually of 3.5kg capacity, holding compressed liquefied CO<sub>2</sub>, which is delivered as a gas, smothering a fire by displacing oxygen. CO<sub>2</sub> extinguishers are used to control flammable liquid ('B' class) fires, *and are safe to use on ('E' rated) live-electrical fires*. A CO<sub>2</sub> extinguisher is painted red, with a broad black band round the middle, & has a large plastic applicator nozzle. Range for operation is about 2 metres (or less), & duration is about 20 seconds for the (usual) 3.5kg size.

#### To operate:



- remove extinguisher from storage bracket, & place upright;
- remove safety pin (pull out, or twist pin to break seal) then, holding applicator nozzle with one hand, briefly squeeze handles to test operation (one or two seconds); and
- carry extinguisher to fire scene (remember, to *start* from about two metres from the fire), squeeze handles together, sweeping the discharge over the seat of the fire.

**Note: If an extinguisher has been used (even briefly), or if the plastic seal is broken/missing, or if an extinguisher is missing from its usual location, immediately notify your supervisor.**

#### Use of Fire Blankets

Located in a plastic bag marked 'Fire blanket', having 2 cloth tapes hanging below. Fire blankets are located in staff and other kitchens. Used to smother a contained (relatively small) fire of any class, which is confined within a rigid container, or may be used to wrap a person whose clothing is burning.

#### To operate:



- pull down tapes firmly to release blanket from bag;
- grasp blanket on one edge about 15cm from each corner, with wrists uppermost. Then roll wrists back toward body (lifting blanket off the floor, & protecting hands/body from radiant heat). Alternative method is to grasp blanket where tapes are sewn on to blanket, to cover the hands; and
- *walk* to the fire, & gently drape the fire blanket completely over the container. Switch off the power supply/heat source, & leave the blanket in place.

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### Use of Fire Hose Reels

Located at both Union St., Tighes Hill and West Wallsend sites, are 30-metre fire hose reels, which deliver an unlimited supply of water for control of 'A' class fires of such 'Ordinary combustibles' as wood, paper, textiles, plastics, etc.

#### Fire Hose Reels: To operate:



- turn on the stop-valve to release nozzle & supply water to the hose. Stop-valve wheel opens anti-clockwise, as indicated by an arrow stamped on the wheel. Open fully;
- run out the fire hose reel to the location where it is to be used;
- turn on the water by twisting the nozzle as indicated by the arrow on the nozzle ('on' to the right, & 'off' to the left);
- aim the water at the seat of the fire, until fire is extinguished. A fire hose reel has a range of about six metres (depending on the supplied water pressure available);
- after use, turn off water at the nozzle. Note that 'off' is when water stops running; don't force past this point as it may damage the nozzle;
- carefully rewind hose onto the reel evenly, without twists or loops. Remember: the next person to use the hose reel in an emergency relies on you; and
- after rewinding hose, lock the nozzle into the interlock device by fully closing the stop-valve. Once secure; release water pressure by placing a container under hose, and partially opening nozzle to release pressure. After a small amount of water escapes, turn off nozzle. The hose reel is ready for use again.

#### Notes:

1. **Water is only suitable for an 'A' class fire, and should never be used where 'live-electrical' may be involved, or used to control a flammable liquid ('B' class) fire.**
2. Fire hydrant points for water, are only for use by the Fire Brigade.

**Mercy Service Staff are encouraged to use fire extinguishers at all times.  
Fire reels are only to be used in the absence of a fire extinguisher.**

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### Appendix 2: Bomb Threat

#### IN THE EVENT OF A BOMB OR ARSON THREAT BY TELEPHONE OR BY MAIL



##### A. BY TELEPHONE

###### 1. *Remain Calm*

- *always* treat the threat as genuine;
- record any information/observations (see checklist sheet attached);
- attract the attention of another person if possible;
- keep the (telephone) caller talking; and
- **DO NOT HANG UP (leave phone 'off the hook')**

###### 2. *Second Person (if possible) notify Chief Executive Officer or the Building Warden*

- Describe the type of threat, and current status of emergency.

If no second person available, receiver of threat contacts the Chief Executive Officer or the Building Warden as soon as practicable after the event (gives info as above). The receptionist will notify the appropriate emergency response personnel (e.g., Police, Fire Brigade).

###### 3. **FOLLOW INSTRUCTIONS** from person in charge.

###### 4. **STAND-BY** to evacuate area, if instructed by person in charge (see Evacuation Plan).

##### B. BY MAIL or OTHER DELIVERY

###### ***If a "suspicious" object is discovered:***

- do not touch;
- keep area clear of all occupants; and
- report find to person in charge.

**WAIT** to be advised by person in charge (or Emergency Services response supervisor) of an "all clear".

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### BOMB THREAT CHECKLIST

QUESTIONS TO ASK:	THREAT LANGUAGE
<ol style="list-style-type: none"> <li>1. When is the bomb going to explode?</li> <li>2. Where did you put the bomb?</li> <li>3. When did you put it there?</li> <li>4. What does the bomb look like?</li> <li>5. What kind of bomb is it?</li> <li>6. Did you place the bomb?</li> <li>7. Why did you place the bomb?</li> <li>8. What is your name?</li> <li>9. Where are you?</li> <li>10. What is your address?</li> </ol> <p>Number displayed on Caller ID:</p>	<ol style="list-style-type: none"> <li>1. Well spoken:</li> <li>2. Incoherent:</li> <li>3. Irrational:</li> <li>4. Taped:</li> <li>5. Message read by caller:</li> <li>6. Abusive:</li> <li>7. Voice (e.g. Loud/soft)</li> <li>8. Diction (e.g. Clear/muffled)</li> <li>9. Any impediment (specify)</li> <li>10. Speech (fast/slow)</li> <li>11. Manner (calm, emotional)</li> <li>12. Sex of Caller</li> <li>13. Age;</li> <li>14. Did you recognise the voice?</li> <li>15. If so who do you think it was?</li> <li>16. Was the call familiar with the area?</li> </ol>
<p>Exact Wording of Threat:</p>	
<p>Call Taken</p> <p>Date: ... / ... / ...                      Time:</p> <p>Duration of call:</p> <p>Number called:</p>	<p><b>BACKGROUND NOISES</b></p> <p>Street noises:</p> <p>House noises:</p> <p>Aircraft:</p> <p>Voices:</p>
<p style="text-align: center;">Recipient:</p> <p>Name:</p> <p>Number:</p> <p>Signature:</p>	

*REMEMBER KEEP CALM - DON'T HANG UP*

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### Appendix 3 Severe Storms/Flooding

#### Severe Storms/Flooding Emergency Action Plan

The network of stormwater drains across the Newcastle/Lake Macquarie area makes flash flooding inevitable after several hours of heavy rain. Areas adjacent to the Hunter River and low lying areas of Lake Macquarie will also flood after longer periods of rain across the catchment area.

#### 1. Preparation for/prevention of severe thunderstorms/flooding

Specific **severe storm/flooding** preparation/prevention will include the following measures to ensure that Mercy Services properties are kept safe (and will also include appropriate assistance to ensure the safety of other properties where Mercy Services staff work):

- a. Appropriate building and yard maintenance to ensure the integrity of the building and grounds.
- b. Department Heads/Coordinators to instruct staff to fill up the vehicle petrol tank before a storm so they have enough fuel if petrol stations have no power.

#### 2. During a severe storm/flooding

##### a. **Decision to cease/modify work due to severe storm/flooding**

- a) Department Heads are to keep aware of the weather situation via ABC local radio and consult with the CEO about any possible cancellation or modification of services. This communication should ideally happen by 6pm the night before a day of severe weather.
- b) The Department Heads will communicate the decision to Coordinators during normal business hours on a weekday or the On-Call coordinator after hours or on the weekend instructing them to contact clients and staff to cancel services according to the risk assessment conducted by the CEO.
- c) Ongoing risk assessments by the CEO will be attended following any changes in severe weather conditions. Services will be attended based on these assessments.

##### b. **Severe storm/flooding response**

- a. Department Heads and staff to listen to ABC local radio station (1233 am) for information and advice;
- b. CEO to conduct a risk assessment regarding the safety of staff in performing duties during these events.
- c. Coordinators to contact clients and cancel services where the client does not have electricity and other necessary requirements;
- d. ensure that all possible laptops are fully charged and available for off-site work;
- e. allocate additional after hours/on-call Coordinators to assist with rostering etc;
- f. post at least daily service and site updates on Mercy Services website and social media;
- g. if a site is not functioning due to loss of power or phone connection the phone number will be diverted to another site and any essential and site specific software will be activated at an alternative site;

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- h. Department Heads will decide which staff can work from home or another office if conditions make a site inoperable or if travel is unsafe. Additional laptops or emailed instructions to enable people to set up remote access on their personal computer would enable staff to work offsite;
- i. Department Heads are to ensure Coordinators clearly divide up the workload when they are working offsite to ensure that people don't duplicate work or undo what others have done;
- j. stay away from windows;
- k. avoid being outside to minimise risk from floodwater and falling trees etc;
- l. park cars under secure cover and away from trees if possible;
- m. do not walk, ride or drive through any flood water
- n. if staff or volunteers believe they may be at risk they should stop and contact their Coordinator immediately and discuss their options at any time.

### 3. *Recovery from the severe storm/flooding*

After a severe storm/flooding:

- a. check and repair damaged Mercy Services property and report to CEO (who will arrange repairs);
- b. Re-attend Home Safety Checklist when returning to the property for the first time following a significant weather event. Notify person responsible of damage incurred
- c. Do not attend service if there is danger to your or the client.
- d. if needed contact the SES for assistance 132 500 or for emergency services 000;
- e. stay well clear of creeks, drains, causeways and other water ways – even if driving a vehicle;
- f. stay well clear of fallen trees, power lines and other damaged structures – even if driving a vehicle;
- g. do not go sightseeing in the affected areas;
- h. if unable to continue to provide an adequate level of service to vulnerable clients, contact relevant funding departments (e.g., DSS: 1800 852 649); and/or call emergency services if required
- i. complete an Incident Form.

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### Appendix 4 Heatwave

#### Heatwave Emergency Action Plan

Excessive heat can lead to health problems for Mercy Services clients and staff. Vulnerable persons can be susceptible effects or Heat.

If a staff member or volunteer has reason to believe they may be at risk due to extreme heat, they should contact their Coordinator immediately and discuss their options.

If they are concerned about the health of a client, they should contact the coordinator for instruction except in the case of a medical emergency when an ambulance should be called for immediate assistance.

#### 1. **Preparation for/Prevention of a Heatwave**

Specific **heatwave** preparation/prevention will focus on staying hydrated and out of the heat:

- a. where possible offices and vehicles will be designed to stay cool or be fitted with air conditioning;
- b. staff to ensure only community venues with shade or cool conditions are used during hot weather;
- c. consideration will be given to alteration of activities for clients during these extreme weather events.
- d. staff to ensure they and clients have access to cool drinking water (avoid caffeine and other diuretic drinks); and
- e. all Mercy Services workplaces have a first aid kit and qualified first aid provider.

#### 2. **During a Heatwave**

- a) staff are to encourage clients to drink adequate amounts of water to remain hydrated and stay cool.
- b) extra monitoring of staff/client wellbeing is required to ensure they are hydrated and cool; and/or
- c) activities that require physical exertion or working in hot conditions may be scheduled for milder times of the day, performed for short periods or postponed.
- d) If a staff member attends a home which has fans and air-conditioning however the client refuses to turn them on during extreme heat, staff member is encouraged to call their coordinator to mediate a solution. Non-essential services may be referred to another day or time if staff safety may be jeopardised.
- e) A Manager may decide to cease/modify work due to a heatwave following risk assessment that is based on:
  - a. **Information provided in weather reports by** ABC local radio.
  - b. Availability of environmental aides such as fans/air conditioners etc. at the residence or centre, or vehicle
  - c. The type of service that is required and
  - d. The degree and duration of predicted heatwave conditions such as:
    - i. temperatures reach 38° Celsius on any one day; or
    - ii. when temperatures over three days have reached 33-36° Celsius.

#### 3. **Recovery from a Heatwave:**

If we are unable to continue to provide an adequate level of service to vulnerable clients, CEO to be informed and contact is made to relevant funding departments (e.g., DSS: 1800 852 649); An Incident Form is to be completed once all parties are safe.

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### Appendix 5 Bushfire

#### Bushfire Emergency Action Plan

A bushfire could threaten Mercy Services property, staff and clients as is considered a grave threat to safety

##### 1. *Preparation for/Prevention of a Bushfire*

Specific **bushfire** preparation/prevention will include the following measures in bushfire prone areas:

- a. Appropriate building and yard maintenance to ensure the integrity of the building and reduction of fuel on grounds that may accelerate fires
- b. Mercy services employees an independent fire inspection service to ensure that all essential fire services are in good working order
- c. screen vents on roof voids with fine metal wire mesh;

##### 2. *During a Bushfire*

- a) Department Heads are to keep aware of the fire situation via ABC local radio and consult with the CEO. The CEO will make the appropriate action for the Service based on the information provided by the authorities, in particular the Local Fire Brigade.
- b) The Department Heads are to keep the CEO informed of any further developments resulting from the fire.
- c) Mercy Services staff are not to enter areas where fires are current;
- d) Staff are to stay calm, report all fires to 000 and seek appropriate shelter/safety;
- e) Relocation of services will be considered by CEO on Rural Fire Service advice

##### 3. *Recovery from the bushfire*

- a. Check and repair damaged Mercy Services property and report to CEO
- b. Mercy services will conduct a Welfare check via the telephone for affected clients.
- c. Staff to avoid affected areas at all times until deemed safe by authorities
- d. Provide appropriate information and assistance to staff and clients about disaster relief;
- e. If unable to continue to provide an adequate level of service to vulnerable clients, Mercy Services will refer these clients to other services with priority to the most vulnerable.
- f. CEO to contact relevant funding departments (e.g., DSS: 1800 852 649); and advise them of circumstance and complete an Incident Form once all parties are safe.

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### Appendix 6 Epidemic or Pandemic

#### Human Epidemic or Pandemic Emergency Action Plan

Adequate infection control policies and education on procedures including effective handwashing is critical in preparation for Epidemic and Pandemic Events.

Mercy Services should be alerted by NSW Ministry of Health (Population Health or Aged Care Alerts) of any current epidemic/pandemics.

However, Mercy Services will also actively review the Ministry of Health (Hunter New England HNE) 'Current Health Alert' webpage to monitor alerts to ensure awareness. The link is

<http://www.hnehealth.nsw.gov.au/hnepH/Pages/Public-Health-Alert.aspx>

Within the link below are links to factsheets regarding identified infectious diseases preventative and control guidelines to follow.

<http://www.health.nsw.gov.au/infectious/pages/default.aspx>

Mercy Services will follow the instructions outlined in Outbreak Management Guidelines for the individual diseases issued by the NSW Ministry of Health and the Dept. of Aged Care for the identified epidemic or pandemic

1. **Mercy Services will remain prepared for an Epidemic/Pandemic at all times by:**
  - a. Developing a contingency plan to ensure continuity of Mercy Services essential services following the issue of alerts by authorities;
  - b. Educating staff to the possibility of an epidemic/pandemic and the actions they should take to reduce the risk of infection (see Mercy Services Infection Prevention and Control Manual (Community or Residential));
  - c. Ensuring adequate education of infection control practices and PPE
  - d. Ensuring adequate succession planning to cover for sick leave
  - e. Encouraging vaccination to known communicable diseases as per the recommended vaccination schedule appropriate to their role
2. **During an Epidemic or Pandemic**
  - a) Reduce hysteria and misinformation by providing education of the alert to staff and clients.
  - b) Education of staff of Infection control practices appropriate to the event.
  - c) Decision to cease/modify work due to an epidemic or pandemic will be made by the CEO. Review service provisions in line with information provided by the NSW Ministry of Health.
  - d) Mercy Services may apply a graded response to any changes in the progress of the epidemic/pandemic dependant on the situation at the time.
  - e) Clients will be advised of Mercy Services ability to provide services during this event. If unable to continue to provide an adequate level of service to vulnerable clients, Mercy Services will refer these clients to other services with priority to the most vulnerable
3. **During Recovery**
  - a) Processes are reviewed for learning opportunities and continuous improvement
  - b) Incidents are reported in Incident Forms for review

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### APPENDIX 7 Cameron Park Emergency Plan

EMERGENCY	ACTION
<b>Fire</b>	<ol style="list-style-type: none"> <li>1. Remove anyone from immediate danger</li> <li>2. Calmly notify people in the area and sound the air horn 3 times.</li> <li>3. Chief Warden will:               <ol style="list-style-type: none"> <li>a) Delegate someone to call fire brigade on 000 (ensuring you please 0 first for outside line)</li> <li>b) Extinguish fire <u>if safe to do so</u>;</li> <li>c) Delegate someone to notify the workshop/office in person</li> <li>d) Delegate someone to notify the other tenants upstairs/in workshop in a safe manner.</li> <li>e) Check all areas (where able) to ensure all staff have moved to Emergency Evacuation Point. Mark the door with chalk/crayon with one stroke ( / ) of a big cross as room entered and apply second arm to complete the cross (X) as the empty room is exited and close the door.</li> <li>f) Delegate someone to take the sign-in board and visitor's book to the Assembly Point;</li> <li>g) Delegate someone to take first aid kit and mobile phone to Assembly Point if safe to do so;</li> </ol> </li> <li>4. Return to normal duty only when emergency services say it is safe</li> </ol>
<b>Bomb Threat</b>	<ol style="list-style-type: none"> <li>1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone</li> <li>2. Record details of the call on attached "BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS"</li> <li>3. Notify the Supervisor who will call emergency services and evacuate the building as above.</li> <li>4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects</li> <li>5. Await further instructions from Emergency Services</li> </ol>
<b>Earthquake</b>	<ol style="list-style-type: none"> <li>1. <u>Take cover</u> Somewhere close to you away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; <u>or</u> Under a strong table. Hold on to the table legs to keep it from moving away from you. <u>And</u></li> <li>2. When the shaking stops and you are sure it is safe <b>evacuate</b> to the Emergency Evacuation Point</li> <li>3. Emergency Warden to take First Aid box</li> </ol>
<b>External Gas or Chemical Spill</b>	<ol style="list-style-type: none"> <li>1. <u>Stay inside</u>.</li> <li>2. Close all windows and doors.</li> <li>3. Turn off all air conditioners</li> <li>4. Supervisor to call Emergency Services for advice</li> </ol>
<b>Personal threat (Duress alarm)</b>	<ol style="list-style-type: none"> <li>1. Talk in a non-threatening manner, do only what is directed, nothing more</li> <li>2. Others do not intervene if it will put you or others at risk of harm</li> <li>3. Alert police by dialling "000" if they can do so safely &amp; quietly</li> <li>4. If safe to do so, notify Supervisor</li> <li>5. Stay calm and await assistance, taking note of the offender's appearance</li> </ol>
<b>Medical Emergency</b>	<ol style="list-style-type: none"> <li>1. Check for signs of danger to yourself.</li> <li>2. If necessary and safe, remove the casualty from immediate danger.</li> <li>3. Request First Aider or competent person provides first aid.</li> <li>4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26.</li> </ol>

**Once there is no longer any immediate danger, and all staff, clients and volunteers are now safe, please call CEO and complete an incident form**

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### APPENDIX 8 Tighes Hill Emergency Plan

EMERGENCY	ACTION
<b>Fire</b>	<ol style="list-style-type: none"> <li>1. Remove anyone from immediate danger</li> <li>2. Calmly notify people in the area and Make sure the “mic” button is lit. Lift the handset and announce an evacuation using the telephone system by:</li> <li>3. Pressing the button below” InPg” on the display screen</li> <li>4. Pressing 1 on the keypad to select the Union Street site group</li> <li>5. Say “This is an emergency announcement...you must calmly evacuate the building and go to the Assembly Point in front of the congregational office”.</li> <li>6. Chief Warden will:               <ol style="list-style-type: none"> <li>a) Delegate someone to call fire brigade on 000 (ensuring you please 0 first for outside line)</li> <li>b) Extinguish fire <u>if safe to do so</u>;</li> <li>c) Delegate someone to turn off mains power and gas supply if safe to do so</li> <li>d) Delegate someone to take the sign in/out book and staff board to Assembly Point</li> <li>e) Remove all persons to Assembly Points.</li> <li>f) Check all areas (where able) to ensure all staff have moved to Emergency Evacuation Point.</li> <li>g) Mark the door with chalk/crayon with one stroke ( / ) of a big cross as room entered and apply second arm to complete the cross (X) as the empty room is exited and close the door.</li> <li>h) Delegate someone to take first aid kit and mobile phone to Assembly Point if safe to do so;</li> </ol> </li> <li>1. Return to normal duty only when emergency services say it is safe</li> </ol>
<b>Bomb Threat</b>	<ol style="list-style-type: none"> <li>1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone</li> <li>2. Record details of the call on attached “BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS”</li> <li>3. Notify the Supervisor who will call emergency services and evacuate the building as above.</li> <li>4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects</li> <li>5. Await further instructions from Emergency Services</li> </ol>
<b>Earthquake</b>	<ol style="list-style-type: none"> <li>1. <u>Take cover</u> Somewhere close to you away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; <u>or</u> Under a strong table. Hold on to the table legs to keep it from moving away from you. <u>And</u></li> <li>2. When the shaking stops and you are sure it is safe <b>evacuate</b> to the Emergency Evacuation Point</li> <li>3. Emergency Warden to take First Aid box</li> </ol>
<b>External Gas or Chemical Spill</b>	<ol style="list-style-type: none"> <li>1. <u>Stay inside</u>.</li> <li>2. Close all windows and doors.</li> <li>3. Turn off all air conditioners</li> <li>4. Supervisor to call Emergency Services for advice</li> </ol>
<b>Personal threat (Duress alarm)</b>	<ol style="list-style-type: none"> <li>1. Talk in a non-threatening manner, do only what is directed, nothing more</li> <li>2. Others do not intervene if it will put you or others at risk of harm</li> <li>3. Alert police by dialling “000” if they can do so safely &amp; quietly</li> <li>4. If safe to do so, notify Supervisor</li> <li>5. Stay calm and await assistance, taking note of the offender’s appearance</li> </ol>
<b>Medical Emergency</b>	<ol style="list-style-type: none"> <li>1. Check for signs of danger to yourself.</li> <li>2. If necessary and safe, remove the casualty from immediate danger.</li> <li>3. Request First Aider or competent person provides first aid.</li> <li>4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26.</li> </ol>

**Once there is no longer any immediate danger, and all staff, clients and volunteers are now safe, please call CEO and complete an incident form**

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### APPENDIX 9 West Wallsend Emergency Plan

EMERGENCY	ACTION
<b>Fire</b>	<ol style="list-style-type: none"> <li>1. Remove anyone from immediate danger</li> <li>2. Announce an evacuation using the telephone system by using reception and In reception - Press 'page' / Other phones pick up handset press #1, then press line 1 or 2 for an outside line.</li> <li>3. Say "This is an emergency announcement...you must calmly evacuate the building and go to the Assembly Point on the road in front of West Wallsend Tennis Club".</li> <li>4. Chief Warden will:               <ol style="list-style-type: none"> <li>a) Delegate someone to call fire brigade on 000 (ensuring you please 0 first for outside line)</li> <li>b) Extinguish fire <u>if safe to do so</u>;</li> <li>c) Delegate someone to turn off mains power and gas supply if safe to do so</li> <li>d) Delegate someone to take the sign in/out book and staff board to Assembly Point</li> <li>e) Delegate persons to commence evacuation to Assembly Points.</li> <li>f) Delegate person to check all areas (where able) to ensure all staff have moved to Emergency Evacuation Point.</li> <li>g) Mark the door with chalk/crayon with one stroke ( / ) of a big cross as room entered and apply second arm to complete the cross (X) as the empty room is exited and close the door.</li> <li>h) Delegate someone to take first aid kit and mobile phone to Assembly Point if safe to do so;</li> </ol> </li> <li>5. Return to normal duty only when emergency services say it is safe</li> </ol>
<b>Bomb Threat</b>	<ol style="list-style-type: none"> <li>1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone</li> <li>2. Record details of the call on attached "BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS"</li> <li>3. Notify the Supervisor who will call emergency services and evacuate the building as above.</li> <li>4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects</li> <li>5. Await further instructions from Emergency Services</li> </ol>
<b>Earthquake</b>	<ol style="list-style-type: none"> <li>1. Take cover Somewhere close to you away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; or Under a strong table. Hold on to the table legs to keep it from moving away from you. And</li> <li>2. When the shaking stops and you are sure it is safe evacuate to the Emergency Evacuation Point</li> <li>3. Emergency Warden to take First Aid box</li> </ol>
<b>External Gas or Chemical Spill</b>	<ol style="list-style-type: none"> <li>1. <u>Stay inside</u>.</li> <li>2. Close all windows and doors.</li> <li>3. Turn off all air conditioners</li> <li>4. Supervisor to call Emergency Services for advice</li> </ol>
<b>Personal threat (Duress alarm)</b>	<ol style="list-style-type: none"> <li>1. Talk in a non-threatening manner, do only what is directed, nothing more</li> <li>2. Others do not intervene if it will put you or others at risk of harm</li> <li>3. Alert police by dialling "000" if they can do so safely &amp; quietly</li> <li>4. If safe to do so, notify Supervisor</li> <li>5. Stay calm and await assistance, taking note of the offender's appearance</li> </ol>
<b>Medical Emergency</b>	<ol style="list-style-type: none"> <li>1. Check for signs of danger to yourself.</li> <li>2. If necessary and safe, remove the casualty from immediate danger.</li> <li>3. Request First Aider or competent person provides first aid.</li> <li>4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26.</li> </ol>

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### APPENDIX 10 NECC Emergency Plan

EMERGENCY	ACTION
<b>Fire</b>	<ol style="list-style-type: none"> <li>1. Remove anyone from immediate danger</li> <li>2. Calmly notify people in the area</li> <li>3. Ring the alarm bell and announce an evacuation saying "This is an emergency announcement...you must calmly evacuate the building and go to the Assembly Point on the corner of Laing and Morgan Streets".</li> <li>4. Chief Warden will:               <ol style="list-style-type: none"> <li>a) Delegate someone to call fire brigade on 000 (ensuring you please 0 first for outside line)</li> <li>b) Extinguish fire <u>if safe to do so</u>;</li> <li>c) Delegate someone to turn off mains power and gas supply if safe to do so</li> <li>d) Delegate someone to take Attendance sheet and volunteer's book to the Assembly Point</li> <li>e) Delegate persons to commence evacuation to Assembly Points..</li> <li>f) Delegate person to check all areas (where able) to ensure all staff have moved to Emergency Evacuation Point</li> <li>g) Mark the door with chalk/crayon with one stroke ( / ) of a big cross as room entered and apply second arm to complete the cross (X) as the empty room is exited and close the door.</li> <li>h) Delegate someone to take first aid kit and mobile phone to Assembly Point if safe to do so;</li> </ol> </li> <li>6. <u>Return to normal duty only when emergency services say it is safe</u></li> </ol>
<b>Bomb Threat</b>	<ol style="list-style-type: none"> <li>1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone</li> <li>2. Record details of the call on attached "BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS"</li> <li>3. Notify the Supervisor who will call emergency services and evacuate the building as above.</li> <li>4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects</li> <li>5. Await further instructions from Emergency Services</li> </ol>
<b>Earthquake</b>	<ol style="list-style-type: none"> <li>1. <u>Take cover</u> Somewhere close to you away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; <u>or</u> Under a strong table. Hold on to the table legs to keep it from moving away from you.</li> <li>2. When the shaking stops and you are sure it is safe <b>evacuate</b> to the Emergency Evacuation Point</li> <li>3. Emergency Warden to take First Aid box</li> </ol>
<b>External Gas or Chemical Spill</b>	<ol style="list-style-type: none"> <li>1. <u>Stay inside.</u></li> <li>2. Close all windows and doors.</li> <li>3. Turn off all air conditioners</li> <li>4. Supervisor to call Emergency Services for advice</li> </ol>
<b>Personal threat (Duress alarm)</b>	<ol style="list-style-type: none"> <li>1. Talk in a non-threatening manner, do only what is directed, nothing more</li> <li>2. Others do not intervene if it will put you or others at risk of harm</li> <li>3. Alert police by dialling "000" if they can do so safely &amp; quietly</li> <li>4. If safe to do so, notify Supervisor</li> <li>5. Stay calm and await assistance, taking note of the offender's appearance</li> </ol>
<b>Medical Emergency</b>	<ol style="list-style-type: none"> <li>1. Check for signs of danger to yourself.</li> <li>2. If necessary and safe, remove the casualty from immediate danger.</li> <li>3. Request First Aider or competent person provides first aid.</li> <li>4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26.</li> </ol>

**Once there is no longer any immediate danger, and all staff, clients and volunteers are now safe, please call CEO and complete an incident form**

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**Appendix 11**

**Personal Evacuation Plan**

*Requirements when evacuated a Mercy Services staff/volunteer during a natural disaster or other emergency:*

Name: ..... Location (*building/room*):.....

Is an Assistance Animal involved?     Yes     N/A

Are you trained in emergency response procedures (*incl. evacuations*)?     Yes     No

How would you like us to notify you of an emergency? (*e.g., verbal, SMS, personal vibrating device, phone call*)

.....

How would you like us to notify you of changes to our emergency response procedures? (*e.g. Verbal, text, email, phone call*)

.....

What type of assistance and equipment do you require to evacuate? .....

.....

.....

Please provide a step by step description of how you will be evacuated:

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....

Please provide a diagram showing the route an evacuation would take

Site Chief Warden signature .....    Review date: / /  
 Fire Inspector Signature.....    Review date: / /

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