

G.16 Emergency Response Policy and Procedure

1.0 INTRODUCTION/BACKGROUND

Emergency situations can cause significant damage to property, injury to people and disruption to business. Emergencies can be specific to one site or affect a larger area/population. Staff/volunteers may be unable to work as the emergency may affect their home or mean they have to be available to care for their family.

While preventing an emergency situation is sometimes possible it is always possible to decrease their negative impact through thorough planning and resourcing.

Essential services in community/home care are those where Mercy Services assistance is required if the efforts of the client and their support network are not enough to complete:

- 1) showering of a person with incontinence;
- 2) nursing care that must be provided that day (e.g. serious wound care, insulin);
- 3) high level personal care/transferring (e.g. for non-ambulant person);
- 4) medication monitoring and meal preparation for people with dementia or people unable to fend for themselves; and/or
- 5) shopping for medication or food where the client has none of these.

Where the service can wait a day it will be postponed. No staff/volunteer will be put at risk for the sake of providing an essential service.

2.0 SCOPE

The purpose of this procedure is to provide controls which may detect an emergency, minimise any detrimental effects and protect the health and safety of all Mercy Services staff, volunteers, clients and other visitors.

3.0 POLICY STATEMENT

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

4.0 PROCEDURES

4.1 General prevention of and preparation for emergencies

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

- all staff have a fully functioning mobile phone with them when working in the community;
- specify which of the services provided to the client are essential services (see *definition above*). This must then be communicated e.g., in the client's Emergency Plan and an Alert in Carelink+.
- clarify how essential services can be maintained;

- ☑ regular checks on the accuracy of client and staff records so an accurate paper and electronic copy is available with contact details, next of kin contact details and any relevant information on support needs;
- ☑ security of Mercy Services electronic records (onsite and a backup data and programs stored off-site);
- ☑ the ability for remote access of electronic files in the event of workers having to work from home or from alternate worksites;
- ☑ multi-skilling and sharing of staff skills and knowledge so business can continue in the absence of some staff;
- ☑ staff are offered vaccinations against Influenza, Diphtheria, Tetanus, Hepatitis A/B, and other relevant contagious conditions;
- ☑ that administrative staff have the ability to upload information to the Mercy Services' website as a means of communicating with clients and staff (*in situations where meetings, email, phone calls are not possible*);
- ☑ each Mercy Services office has a first aid officer, first aid facilities, a battery powered radio and a phone that will operate without mains power;
- ☑ that staff notify the Chief Executive Officer (CEO) if the media announce an alert regarding a possible natural disaster. The CEO will also monitor ABC local radio (1233 am) if there is a likelihood of a natural disaster (e.g. heavy rain over a few hours); and
- ☑ 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 Emergency Action Plans

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. 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)
- Union St., Tighes Hill/West Wallsend Centres (see: Appendix 7)
- Tighes Tce., Tighes Hill AOD & Parenting Office. (see: Appendix 8)
- Brighton House (see: Appendix 9)
- Newcastle Elderly Citizens Centre (see: Appendix 10)
- Residential Aged Care (Singleton)..... (see Appendix 11)
- Elermore Vale Community Centre (see Appendix 12)
- Wallsend Carers (see Appendix 13)
- Community Transport (Carrington) (see Appendix 14)

Other situations that could be described as emergencies are covered by other WHS procedures such as:

- Medical (see: G.15 First Aid Policy)
- Security (see: G.07 Anti-Aggression, Harassment and Bullying Policy; G.06 Safe Home Visiting Policy and G.11 Security at Centres Policy)

- Motor vehicle accident (see: Transport SWP: Vehicle Accident)

As new risks are identified the CEO will consult on the need for additional or changed Emergency Action Plans.

4.2.1 Items for inclusion in the Emergency Action Plans

Emergency Action Plans will take into account applicable issues such as:

a) **Preparation for/prevention of emergency**

- How the impact of the emergency can be minimised by prior action

b) **During emergency**

- response to alarms;
- emergency services to be called immediately;
- a plan for turning off the main power supply;
- a system for alerting personnel that evacuation is required;
- a calm and orderly evacuation to occur as soon as possible;
- obscure areas, such as toilets, checked to ensure no-one left behind during evacuation of premises;
- when evacuating, ambulatory persons to be evacuated first, then persons requiring walking frames or wheelchairs;
- emergency exits to be clearly marked and communicated to all personnel;
- at the evacuation Assembly Point, someone has been appointed to check off all personnel against the sign-in/out book and/or board, so that emergency services can be notified of any persons unaccounted for;
- the role of each employee and volunteer in an emergency should be determined and communicated to all personnel. Appropriate training should be provided for those people assigned specific duties;
- regarding fire-fighting equipment, when it is to be used and by whom, is to be determined and communicated and appropriate training provided;
- adequate arrangements for evacuation;
- roles of individuals;
- training of individuals; and
- communication of procedures and any coordination of procedures with other services, where others share a Mercy Services site.

c) **Recovery from the emergency**

- reporting;
- repairs;
- notify Funding Department (e.g., DSS 1800 852 649); and
- addressing physical and emotional impacts.

The relevant Emergency Action Plans must be displayed in a prominent position at each centre.

4.3 Training

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. The emergency evacuation drill then has the role of being a six month refresher training for wardens and annual refresher training for others.

4.4 Fire Fighting and Detection Equipment

The CEO will ensure that adequate fire fighting (see: Appendix 1) and detection (e.g. smoke alarms) equipment is installed and is serviced.

Fire fighting 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.

4.5 Emergency Action Plan

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

4.5.1 Evacuation Diagrams

Mercy Services will contract with a specialist organisation to prepare evacuation diagrams for each site that comply with Australian Standard 3745.

4.6 Review of Emergency Action Plans

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

4.7 Compliance

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

- 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) fire fighting equipment due date to be listed on quarterly site inspection checklist (kept in Risk Register);
- d) Learning & Development Coordinator to arrange annual vaccination clinic and keep record of participation;
- e) Learning & Development Coordinator to arrange fire fighting training for office/centre based staff and keep record of attendance;
- f) Learning & Development Coordinator to arrange warden training and keep record of attendance; and
- g) 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.

4.8 Evaluation

The performance indicator for the evaluation of this Policy is:

- a) The time taken to evacuate and check building (*Tighes Hill 4 minutes, Tighes Tce 4 minutes, West Wallsend 4 minutes, Newcastle Elderly Citizen's Centre 4 minutes, Elernmore Vale 3 min, Wallsend Carers 3 min, Carrington 3 min*);
- b) 75% of centre based staff have competently participated in fire awareness training every two years; and
- c) 100% of building wardens have participated in warden training.

5.0 REFERENCES

1. Current issues	a) None identified
2. Australian Standards	<ol style="list-style-type: none"> a) AS/NZ Standard 1851.1 <i>Maintenance of Fire Protection Equipment - Portable Fire Extinguishers</i> b) AS/NZ Standard 1951.2 <i>Maintenance of Fire Protection Equipment - Fire Hose Reels</i> c) AS/NZ Standard 1951.3 <i>Maintenance of Fire Protection Equipment - Automatic Fire Sprinkler Systems</i> d) AS/NZ Standard 1951.8 <i>Maintenance of Fire Protection Equipment - Automatic Fire Detection and Alarm Systems</i> e) AS/NZ Standard 1951.10 <i>Maintenance of Fire Protection Equipment - Emergency Warning and Intercommunication Systems</i> f) AS/NZ Standard 1674.1 <i>Safety in Welding and Allied Processes</i> g) AS/NZ Standard 3745 h) AS/NZ Standard 4083 <i>Planning for Emergencies - Health Care Facilities</i>
3. Legislation	<ol style="list-style-type: none"> a) Aged Care Act, 1997 (Cth) and Aged Care Principles, 1997 (Cth) b) Environmental and Assessment Regulations, 2000 (NSW) c) Local Government Act, 1994 (NSW) d) Work Health and Safety Act, 2011 (NSW) e) Work Health and Safety Regulations, 2011 (NSW)
4. Professional guidelines	a) None identified
5. Codes of Practice	<ol style="list-style-type: none"> a) Safe Work Australia (2011) Code Of Practice: How to Manage Work Health and Safety Risks http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/633/How_to_Manage_Work_Health_and_Safety_Risks.pdf b) Safe Work Australia (2011) Code Of Practice: Safe Work Australia (2011) Code Of Practice: Work Health and Safety Consultation, Cooperation and Coordination http://www.safeworkaustralia.gov.au/AboutSafeWorkAustralia/WhatWeDo/Publications/Documents/624/Work_Health_and_Safety_Consultation_Cooperation_and_Coordination.pdf
6. Codes of Ethics	<ol style="list-style-type: none"> a) Australian Association of Social Workers Code of Ethics http://www.aasw.asn.au/document/item/1201 b) Australian Psychological Association Code of Ethics http://www.psychology.org.au/Assets/Files/Code_Ethics_2007.pdf c) The Nursing and Midwifery Board of Australia. Registration Requirements http://www.nursingmidwiferyboard.gov.au/Registration-Standards.aspx d) Integrity in the Service of the Church https://www.catholic.org.au/media-centre/media-

	<p>releases/cat_view/10-organisations/38-national-committee-for-professional-standards</p> <p>e) Mercy Services Code of Conduct</p>
7. Evidence	<p>a) Wormald (2003) <i>Warden Handout</i></p> <p>b) Newcastle City Council, <i>Living With Floods in Newcastle</i> http://www.newcastle.nsw.gov.au/building_and_development/building_guide/living_with_floods</p> <p>c) Lake Macquarie City Council, <i>Local Flood Plan 1996</i> http://www.lakemac.com.au/downloads/LocalFloodPlan.pdf</p> <p>d) NSW State Emergency Service http://www.ses.nsw.gov.au/</p> <p>e) NZ Civil Defence Earthquake Response http://www.getthru.govt.nz/web/GetThru.nsf/web/BOWN-7GY5TP?OpenDocument</p> <p>f) NSW Rural Fire Service http://www.rfs.nsw.gov.au</p> <p>g) <i>Pandemic Influenza: Building Resilience Through Business Continuity And Pandemic Planning (for Non-Government Organisations)</i> http://www.fahcsia.gov.au/sa/communities/progserv/Documents/pandemic_influenza/workbook.pdf</p> <p>h) Department of Health and Ageing 2001 - <i>Standards and Guidelines for Residential Aged Care Services</i>, AGPS, Canberra</p> <p>i) Department of Health and Ageing 2005 – <i>Residential Care Manual</i>, Commonwealth of Australia, Canberra</p> <p>j) NSW Health Department 2005 – PD2005_336 - <i>Fire Safety in Health Care Facilities – Guidelines</i></p> <p>k) NSW Health Department 2005 – GL2005_047 - <i>Fire Extinguishers to be used in Health Care Facilities</i></p> <p>l) NSW Health Department 2005 – PD2005_234 <i>Incident - Effective Incident Response; a framework for prevention and management in the health workplace</i></p>
8. Mercy Services Values	<p>a) Justice, Respect, Care, Unity, Service</p>

6.0 OTHER RELATED POLICIES

- C.04 Program performance and monitoring
- C.05 Quality Improvement
- C.06 Risk Management
- D.10 Security
- E.14 Duty of Care
- G.05 Risk Management
- G.11 Security at Centres
- G.15 First Aid
- G.06 Safe Home Visiting
- G.07 Anti – Aggression, Harassment and Bullying
- G.11 Security at Centres
- G.20 Safer driving
- G.21 Vehicle & Transport

7.0 RELATIONSHIP WITH STANDARDS

Aged Care Accreditation Standards	Home Care Standards	Disability Standards	EQUIP Standards
1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 4.1, 4.2, 4.3, 4.4, 4.5	1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 2.1, 2.2, 2.3, 2.4, 2.5, 3.1, 3.4, 3.5	2.5, 5.5, 6.1, 6.2, 6.3	1.4.1, 1.5.2, 2.1.2, 3.2.1, 3.2.2,

8.0 DOCUMENT CHANGES RECORD

Dates of change	Section altered	Natures of changes made
2005	First record of document	
18/04/2008	<ul style="list-style-type: none"> a) Appendix 3 – Personal Threat b) Appendix 3 – Natural Disasters c) Change of Building Warden at Tighes Hill 	<ul style="list-style-type: none"> a) Removed as covered by 14.11 Personal Security Procedure b) Added c) Karen Ireland replaces Anne-Marie Martin
04/08/2008	<ul style="list-style-type: none"> a) 5.6 Document Changes Record b) Multiple sections c) Appendix 4 Emergency Plan: Tighes Hill 	<ul style="list-style-type: none"> a) Added b) All references to Toronto replaced with West Wallsend, references to The Lodge deleted c) West Wallsend combined with this section
04/02/2009	<ul style="list-style-type: none"> a) Former section 1 b) Former section 2 c) Former section 3 d) Former section 4 e) Former section 5 f) Former section 5.6 g) Former Appendix 2 h) Former Appendix 3 i) New section 4.1 j) New Section 4.2 k) New section 4.2.1 l) New section 4.4 m) New section 4.5 n) New section 5 o) New section 6 p) New section 7 q) New section 4.2, and former Appendix 6 and 7 r) Appendix 3 – 5 	<ul style="list-style-type: none"> a) Now section 2 b) Replaced by new section 2 c) Replaced by new section 5 d) Deleted e) Renumbered as section 4 f) Now section 8 g) Made Appendix 1 and renamed Fire Fighting Equipment with other information deleted as it is covered in site specific Emergency Action Plan h) Separated each natural disasters into its own separate Appendix 6-9 i) This new section was previously in the Natural Disaster appendix j) Reordered list of emergencies and updated procedures/SWP references k) List of issues to be considered expanded to include pre and post emergency response l) Deleted reference to liaison with fellow tenants and fire authorities (<i>assumed to be adequately covered in the pre-emergency section of Emergency Action Plan</i>). m) Renamed Evacuation Plan to be consistent and added a list of info to go on these plans n) Includes predetermined reference sources as per EQUIP standard o) Added as per EQUIP standard p) Added as per EQUIP standard q) Delete all references to Windale and Market Garden as these sites have been closed

Dates of change	Section altered	Natures of changes made
		r) Rewritten in the format described in 4.2.1 for Emergency Action Plans
06/05/2009	a) 5.0 Reference: Evidence b) Appendix 3 Building Wardens Checklist	a) Change pandemic reference document b) Chief Warden check headcount at Assembly area
03/06/2009	a) 5.0 References b) Appendix 9 Pandemic c) Appendix 9.1	a) Added new Pandemic references b) Change pandemic Phases from numbers used by WHO to words used by Australian Government c) Change level of Mercy Services Pandemic Preparation to Contain phase
07/10/2009	a) Appendix 9 – Pandemic	a) Add early ordering of food supplies, payroll options, and order additional taxis vouchers
30/06/2010	a) Appendix 2 Bomb threats b) Appendix 3 Tighes Hill and West Wallsend evacuation procedure	a) Update b) Update
11/10/2010	a) 4.2 and Appendices b) Appendix 8 and 9 c) Various sections	a) Appendices re-ordered b) Added for new sites at Tighes Hill and Stockton c) Minor typo.s
28/03/2011	7.0 Relationship to Standards	Updated Community Care Common Standards and EQuIP5 Standards
14/07/2011	Appendix 7 and 8	Update names of Wardens
03/08/2011	a) 4.5.1 Number and position of Evacuation Diagrams b) 4.5.2 Elements of Evacuation Diagrams c) 4.7 Compliance d) 4.8 Evaluation e) 5.0 Evidence f) 6.0 Related Policies g) Appendix 7, 8, 10	a) New section b) New section c) New section d) New Section e) Added NZ Civil Defence f) Added new Policies g) Update earthquake response instructions
06/02/2012	a) All sections b) 4.2 c) 5.0 References d) 6.0 Related Policies	a) Updated with how new WHS laws and Codes of Practice apply at Mercy Services b) Add notify Funding Department c) Updated with new WHS laws and Codes of Practice d) Delete superseded Client Risk Assessment Policy
27/11/2012	a) All Sections b) 4.2 c) 4.3 Training d) 4.4; Appendices 7-10 section3 e) 4.8 Evaluation f) Appendix 11	a) Organisation name updated & update names of wardens b) Inclusion of Newcastle Elderly Citizen's Centre c) Add annual warden training and use of emergency evacuation drill as refresher training d) Minor changes e) Add NECC and FGP and make 4 minutes the maximum evacuation time f) New section added
21/01/2013	a) Appendices 3, 4, 5, 6, 7, 8, 11	a) Inclusion of requirement to notify funding department if services disrupted
06/11/2013	a) 4.5 Evacuation Plan b) 4.5.1 Evacuation Diagrams	a) Renamed Emergency Action Plan

Dates of change	Section altered	Natures of changes made
	<ul style="list-style-type: none"> c) Appendix 7 Tighes Hill & West Wallsend Emergency Action Plan d) Appendix 8 McAuley Emergency Action Plan e) Appendix 9 FGP Emergency Action Plan f) Appendix 11 NECC Emergency Action Plan g) Appendix 12 Personal Evacuation Plan 	<ul style="list-style-type: none"> b) Shortened to say a contractor will now prepare diagrams that comply with AS 3745 – 2010 c) 1 – add Personal Evacuation Plans and 2.a.4 add postcode to site address d) 1 – add Personal Evacuation Plans e) 1 – add Personal Evacuation Plans f) 1 – add Personal Evacuation Plans and replace references to Dot with Christine g) New section added
24/02/2014	a) Appendix 11 NECC Emergency Action Plan	a) Change roles and identify these as “Person” as per weekly roles sheet
28/05/2014	<ul style="list-style-type: none"> a) All sections b) Appendix 12 Personal Evacuation Plan c) Appendix 12 residential Aged Care (Singleton) and Appendix 13 Elermore Vale Community Centre 	<ul style="list-style-type: none"> a) Change reference to Personal Evacuation Plan to be Appendix 15 b) Changed to be Appendix 14 c) New Sections
06/08/2014	<ul style="list-style-type: none"> a) 4.8 Evaluation b) New Appendix 14 Wallsend Carers c) Appendix 15 Personal Evacuation Plan 	<ul style="list-style-type: none"> a) Add Wallsend Carers and Elermore Vale b) New c) Previously Appendix 14
06/06/2015	a) Appendix 9 and other references to Foster Grandparents Program	a) Delete as program closed
06/05/2015	<ul style="list-style-type: none"> a) All sections b) 1.0 Introduction c) 4.1 General Prevention of and Preparation for emergencies d) Appendix 3 Severe Storms/Flooding e) Appendix 4 Heatwave f) Appendix 5 Bushfire g) Appendix 6 Pandemic 	<ul style="list-style-type: none"> a) Replace General Manager with Chief Executive Officer (CEO) b) Add definition of essential services and more on impacts of emergencies. c) Add requirement to specify and communicate which client services are “essential” d) (2) more clarity around CEO cancelling/modifying work and warning message to staff/volunteers, remove distinction between site and community response in 2.b e) more clarity around CEO cancelling/modifying work and Coordinators sending welfare message to staff/volunteers f) more clarity around CEO cancelling/modifying work; relocating work and Coordinators sending welfare message to staff/volunteers g) more clarity around CEO cancelling/modifying work; working from home details
31/03/2016	<ul style="list-style-type: none"> a) Many sections b) 4.02 Emergency Plans c) 4.08 Evaluation d) Appendix 7 Tighes Hill & West Wallsend Emergency Action Plan 	<ul style="list-style-type: none"> a) Minor typo.s corrected b) Add Community Transport (Carrington) site c) Add Community Transport (Carrington) site d) Update West Wallsend warden list e) New f) Moved from previous Appendix 14

<i>Dates of change</i>	<i>Section altered</i>	<i>Natures of changes made</i>
	e) Appendix 14 Community Transport (Carrington) site f) Appendix 15 Personal Evacuation Plan	
03/06/2016	a) Appendix 3 Severe Storms/Flooding; Appendix 4 Heatwave; Appendix 5 Bushfire; and Appendix 6 Pandemic	a) Change procedure regarding cancellation or modification of work due to emergency
30/06/2016	a) Appendix 7 Tighes Hill & West Wallsend Emergency Action Plan b) Appendix 14 Community Transport Office Emergency Action Plan	a) Update list of wardens b) Update list of wardens
Review due 30/06/2017		

Appendix 1: Fire Fighting Equipment

Operating CARBON DIOXIDE (CO2) Fire Extinguishers

Located in all areas. Usually of 3.5kg capacity, holding compressed liquefied CO₂, which is delivered as a gas, smothering a fire by displacing oxygen. CO₂ extinguishers are used to control flammable liquid ('B' class) fires, *and are safe to use on ('E' rated) live-electrical fires*. A CO₂ 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.

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.

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".

BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS

(Informative)

Place this card under your telephone

REMEMBER DON'T HANG UP AFTER CALL

BOMB THREAT CHECK LIST
Questions to ask:

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. When did you put it there?
4. What does the bomb look like?
5. What kind of bomb is it?
6. What will make the bomb explode?
7. Did you place the bomb?
8. Why did you place the bomb?
9. What is your name?
10. Where are you?
11. What is your address?

THREAT LANGUAGE
Questions to ask:

1. Well spoken:
2. Incoherent:
3. Irrational:
4. Taped:
5. Message read by caller:
6. Abusive:
7. Other:

BACKGROUND NOISES

- Street noises:
- House noises:
- Aircraft:
- Voices:
- Music:
- Phone number displayed on caller ID.:
- Other:

OTHER

- Sex of Caller:
- Estimate age:

CALL TAKEN

- Date: ... / ... / ... Time:
- Duration of call:
- Number called:

RECIPIENT

- Name (print):
- Number:
- Signature:
- Any impediment (specify):
- Speech (e.g. fast, slow):
- Manner (e.g. calm, emotional)

***REMEMBER KEEP CALM
DON'T HANG UP***

EXACT WORDING OF THREAT:

ACTION

Report call immediately to:
Phone number:

CALLER'S VOICE

Accent (specify):
Voice (e.g. loud / soft):
Diction (e.g. clear / muffled)
Did you recognise the voice?
If so, who do you think it was?
Was the caller familiar with the area?

REMEMBER KEEP CALM - DON'T HANG UP

M:\Shared\Forms & Letterhead\WHS Forms\Bomb Threat checklist

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):

- clean gutters and downpipes of any debris - run-off from rain can back-up under the eaves and into the ceiling which can cause major damage;
- trim overhanging branches - overhanging or dangerous limbs from trees can cause major damage to buildings if they fall and can also block access to the property, close roads and damage power lines. (Local Council permission may be required for trees and the electricity company must be consulted regarding power lines);
- keep yards and/or balconies free from loose items - loose items around the yard or balcony can become dangerous missiles in high winds;
- make sure the roof is in good repair - to keep water from getting into the building; and
- Managers/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**

Managers are to keep aware of the weather situation via ABC local radio and consult with the CEO by mobile or landline about any possible cancellation or modification of services. This communication should ideally happen by 6pm the night before a day of severe weather. Based on advice from the Managers, the CEO will decide when essential services (defined in Introduction page 1 of this policy) only will be provided in response to a severe weather or flooding situation. This decision will be made on the basis of advice from the SES and other Government authorities usually available from local ABC radio. The CEO will communicate this decision to the rest of the Managers by 7pm the night before. The Managers 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 non-essential services/sites. The Managers are to keep the CEO informed of any further developments resulting from the severe weather by speaking directly on the phone. If the CEO is unavailable, the Director of Care is delegated to make a decision for Singleton Aged Care facility and the WHS Coordinator is delegated to decide for other parts of Mercy Services.

b. **Severe storm/flooding response**

- listen to ABC local radio station (1233 am) for information and advice;

- CEO to decide on cancelling/postponing non-essential work (see 2.a above);
- Coordinators to contact clients and cancel services where the client does not have electricity and other necessary requirements;
- ensure that all possible laptops are fully charged and available for off-site work;
- allocate additional after hours/on-call Coordinators to assist with rostering etc;
- post at least daily service and site updates on Mercy Services website and social media;
- 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;
- Managers 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;
- Managers 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;
- stay away from windows;
- avoid being outside to minimise risk from floodwater and falling trees etc;
- park cars under secure cover and away from trees if possible;
- do not walk, ride or drive through any flood water; and
- each day Coordinators are to phone/text staff/volunteers rostered to work to remind them that they:
 1. should never enter flood waters or drive over wires/branches or other items;
 2. avoid parking under trees; and
 3. if they believe they may be at risk they should contact their Coordinator immediately and discuss their options.

3. *Recovery from the severe storm/flooding*

After a severe storm/flooding:

- check and repair damaged Mercy Services property and report to CEO (who will arrange repairs);
- check if client's property needs repairs – if the client lacks the ability to detect damage and/or lacks the ability to seek help with repairs;
- if needed contact the SES for assistance **132 500** or for emergency services **000**;
- stay well clear of creeks, drains, causeways and other water ways – even if driving a vehicle;
- stay well clear of fallen trees, power lines and other damaged structures – even if driving a vehicle;
- do not go sightseeing in the affected areas;
- provide appropriate information and assistance to staff and clients about disaster relief (Council tip often allows free dumping of green waste but this decision is announced a couple of days after the emergency has passed);
- 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
- complete an Incident Form, if necessary.

Appendix 4 Heatwave

Heatwave Emergency Action Plan

Authorities predict excessive heat of three day's duration every five years and of four days or more every 20 to 30 years. Excessive heat can lead to health problems for Mercy Services clients and staff. During **hot weather** signs of dehydration include drying of eyes, swollen tongue, sunken eyeballs, elevated body temperature and diminishing urine volume. It could also lead to constipation, nausea and vomiting, decreased blood pressure, mental disorientation and fluid/electrolyte disorder.

1. *Preparation for/Prevention of a Heatwave*

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

- where possible offices and vehicles will be designed to stay cool or be fitted with air conditioning;
- staff to ensure they and clients have hats when outdoors;
- staff to ensure only community venues with shade or cool conditions are used during hot weather;
- staff to ensure they and clients have access to drinking water (avoid caffeine and other diuretic drinks); and
- all Mercy Services workplaces have a first aid kit and qualified first aid provider.

2. *During a Heatwave*

a. Decision to cease/modify work due to a heatwave

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

Managers are to keep aware of the weather situation via ABC local radio and consult with the CEO by mobile or landline about any possible cancellation or modification of services. This communication should ideally happen by 6pm the night before a day of severe heat. Based on advice from the Managers, the CEO will decide when essential services (defined in Introduction page 1 of this policy) only will be provided in response to a heatwave. This decision will be made on the basis of advice from the SES and other Government authorities usually available from local ABC radio. The CEO will communicate this decision to the rest of the Managers by 7pm the night before. The Managers 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 it to cancel non-essential services/sites. The Managers are to keep the CEO informed of any further developments resulting from the heatwave by speaking directly on the phone. If the CEO is unavailable, the Director of Care is delegated to make a decision for Singleton Aged Care facility and the WHS Coordinator is delegated to decide for other parts of Mercy Services.

Heatwave conditions requiring roster changes are:

- temperatures reach 38° Celsius on any one day; or
- when temperatures over three days have reached 33-36° Celsius.

b. During periods of hot weather:

- staff to ensure they and clients have a minimum daily intake of 1.5 litres or 7 to 8 glasses of water, with more water intake in hot conditions;
- extra monitoring of staff/client well being is required to ensure they are hydrated and cool; and/or
- activities that require physical exertion or working in hot conditions will be scheduled for milder times of the day, performed for short periods or postponed.
- each day Coordinators are to phone/text staff/volunteers rostered to work to:
 1. remember you and clients should drink at least 8 glasses of fluid per day;
 2. contact me if the client has heat stress; and
 3. contact me if the work or conditions become too much.

3. *Recovery from a Heatwave:*

- provide appropriate information and assistance to staff, volunteers and clients about disaster relief;
- 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
- complete an Incident Form, if necessary.

Appendix 5 Bushfire

Bushfire Emergency Action Plan

Several areas around the Lower Hunter have vegetation that would become a serious fire under the wrong conditions. A bushfire could threaten Mercy Services property, staff and clients if they were in the vicinity.

1. *Preparation for/Prevention of a Bushfire*

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

- clean leaves from gutters, roofs and downpipes regularly and fit quality metal leaf guards;
- screen vents on roof voids with fine metal wire mesh;
- when installing LPG cylinders around a building, make sure that pressure relief valves face outwards so that flame is not directed towards the building;
- keep woodpiles well away from the house and covered;
- cut back overhanging trees, keep grass short and rake up leaves, twigs;
- do not deposit tree loppings, grass clippings etc behind the property, into council reserves or bushland;
- ensure garden hoses are long enough to reach the perimeter boundary;
- plant trees and shrubs that are less likely to ignite due to their lower oil content;
- if there is a swimming pool, have a Static Water Supply sign placed on the front fence and purchase a portable pump to use from the swimming pool or water tank; and
- make sure that any fire hydrants near the building are easily located and not obstructed.

2. *During a Bushfire*

Decision to cease/modify work due to a bushfire affect workplaces (including work in client's home) or roads around or between workplaces.

Managers are to keep aware of the fire situation via ABC local radio and consult with the CEO by mobile or landline about any possible cancellation or modification of services. This communication should ideally happen by 6pm the night before a day of bushfire. Based on advice from the Managers, the CEO will decide when essential services (defined in Introduction page 1 of this policy) only will be provided in response to a bushfire. This decision will be made on the basis of advice from the SES and other Government authorities usually available from local ABC radio. The CEO will communicate this decision to the rest of the Managers by 7pm the night before. The Managers 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 it to cancel non-essential services/sites. The Managers are to keep the CEO informed of any further developments resulting from the bushfire by speaking directly on the phone. If the CEO is unavailable, the Director of Care is delegated to make a decision for Singleton Aged Care facility and the WHS Coordinator is delegated to decide for other parts of Mercy Services.

- b. During bushfires:
- Mercy Services staff are not to enter areas where bushfires are current;
 - Mercy Services staff are not to enter the bush if smoke or fire is in the area. Stay calm and report all fires to 000;
 - Mercy Services staff are to check if Mercy Services clients in bush fire prone areas need assistance;
 - if a site is inoperable due to fire or fire in that area the CEO is to decide whether to relocate to another site and/or have staff work from home (see Appendix 2 for details on how this is done);
 - Mercy Services staff are to notify their Coordinator and adhere to Rural Fire Service advice if they are caught in a bushfire area;
 - Chief Warden (or delegate) to check with Rural Fire Service if they think a bushfire is threatening a Mercy Services building (RFS website first option). The Chief Warden does not need to wait for the RFS to recommend an evacuation and can require staff to leave the building if s/he believes it is safer for people to leave the building. If possible the Chief Warden will consult with the CEO before ordering an evacuation; and
 - Each day Coordinators are to phone/text staff/volunteers rostered to work to remind them that they:
 1. should never enter fire area or drive over wires/branches or other items; and
 2. if they believe they may be at risk they should contact their Coordinator immediately and discuss their options.

3. *Recovery from the bushfire*

After a bushfire:

- Check and repair damaged Mercy Services property and report to CEO (who will arrange repairs);
- Check if client's property needs repairs (if the client lacks the ability to detect damage and/or lacks the ability to seek help with repairs);
- Coordinators to contact clients in bushfire affected areas and cancel services where the client does not have electricity and other necessary requirements;
- If needed contact the SES for assistance **132 500** or for emergency services **000**;
- Stay well clear of burnt or burning areas – even if driving a vehicle;
- Stay well clear of fallen trees, power lines and other damaged structures – even if driving a vehicle;
- Do not go sightseeing in the affected areas;
- Provide appropriate information and assistance to staff and clients about disaster relief;
- 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
- Complete an Incident Form, if necessary.

Appendix 6 Epidemic or Pandemic

Human Epidemic or Pandemic Emergency Action Plan

The impact of a global pandemic of a disease (such as H5N1 viral flu (bird flu)) would be extremely serious with the potential for very large loss of life and social and economic dislocation.

Historically, pandemics have ranged in their severity and in their impact upon the community. Hence, pandemic plans must be flexible and scalable to be able to cope with a disease that may cause little more than a surge in normal seasonal demand, to many people sick over a period of many months.

In a severe pandemic, we might expect:

- ☀ that the pandemic virus may spread rapidly;
- ☀ vaccines, antiviral agents and antibiotics to treat secondary infections to be in short supply. It will take several months before any vaccine becomes generally available;
- ☀ medical facilities to be stretched;
- ☀ sudden and potentially significant shortages of personnel to provide essential community services due to widespread illness; and/or
- ☀ the effect of influenza on individual communities to be sustained over a long period of time, even compared to other natural disasters.

1. **Preparation for/Prevention of an Epidemic or Pandemic**

Mercy Services will begin active preparedness for an **Epidemic/Pandemic** when Health authorities declare a CONTAIN Phase (Pandemic virus has arrived in Australia causing a small number of cases and/or small number of clusters). Preparedness will involve:

- developing a contingency plan to ensure continuity of Mercy Services essential services;
- start educating staff about a possible pandemic. Alert staff to the possibility of a pandemic and the actions they should take to reduce the risk of infection (see G.08 Infection Control Policy);
- fill all vehicle fuel tanks;
- purchase personal protective equipment;
- Food Service to purchase additional frozen foods and non-perishable food (if early indications are of an extreme pandemic, a portable cold room may need to be sourced to ensure adequate frozen food is purchased);
- negotiate possible temporary payroll processing with other local firms that use the same payroll software; and
- order additional taxi vouchers.

2. **During an Epidemic or Pandemic**

- a. Decision to cease/modify work due to an epidemic or pandemic

Managers are to keep aware of the epidemic via ABC local radio and consult with the CEO by mobile or landline about any possible cancellation or modification of services. This communication should ideally happen by 6pm the night before a day of severe impact. Based on advice from the Managers, the CEO will decide when essential services (defined in Introduction page 1 of this policy) only will be provided in response to a epidemic. This decision will be made on the basis of advice from the SES and other Government authorities usually available from local ABC radio. The CEO will communicate this decision to the rest of the Managers by 7pm the night before. The Managers 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 it to cancel non-essential services/sites. The Managers are to keep the CEO informed of any further developments resulting from the epidemic by speaking directly on the phone. If the CEO is unavailable, the Director of Care is delegated to make a decision for Singleton Aged Care facility and the WHS Coordinator is delegated to decide for other parts of Mercy Services.

Work will be ceased or modified when Health authorities have announced CONTAIN Phase (*small number of cases*).

- b. During **Epidemic/Pandemic** - Mercy Services will apply a graded response to any changes in the progress of the epidemic/pandemic.

Actions during SUSTAIN Phase (*Pandemic virus is established in Australia and spreading in the community*):

- CEO to obtain the latest information from NSW Health websites and communicate it to staff;
- establish regular staff briefings on developments—may be in writing, via email, online or teleconferencing—to reduce the need for group gatherings;
- modify or cease services in response to individual client or community infection;
- increase cleaning and disinfecting at Mercy Services centres (*e.g. handrails, door handles, lift controls, telephones and rubbish bins*);
- prepare rosters for essential services with back-up staff identified;
- encourage non-essential workers to take leave rather than come to work;
- non-essential workers to be offered training to enable them to continue essential services. No staff will be forced to change their work duties;
- ensure all staff have information on the infection risks in their work and how they can eliminate, reduce or protect against these risks;
- train staff to use personal protective equipment and protective practices to prevent them catching or unknowingly spreading the infection;
- where possible, implement work from home arrangements, if the local area has a high infection rate (see Appendix 2 for details on how this is done);
- where possible, reduce staff travel in affected areas, use alternative non face-to-face means to complete activities;
- where possible, limit meetings, group morning teas, lunches, etc;
- in affected areas, introduce restrictions on customer entry to the workplace and install protective barriers to distance any person-to-person interaction;
- consider closing outlets/offices in affected areas, if critical functions can be performed in other locations;
- purchase consumables for an extended period (*e.g. health and cleaning consumables*);
- ensure you have access to finance or alternative arrangements for purchase of essential goods and services;
- provide health information, and direct suspected cases of pandemic influenza to their local GP (via phone in the first instance);
- encourage home quarantine of suspected cases of the virus;
- provide staff counselling services by phone or remotely;
- provide information and support for ill or quarantined employees; and
- establish a register of staff who have contracted the virus and likely to have developed immunity.

Actions during CONTROL Phase (*Customised pandemic vaccine widely available and is beginning to bring the pandemic under control*):

- continue additional cleaning and disinfecting (handrails, door handles, lift controls, telephones, rubbish bins, etc);
- non-essential workers should be told to stay at home or redeployed to essential service;
- encourage staff with immunity to return to work;
- although immune staff may be protected from the initial strain, a variant may cause them to catch the mutated virus; there is a benefit in maintaining social distancing and personal health preventative measures;
- 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
- plan for business recovery, taking into account a possible 2nd and 3rd wave of infection.

3. Actions during RECOVER Phase (*Pandemic controlled in Australia but further waves may occur if the virus drifts and/or is re-imported into Australia*):

- claim on insurance policies, if appropriate;
- if a vaccine has been developed, arrange vaccination to provide protection against a possible next wave of infection; and
 - provide information and assistance to staff/volunteers/clients about disaster relief options.

Tighes Hill & West Wallsend Emergency Action Plan

1. Preparation for/Prevention of emergency

The following actions can be taken to reduce the likelihood or impact of a fire or gas explosion/leak at the Tighes Hill/West Wallsend sites:

- install and maintain smoke/fire detectors and fire fighting equipment;
- ensure all flammable materials are used and stored correctly;
- ensure that ground and roof gutters are kept free of leaf litter and other flammable materials;
- ensure that any gas leaks are repaired as soon as possible;
- ensure any LPG cylinders are secure from tampering and that their pressure relief valves are facing outwards so that flame is not directed towards the building; and
- ensure a Personal Evacuation Plan is completed for each employee with mobility issues (use: Appendix 15 for staff/volunteers or \\Shared\Forms & Letterhead\Client Agreement\Emergency Plan for clients).

2. During emergency

Evacuation diagrams for Tighes Hill/West Wallsend sites are prepared by Wormald and displayed throughout the buildings.

a. For fire or bomb threat emergencies:

1. As soon as smoke/fire or bomb threat is detected have receptionist announce an evacuation of the building using the telephone system;

Tighes Hill	West Wallsend
<ul style="list-style-type: none"> ➤ Make sure the “mic” button is lit. Lift the handset ➤ Press the button below ” InPg” on the display screen ➤ Press 1 on the keypad to select the Union Street site group 	<ul style="list-style-type: none"> ➤ From Reception - Press “Page” ➤ From any other phone: Pick up handset Press: #1 Press: 0
<ul style="list-style-type: none"> ➤ Say <i>“This is an emergency announcement...you must calmly evacuate the building and go to the Assembly Point in front of the congregational office”</i>. ➤ If a bomb threat, tell everyone to turn off their mobile phones. ➤ To end - hang up the receiver. 	<ul style="list-style-type: none"> ➤ Say: <i>“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</i> ➤ If a bomb threat, tell everyone to turn off their mobile phones. ➤ To end - hang up the receiver.

2. take note of the location of a fire from security panel (if the alarm sounds) or from the person who has notified the fire/bomb threat;
3. if there is a small fire the nearest trained person should try to extinguish it with a fire blanket or extinguisher. If this fails, the door to the affected area must be closed and the Building Warden notified;
4. call, or have Receptionist call, emergency services immediately –
Once you have an external line Dial 000 (or 112 on mobile telephone) Give details:
address 32 Union St., Tighes Hill, 2297 or 13 Brooks St., West Wallsend 2286
nearest cross street Sparke St. or Wallace St.
and the nature of the emergency
5. rescue anyone in immediate danger, if able to.

Building Wardens: - have authority over all other staff in the event of an emergency. They are to ensure the safety of all until emergency service personnel arrive and take control of the situation. The role of the Building Warden is to:

- ☑ ensure the emergency is dealt with appropriately;
- ☑ ensure emergency services are contacted (*Chief Warden's responsibility*);
- ☑ select an alternative assembly point if necessary (*Chief Warden's responsibility*);
- ☑ ensure the building is evacuated and rooms checked (*warden to recruit an assistant to accompany and assist with this*);
- ☑ control access to the building;
- ☑ wardens are to note a person's location and leave if the person refuses to leave the building after the warden has twice told them to leave. The warden must inform the Chief Warden of this person's last location; and
- ☑ wardens are to note a person's location if that person is unable to leave the building and inform the Chief Warden of this person's last location.

Tighes Hill		West Wallsend	
Warden	Area	Warden	Area
Lawrie Hallinan (<i>Chief Warden</i>)		Christine Hopkins (<i>Chief Warden</i>)	<i>Coordinating</i>
Sonia Lee	<i>Upper ground floor (incl. reception)</i>	Sara Cossins	<i>Areas around activity room and front offices (incl. reception)</i>
Linden Wright (<i>Deputy Chief Warden</i>)	<i>Upper ground floor (incl. reception)</i>	Grace Garnham	<i>Areas around Activity Shed</i>
Jane Grach (<i>and a person enlisted to assist her on the day</i>)	<i>Lower ground floor</i>	Bronwyn Hawes	<i>Areas around activity room and front offices (incl. reception)</i>
		Allan Collins	<i>Areas around his and accounts/payroll offices</i>

6. Until the Emergency Services' Senior Officer arrives, the Building Wardens will:
- a. delegate someone to turn off the main power supply at the power box;
 - b. delegate someone to turn off the gas supply;
 - c. if the emergency is a bomb threat, ensure the mains power and all mobile telephones and pagers are switched off immediately;
 - d. have the receptionist take the sign-in/out book and board from Reception and go immediately to the assembly area to mark off all evacuees as they report to the assembly area, and to note any injuries requiring attention;
 - e. delegate someone to check that the Assembly Point is safe and to direct people to the Assembly Point (Chief Warden will nominate an alternate Assembly Point if notified that the usual location is unsafe);
 - f. coordinate evacuation of the Day Centre/Centre Based Lunch, if necessary.
Progression of evacuation:
 1. ambulatory persons first;
 2. semi-ambulant persons requiring some assistance and direction; and
 3. persons requiring walking frames or wheelchairs.
 If someone refuses to leave the premises: you are legally allowed to carry out anyone under 14 years of age. There is a legal obligation to gently and encouragingly twice ask anyone older than 14 years to exit the building and if they refuse after the second bidding, leave them and quit the building – being sure to notify the Building Warden that someone remains in the building;
 - g. delegate someone to proceed to the Assembly Point with a First Aid Kit. First Aid Officers are only to delay their evacuation if it is necessary and safe for them to

assist someone in the building. The Chief Warden can appoint someone to direct people to the Assembly Point;

- h. delegate someone to notify neighbouring buildings of a possible threat to themselves and advise that they evacuate the area; and
- j. send two people together to check all offices and obscure areas, such as toilets, to ensure no-one is left behind during evacuation of premises, marking doors as rooms are checked and cleared. To mark a room as checked use a crayon to apply first arm (/) of a big cross on the door as you enter the room and apply the second arm to complete the cross (X) as you quit the room and close the door. This also alerts other people that people have entered that room (as the cross is incomplete) if the ones checking the rooms fail to report back. The Building Wardens and deputies have crayon sticks ready to hand on their computer keyboards.

In a fire emergency: close all doors and, if possible, windows (*to retard spread of fire*).

In a bomb threat emergency: open all doors and windows.

- 7. When the Emergency Service(s) arrive, the Chief Warden will advise them of:
 - a. the nature of the incident;
 - b. any persons unaccounted for and their location in the building if known; and
 - c. any other information the emergency service may request.

b. For earthquake emergency: Take cover in the building:

- 1. somewhere close to you away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; or
- 2. next to an interior wall away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; or
- 3. under a strong table. Hold on to the table legs to keep it from moving away from you; and
- 4. when the shaking stops and you are sure it is safe **evacuate** to the Assembly Point.

c. For external gas leak or major chemical spill emergencies:

- 1. stay inside;
- 2. close all windows and doors; and
- 3. turn off all air conditioners at the main power board—to prevent them from reactivating.

3. *Recovery from the emergency*

- a. Address any physical and emotional impacts.
- b. As soon as possible, the Chief Warden will ensure the CEO is contacted - if he is absent from the site at the time of the emergency.
- c. Emergency services (or the Chief Warden in their absence) will assess the safety of the situation and order “all-clear” so people can return to the building and normal duties. If the building is unsafe the CEO will advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. Complete an Incident Report.
- f. If unable to continue to provide an adequate level of service to vulnerable clients, contact relevant funding departments (e.g., DSS: 1800 852 649).
- g. Ensure that all staff are aware of the availability of ongoing support from their Coordinator and/or EAP if they later have emotional distress due to the emergency.

BUILDING WARDEN'S CHECKLIST

	Task	✓ Tick applicable box		
		N/A	Not done	Done
FIRE	In the event of a fire:			
	Chief warden to check that Assembly Point is safe and nominate an alternative if necessary			
	Chief Warden to confirm the mobile phone number the receptionist will give to 000			
	Chief Warden have receptionist announce evacuation to Assembly Point			
	Chief Warden note the location of fire from security panel or person notifying			
	Ensure rescue of anyone in immediate danger			
	If fire is small have trained people attempt to extinguish it			
	Have receptionist call emergency services 000 for help			
	Chief Warden to delegate someone to turn off main power supply and gas supply			
	Have receptionist evacuate with record of those in building			
	Chief Warden to delegate someone to direct evacuees safely to Assembly Point			
	Ensure evacuation of people in this order 1. ambulatory persons 2. semi- ambulatory persons (those requiring some assistance and direction) 3. persons requiring walking frames and wheelchairs			
	Chief Warden to delegate someone to take the First Aid kit to Assembly Point			
	Chief Warden to delegate someone to notify people in the neighbouring buildings			
	Wardens ensure two people together check that the building has been evacuated. Check all rooms and mark the door with a crayon to apply first arm (/) of a big cross on the door as you enter room and apply second arm to complete the cross (X) as you quit the room and close the door. Check all areas of the building including store rooms and out buildings making sure to close all windows and doors behind them, wherever possible			
Chief Warden to complete a headcount at the evacuation area				
Chief Warden to liaise with emergency services when they arrive				
BOMB	In the event of bomb threat:			
	Ensure all mobile telephones and pagers are switched off			
	Ensure mains power is switched off			
	Ensure people take their personal belongings with them when they evacuate Ensure orderly evacuation as above except that all windows and doors are open			
QUAKE	In earthquake emergency:			
	Ensure people take cover in the building until safe to evacuate			
GAS	In external gas leak or chemical spill:			
	Advise everyone to stay inside			
	Close all windows and doors Turn off all air-conditioners at main power board			
Recovery				
Chief Warden to ensure that current physical and emotional impacts addressed				
Chief Warden to inform Chief Executive Officer <i>(if he is not aware of situation and its impact)</i>				
Emergency services or Chief Warden to tell people to resume normal operations				
Chief Warden to ensure an Incident Report Form is completed				

Time evacuation drill started: Time all building occupants counted at Assembly Point:.....

Time taken during drill:..... Percentage of applicable tasks completed:..... Date of drill:.....

M:\Shared\Forms & Letterhead\WHS Forms\Warden Checklist

McAuley AOD & Parenting Services 22 Tighes Tce., Tighes Hill Emergency Action Plan

1. Preparation for/Prevention of emergency

The following actions can be taken to reduce the likelihood or impact of a fire or gas explosion/leak at the Tighes Terrace office:

- install and maintain smoke/fire detectors and fire fighting equipment;
- ensure all flammable materials are used and stored correctly;
- ensure that ground and roof gutters are kept free of leaf litter and other flammable materials;
- ensure that any gas leaks are repaired as soon as possible;
- ensure any LPG cylinders are secure from tampering and that their pressure relief valves are facing outwards so that flame is not directed towards the building; and
- ensure a Personal Evacuation Plan is completed for each employee with mobility issues
(use: Appendix 15 for staff/volunteers or \\Shared\Forms & Letterhead\Client Agreement\Emergency Plan for clients).

2. During emergency

EMERGENCY	ACTION
Fire	<ol style="list-style-type: none"> 1. Notify people in the area. 2. Notify a building Warden (<i>Elvira [ext 361] or another warden Sue [ext 368], Sally [ext 364]</i>) who will then take control of the situation. 3. Chief Warden will: <ol style="list-style-type: none"> a. ensure fire is contained/extinguished and rescue anyone in immediate danger, <u>if safe to do so</u>; b. ensure emergency services are called immediately: dial 0 - 000 <i>Giving address [22 Tighes Tce, Tighes Hill 2297], nearest cross street [Union Street] and nature of emergency</i>; c. ensure an announcement is made to all phones on the site: <ul style="list-style-type: none"> ➤ Make sure the mic button is lit. Lift the handset ➤ Press the button below "InPg" on the display screen ➤ Press 2 on the keypad select the Tighes Terrace group ➤ Say "<i>This is an emergency announcement...you must calmly evacuate the building and go to the Assembly Point on the corner of Union St and Tighes Tce</i>". ➤ If a bomb threat, tell everyone to turn off their mobile phones. ➤ To end - hang up the receiver. d. delegate someone to take the sign-in board and visitor's book to the Assembly Point; e. delegate someone to take first aid kit and mobile phone to Assembly Point; f. delegate someone to notify neighbouring buildings of the emergency; g. delegate someone to turn off power and gas on East (non-church) side of the building; and h. ensure each room has no occupants - 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. 4. Return to normal duty only when warden/emergency services say it is safe
Bomb Threat	<ol style="list-style-type: none"> 1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone 2. Record details of the call on attached "BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS"

	<ol style="list-style-type: none"> 3. Notify the Chief Warden (Elvira [ext 361] or another warden, <i>Sue [ext 368]</i>, Sally [ext 364]) who will then take control of the situation and evacuate the building as above 4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects 5. Await further instructions from Chief Warden
Earthquake	<p>Take cover in the building:</p> <ul style="list-style-type: none"> • 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> • Next to an interior wall 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> • When the shaking stops and you are sure it is safe evacuate to the Assembly Point
External Gas or Chemical Spill	<ol style="list-style-type: none"> 1. <u>Stay inside.</u> 2. Close all windows and doors. 3. Turn off all air conditioners 4. Notify Elvira [ext 361 or 0418 448 416] or Head office [ext 321]
Personal threat (Duress alarm)	<ol style="list-style-type: none"> 1. If someone calls for help or the duress alarm sounds you must investigate 2. Do not intervene if it will put you or others at risk of harm 3. Obey the instructions of any offender – provide money, keys etc if demanded 4. Talk in a non-threatening manner, do only what is directed, nothing more 5. If safe to do so, notify Elvira [ext 361 or 0418 448 416] or Head office [ext 321] 6. Stay calm and await assistance 7. Take note of the offender’s appearance (see attached)
Medical Emergency	<ol style="list-style-type: none"> 1. Check for signs of danger to yourself 2. If necessary and safe, remove the casualty from immediate danger 3. Request a competent person provides first aid. First Aid officers are: Karen Sargent [0407 223 654] or Sandi Martin [0401 284 676] 4. If necessary call an ambulance 0-000 or Poisons Info Centre 0- 13 11 26

3. Recovery from the emergency

- a. Address any physical and emotional impacts.
- b. As soon as possible, ensure that Elvira is contacted - if she is absent from the site at the time of the emergency.
- c. Emergency services (or the most senior staff person in their absence) will assess the safety of the situation and order “all-clear” so people can return to the building and normal duties. If the building is unsafe Elvira or the Chief Executive Officer will advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. Complete an Incident Report and notify Mercy Services Head Office (4961 2686).
- f. If unable to continue to provide an adequate level of service to vulnerable clients, contact relevant funding departments.
- g. Ensure that all staff are aware of the availability of ongoing support from their Coordinator and/or EAP if they later have emotional distress due to the emergency.

Brighton House Emergency Action Plan

1. **Preparation for/Prevention of emergency**

The following actions can be taken to reduce the likelihood or impact of a fire or gas explosion/leak at the Brighton House:

- Install and maintain smoke/fire detectors and fire fighting equipment;
- Ensure all flammable materials are used and stored correctly;
- Ensure that ground/roof gutters are kept free of leaf litter/other flammable materials;
- Ensure that any gas leaks are repaired as soon as possible;
- Ensure any LPG cylinders are secure from tampering and that their pressure relief valves are facing outwards so that flame is not directed towards the building; and
- Brighton House Support Worker to hold an evacuation drill and remind residents of Emergency Plan each time a new resident starts living at Brighton House.

2. **During emergency**

a. **In fire and bomb threat emergencies** – evacuate.

1. Encourage everyone to stay calm.
2. Call emergency services immediately – 000 *Giving address [7 Hillview Rd Newcastle 2300], nearest cross street [Mosbri Cres] and nature of emergency.*
3. Contain and extinguish fire and rescue anyone in immediate danger, if safe to do so.
4. Evacuate to Hillview Road electricity pole – Safe Point.
5. Return inside only when emergency services say it is safe.

b. **For earthquake emergency:** Take cover in the building:

1. Somewhere close to you away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; or
2. Next to an interior wall away from windows and furniture/objects that could fall on you. Protect your head and neck with your arms; or
3. Under a strong table. Hold on to the table legs to keep it from moving away from you. and
4. When the shaking stops and you are sure it is safe **evacuate** to the Assembly Point.

c. **For external gas leak or major chemical spill:**

1. stay inside;
2. close all windows and doors; and
3. turn off all air conditioners.

3. **Recovery from the emergency**

- a. Address any physical and emotional impacts.
- b. As soon as possible, ensure the Brighton House Support Worker and Chief Executive Officer are contacted - if they are absent from the site at the time of the emergency.
- c. Emergency services will assess the safety of the situation and order “all-clear” so people can return to the building. If the building is unsafe ensure the Brighton House Support Worker and Chief Executive Officer advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. The Brighton House Support Worker to complete an Incident Report and notify Mercy Services Head Office (4961 2686)

Newcastle Elderly Citizen’s Centre Emergency Action Plan

1. Preparation for/Prevention of emergency

The following actions can be taken to reduce the likelihood or impact of a fire or gas explosion/leak at the Newcastle Elderly Citizen’s Centre:

- ☑ install and maintain smoke/fire detectors and fire fighting equipment;
- ☑ ensure all flammable materials are used and stored correctly;
- ☑ ensure that any gas leaks are repaired as soon as possible
- ☑ ensure any LPG cylinders are secure from tampering and that their pressure relief valves are facing outwards so that flame is not directed towards the building; and
- ☑ ensure a Personal Evacuation Plan is completed for each regular building user with mobility issues (use: Appendix 15 for staff/volunteers or \\Shared\FORMS & Letterhead\Client Agreement\Emergency Plan for clients).

2. During emergency

EMERGENCY	ACTION
Fire	<ol style="list-style-type: none"> 1. Person 5 ensure fire is contained/extinguished and rescue anyone in immediate danger, <u>if safe to do so</u> 2. Notify the Person 1 (<i>Chief Warden/Coordinator</i>) who will then take control of the situation 3. Person 1 will ring fire alarm bell and announce: <ul style="list-style-type: none"> ➤ “There is an emergency. You must calmly evacuate the building and go to the Assembly Point on the corner of Laing and Morgan Streets”. 4. Person 1 will move to the Assembly Point and coordinate the evacuation 5. Person 2 will ensure emergency services are called immediately: dial 000 Giving address [4 Laing Street Newcastle 2300], nearest cross street [Morgan Street] and nature of emergency. <ul style="list-style-type: none"> ➤ If a bomb threat, tell everyone to turn off their mobile phones. 6. Person 3 will evacuate patrons with those closest to door leaving first 7. Person 6 will close the door and roller shutter between the kitchen and dining room. Person 6 will then assist with evacuating remaining patrons. 8. Person 4 will take Attendance sheet and volunteer’s book to the Assembly Point 9. Person 2 will take first aid kit and mobile phone to Assembly Point 10. Person 5 will turn off power in the pantry and gas near the kitchen exit door 11. Person 2 will notify neighbouring buildings of the emergency 12. Person 1 Call out the names on the Attendance Sheet /Volunteer Book at Assembly Point when all assembled 13. Person 5 will take an assistant and ensure each room has no occupants - 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. 14. Return to normal duty only when warden/emergency services say it is safe.
Bomb Threat	<ol style="list-style-type: none"> 1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone. 2. Record details of the call on attached “BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS”. 3. Notify the Coordinator who will then take control of the situation and evacuate the building as above. 4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects 5. Await further instructions from Chief Warden.

Earthquake	<ol style="list-style-type: none"> 1. Take cover in the building: <ul style="list-style-type: none"> • 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> • Next to an interior wall 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> • When the shaking stops and you are sure it is safe evacuate to the Assembly Point.
External Gas or Chemical Spill	<ol style="list-style-type: none"> 1. <u>Stay inside.</u> 2. Close all windows and doors. 3. Turn off all air conditioners. 4. Notify Coordinator.
Personal threat (Duress alarm)	<ol style="list-style-type: none"> 1. If someone calls for help or the duress alarm sounds you must investigate. 2. Do not intervene if it will put you or others at risk of harm. 3. Obey the instructions of any offender – provide money, keys etc if demanded. 4. Talk in a non-threatening manner, do only what is directed, nothing more. 5. If safe to do so, notify Coordinator. 6. Stay calm and await assistance. 7. Take note of the offender's appearance (see attached).
Medical Emergency	<ol style="list-style-type: none"> 1. Check for signs of danger to yourself. 2. If necessary and safe, remove the casualty from immediate danger. 3. Request a competent person provides first aid. First Aid officer is Coordinator. 4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26.

3. **Recovery from the emergency**

- a. Address any physical and emotional impacts.
- b. As soon as possible, ensure the Coordinator is contacted - if she is absent from the site at the time of the emergency.
- c. Emergency services (or Coordinator in their absence) will assess the safety of the situation and order "all-clear" so people can return to the building and normal duties. If the building is unsafe Coordinator will advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. Complete an Incident Report and notify Mercy Services Head Office (4961 2686).
- f. If unable to continue to provide an adequate level of service to vulnerable clients, contact relevant funding departments (e.g., DSS: 1800 852 649).
- g. Ensure that all staff and volunteers are aware of the availability of ongoing support from their Coordinator and/or EAP if they later have emotional distress due to the emergency.

Appendix 11

Residential Aged Care Singleton Emergency Action Plan

1. Preparation for/Prevention of emergency

1. A contingency plan will be established and reviewed annually by the Continuous Improvement Committee.
2. Residents, employees, volunteers, contractors and visitors are informed of emergency procedures through:
 - 2.1 Handbooks;
 - 2.2 the display of emergency flip charts and evacuation plans prominently displayed throughout the facility; and
 - 2.3 provision of regular training.
3. Hazards and/or suggestions that could prevent incidents/emergencies or improve incident/emergency management can be made through:
 - 3.1 utilisation of the continuous improvement log system;
 - 3.2 participating in environmental audits; and
 - 3.3 responding to questionnaires and surveys.
4. Mercy Services will appoint a fire officer and facilitate their attendance at either a Level One (L1) or Level Two (L2) training program.
5. A service agreement will be established and reviewed annually with a suitably qualified provider of fire safety instruction or a nominated employee will undertake training to certify them to provide fire safety instruction.
6. All employees will be provided with emergency training on their day of orientation and will be required to attend training in the use of fire equipment and evacuation annually.
7. Residents and their representatives will receive instructions on the day of admission regarding procedures to be followed in the event of an incident/emergency.
8. Agency personnel, external service providers and volunteers will receive instructions on arrival at Mercy Services regarding procedures to be followed in the event of an incident/emergency.
9. Any maintenance or building works that require the use of welding, oxyacetylene cutting, paint stripping, etc, will be discussed with the nominated fire safety officer and managed in accordance with Australian Standard 1674.1.
10. A service agreement will be established and reviewed annually with an accredited organisation to provide preventative and corrective maintenance of fire detection and suppression equipment. Documented evidence of equipment testing and maintenance will be maintained.
11. A current list of all residents (GM 12a) and evacuation tags (GM 12b) for each resident will be maintained for use in the event of an evacuation.
12. Environmental safety audits will be conducted according Moving on Audits Audit Schedule.
13. Chemicals and dangerous goods will be stored in accordance with manufacturer's recommendations.

2. During emergency

EMERGENCY	ACTION
Fire	1. In the event of an incident/emergency the most senior staff member in the building will assume the role of Chief Warden (the person in charge) and will inform the Director of Care Services. The Chief Warden will manage the incident/emergency in accordance with emergency procedures and will liaise with emergency services on their arrival.

	<ol style="list-style-type: none"> 2. Employees, residents, volunteers and contractors are expected to follow all reasonable direction of the Chief Warden. 3. All employees, including the Chief Warden, are not authorised to discuss any incident/emergency with the media or general public. All enquiries are to be directed to the Director of Care Services. 4. Following any incident/emergency, employees will be expected to participate in a debriefing session to assess the management of the incident/emergency and identify areas requiring improvement. Improvements may require: <ol style="list-style-type: none"> 4.1 employee training; 4.2 revision of policy and protocols; 4.3 review of work practices; 4.4 review of equipment; 4.5 review of monitoring and detection equipment; and/or 4.6 review of service agreements. 5. Following an incident/emergency of a significant nature, Mercy Services will arrange and/or provide appropriate counselling to all those affected by the event.
Bomb Threat	<ol style="list-style-type: none"> 1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone 2. Record details of the call on attached "BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS" 3. Notify the Chief Warden who will then take control of the situation and evacuate the building as above 4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects 5. Await further instructions from Chief Warden.
Earthquake	<ol style="list-style-type: none"> 1. Take cover in the building: <ul style="list-style-type: none"> • 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> • Next to an interior wall 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> • When the shaking stops and you are sure it is safe evacuate to the Assembly Point
External Gas or Chemical Spill	<ol style="list-style-type: none"> 1. <u>Stay inside.</u> 2. Close all windows and doors. 3. Turn off all air conditioners. 4. Notify Chief Warden.
Personal threat (Duress alarm)	<ol style="list-style-type: none"> 1. If someone calls for help or the duress alarm sounds you must investigate. 2. Do not intervene if it will put you or others at risk of harm. 3. Obey the instructions of any offender – provide money, keys etc if demanded. 4. Talk in a non-threatening manner, do only what is directed, nothing more 5. If safe to do so, notify Chief Warden. 6. Stay calm and await assistance. 7. Take note of the offender's appearance (see attached).
Medical Emergency	<ol style="list-style-type: none"> 1. Check for signs of danger to yourself. 2. If necessary and safe, remove the casualty from immediate danger. 3. Request a competent person provides first aid. First Aid officer is Registered Nurse on duty. 4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26

3. Recovery from the emergency

- a. Address any physical and emotional impacts.
- b. As soon as possible, ensure the Director of Care is contacted - if she is absent from the site at the time of the emergency.

- c. Emergency services (or Chief Warden in their absence) will assess the safety of the situation and order “all-clear” so people can return to the building and normal duties. If the building is unsafe Chief Warden will advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. Complete an Incident Report and notify Mercy Services Head Office (4961 2686)
- f. If unable to continue to provide an adequate level of service to vulnerable clients, contact relevant funding departments (e.g., DSS: 1800 852 649).
- g. Ensure that all staff and volunteers are aware of the availability of ongoing support from their Director of Care and/or EAP if they later have emotional distress due to the emergency.

Appendix 12

Elermore Vale Community Centre Emergency Action Plan

1. Preparation for/Prevention of emergency

The following actions can be taken to reduce the likelihood or impact of a fire or gas explosion/leak at the Elermore Vale Community Centre:

- install and maintain smoke/fire detectors and fire fighting equipment;
- ensure all flammable materials are used and stored correctly;
- ensure that any gas leaks are repaired as soon as possible;
- ensure any LPG cylinders are secure from tampering and that their pressure relief valves are facing outwards so that flame is not directed towards the building; and
- ensure a Personal Evacuation Plan is completed for each employee with mobility issues (use: Appendix 15 for staff/volunteers or \\Shared\Forms & Letterhead\Client Agreement\Emergency Plan for clients).

2. During emergency

EMERGENCY	ACTION
Fire	<ol style="list-style-type: none"> 1. Notify people in the area 2. Notify a building Warden (<i>Denise</i>) who will then take control of the situation 3. Chief Warden (<i>Denise</i>) will: <ol style="list-style-type: none"> a) Ensure fire is contained/extinguished and rescue anyone in immediate danger, <u>if safe to do so</u> b) Ensure emergency services are called immediately: dial 0 - 000 Giving address [rear 129 Croudace Road, Elermore Vale 2287], nearest cross street [Garsdale Avenue] and nature of emergency. c) Ensure fire alarm bell is rung and an announcement is made: <ul style="list-style-type: none"> ➤ “There is an emergency. You must calmly evacuate the building and go to the Assembly Point on the access road at the rear of the building”. ➤ If a bomb threat, tell everyone to turn off their mobile phones. d) Take the sign-in book to the Assembly Point e) Take first aid kit and mobile phone to Assembly Point f) Delegate someone to turn off power in the foyer g) Delegate someone to notify neighbouring buildings of the emergency h) Ensure each room has no occupants - 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. 4. Return to normal duty only when warden/emergency services say it is safe
Bomb Threat	<ol style="list-style-type: none"> 1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone 2. Record details of the call on attached “BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS” 3. Notify the Chief Warden who will then take control of the situation and evacuate the building as above 4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects 5. Await further instructions from Chief Warden
Earthquake	<ol style="list-style-type: none"> 1. Take cover in the building: <ul style="list-style-type: none"> • 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> • Next to an interior wall 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> • When the shaking stops and you are sure it is safe evacuate to the Assembly Point

External Gas or Chemical Spill	<ol style="list-style-type: none"> 1. <u>Stay inside.</u> 2. Close all windows and doors. 3. Turn off all air conditioners 4. Notify the Chief Warden
Personal threat (Duress alarm)	<ol style="list-style-type: none"> 1. If someone calls for help or the duress alarm sounds you must investigate 2. Do not intervene if it will put you or others at risk of harm 3. Obey the instructions of any offender – provide money, keys etc if demanded 4. Talk in a non-threatening manner, do only what is directed, nothing more 5. If safe to do so, notify Denise 6. Stay calm and await assistance 7. Take note of the offender's appearance (see attached)
Medical Emergency	<ol style="list-style-type: none"> 1. Check for signs of danger to yourself 2. If necessary and safe, remove the casualty from immediate danger 3. Request a competent person provides first aid. First Aid officer is Denise 4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26

3. **Recovery from the emergency**

- a. Address any physical and emotional impacts.
- b. As soon as possible, ensure the Coordinator is contacted - if she is absent from the site at the time of the emergency.
- c. Emergency services (or Coordinator in their absence) will assess the safety of the situation and order "all-clear" so people can return to the building and normal duties. If the building is unsafe Coordinator will advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. Complete an Incident Report and notify Mercy Services Head Office (4961 2686)
- f. If unable to continue to provide an adequate level of service to vulnerable clients, contact Chief Executive Officer for advice on contacting relevant funding departments (e.g., DSS: 1800 852 649)
- g. Ensure that all staff and volunteers are aware of the availability of ongoing support from their Coordinator and/or EAP if they later have emotional distress due to the emergency.

Appendix 13

Wallsend Carers Centre Emergency Action Plan

1. Preparation for/Prevention of emergency

The following actions can be taken to reduce the likelihood or impact of a fire or gas explosion/leak at the Wallsend Carers Centre:

- Install and maintain smoke/fire detectors and fire fighting equipment;
- Ensure all flammable materials are used and stored correctly;
- Ensure that any gas leaks are repaired as soon as possible;
- Not store any LPG cylinders on site; and
- Ensure a Personal Evacuation Plan is completed for each employee with mobility issues (use: Appendix 15 for staff/volunteers or \\Shared\Forms & Letterhead\Client Agreement\Emergency Plan for clients).

2. During emergency

EMERGENCY	ACTION
Fire	<ol style="list-style-type: none"> 1. Notify people in the area. 2. Notify a building Warden (<i>Barbara or Mary</i>) who will then take control of the situation. 3. Chief Warden (<i>Barbara or Mary</i>) will: <ol style="list-style-type: none"> a) ensure fire is contained/extinguished and rescue anyone in immediate danger, <u>if safe to do so</u>; b) ensure emergency services are called immediately: dial 000 Giving address [<i>Neal House off Shields Lane, Wallsend 2287</i>], nearest cross street [<i>Nash St</i>] and nature of emergency; c) ensure fire alarm bell is rung and an announcement is made: <ul style="list-style-type: none"> ➤ “<i>There is an emergency. You must calmly evacuate the building and go to the Assembly Point in the car park at the front of the building</i>”; and ➤ If a bomb threat, tell everyone to turn off their mobile phones. d) take the sign-in book to the Assembly Point; e) take first aid kit and mobile phone to Assembly Point; f) delegate someone to notify neighbouring buildings of the emergency; and g) ensure each room has no occupants - 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. 4. Return to normal duty only when warden/emergency services say it is safe
Bomb Threat	<ol style="list-style-type: none"> 1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone. 2. Record details of the call on attached “BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS”. 3. Notify the Coordinator/Warden who will then take control of the situation and evacuate the building as above. 4. <u>Do not</u> touch suspicious, unidentified or unfamiliar objects 5. Await further instructions from Coordinator/Warden.
Earthquake	<ol style="list-style-type: none"> 1. Take cover in the building: <ul style="list-style-type: none"> • 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> • Next to an interior wall 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> • When the shaking stops and you are sure it is safe evacuate to the Assembly Point.

External Gas or Chemical Spill	<ol style="list-style-type: none"> 1. <u>Stay inside.</u> 2. Close all windows and doors. 3. Turn off all air conditioners. 4. Notify Coordinator/Warden.
Personal threat	<ol style="list-style-type: none"> 1. If someone calls for help you must investigate. 2. Do not intervene if it will put you or others at risk of harm. 3. Obey the instructions of any offender – provide money, keys etc if demanded. 4. Talk in a non-threatening manner, do only what is directed, nothing more. 5. If safe to do so, notify Coordinator and Campus Security. 6. Stay calm and await assistance. 7. Take note of the offender’s appearance (see attached).
Medical Emergency	<ol style="list-style-type: none"> 1. Check for signs of danger to yourself. 2. If necessary and safe, remove the casualty from immediate danger. 3. Request a competent person provides first aid. First Aid officer is Coordinator. 4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26.

3. Recovery from the emergency

- a. Address any physical and emotional impacts.
- b. As soon as possible, ensure the Coordinator is contacted - if she is absent from the site at the time of the emergency.
- c. Emergency services (or Coordinator in their absence) will assess the safety of the situation and order “all-clear” so people can return to the building and normal duties. If the building is unsafe Coordinator will advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. Complete an Incident Report and notify Mercy Services Head Office (4961 2686).
- f. If unable to continue to provide an adequate level of service to vulnerable clients, contact Chief Executive Officer for advice on contacting relevant funding departments (e.g., DSS: 1800 852 649).
- g. Ensure that all staff and volunteers are aware of the availability of ongoing support from their Coordinator and/or EAP if they later have emotional distress due to the emergency.

Community Transport Office, 10 Darvall St., Carrington Emergency Action Plan

1. Preparation for/Prevention of emergency

The following actions can be taken to reduce the likelihood or impact of a fire or gas explosion/leak at the Carrington office:

- install and maintain smoke/fire detectors and fire fighting equipment;
- ensure all flammable materials are used and stored correctly;
- ensure that ground and roof gutters are kept free of leaf litter and other flammable materials;
- ensure that any gas leaks are repaired as soon as possible;
- ensure any LPG cylinders are secure from tampering and that their pressure relief valves are facing outwards so that flame is not directed towards the building; and
- ensure a Personal Evacuation Plan is completed for each employee with mobility issues
(use: Appendix 15 for staff/volunteers or \\Shared\Forms & Letterhead\Client Agreement\Emergency Plan for clients).

2. During emergency

EMERGENCY	ACTION
Fire	<ol style="list-style-type: none"> 1. Notify people in the area. 2. Notify a building’s Chief Warden (<i>Robyn</i>) or another warden (<i>Karen, Kim or Penny</i>) who will then take control of the situation. 3. Chief Warden will: <ol style="list-style-type: none"> i. ensure fire is contained/extinguished and rescue anyone in immediate danger, <u>if safe to do so</u>; j. ensure emergency services are called immediately: dial 0 - 000 <i>Giving address [10 Darvall St, Carrington 2294], nearest cross street [Denison Street] and nature of emergency</i>; k. ensure an announcement is made to all phones on the site: <ul style="list-style-type: none"> ➤ Make sure the mic button is lit. Lift the handset ➤ Press the button below "InPg" on the display screen ➤ Press 2 on the keypad select the Carrington group ➤ Say <i>"This is an emergency announcement...you must calmly evacuate the building and go to the Assembly Point on nd Denison St"</i>. ➤ If a bomb threat, tell everyone to turn off their mobile phones. ➤ To end - hang up the receiver. l. delegate someone to take the sign-in board and visitor’s book to the Assembly Point; m. delegate someone to take first aid kit and mobile phone to Assembly Point; n. delegate someone to notify neighbouring buildings of the emergency; o. delegate someone to turn off power and gas (location?); and p. ensure each room has no occupants - 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. 4. Return to normal duty only when warden/emergency services say it is safe
Bomb Threat	<ol style="list-style-type: none"> 1. On receiving phone call, keep the caller talking, <u>do not</u> hang up the phone 2. Record details of the call on attached "BOMB THREAT CHECK LIST FOR TELEPHONE OPERATORS"

	<ol style="list-style-type: none"> 3. Notify the Chief Warden (Robyn) or another warden (<i>Karen, Kim or Penny</i>) who will then take control of the situation and evacuate the building as above 4. <u>Do not touch</u> suspicious, unidentified or unfamiliar objects 5. Await further instructions from Chief Warden
Earthquake	<p>Take cover in the building:</p> <ul style="list-style-type: none"> • 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> • Next to an interior wall 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> • When the shaking stops and you are sure it is safe evacuate to the Assembly Point
External Gas or Chemical Spill	<ol style="list-style-type: none"> 1. <u>Stay inside.</u> 2. Close all windows and doors. 3. Turn off all air conditioners 4. Notify Robyn [0427 247 251] or Head office [4961 2686]
Personal threat (Duress alarm)	<ol style="list-style-type: none"> 1. If someone calls for help or the duress alarm sounds you must investigate 2. Do not intervene if it will put you or others at risk of harm 3. Obey the instructions of any offender – provide money, keys etc if demanded 4. Talk in a non-threatening manner, do only what is directed, nothing more 5. If safe to do so, notify Robyn [0427 247 251] or Head office [4961 2686] 6. Stay calm and await assistance 7. Take note of the offender’s appearance (see attached)
Medical Emergency	<ol style="list-style-type: none"> 1. Check for signs of danger to yourself. 2. If necessary and safe, remove the casualty from immediate danger. 3. Request a competent person provides first aid. First Aid officers is Sharon Page. 4. If necessary call an ambulance 000 or Poisons Info Centre 13 11 26.

3. Recovery from the emergency

- a. Address any physical and emotional impacts.
- b. As soon as possible, ensure that Robyn is contacted - if she is absent from the site at the time of the emergency.
- c. Emergency services (or the most senior staff person in their absence) will assess the safety of the situation and order “all-clear” so people can return to the building and normal duties. If the building is unsafe Robyn or the Chief Executive Officer will advise on alternative arrangements.
- d. Check the safety of equipment. Isolate any unsafe equipment and arrange for their repair/replacement.
- e. Complete an Incident Report and notify Mercy Services Head Office (4961 2686).
- f. If unable to continue to provide an adequate level of service to vulnerable clients, contact relevant funding departments.
- g. Ensure that all staff are aware of the availability of ongoing support from their Coordinator and/or EAP if they later have emotional distress due to the emergency.

Appendix15

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., SMS, personal vibrating device, phone call)
.....

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

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

Who has agreed to help you during an evacuation?

Table with 5 columns: Name, Phone, Mobile, Email, How will they help you evacuate a place? and 3 rows of dotted lines for input.

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: / /