

Disaster and Emergency Response Manual



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1. Emergency Safety Guidelines

Aim

All residents, staff and visitors will be made aware of the fire exit locations and of the procedures to ensure the safe evacuation of all occupants when confronted with a fire or other emergency situation.

Policy

Australian Quality Care's buildings will be maintained to the relevant safety standards and management will ensure that all staff are aware of the fire and emergency evacuation procedure as set out in this manual. Staff will be made aware of all fire exit locations, and the location of fire extinguishers and hoses.

All staff will be orientated to fire safety and emergency procedure before commencing duties.

This will include instruction in relation to:

- The fire and emergency evacuation plan
- The means to escape from the premises in case of emergency
- The position and operation of each of the means of firefighting e.g. extinguishers and hose reels.
- The means and method of operation of any means of giving warning in case of emergency.

Management will ensure each staff member receives refresher instruction every 12 months.

Instructions are to include:

- Methods of evacuation of residents and visitors
- Marshalling them into a place of safety
- Accounting for those present
- Reporting those apparently unaccounted for.

A record is to be kept each time instruction is given detailing the names of staff members present, the instruction given, the name of the instructor and the date.

All fire safety equipment is tested to legislated requirements.

The resident list detailing resident's name, bed number MUST be accurate. When a resident leaves Australian Quality Care [even for a short time] this is to be documented by administration. When a resident has a change of room or bed the resident list must be updated within 24 hours.

Emergency Services Numbers are displayed at all phone points in Reception and the Care Station.

Fire equipment and exit doors to be always free from obstruction.

Staff should only attempt to extinguish the fire if they do not place themselves at risk.

Smoking and naked flames are prohibited near gas cylinders and residents' rooms.

Because of the speed with which fire can occur, emergency procedures must be pre-planned. Regular fire drills will be held to familiarise staff and residents on the procedures to be carried out in an emergency to prevent panic and ensure the safe and orderly egress (exit) of all the occupants from the building, using all egress facilities, and to get the occupants attuned to reacting automatically when confronted with a fire or other emergency situation, when evacuation is necessary.

Sequence of Procedures will be:

- **Remove** all occupants from room / area.
- **Activate** manual fire alarm call point and one person notify fire authority on (000) of location and severity of fire.
- **Contain** fire by closing door to room / area involved.
- **Notify** other staff of fire and location.
- **Evacuate** residents from premises via exit routes to assembly area.
- Fight fire if possible, without placing persons at risk.

Fire Evacuation Procedure

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In the event of a fire occurring in the building, staff should perform certain duties to ensure the safety of all occupants as well as themselves. Depending on the number of staff present at the time, duties performed may vary.

Duties of the Accommodation Manager or Senior Carer or similar position (night person)

The Accommodation Manager, being the more senior staff member in the building is to assume the duties normally undertaken by a Chief Warden in larger buildings. Whereas it is assumed it would be the Accommodation Manager performing these duties it may be the Senior Carer / night person, or someone in a position of responsibility to ensure the efficient application of the evacuation procedures.

Prior to the possibility of any fire occurring

1. The Accommodation Manager/Senior Carer will ensure all corridors, pathways and walkways remain clear of obstructions. Regular inspections will ensure the ongoing maintenance of clear exit paths.
2. Exit doors must remain clear and unlocked from the inside when the building is occupied to ensure unrestricted exit of residents in an evacuation.
3. A practice of the evacuation procedures should take place to ensure that they are functional and efficient. Any problems that arise from a practice evacuation should be resolved immediately. All participants should be consulted to determine if they saw any problems with the practice evacuation.
4. Occupants, upon taking up residence in the building and at regular intervals while in residence, will be instructed on the evacuation procedure, in their preferred mode of communication. This will include:
 - the steps to follow if evacuation is required
 - the location of exit paths
 - the location of exit doors
 - the location of firefighting equipment
 - The location of the Assembly Area

It is advisable to also provide instructions on:

- safe areas away from the building in which to assemble following evacuation
- the location of fire alarms and their emitting sounds warning of fire.

Adequate instruction would be to physically show residents the locations of exit paths, exits, the assembly area and firefighting equipment.

No Fire

If no fire is found, the Accommodation Manager/Senior Carer should:

- Inform the residents of the situation
- If the Fire Service has been called, ring the Fire Service to advise them of the situation (the Fire Service will still attend)
- Meet the Fire Service on arrival and inform them of the situation

Further Duties of Accommodation Manager / Senior Carer

- All procedures until the arrival of the Fire Service
- Maintaining an up-to-date list of the residents in the building
- Arrangement and coordination of practice evacuation exercises
- The accurate logging of performance, any problems encountered the conduct of a debriefing with everyone involved and the continual improvement of the effectiveness of the evacuation plan.

Residents

Upon hearing the fire alarm sound, all residents, unless notified otherwise by the Accommodation Manager/Senior Carer, should evacuate to the safe outside assembly area.

If possible, and if not hindering the evacuation of other residents, they should attempt to close doors and windows behind them if it is safe.

All residents should remain in the assembly area until the situation is assessed, and the accountability of all occupants is achieved. No one is to re-enter the building until advised by the Location Manager/Senior Carer or the attending Fire Services Officer.

Residents who do not self-evacuate, or who do not acknowledge the alarm to evacuate, should be assisted by staff to exit the building, if safe to do so.

Evacuation Plan Sign

A sign detailing instruction will be posted in conspicuous locations throughout each individual building on the premises, and behind each bedroom door. By doing this, residents will regularly view the sign and therefore become familiar with the location of exit paths and exit doors required to be used in an evacuation.

Residents and staff should be familiar with the location of exits and paths to reach exits prior to any emergency incident occurring.

In the event of a sounding alarm:

On hearing the fire alarms sounding, spotting a fire, or being informed by other people of a fire, the Accommodation Manager/Senior Carer will immediately:

- Investigate the fire situation
- Reassure any residents that the alarm is being investigated
- **If there is a fire, alert residents immediately to evacuate and ensure the Fire Service has been called. If there is any doubt regarding whether there is a fire situation, the Fire Service should still be called.**

Fire

If a fire has been found, the Accommodation Manager/Senior Carer should:

- Ensure evacuation of occupants of the building - alert all occupants without further compromising life
- Ensure the Fire Service has been notified
- Account for all occupants at the assembly area
- If any people are missing, conduct a search without compromising life. Missing people may not necessarily still be inside the building; however, they may have evacuated and are simply not present at the designated assembly area.
- Attempt to extinguish the fire if trained and if it is safe to do so.

If the fire is small enough, use a nearby fire extinguisher or hose reel to control and extinguish the Fire. Do not fight the fire if the following conditions exist:

- You don't know what's burning
- The fire is spreading rapidly
- You don't have the proper equipment (e.g. appropriate extinguisher for type of fire)
- You can't do so with your back to an exit
- The fire might block your means of escape

- You might inhale toxic smoke
- Your instincts tell you not to do so.

If the first attempts to put out the fire fail, evacuate the building immediately.

Meet the Fire Service on arrival and inform them of the situation. Even if the fire has been extinguished the Fire Service should still attend.

2. Bomb Threat

In achieving safety with a Bomb Threat, we first need to understand the hazards we may encounter and the risks involved.

Definition

A Bomb Threat is a message with the intent to harm people, property or gain publicity for a specific reason. Threats are an emergency of an unnatural cause. Threats may be specific or non-specific, the latter being more common. Every threat should be treated as genuine until proven otherwise. It should not be assumed that local police will conduct bomb searches. Nor should it be assumed that evacuation will always take place.

Hazards

- Disruption to routine and care services with no actual bomb
- A bomb or bombs that could explode and cause, injury, death or property damage.

Risks – with evacuation:

- Increased risk of injury or death when no search precedes evacuation
- A state of panic and subsequent risk of injury
- Loss of routine support services that could be detrimental to a resident's health or wellbeing during search and evacuation

Safety

This is achieved by a methodical process:

- Identify the hazards
- Assess the risks
- Control the risks
- Monitor and Review

Therefore when a threat is announced, a search should first be conducted to identify if, in fact, there is any hazard. The response will depend on search findings.

Preparedness

Notification to **POLICE** is the first step. They are alerted and ready for the emergency in the event of a “suspect item” being found at the search.

- Ring “000” – Ask for **LOCAL POLICE**
- State the name and address of suspected item
- State the contents of the threat which may be:
 - Written
 - By phone call
 - A suspect object
 - Suspect mail.

Prevention

All information needs to be preserved and available for investigation.

Written threat

If a bomb threat is received in writing it should be kept, including the envelope or container. Further unnecessary handling should be avoided to retain evidence of fingerprints, handwriting or typewriting, paper and postmarks. Preserve it by placing the letter in a plastic sleeve. The person receiving the threat must inform the person in control of the workplace and hand in the evidence

Suspect mail

Staff responsible for mail and incoming goods must be alert and report suspect mail, parcels and goods.

Suspect object

The person(s) locating a suspect object must:

- Not touch or move it
- Advise the person in control of the workplace of location of suspect object
- Evacuate the area
- Isolate the area
- Continue to search the premises.

Telephone threat

Accuracy can provide valuable information on which to base recommendations, action and subsequent investigation.

The person receiving the bomb threat should:

- Consult the Fire & Emergency Manual procedure for bomb threat
- Don't disconnect the call
- Should record, in writing, subjective and objective information
 - Gain as much information as possible – ask questions:
 - What does the bomb look like?
 - Where is the bomb located?
 - When is the bomb set to go off?
 - What is the bomb made of?
 - What is your name?
- Document exactly what is said – document other clues:
 - Male or female voice
 - Speech – soft, stutter, lisps, nervousness
 - Language – accent, dialect
 - Background noises – music, traffic, other voices
- Record the date and time of the telephone call and note the number if visible on the phone pad
- DO NOT HANG UP.

Response

- Inform local police and follow their instructions as to evacuation instructions.
- Avoid panic and stay calm
- Inform key personnel only.

Search

Commence a methodical search of the premises. Ensure the external grounds are also searched. Especially include the exits and the pathways to the exits, and public areas. Look for unusual items that are not usually located in the area, the item described in the threat, and suspicious shapes, sounds and attachments. Avoid repetitious of the same area by:

- Mark areas searched on the Fire List floor plan
- Designate personnel for inside the premises and the external.

On location of a suspect item, **DO NOT TOUCH IT**. Ask to whom it belongs. Also query staff returning from breaks or arriving for duty.

If ownership is not claimed, evacuate and isolate the immediate area, again disclosing information only to key personnel.

INFORM **RESIDENTS** OR **VISITORS** ONLY IF EVACUATION IS TO OCCUR.

Evacuation

Ensure the external grounds and pathways to the assembly area have been searched before initiating the evacuation. Assemble at the **EXTERNAL** emergency assembly site ensuring it is well clear of the bomb site, clear of glass, flammables or other potential flying debris. Evacuation may be partial using a priority order:

- Those in immediate danger
- Ambulant Residents
- Visitors
- Non-essential personnel
- Others at discretion according to the risk analysis

Leave windows and doors open

Ensure the **LOCAL POLICE** have been informed that:

- You have found a suspect item
- You have commenced evacuation and isolation of the area.

When POLICE arrive on the premises, control of the emergency becomes their responsibility. Follow all instructions given by Emergency Services.

Control Measures for Bomb Safety

The Sequence of events for Bomb Safety is:

REMAIN CALM

- Document and store evidence
- Prevent panic
- Assess and evaluate
- Choose appropriate response

ANNOUNCE

- The threat to appropriate authorities
- To internal key personnel only

CONTAIN

- Search and locate
- Do not touch or move

EVACUATE

- If a suspect item is found

RECOVERY

- The return to building is initiated only when the police issue the “all clear” status. As soon as possible, a debriefing session should occur only for those involved.

Bomb Threat Procedure

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The sequence of events for Bomb Threat is:

REMAIN CALM – Assess, evaluate, and plan appropriate response

ANNOUNCE – The threat to the appropriate authorities only

CONTAIN – Search and locate but do not touch

EVACUATE – If a suspect item is found.

REMAIN CALM

The PERSON who receives the threat:

Threat by letter:

- Avoid handling to preserve fingerprints
- Place the letter in a plastic sleeve, including the envelope or container
- Hand the evidence to the Location Manager or delegate.

Threat by telephone:

- Gain as much information from the caller as is possible
- Ask questions:
 - What does the bomb look like?
 - Where is the bomb located?
 - When is the bomb set to go off?
 - What is the bomb made of?
 - What is your name?
 - Document exactly what is said, on the Bomb Threat Checklist during the phone call or as soon as possible
- Listen and document clues:
 - Male or female voice
 - Speech - soft, stutter, lisps, nervousness

- Language – accent, dialect
- Background noises – aircraft, music, voices, machinery etc.
- Record the time and date of the telephone call and do not hang-up
- Submit the evidence to Australian Quality Care or delegate.

Threat by suspect object:

Person discovering suspect object and search personnel shall:

- Not touch or move the object
- Mark a trail to the nearest exit
- Communicate findings to Australian Quality Care Manager, or delegate
- Commence evacuation of the area concurrent with a continued search of other areas
- Isolate the risk area.

ANNOUNCE

Do not announce the threat to all people on the premises – Key Personnel only

The **ACCOMMODATION MANAGER** or delegate will:

- Notify the **LOCAL POLICE** – ring “000”
- State the name and address of the Care Facility
- State the contents of the threat
- Inform the Police that a search is organised
- Delegate Supervisors to conduct a search (other staff with discretion)
- Ensure key personnel are allotted to external and internal areas
- Notify the General Manager or Director
- Make a return phone call and communicate findings to the POLICE
- No suspect items found
- Suspect item found.

CONTAIN

THE **SENIOR CARER** will:

- Assume the duties of the Location Manager in his/her absence
- Commence a discreet search of the premises

- Follow the orders of the Location Manager.
- Look for unusual items
- Document areas searched using the Fire Safety floor plan
- On location of a suspect item ask who it belongs to (if it is not owned by someone)
- DO NOT TOUCH OR MOVE THE ITEM
- Mark a trail to the nearest exit
- Isolate the area
- Report findings to Australian Quality Care Location Manager

The **ACCOMMODATION MANAGER**:

- Inform the police of the findings and follow instructions of police.

Evaluation criteria:

- Risk of injury
- Ensure assembly area has been searched
- Decide if partial or full evacuation is indicated, taking into account the following:
 - Response impairment
 - Staff needed for search
 - Reduction in care delivery
 - Panic
 - Evacuation may cause unnecessary risk of injury
 - Predictable and unpredictable behaviour.

EVACUATE

The **ACCOMMODATION MANAGER** will:

- Consult with the search team(s) and ensure the external area, pathways to exits, and exits have been searched
- Initiate evacuation of the immediate place of danger
- Inform LOCAL POLICE that a suspect item has been found
- State that evacuation has commenced
- Follow any instructions given by the Police
- Oversee the evacuation process

- Inform the Police of the ROLL CALL(S)
- Initiate the return to the building when the “all clear” status is issued
- Assist with Police investigations
- Notify the General Manager or Director
- Maintain confidentiality and do not speak to the Media unless authorised by the General Manager

SENIOR CARER will:

- Assume the duties of the Accommodation Manager in his/her absence
- Ensure the external areas, exits and exits paths have been searched
- Commence evacuation
- Ensure the order of priority
- Ensure safety during the process
- Do not divulge unnecessary information
- Windows and doors are left open
- The assembly area is clear of the bomb site, free from the potential of flying debris, glass and flammables
- Perform a ROLL CALL at the evacuation site using the Resident List and Staff Roster
- Communicate the results of the roll call to the Accommodation Manager.
- Ensure all remain at the assembly areas(s)
- Commence the return to the building when the “all clear” status is received
- Attend the debriefing session.

OTHER STAFF will:

- Follow the instructions of the Supervisors
- Evacuate to the EXTERNAL assembly area, following the order of priority and instructions from the Supervisors
- Leave windows and doors open
- Participate in the ROLL CALL
- Return to the building when the “all clear” status has been issued
- Attend the debriefing session.

ORDER OF PRIORITY FOR EVACUATION

- Those in immediate danger
- Ambulant residents
- Visitors
- Staff not involved in the continuing search
- Others – if full evacuation is ordered.

RECOVERY

Following evacuation

The **ACCOMMODATION MANAGER** will:

- Ensure the “all clear” is given by the POLICE before return to the premises
- Initiate the return of people to the premises
- Ensure a debriefing session occurs
- Provide emotional support and assistance to all
- Assist with the restoration to normal duties – including equipment checks if indicated
- Document the incident, using an incident form
- Notify the GM or Director
- Assist with Police investigations.

Following search with **NO** evacuation

The **ACCOMMODATION MANAGER** will:

- Initiate the return to normal duties
- Inform the POLICE
- Assist with Police investigations
- Ensure a debriefing session with only those directly involved
- Complete an incident form
- Notify the GM or Director

When POLICE are on the premises, control of the situation become their responsibility. All instructions given by the POLICE must be followed whether they are on the premises or not.

When a bomb explodes follow the plan – Explosion Procedure.

3. Explosion Threat

Safety following an explosion requires knowledge of the hazards and risks involved.

Explosion

The discharge of noise, material matter including flying glass, and hazardous substances that can result in death or serious injury to people, and damage to property and buildings by disintegration or fire.

Prevention

Safe handling and storage of hazardous substances is a control measure in preventing explosions. Alertness is a key element to prevention. A plan of action is essential in the event of an explosion to prevent worsening conditions.

Alertness

At all times during the performance of our duties, we must be alert to the danger associated with chemicals and correct any erroneous work practices. However, outside of our scope, other actions may cause an explosion. This may be external or associated with a bomb threat. Attention to detail with continuous assessment is essential.

Hazards and Risks

- Flying and settled debris
- Injuries/DEATH
- Likelihood of fire
- Noxious gases in air
- Loss of essential services or exposure to:
 - Gas leaks
 - Live electricity cables

Preparedness

In the event of an explosion a First Aid kit must be available. Emergency telephone numbers must be easily accessed so that external assistance is gained quickly.

Safety

Safety is achieved by a methodical process:

- Identify the hazards
- Assess the risks
- Control the risks

Multiple victims may be involved all needing First Aid in a very unsafe scene for the first aider. External assistance would be indicated.

Nothing should be disturbed. The injured person/s would need First Aid and not be moved until assistance arrived. Electricity, Gas and Water supplies should be turned off at the mains. Bystanders can hinder the rescue process and would be moved from the area. Other safety measures include “no smoking” and isolating the area.

Response

The sequence of events in the event of an explosion is:

REMAIN CALM

Take a mental note of the environment and assess

ANNOUNCE

Ring “000” ask for the POLICE

State that there has been an explosion

Estimate the number of injuries

State that you need transfers to hospital and Assistance from Queensland Fire and Emergency Services

Describe the damage and request S.E.S. assistance

CONTAIN

Turn off all essential services, do not disturb anything, and attend to First Aid

EVACUATE

If the building has structural damage

To the EXTERNAL assembly area well clear of the explosion site.

When State Emergency Services are on the premises, control of the situation becomes their responsibility. All orders must be followed.

Recovery

When the State Emergency Services issue the “all clear” status the clean-up process begins with the return to normal activities. A debriefing session is conducted to give emotional support to all those involved and to evaluate the plan. The incident must be investigated.

Investigation

An explosion is investigated by the Company (internal investigation).

An explosion is investigated by the Division of Workplace Health and Safety (external investigation) involving:

- Queensland Fire and Emergency Service
- Queensland Police Service

Bomb threat and explosion are investigated by the Queensland Police Service (Criminal investigation).

Explosion Safety Procedure

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The sequence of events for explosion safety is:

REMAIN CALM – Assess the situation

ANNOUNCE – inform Australian Quality Care Manager and Emergency Services

CONTAIN – avoid making the situation worse

EVACUATE – if the building has structural damage.

The **ACCOMMODATION MANAGER** will:

- Assess the situation
- Inspect the premises for injured persons, building damage and hazards
- Turn off at the mains:
 - Electricity
 - Gas
 - Water
- Ring “000” – ask for POLICE and
 - Queensland Fire and Emergency Service
 - and STATE EMERGENCY SERVICES
 - State the name and address of the facility and give a description of the emergency
- Do not disturb anything at the site
- Initiate evacuation of the building if advised by the S.E.S. or structural damage is evident
- Ensure First Aid is administered
- Exclude media and unauthorised persons from impeding operations
- Notify the GM or Director
- Notify the Division of Workplace Health and Safety
- Report those injured and hospitalised
- Assist with investigations

- Have Chemical Register, Material Data Safety Sheets (MSDS) and other evidence available.
- Report those who are missing to the emergency service personnel
- Document using an incident form
- Notify next-of-kin
- Initiate return to normal routine when the “all clear” status is issued
- Conduct an internal investigation
- Notify the following as indicated:
 - Local council – Brisbane City Council on 07 3403 8888
 - Electricity authority– Energex
 - Emergency on 13 19 62
 - Power Outage on 13 62 62
 - Gas Corporation – AGL on 13 12 45
 - Building contractors (as contracted)
 - Insurance company – Via Head Office on 07 368 1586
- Plan a debriefing session.

The **SENIOR CARER** will:

- Assume the duties of the Accommodation Manager in their absence
- Raise the alarm, using the nearest manual call point
- Inspect their designated areas for injured persons and building damage
- Report to the Accommodation Manager.
- Attend to First Aid of the injured
- Delegate carers for First Aid assistance
- Do not disturb anything at the site
- Isolate the area and ensure “No Smoking” safety measure
- If advised, initiate evacuation to the EXTERNAL assembly area(s)
- Stay with the injured until external assistance arrives
- Assist with hospital transfer
- Use the Resident List and perform a ROLL CALL (if possible)
- Use the Roster to account for staff on duty (if possible)

- Note visitors who were on the premises
- Report those missing to Accommodation Manager.
- When advised, initiate the return of people to the building
- When appropriate, complete accident/incident report
- Assist in notifying next-of kin
- Assist in the investigation process
- Attend the debriefing session.

OTHER STAFF will:

- Follow the instructions of the Senior Carer
- Do not disturb anything at the site
- When advised, commence evacuation to the EXTERNAL assembly area(s)
- Assist with the ROLL CALL(S)
- Note visitors who were on the premises
- Report to the Senior Carer
- Do not return into the building until advised
- Attend the debriefing session.

When State Emergency Services are on the premises, control of the situation becomes their responsibility. All instructions given by them must be followed.

4. Bush Fire Threat

To achieve safety in this emergency we first need to understand the hazards and risks involved.

Definition

This is a fire in the external environment by natural or unnatural causes.

Hazards and Risks

Bush fires are often unpredictable and threaten to destroy building and townships. There is a high risk of loss to life, property, pets, vegetation, and wildlife. Hazards include:

- Unpredictable, fast-moving flames burning at extreme temperatures
- Thick smoke affecting breathing and visibility
- Strong winds, carrying burning debris and fuel
- Fallen and exposed live power lines
- Explosions caused by fire making contact with flammable gases or liquids
- Panic
- Trauma

Prevention

- Observe fire bans
- Attend to “good housekeeping” of the external environment, including:
 - Keep lawns short and grass well-watered
 - Keep shrubs and trees pruned
 - Remove dead and dry branches and leaves that could act as fuel in a fire
- Limit the stock of flammable liquids and solids
- Take care of the environment when smoking cigarettes.

The Warning System

- Local broadcast on television and radio
- SMS alerts
- Automated landline voice message
- RSS Feeds

Alertness

This involves monitoring the warning systems for updates and observing the external environment. Winds can suddenly change direction and bring the fire to an area originally

regarded as not at risk. Do not leave it until it is too late to evacuate and follow all recommendations of emergency services.

External Assistance

- Ring “000” and ask for State Emergency Services
- State the name and address of the care facility
- State the problem
- Ensure State Emergency Services know that vulnerable people are at risk.

Safety

Safety is achieved by a methodical process:

- Identify the hazards
- Assess the risks
- Control the risks

There are many control measures to reduce the risks of a bush fire.

Preparedness

Prepare for evacuation

- Where to go
- When to go
- How to travel
- What to take
- Seek external advice/assistance

Prepare if evacuation is not possible – building safety

- Staff on duty to notify Accommodation Manager / Management of bush fire threat
- Off duty staff to be called to assistance
- Monitor warning system updates
- Hose the building
- Fill gutters with water to prevent spot fires
- Turn off gas valve (*if safe to do so*)
- Turn off electricity (*if safe to do so*)

- Staff ensure they have access to an Evacuation Kit / First Aid kit

Prepare if evacuation is not possible – personal safety

- Ensure residents with breathing difficulties (Asthmatics) are placed / housed in a secure / area
- Monitor warning system updates
- Close windows, doors, vents and curtains and push furniture away from windows
- Use wet rolled towels to close gaps in windows and doors
- Wear sturdy shoes, and cover skin with woollen clothing
- Drink water to prevent dehydration
- Wet towels and cloths and wrap over mouth and nose if needed
- Have a ladder available to check roof
- STAY INSIDE
- Perform a ROLL CALL

Preparedness for safety is part of the response.

Response

The sequence of events during a bushfire is:

READY – before the bushfire season and as a bushfire approaches

SET – awaiting evacuation or waiting for the crises to ease

GO – action after the bushfire has passed.

Continuing assessment must occur, as conditions can change and the plan must be adapted to the circumstances of the moment.

When State Emergency Services are on the premises, control of the situation becomes their responsibility. All instructions from them must be followed whether they are on the premises or not.

Recovery

This is the clean up process if temporary accommodation is not indicated. The “all clear” status must be given by the State Emergency Services. It also includes restoration of cares and services and a debriefing session, at an appropriate time, for evaluation of the emergency plan and as emotional support to all involved.

Bush Fire Safety Procedure

Approval Date: 5 Nov 2020	Review date: 5 Nov 2020	Version: 1.0
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The sequence of events for Bushfire is:

1. **READY**
2. **SET**
3. **GO**

1. READY

Action before the bushfire season and as a bushfire approaches

The Accommodation Manager will ensure the following:

- Observance of open fire bans
- The external landscape is well maintained
- Limit the stock of flammable liquids and solids
- The smoke free policy is met.
- Oversee the emergency
- Monitor warning system updates
- Confirm a threatened status with Local Police
- Confirm the site is supported accommodation with vulnerable residents
- Perform continuous assessments
- If conditions change adversely ring “000” and:
 - Ask for State Emergency Services -Bushfire
 - State the name and address of the care facility
 - Ask advice – to evacuate or not
 - Advise that the frail and elderly are at risk
 - Confirm assistance for evacuation
 - State the number of Residents
- Issue the advice given

When evacuation is indicated:

- Residents have an essential clothing kit
- Residents have essential medicines
- A kit of essential supplies is available
 - Drinking water
 - Blankets
 - Towels
- Follow the instructions given by State Emergency Services
- Arrange private travel for ambulant residents (if advised)
- Turn off Gas and Electricity at the Mains
- Removal of oxygen cylinders to an external site
- Shut windows and doors
- Lock the premises
- Have Resident List ROLL CALL, list of visitors, and Staff Roster
- Follow the recommended route.

The **ACCOMMODATION MANAGER** will:

- When evacuation is not possible – threat still exists
- Ensure optimal safety of the building
- Ensure optimal personal safety
- Oversee the safety process
- Gas and Electricity is turned off at the Mains
- Windows and doors are closed
- Perform continuous assessments
- Listen for further warnings and updates
- Maintain contact with Local Police/ State Emergency – according to the risk assessment
- Ensure all Residents, Visitors and Staff **STAY INSIDE**
- Monitor others roles and responsibilities
- Have all **ROLL CALLS**

MAINTENANCE PERSONNEL will attend to:

- Maintaining the lawns and gardens in good condition including the removal of litter
- Safety with bulk chemical storage
- Ensure gutters are free from flammable debris

When evacuation is indicated:

- Fill water containers and if time permits:
 - Hose the building
 - Plug down pipes
 - Dampen bark and garden mulch
 - Turn on the sprinkler system
 - Attend to gas cylinder valves
 - Take oxygen cylinders to an external site
- Assist with transport (if advised)
- Follow the recommended route

When evacuation is not possible – threat still exists

- Hose the building
- Plug down pipes
- Dampen bark and garden mulch
- Turn on the sprinkler system
- Attend to gas cylinder valves
- Take oxygen cylinders to an external site
- Take a ladder indoors
- **STAY INDOORS**

SUPERVISORS will:

- Ensure safety with Resident's smoking
- Ensure "Smoke free" policy

When evacuation is indicated:

- Assume the duties of the Location Manager in his/her absence
 - Initiate preparation of essentials for each Resident
 - Clothes
 - Blankets
 - Towels
- Have essential medicines for each Resident
- Initiate assembly at the INTERNAL assembly site(s) ensuring priority order
- Shut windows and doors
- Perform a ROLL CALL using the Fire List
- Document visitors on the premises
- Inform the-Location Manager of these findings
- Assist with transport (if indicated)
- Follow all instructions given by the State Emergency Services
- Follow the recommended route.

When evacuation is not possible – threat still exits

- Assume the duties of the Accommodation Manager in his/her absence
- Ensure all on the premises are indoors
- Close windows, doors, vents, and curtains
- Ensure extra drinking water is available
- Supervise increased hydration
- Wet all towels
- Perform a ROLL CALL using the Resident List
- Document visitors on the premises
- Inform the Accommodation Manager of these findings

- Give reassurance and First Aid to the distressed
- Form “self-help” groups if indicated
- Follow all directions given by the State Emergency Services.

OTHER STAFF will:

- Supervise the “smoke free” policy
- Supervise Residents when smoking

When evacuation is indicated:

- Pack an essential kit for each Resident
 - Clothes
 - Blankets
 - Towels
 - Face Mask
 - Sanitiser
- Remove all synthetic clothing worn and replace with woollen clothing
- Dress in sturdy shoes
- Commence evacuation to the INTERNAL assembly site(s) following the order of priority
- Close Windows, doors and curtains
- Assist with all ROLL CALLS
- Follow all instructions given by the State Emergency Services
- Assist with transport (if indicated)
- Follow the recommended route.

When evacuation is not possible:

- Remove all synthetic clothing worn and replace with woollen clothing
- Dress in sturdy shoes
- Move beds and furniture away from windows
- Ensure increased hydration
- Wet all towels
- Assist with ROLL CALLS

- Provide reassurance
- Follow all instructions given by the State Emergency Services.

PRIORITY ORDER

- Ambulant
- Semi-ambulant
- Non-ambulant
- Visitors
- Staff

2. SET

Waiting for the crises to ease.

The **ACCOMMODATION MANAGER** will:

After evacuation and at temporary accommodation:

- Repeat the ROLL CALLS
- Report missing persons to the State Emergency Services
- Ensure comfort and support
- Oversee the waiting process
- Perform continuous assessments
- Follow and advice given by the State Emergency Services.

When evacuation is not possible:

- Oversee the safety process
- Maintain contact with the State Emergency Services
- Ensure “spot fires” are extinguished – if safety allows
- Ensure all STAY INDOORS.

SUPERVISORS will:

After evacuation and at temporary accommodation:

- Assist with the repeat ROLL CALLS
- Continue with First Aid
- Settle Residents and others

- Ensure delivery of care - though improvised.

When evacuation is not possible:

- Ensure all STAY INDOORS
- Form “support groups” if indicated
- Continue with increased hydration
- Use wet cloths to cover mouth and nose if indicated
- Attend to First Aid
- Staff to assist with First Aid
- Continue to listen to radio updates
- Inform Australian Quality Care Manager of conditions.

OTHER STAFF will:

After evacuation to temporary accommodation:

- Assist to settle all Residents
- Provide care – though improvised
- Follow directions given by the Senior Carer
- Provide emotional support.

When evacuation is not possible:

- Follow directions given by the Senior Carer
- Cover nose and mouth of yourself and those in your care with wet cloths
- Increase hydration
- Fight “spot fires” if safe to do so
- Check the roof for “spot fires”
- Ensure all STAY INDOORS
- Provide emotional support.

3. GO

Action after the bushfire has passed.

The **ACCOMMODATION MANAGER** will:

- Confirm the “all clear” status with the State Emergency Services
- Follow all instructions given by the State Emergency Services
- Repeat the ROLL CALLS
- Report missing persons, the injured and fatalities
- Oversee the recovery process
- Perform a debriefing session as soon as possible

OTHER STAFF will:

- Assist with the repeat ROLL CALLS
- Assist with the recovery process
- Return to the delivery of care and services
- Provide emotional support
- Attend the debriefing session.

5. Chemical Spill Safety

In achieving safety with a chemical spill we first need to understand the hazards we may encounter, and the risks involved.

Definition

A Chemical spill is the inadvertent release of a liquid chemical regarded as hazardous to human health, irrespective of the volume or place of release—indoors or environmental—which, in a workplace, is identified with hazardous materials labels.

Material Safety Data Sheets (MSDS)

Or, simply Safety Data Sheets, must be available at or near the site of chemical use/storage. Information is available as to the correct process for disposal and containment, each substance being individual.

Hazchem Code

The Hazchem code (information on the MSDS) indicates the appropriate extinguisher use to the Fire & Emergency Service.

In particular, hazardous substances create an emergency when spillage, including leakage occurs. Hazardous substances include:

- Flammable liquids
- Corrosive substances
- Miscellaneous substances
- Toxic substances
- Flammable gases

Hazards

- Fire
- Explosion
- Inhalations of toxic fumes, vapors
- Burns to eyes, skin, mucous membranes and internal organs (e.g. lungs)

Risks

- Injury
- Disease or illness
- DEATH
- Property and building damage.

Prevention

Because the risks are high, safe work practices are implemented in the following areas:

- Training in the safe handling of hazardous substances
- Storage
- Use
- Disposal
- Laws and Regulations
- Excess stocks are not held
- Stocks are properly stored and appropriately labelled
- Material safety data sheets are available.

Preparedness

- Appropriate equipment for containment is accessible
- Personal protective equipment is available with trained usage
- Methods of containment are known
- Appropriate equipment and a plan to manage victims of any hazardous materials incident is available.

Alertness

Recognise the signs and symptoms

- Clouds of vapor
- Spilled liquids or solids
- Bottles or gas cylinders knocked over
- Unusual odours
- Not breathing or difficulty breathing
- Disorientation
- Confusion
- Listlessness
- Nausea/ vomiting
- Skin pale, cyanotic or turning cherry pink – the latter occurs usually just before death
- Collapse and/or unconsciousness.

Safety

This is achieved by a methodical process:

- Identify the hazards
- Assess the risks
- Control the risks.

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Response

Small spills will be attended to as advised by the Safety Data Sheets.

Large spills, whether the substance is known or unknown, requires an additional emergency response:

- Safety of those involved
- Containment of the spill
- External emergency assistance:
 - Activate the nearest Manual Call Point
 - Ring “000” ask for Queensland Fire and Emergency Service
 - State the name and address of the care facility
 - Describe the signs and symptoms
 - State the Hazchem code (if known and applicable).

Recovery

This is the “clean up” process after the emergency. The “**all clear**” status must be given by the Fire & Emergency Service before the return to the building or routine activities. Investigations must occur by the Location Manager and by Work Health and Safety.

A debriefing session must occur to give emotional support to all those involved and for review of the emergency procedure.

Control Measures for a Chemical Spill

The emergency safety plan has a sequence of events:

1. REMOVE

from immediate danger

2. ANNOUNCE

Ring “000” – ask for Queensland Fire and Emergency Service

State the name and address of the care facility

Describe the signs and symptoms

State the Hazchem code

State if you need Medical Assistance

3. CONTAIN

the spill – if safe to do so

restrict the area

avoid sparks and flames

ensure “No Smoking”

4. EVACUATE

to the EXTERNAL assembly area
(internal hazard)

indoors (external hazard)

Chemical Spill Procedure

Approval Date: 5 Nov 2020	Review date: 5 Nov 2020	Version: 1.0
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The sequence of events for Chemical Spill is:

REMOVE – from immediate danger

ANNOUNCE – the emergency

CONTAIN – the spill, if safe to do so

EVACUATE –.to external assembly area or escape indoors.

Internal Chemical Spill

The **ACCMOMMODATION MANAGER** will:

- Assess the situation and oversee the emergency process
- Initiate containment of the spill, ensuring use of PPE – and safety
- Restrict the area and give instructions to commence evacuation
- Ring “000” and:
 - Ask for Queensland Fire and Emergency Service
 - State name and address of the facility
 - Give information of the chemical spill or signs and symptoms
 - State the Hazchem code
 - Inform of the need for Medical Assistance
- Use the master Resident List and perform ROLL CALL
- Have available the Register of Chemicals a copy of the Material Safety Data Sheets
- Use the roster to account for staff on duty
- Report to the Emergency Services those injured, hospitalised, and fatalities
- Follow all instructions given by the State Emergency Services
- Complete an incident form and perform internal investigation
- Notify the Division of Workplace Health and Safety of the incident and those injured, hospitalised and fatalities and assist with their investigations
- Notify carers/family of those with adverse results

- Initiate the return to the building when the “all clear” status is given
- Notify the GM or Director
- Conduct a debriefing session as soon as possible after the “all clear” status has been issued.

The **SENIOR CARER** will:

- Assume the duties of the Accommodation Manager in their absence
- Initiate the evacuation to the EXTERNAL assembly area(s)
- Follow the order of priority
- Assess and prevent conditions worsening
 - Restrict/barricade the area
 - No naked lights/flames/sparks or smoking
- Attend to First Aid – refer to the Material Safety Data Sheet
- Delegate Carers to assist with first aid
- Assist Emergency Services with transport to hospital
- Assist in the ROLL CALL(S)
- Report to the Chief Fire Warden
- Follow all instructions given by Queensland Fire and Emergency Service
- Assist with the return to the building when instructed by the Queensland Fire and Emergency Service
- Notify Medical practitioner for medical assessment
- Assist with documentation of incidents
- Update the Fire List
- Assist with notifying carers/family
- Attend the debriefing session.

ORDER OF PRIORITY

- The injured/affected
- Those at immediate risk
- Others according to continuous assessment

OTHER STAFF will:

- Assist with the evacuation
- Follow the order of priority
- Follow the orders of the Senior Carer
- Follow change of instructions given by Queensland Fire and Emergency Service
- Assist with the ROLL CALL(S)
- Assist with identifying visitors on the premises
- Keep people at the EXTERNAL assembly area
- Heed additional safety measures
- Assist with the return to building when instructed by the Emergency Service that is safe to do so
- Attend the debriefing session.

Chemical Spill – external environment

In the event of dense smoke or hazardous airborne pollution occurring outside the care facility:

- The **ACCOMMODATION MANAGER** will ensure:
 - Persons outside the building will be escorted into the building
 - The closure of all windows, doors and other ventilation entry points
 - Seal the entry points, if indicated
- Ring “000” and:
 - Ask for Queensland Fire and Emergency Service
 - State name and address of the facility
 - Give information of the chemical spill or signs and symptoms
 - State if Medical Assistance is needed
- Report those unaccounted for
- Return to normal duties when the “all clear” status has been issued
- Complete and incident form and investigate
- Notify the Division of Workplace Health and Safety of the incident and people hospitalised
- Notify the GM or Director
- Notify carers/family of those adversely affected

- Perform a debriefing session as soon as possible.

The **SENIOR CARERS** will:

- Assume the duties of the Accommodation Manager in their absence
- Supervise the “return to building” process and proceed to the INTERNAL assembly area(s)
- Follow the order of priority
- Assist with the containment – close windows, doors and sealing entry points
- Perform a ROLL CALL(S)
- Ensure everyone stays at the INTERNAL assembly area
- Attend to First Aid
- Report these findings to the Accommodation Manager
- Follow directions given by Queensland Fire and Emergency Service
- Return to normal duties when the “all clear” status is issued
- Attend the debriefing session.

ORDER OF PRIORITY

- Those injured/affected
- Those at immediate risk
- All others.

OTHER STAFF will:

- Escort Residents and others to the INTERNAL assembly areas(s)
- Follow directions given by the Carers
- Follow directions by Queensland Fire and Emergency Service when they are on the premises
- Assist with the ROLL CALL(S)
- Assist with keeping all together at the assembly site(s)
- Return to normal duties when advised
- Attend the debriefing session.

6. Cyclone Safety

In achieving cyclone safety we first need to understand the hazards we may encounter and the risks involved. A multitude of actions can provide safety, the most significant being to **stay indoors**.

Definitions

Tropical cyclones

These develop from tropical depressions. A tropical cyclone can last for a few days or up to two or three weeks. Movement in any direction is possible. Winds may exceed 200 km/h and airborne debris can become a potential lethal missile. The “eye” of the cyclone will produce a temporary lull in the wind, but this soon is replaced by extreme winds from another direction. Cyclones can produce flood rains and cause drowning and further damage to property.

Hazards

- Sustained extreme winds carrying large & heavy debris
- Heavy rains causing flooding
- Fallen and exposed live power lines, sometimes submerged in flooding

Risks

- Isolation and land erosion due to flooding
- Displacement from home & town
- External and internal environmental damage
- Loss of power and other essential services
- Loss or damage to property and possessions
- Emotional trauma
- Physical injury
- Loss of life

Internal Assembly Area

This should be a place free from glass which is structurally sound, e.g. bathrooms, hallways, and close to external exits.

The Bureau of Meteorology

The Bureau of Meteorology (<http://www.bom.gov.au/>) provides a comprehensive weather service for all of Australia. High priority is given to providing warning of events that may endanger life and property. The coastal areas of Queensland are given high priority. The cyclone is given a name (e.g. Cyclone Tracey) when winds of gale force have developed. The name given to a system at this time is used throughout its life.

The Warning System

This occurs in two stages:

1. A Cyclone Watch

A message (of a detected or potential cyclone expected within 24-48 hours) to Police, State and Territory Emergency Services and the Media. **They are renewed every six (6) hours.**

The message estimates:

- Location
- Intensity
- Severity category
- Movement
- Identifies area of danger

2. A Cyclone Warning

Is issued as soon as gales or stronger winds are expected within 24 hours. **They are issued every three (3) hours**, and for a severe threat – HOURLY ADVICES. A cyclone warning:

Identifies the communities being threatened

- The cyclone's name
- Location
- Intensity
- Maximum wind gusts
- Severity category

Cyclone Categories

Generally, cyclones are categories in a scale from 1 to 5, depending on how strong the winds could be, and the type of damage that can be caused.

Category 1	Wind gusts less than 90 - 125 km/h Negligible house damage
Category 2	Wind gusts 125-164 km/h Minor house damage Significant damage to external environment Risk of power failure
Category 3	Wind gusts 165 - 224 km/h Some roof and structural damage Power failure likely
Category 4	Wind gusts 225-280 km/h Significant roofing loss and structural damage Dangerous airborne debris Widespread power failures
Category 5	Winds greater than 280 km/h Extremely dangerous with widespread destruction.

Prevention

As a cyclone is a natural occurrence, prevention of injury and minimising the damage to equipment and property is essential. Good housekeeping is essential.

Preparedness

This means having a plan in place, and kits of supplies, clothing and essential medicines in the event of local evacuation, or sustained period of isolation at home. You should always **STAY INDOORS** during a cyclone.

Alertness

Keen observation, especially of the warning system, and the changing conditions within both the internal and external environment should be maintained.

Response

This is planned action to ensure optimal safety. External assistance may be required. **Ring “000”** – **ask for Police** and that you need the assistance from State Emergency Services for mass evacuation. Ensure that the Police know that the care facility is for assisted living accommodation occupants.

Recovery

This is the clean-up process after the “**all clear**” status has been announced. It also includes the emotional support given after the emergency. Following a cyclone the environmental hazards and risk of injury are extremely high due to an unsafe scene.

Safety

This is achieved by a methodical process:

- Identify the hazards
- Assess the risks
- Control the risks.

Control Measures for Cyclone Safety

The emergency safety plan has a sequence of events:

READY – action before the cyclone season and as a cyclone approaches

SET – action during the cyclone

GO – action after the cyclone has passed

Cyclone Safety Procedure

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The sequence of events for a cyclone is:

1. **READY** – before the cyclone season and as a cyclone approaches
2. **SET** – internal assembly and waiting for the crises to ease
3. **GO** – action after the cyclone has passed.

1. READY

Before the cyclone season and as a cyclone approaches

The **ACCOMMODATION MANAGER** will ensure:

- The external environment is clear of unsecured items such as loose sheet iron, that have the potential to be projectiles if picked up and carried by the wind.
- Have a copy of the Cyclone Safety Plan available
- Initiate the necessary emergency kit with the following contents:
 - Portable radio with fresh spare batteries
 - Torch, fuel lamp (and matches)
 - Water containers (filled), tinned food, can opener
 - A stocked First Aid Kit
 - Masking tape and plastic (garbage) bags
 - Mask
 - Sanitiser
 - Essential medicines and toiletries for each Resident
 - Essential spare clothes for each resident
- Availability of emergency contact numbers located at the main office, and each work station
- Switch off computers and other electrical equipment and detach from the outlet
- Cover essential property with plastic sheeting and store in utility rooms
- Listen to the radio constantly for further cyclone updates and warnings

- Ring “000” for assistance
 - Ask for State Emergency Services
 - State the name and address of the Facility
 - Ensure it is known that the frail, elderly and residents with disabilities are involved
 - Describe the problems
- Initiate the advised actions.

SENIOR CARER will:

- Assume the duties of Accommodation Manager in their absence
- Prepare a spare bag of clothes for each Resident
- Prepare and label essential medicines for each Resident
- Check the First Aid Kit
- Remove electrical equipment from the outlet
- Secure windows with masking tape in a diagonal cross (x)
- Have ready extra blankets or doonas for each Resident
- Ensure the torches are ready for use
- Cover, and store essential property in the utility rooms
- Listen to the radio for further cyclone updates and warnings
- Communicate with the Location Manager. – if by phone, keep it brief
- Move Residents, visitors and others to the INTERNAL assembly area (in order of priority)
- Each Warden will perform a ROLL CALL using the “Fire List”
- Use the visitors sign in book to identify visitors on-site
- Use the Roster to note staff on duty
- Attend to first aid
- Follow any advice given by the warning service
- Advise that all STAY INDOORS
- Be prepared for local evacuation.

OTHER STAFF will:

- Follow the directions of the Carers
- Pack emergency clothing, valuables and toiletries, for each Resident in a plastic bag (ensure warm clothing is included)
- Advise or assist Residents to wear solid footwear
- Do not make any unnecessary phone calls
- Assist with securing the building, taping windows and storage of equipment
- Give emotional support
- Ensure all stay inside
- Move Residents and visitors to the INTERNAL assembly area (in order of priority)
- Take each Resident's "Essential clothing Kit" with them
- Assist with the roll call.

2. SET

Internal assembly and waiting for the crises to ease

The **ACCOMMODATION MANAGER** will:

(Category 1-5 Cyclones)

- Oversee the safety process
- Ensure all stay indoors
- Maintain contact with the State Emergency Services
- Inform the Carers of any advice/instructions given
- Ensure all is ready for the evacuation process
- Listen for further warning updates.

SENIOR CARERS will:

(Category 1 Cyclone)

- Assume the role of the Accommodation Manager in his/her absence
- Be prepared for loss of power
- Promote calm and give reassurance
- Continue to listen for radio warning/advice updates
- Attend to First Aid

- Use the blankets and other materials to cover Residents and visitors
- Be aware “the eye of the cyclone” – a quiet period and then strong winds from the opposite direction soon follow
- Ensure all stay indoors at the INTERNAL assembly area.

(Category 2-5 Cyclones)

- Assume the role of the Location Manager in his/her absence
- Ensure all is ready for local evacuation; each Resident has their “essential clothing kit”
- Promote emotional support
- Provide protection for the elements
- Be prepared for the likelihood of power loss
- Whilst awaiting Emergency Crew, attend to First Aid, and if safe, attend to makeshift repairs to prevent further danger
- Ensure all stay indoors at the INTERNAL assembly area
- Follow the instructions given by radio updates and/or Emergency Crews
- Have in your possession the “essential medicines” of each Resident and all Roll Calls.

OTHER STAFF will:

(Category 1 Cyclone)

- Follow the directions of the Senior Carer
- Give reassurance
- Provide comfort and safety from the elements
- Report the need of First Aid to the Carers
- Keep everyone together – at the INTERNAL assembly area
- Be prepared for local evacuation.

(Category 2-5 Cyclones)

- Keep everyone together at the INTERNAL Assembly, ready for local evacuation
- Continue to give reassurance, comfort, and safety from the elements
- Be prepared for the likelihood of loss of power
- Follow the instructions of the Senior Carer

- Ensure the Residents has their “essential clothing kit”
- Be prepared for local evacuation
- Follow the instructions of the Emergency Crews.

PRIORITY ORDER – Internal Assembly

- Ambulant residents
- Semi-ambulant residents
- Non-ambulant residents,
- Visitors
- Staff

PRIORITY ORDER – Local Evacuation

Follow the instructions given by the State Emergency Services.

3. GO

Action after the cyclone has passed

The **ACCOMMODATION MANAGER** will:

- Contact the POLICE. and be sure that the cyclone has passed – ensure the “all clear” status
- Be aware of the “eye of the cyclone”
- Give the instructions to the Carers to either stay at the Internal Assembly area, or return Residents to their rooms
- Communicate with the carers the results of Roll Call and lists of visitors and staff
- Notify POLICE the names of those missing, injured and fatalities and assist with the investigations. Report damage that needs S.E.S. assistance – e.g. roof/building damage, temporary accommodation
- Notify the GM or Director
- Notify local council if there is structural damage
- Initiate the clean-up and restoration process
- Conduct a debriefing session as soon as possible.

The **SENIOR CARER** will:

- Assume the role of the Accommodation Manager in their absence
- Follow the instructions of Australian Quality Care Manager or Emergency Crew
- Repeat the Roll Calls
- Discuss the findings of the Roll Call with the Accommodation Manager and the lists of visitors and staff
- Commence the return of Residents to their bedroom site, when advised
- Be aware of hazards with the external environment
- Continue to listen to the radio for updates
- Make only necessary phone calls
- Assist with the “clean up” process
- Assist with the restoration of care and services
- Attend the debriefing session.

OTHER STAFF will:

- Follow the instructions of the Senior Carer
- Assist with the Roll Calls
- Assist with the return of Residents to their bedroom site
- Assist with the “clean up” process
- Assist with the restoration of care and services
- Attend the debriefing session.

All people will stay, and not go home until advised it is safe to do so. Follow the instructions given by the Emergency Crews and use the recommended route.

7. Earthquake Safety

To achieve safety in this emergency we first need to understand what is involved.

Definitions

Earthquake

This is a sudden release of energy in the Earth's crust. If the Earth's crust cannot accommodate itself, it breaks, releasing energy in the form of sudden, violent shocks. Tremors can cause effects ranging in intensity from 1 to 12 and this is a measurement of the degree of shaking from tremors. Magnitude varies from 1 to 8 (Richter scale.). There is little or no warning.

Richter scale

Scale 1	detected by seismographs
Scale 2	shocks felt by humans
Scale 3	damage to property and buildings
Scale 8 (and over)	almost total destruction.

Hazards

- Medium to catastrophic building and infrastructure damage
- Chemical spill and gas leak
- Fire and explosion
- Landslides and ground fissures
- Soil liquefaction - a phenomenon in which earthquake shaking causes the strength and stiffness of soil to be reduced, damaging foundations, buildings and infrastructure erected on top.

Risks

- Displacement from home & town
- Environmental and infrastructure damage
- Loss of power and other essential services
- Loss or damage to property and possessions
- Emotional trauma and physical injury
- Loss of life

Prevention

As this is a natural occurrence, safety with prevention of further injury is paramount. Minimising the damage to building by design also contributes. Continuing assessment must occur, as conditions can change, and the plan must be adapted to the circumstances of the moment.

Preparedness

It is essential to be prepared by having equipment available, and a plan formulated in the event of an Earthquake.

Response

The most common response, but not the safest, is to “run outside”. Safety measures include:

- Stay inside
- Stay against inside walls
- Shelter under sturdy furniture or internal door frames if shaking starts
- Avoid mirrors, windows, hanging objects
- Have other protective coverage (blankets etc.)
- Turn off Electricity, Gas and Water (if possible)
- **Gain assistance from State Emergency Services**
 - Ring “132 500”
 - State the name and address of the facility
 - Give information of damage, injury, severity.

The sequence of events in the event of an Earthquake is:

READY safety equipment available and internal safety

SET waiting for the crises to ease

GO return to bedroom sites or External evacuation

Recovery

In a major disaster, recovery would be a long process, involving community assistance – given and received. In any event, a debriefing would occur both for emotional support and for evaluation of the plan.

Earthquake Safety Procedure

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The sequence of events in Earthquake safety is:

1. **READY** – safety equipment available and internal safety
2. **SET** – waiting for the crises to pass
3. **GO** – external evacuation or the return to bedroom sites.

1. READY

Ensuring internal safety.

The **ACCOMMODATION MANAGER** will ensure:

- Availability of torches and portable radio with fresh batteries
- Availability of emergency numbers located at the main office
- Availability of a First Aid Kit
- Oversee the process
- Contact “000” for serious damage, fire and/or injuries
- Ask for State Emergency Services – call 132 500
- State the name and address of the care facility and the problems.

The **SENIOR CARER** will:

- Assume the duties of the Accommodation Manager in his/her absence
- Ensure safety measures:
 - Stay against inside walls
 - Shelter under sturdy furniture or internal door frame if shaking starts
 - Have other protective coverage (blankets etc.)
 - Avoid mirrors, windows, hanging objects
 - Turn off Electricity, Gas and Water if possible
- Ensure all stay indoors
- Promote calm.

OTHER STAFF will:

- Assist all on the premises with shelter as described above
- Supply blankets and/or doonas for extra protection
- Follow safety instructions given by the Senior Carer
- Give comfort and reassurance.

2. SET

Waiting for the crisis to pass.

The **ACCOMMODATION MANAGER** will:

- Oversee the safety process
- Promote calm and a positive outcome
- Oversee the total process and ensure optimal safety
- Ring “000”. if indicated – structural damage/trapped persons etc.

The **SENIOR CARER** will:

- Assume the duties of the Accommodation Manager in their absence
- Ensure all stay indoors
- Attend to First Aid
- Promote calm and a positive outcome
- Listen for news updates on the portable radio
- Listen for onsite assistance from Emergency Services
- Use the torches if indicated
- Do not attempt to move rubble as conditions can worsen.

OTHER STAFF will:

- Follow instructions given by Senior Carer
- Promote calm and a positive outcome
- If possible cover others and yourself to protect from fallen debris
- Listen for onsite assistance from Emergency Services.

3. GO

External evacuation or return to bedroom sites.

The **ACCOMMODATION MANAGER** will:

- Assess the situation and instruct:
 - Stay in the building/ or
 - Evacuate
- Check the building for:
 - Damage
 - Cracks
 - Water leaks
 - Broken electrical cables
 - Gas leaks
- Report the need for assistance for serious injury, building damage or fire
- Ring “000” ask for Emergency Services
 - state the name and address of the care facility
 - and the problems
 - ensure it is known that frail, and elderly and residents with disabilities are involved
- Avoid using the telephone except for emergencies
- Turn off stoves and heaters
- Check for gas and fuel leaks
- Ensure NO SMOKING and no naked lights
- Initiate external evacuation if damage is serious
- Ensure the building is inspected by a structural engineer and only return when advised it is safe to do so
- Check food and water supplies
- Conserve water
- Continue to listen to the radio and follow instructions
- Liaise with staff on duty
- Report missing persons to the S.E.S.
- Report, when possible, to the GM or Director

- Oversee the return process if advised of the “all clear” status
- Contact building contractors for repairs
- When advised, restore Gas and Electricity use
- Follow instructions given by any Emergency Services
- Plan for a debriefing session as soon as possible.

The **SENIOR CARER** will:

(External Evacuation)

- Assume the duties of the Accommodation Manager in their absence
- Commence the evacuation to EXTERNAL assembly area/s
- Assess the risks involved in moving injured persons
- Delegate a STAFF MEMBER or other to stay with injured persons
- Perform ROLL CALLS, using the Fire List and Staff Roster
- Report those who are missing and the injured within the building to the Location Manager
- Ensure NO SMOKING and no naked lights
- Be prepared for aftershocks
- Await further advice
- Follow instructions given by any Emergency Services.

The **SENIOR CARER** will:

(Return to bedroom site)

- Assume the duties of the Accommodation Manager in their absence
- Commence the return of Residents to their accommodation
- Repeat the ROLL CALL(S)
- Ensure NO SMOKING
- Follow instructions given by the S.E.S.
- Continue to give First Aid as indicated
- Be prepared for aftershocks.

OTHER STAFF will:

(External Evacuation)

- Commence the evacuation process to the EXTERNAL assembly area(s)
- Assist with the ROLL CALL(S)
- Promote calm and give reassurance and comfort
- Ensure NO SMOKING or naked lights
- Await further instructions and follow advice of Senior Carer.

OTHER STAFF will:

(Return to accommodation site)

- Commence the return of Residents to the bedrooms
- Assist with the repeat ROLL CALL
- Ensure NO SMOKING
- Report the need for FIRST AID – to the Senior Carer
- Be prepared for aftershocks
- Follow instructions given by the Senior Carer.

8. Flood Safety

In achieving safety with floods we first need to understand the hazards we may encounter and the risks involved.

Definitions:

Flooding

This may occur in varying degrees:

- Minor flooding – creek risen to near creek bank
- Serious flooding / Inundation– caused by exceptionally high rainfall resulting in inundation of buildings over flooring level

Flash Floods

These are floods which results from surface water run-off after heavy rains, usually with fast rising water levels and swift currents. Flash floods can occur well downstream from the actual rainfall. They may occur when a storm moves slowly, so that a small area receives most of the rain. Drainage and run-off characteristics can also control where the greatest impact occurs. Flash floods cause more injuries and deaths than other types of floods.

Unsafe Scene

Flood waters can rise rapidly and enter buildings. People's lives are endangered, especially the frail elderly who are reliant on our assistance in varying degrees under normal circumstances. The need is increased dramatically with the invasion of flood waters. There are many hazards in flood waters including, floating debris, snakes, spiders, hazardous chemicals, hidden debris. Electricity becomes dangerous.

Loss

Loss of life, especially with flash flooding. Buildings can be swept away with fast currents or sustain considerable damage.

Personal belongings may become ruined by water damage. Equipment can be damaged especially electrical equipment. Essential services, such as water, electricity, gas, can be lost. Food can be damaged and then unsafe to consume. Medical records may be lost by water damage.

Emotional and Physical Trauma

This is very significant as multiple victims are involved, all needing assistance concurrently during the emergency and for a long time following. First aid may need to be given in a very unsafe scene for the first aider, and with limitations.

Prevention

As a flood is a natural occurrence, prevention of injury and minimising the damage to equipment and property is essential. “Good housekeeping” is essential.

Preparedness

This means having an evacuation plan in place, and kits of supplies, clothing and essential medicines in the event of a local evacuation.

The Warning System

Warnings of floods are included within Severe Storm warnings and Cyclone warnings by media broadcasts. Flash flooding can occur with little or no warning.

Alertness

Keen observation, especially the warning system, and of the changing conditions in the environment. Assessments need to be continuous, using the “triage process” in the case of multiple victims. This process gives the greatest chances of survival to the greatest number of victims.

Response

This is action, as planned, necessary for safety. External assistance may be required. Ring “000” – ask for “Police” and that you need the assistance from State Emergency Services for mass evacuation. Do not delay the call for “help”. Ensure the Police know the care facility is for the elderly and frail.

Recovery

This is the clean-up process after the “all clear” status has been announced. It also includes the emotional support given after the emergency.

Environmental hazards are still of concern during the recovery period.

Safety

This is achieved by a methodical process:

- Identify the hazards
- Assess the risks
- Control the risks

Continuing assessment must occur, as conditions can change and the plan must be adapted to the circumstances of the moment.

Control Measures for Flood Safety

The emergency plan has a sequence of events:

READY – action before the wet season, storm and cyclone season and securing a place of safety.

SET – waiting for the crises to ease, or prepared for local evacuation.

GO – local evacuation or action after the crises has eased.

Flood Safety Procedure

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The sequence of events for Flood safety procedure is:

1. **READY**
2. **SET**
3. **GO**

1. READY

Before the storm, cyclone or wet season

The **ACCOMMODATION MANAGER**

- Availability of emergency contact numbers located at the main office and each care station
- Availability of a portable radio and torches, with fresh batteries
- Availability of a First Aid kit
- Know the nearest safe high ground in case of a storm tide warning
- The yard is free from loose objects
- Seek information from local radio or other available authority
- Communicate these findings to the Carers.

When flooding is a risk

The **ACCOMMODATION MANAGER** will:

- Call in additional Staff for assistance
- Listen for radio updates, flood and flash flood warnings
- Communicate this information to the Senior Carer
- Make telephone communications brief
- Ensure each Resident has a kit of essential clothing and medicines
- Switch off all computers and other electrical equipment and detach from the outlet
- Store essential property at the highest possible shelf level

- Place documents and valuables in plastic bags and store at the highest possible shelf level
 - Ring “000” assistance:
 - Ask for POLICE
 - State the name, address of the care facility
 - Ensure it is known that the frail and elderly are involved
 - Inform of the need for S.E.S. assistance
- Advise Supervisors to commence transport of all to the INTERNAL assembly area
- Oversee the whole process.

The **SENIOR CARER** will:

- Assume the responsibilities of the Accommodation Manager in their absence
- Listen for radio updates, and tide and flood warnings
- Communicate with the Accommodation Manager, if telephone safety can be achieved
- Ensure the First Aid Kit has essential items
- Switch off all electrical items, disconnect from the outlet, and store these at the highest possible shelf level
- Place important documents and valuables in plastic bags and store at the highest possible shelf level
- Pack essential medicines for each Resident
- Initiate preparation of a bag of spare clothing for each Resident
- Commence transport of all on the premises to the INTERNAL assembly area
- Follow the order of priority
- Use the “Fire List” and perform a ROLL CALL
- Use the Visitor Record to list visitors on the premises and those who, despite safety advice, left the premises
- Use the Roster to note staff on the premises
- Follow any advice given by Emergency Services
- Assist the distressed and give emotional support to all
- Turn off gas, electricity and water
- Anchor items that will float.

OTHER STAFF will:

- Follow the directions of the Senior Carer
- Assist with disconnecting electrical equipment, safety and storage of property and valuables
- Empty refrigerators and freezers and leave the doors open to prevent floating and subsequent damage
- Pack a plastic bag of essential clothing for each Resident
- Ensure Residents are wearing sturdy shoes
- When directed, commence the transport of all on the premises to the INTERNAL assembly area, using the order of priority.

Flash flooding without warning

The **Accommodation Manager** will:

- Contact POLICE – Ring “000” for Urgent assistance
- Advise Carers of the instructions
- Initiate the transport of all on the premises to the INTERNAL assembly area

The **SENIOR CARER** will:

- Assume the responsibilities of Accommodation Manager in his/her absence
- Follow any directions given by the Accommodation Manager. or Emergency Service
- Commence the transport of all on the premises to the INTERNAL assembly area
- Take the “essential medicines” packs
- Give emotional support
- Provide the necessary First Aid
- Be ready for local evacuation
- Perform a Roll Call, using the Fire List if time and safety allow.

OTHER STAFF will:

- Commence the transport of all on the premises to the INTERNAL assembly area
- Take each Resident’s kit of spare clothing
- Give emotional support to all
- Follow directions given by the Nursing Supervisors
- Be ready for local evacuation.

PRIORITY ORDER – Internal Assembly

- Ambulant residents
- Semi-ambulant residents
- Non-ambulant residents
- Visitors
- Staff

PRIORITY ORDER – Local Evacuation

Follow instructions given by the State Emergency Services

2. SET

Waiting for the crises to ease - prepared for local evacuation

The **ACCOMMODATION MANAGER** will:

- Oversee the local evacuation or waiting process
- Maintain communication with the POLICE
- Follow any instructions given by any Emergency Service
- Listen for warnings/advice on the portable radio
- Communicate with the Nursing Supervisors.

The **SENIOR CARER** will:

- Assume the duties of the Accommodation Manager in their absence
- Listen for warnings/advice on the portable radio
- Follow any instructions given by the Accommodation Manager or Emergency Service
- Communicate with the Accommodation Manager. if telephone safety can be achieved
- Give emotional and physical support
- If indicated, use the emergency provisions
- Initiate “self-help” groups if indicated
- Have the “essential medicines” available at the INTERNAL assembly area
- Have the lists of people on the premises
- Provide First Aid as necessary
- Keep all on the premises at the INTERNAL assembly area ready for local evacuation.

OTHER STAFF will:

- Follow the instructions of the Senior Carer
- Stay at the INTERNAL assembly area
- Give emotional and physical support.

3. GO

Local evacuation or action after the crises has eased.

The **ACCOMMODATION MANAGER** will in the event of local evacuation:

- Assist the S.E.S. with the evacuation process
- Follow the instructions given by the S.E.S.
- Take “the supplies” to the new site
- Communicate with the Nursing Supervisors of the findings of the repeated ROLL CALLS
- Inform the S.E.S. of people who are missing, injured and fatalities
- Stay at the new site until given further notice.

The **SENIOR CARER** will in the event of local evacuation:

- Assume the responsibilities of the Accommodation Manager in their absence
- Follow instructions given by the Accommodation Manager
- Follow instructions given by the S.E.S. if the Accommodation Manager. is not on the premises
- Assist with the transfer of all, to the new site
- Take the “essential medicines”
- Take the radios, torches and other lighting
- Take Masks and sanitizer
- Take the lists of people on the premises
- Stay at the new site until given further notice
- Repeat the ROLL CALLS at the new site
- Report to the Accommodation Manager. or S.E.S. those who are missing, injured and fatalities
- Attend the debriefing session when planned

OTHER STAFF will in the event of local evacuation:

- Assist with the transfer of all, to the new site
- Assist with taking “the supplies” to the new site
- Stay at the new site until given further notice
- Follow directions given by the Carers
- Attend the debriefing session when planned.

Safety for all, will be communicated, by giving advice to Residents, Visitors and Staff:

- Be aware of the hazards of the external environment – fallen power lines, and debris both hidden and obvious, snakes and spiders
- Follow the recommended route home
- Seek medical advice and other assistance.

Returning to the bedroom sites

The **ACCOMMODATION MANAGER** will:

- Communicate with the POLICE
- Confirm the “all clear” status
- Communicate with the Senior Carer- the “all clear” status
- Initiate the return of Residents to their bedrooms
- Communicate with the Carers as to the findings of the repeated ROLL CALLS
- Report to the POLICE those who are injured or missing, and damage for urgent repair
- Give advice to visitors and staff as to the safety of returning to their homes or staying on the premises
- Oversee the whole process
- Initiate the clean up process
- Return property from storage
- Discard food damaged/contaminated by flood water
- Contact external service providers for the necessary electrical checks and/or repairs
- Contact external service providers for the necessary building/property repairs
- Provide reports to the General Manager
- Provide a debriefing session as soon as possible.

The **SENIOR CARER** will:

- Assume the responsibilities of the Accommodation Manager. in his/her absence
- Initiate the return of the Residents to their bedroom area
- Repeat the ROLL CALLS
- Communicate the findings to the Accommodation Manager.
- Commence the clean up process and return property from storage
- Return to providing appropriate care and services
- Keep residents indoors
- Advise visitors and staff as to the safety of returning to their homes or staying on the premises
- Attend the debriefing session.

OTHER STAFF will:

- Return Residents to the bedroom areas
- Assist with the repeat ROLL CALL
- Settle Residents giving emotional and physical comfort
- Assist with the clean up process
- Assist with the return of property from storage
- Follow safety instructions given by the Senior Carer
- Attend the debriefing session.

9. Security Breach Safety

In achieving safety we must first understand the hazards and risks involved.

Definitions

Confrontation

A situation involving high risk of injury to personnel by a person or persons who may or may not be armed.

Intruder

A person who has entered the premises without a valid reason and with the possibility of intent to harm people, damage/vandalise property, and/or steal property.

Theft

The act of stealing another's property dishonestly with the intent to deprive of them of it permanently.

Unarmed confrontation

Unarmed confrontation may arise where there is a threat to others by an unarmed person confronting them in a violent or threatening manner, or where a person threatens to commit suicide.

Armed Confrontation

A person who is in possession of an offensive weapon or instrument, and the appropriate advice is the following **warning**:

UNDER NO CIRCUMSTANCES SHOULD STAFF, RESIDENTS, OR VISITORS PLACE THEMSELVES IN FURTHER JEOPARDY. ARMED CONFRONTATION MUST BE MANAGED BY A DISCREET RESPONSE. THE USE OF ANY COMMUNICATION SYSTEM WHICH MAY BE HEARD BY THE ARMED PERSON SHALL BE AVOIDED.

Additional safety advice follows:

Safety Response

All staff will follow the additional safety advice:

- To obey the offender's instructions, but to do only what is told and nothing more, and not to volunteer any information
- To stay out of danger if not directly involved and to leave the building if it is safe to do so, then raise the alarm

- To phone THE POLICE “000”, if able to do so without danger, and to keep the phone line open
- To carefully observe any vehicle used by the offender(s), taking particular note of its registration number, type and colour, and the number of occupants and their description
- To preserve the scene until the police have checked the area for fingerprints and other clues
- To observe the offender(s) as much as possible. In particular, to note the speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos, and to record these observations in writing as quickly as possible after the armed confrontation, as the police will want individual impressions of what happened, uninfluenced by others
- All witnesses will remain until the police arrive, as their view of what happened, however, fleeting, could provide vital information when pieced together with other evidence
- To exclude all members of the media from the health care facility, and the GM or Director is the only person authorised to make statements.

The Control Measures for Security Breach Safety

The emergency plan has a sequence of events:

REMAIN CALM

follow the offender’s instruction

RETREAT

when safe to do so

REPORT

Ring “000”

Ask for POLICE

State the name and address of the Care Facility

State the type of security breach

Do not hang up the phone

RECORD

each will document the emergency

Use the Incident Report Form

Security Breach Procedure

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The sequence of events in the event of a security breach is:

REMAIN CALM – follow the intruder’s instructions

RETREAT – when safe to do so

REPORT – to the appropriate authority(s)

RECORD – details to assist in Police investigation.

THE PERSON(S) WHO ESTABLISHES THERE IS A SECURITY BREACH will:

REMAIN CALM

- Follow any instructions given by the intruder – do only what is told and nothing more
- Do not resist demands
- Do not try to negotiate with the intruder or delay them
- Only answer the questions asked; do not volunteer any information.

RETREAT

- Mentally take note of the situation
- Vehicle used
- Registration number
- Type of vehicle
- Colour
- Number of occupants
- Their description
- Observe physical characteristics of the intruder/environment/site
- Speech
- Mannerisms
- Clothing

- Scars or other markings (tattoos)
- Do not touch anything at the site of the incident
- If not directly involved, stay out of danger, leave the building when it is safe to do so, then raise the alarm.

REPORT

- RING “000”
- Ask for POLICE
- State the name and address of the Facility
- State the type of security breach
- Do not hang up.
- All witnesses must remain until the police arrive

Report to the Accommodation Manager when the offender has left the premises.

RECORD

- Document using the Incident Report Form
- Record all observations made
- All person involved will document
- Give documents to the investigating Police

Safety Aspects

The use of communications systems which may be heard by an armed person shall be avoided

The Accommodation Manager will:

- Follow all instructions given by the Police
- Assist with Police investigations
- Report Drug theft to the State Authorities
- Ensure all safety advice is followed to preserve evidence
- Exclude all members of the media
- Only provide statements to the media if authorised by the GM or Director
- Conduct a debriefing session as soon as possible.

ALL THOSE INVOLVED IN THE EMERGENCY will:

- Follow all safety advice
- Follow all instructions given by the Police
- Attend the debriefing session.

10. Severe Storm Safety

In achieving safety in a severe storm we first need to understand the hazards we may encounter and the risks involved.

Definition

Severe Storms can be divided into two types:

- Severe Thunderstorm
- Land Gales

Severe Thunderstorms

These are localised events, affecting a lesser area than tropical cyclones and floods, and can be fatal. They can occur throughout the year but the high-risk season is September to March. Their characteristics include:

- Hailstones 2cm or greater in diameter – or
- Wind gusts of 90 km/h or greater – or
- Flash Floods – or
- Tornadoes – or
- Any combination of the above.

Land Gales

These are gale force winds of 62 km/h or greater, over land. They affect a wider area than thunderstorms and last much longer. The risk period is from October to February, and is often due to tropical cyclones.

Hail

Hail is raindrops that freeze at high levels and then grow steadily in size. There is a risk of injury to people and damage to buildings and property.

Lightning

Lightning poses a greater threat to individuals than almost any other natural hazard in Australia. It is a visible electric discharge between clouds, or clouds and the ground. Contact with lightning may be fatal or cause serious injury. The phone and electrical outlets may suddenly become part of a highly charged electrical circuit. Related injuries may include hearing damage, burns, or electrocution. Signs and symptoms of injuries include unconsciousness, respiratory distress, cardiac arrest, entry and exit burns and states of shock.

Flash Floods

These are floods which results from surface water run-off after heavy rains, usually with fast rising water levels and swift currents. Flash floods can occur well downstream from the actual rainfall. They may occur when a storm moves slowly, so that a small area receives most of the rain. Drainage and run-off characteristics can also control where the greatest impact occurs.

Flash floods cause more injuries and deaths than other types of floods.

Tornadoes

These are rare in Australia but they are the most violent by-products of a thunderstorm. They are a rapidly rotating column of air that descends in a funnel shape. The winds may reach more than 450 km/h.

Environmental Hazards

There is a serious threat where power lines have fallen. Electricity can arc up to 6 metres or more. Water is a conductor of electricity and is often a component of a storm. Building damage can occur with broken glass and roof loss with the internal environment exposed to the elements. Fallen trees present another hazard, and flooded course ways, snakes, spiders and debris also make for an unsafe scene, evident even after the storm has passed.

Internal Hazards

- The safest place during a severe storm is indoors with additional supplies in the event of:
- Distress and/or injury
- Exposure to electrical outlets
- Loss of essential services – electricity, water, food
- Exposure to the elements
- Water gaining entry
- Building damage – roof, broken glass
- Property damage.

These make for an unsafe scene and are still evident after the storm has passed.

The Warning Service

The Bureau of Meteorology provides warning of dangerous weather, and the information is transmitted to authorities such as Police, State Emergency Services, radio and television stations. The warning may be long-term advice, or short term warning.

Severe Thunderstorms:

Short-term warning

- Usually three (3) hours before a storm and contains information –
- The likelihood of hail
- Winds
- Suburbs likely to be affected
- The direction of movement of the storm.

Long-term advice

- Usually six (6) hours ahead and advise -
- The expected phenomena
- Timing and location in general terms
- The need to listen for warnings later in the day.

Land Gales

These **warnings** generally cover a period of 6-12 hours and are not as specific or detailed as severe thunderstorms. The warnings are tailored to local needs and details are obtained from the local branch of the Regional Office of the Bureau.

Prevention

As a severe storm is a natural occurrence, prevention of injury and building damage is essential. “Good housekeeping” practices will need to be ensured to enhance safety for both people on the premises, the building and the preservation of equipment.

Preparedness

This means having equipment and supplies available should conditions worsen. **Stay indoors** in safe place away from glass and electrical outlets and proceed to the INTERNAL assembly area if local evacuation is indicated or substantial building damage is sustained.

Alertness

Keen observation of the environment – awareness of a storm approaching, and changing conditions throughout the emergency.

Response

This is action, as planned, necessary for safety. External assistance may be required. **Ring “000” – ask for “Police”** and that you need assistance. Call State Emergency Services on 132

500 – if there is roof/building damage. Ensure the Emergency Services know that the care facility is for assisted living accommodation occupants.

Recovery

This is the clean-up process after the “all clear” status has been given.

It also includes the emotional support given after the emergency at the debriefing session.

State Emergency Services

An emergency team affiliated with the local council. In a severe storm they would assist with roof/building damage and evacuation if necessary. To contact SES call 132 500.

Safety

This is achieved by a methodical process:

- Identify the hazards
- Assess the risks
- Control the risks

Continuing assessment must occur, as conditions can change and the plan must be adapted to the circumstances of the moment.

Control Measures for Severe Storm Safety

The emergency safety plan has a sequence of events:

READY	Action before the storm season and as a storm approaches
SET	When the storm strikes
GO	Action after the storm passes.

Severe Storm Procedure

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The Sequence of events for severe storms is:

1. READY

2. SET

3. GO

1. READY

Action before the storm season and as a storm approaches.

The **ACCOMMODATION MANAGER** will ensure designated staff has the necessary equipment, information, and optimal state of the environment, and will oversee the emergency process.

- Availability of emergency contact numbers located at the main office, and each work station
- Availability of a portable radio and torches, with fresh batteries
- Availability of a first aid kit
- Know the nearest safe high ground in case of a storm / flood warning
- Masking tape to stabilise glass
- Plastic sheeting for rain protection
- The yard is free from loose objects, e.g. garden furniture and other items. Tree branches have been trimmed
- The roof, guttering and downpipes are in optimal safe condition
- Seek information, in the risk of a storm approaching, from local radio or other available authority
- Communicate with senior carer as the storm approaches, the appropriate information and/or instructions received from any Emergency Service
- Switch off computers and other electrical equipment and detach from the outlet
- Store essential property at the highest shelf level to prevent damage from water in the event of flash floods
- Initiate the commencement of the next sequence depending on the type and severity of the severe storm.

The **SENIOR CARER** of each care station will:

- Communicate with the Accommodation Manager as the storm approaches
- Assume the duties of the Accommodation Manager in his/her absence
- Switch off all electrical appliances and remove from the outlet
- Secure windows and glass sliding doors with masking tape in a diagonal cross method (x)
- Advise Residents, visitors and staff to stay indoors, clear of electrical outlets and glass areas
- Have ready a blanket or doona for each Resident, extra blankets available, and plastic sheeting
- Ensure the torch and batteries is located at each work station and working
- Re-check the contents of the first aid kit
- Listen for radio updates of warning messages on the portable radio
- When a place of shelter is indicated by radio warnings, commence the evacuation process to the designated INTERNAL assembly area.

Evacuation Process (Internal Assembly Area)

The **SENIOR CARER** will:

- Advise staff to proceed with taking all on the premises to a safe INTERNAL assembly area in order of priority
- The senior carer will check each room of his /her designated area, taking the portable radio and torches
- Ensure there is extra blankets and plastic sheeting at the assembly area
- Use the Resident List and complete a Roll Call
- Use the Visitor Sign in Book and list visitors on the premises
- Use the Roster to note staff on duty
- Confer with other carers for a total roll call
- Notify the Accommodation Manager of those present. Use the telephone only if it is safe to do so, and make the phone call brief
- Avoid phone calls during lightning
- Ensure Residents, visitors and staff stay at the internal assembly area until the crisis has passed
- Document, as soon as possible, visitors and staff who, despite advice, left the premises.

OTHER STAFF will assist and follow the directions of each Accommodation Manager / Senior Carer:

- Switch off and disconnect all electrical appliances
- Obtain and distribute blankets
- Obtain and store plastic sheeting at each work station
- Assist Residents and others to the INTERNAL assembly area
- Keep people clear of glass and electrical outlets
- Attend to visitors
- Assist with the Roll Call
- Advise people to stay indoors.

ORDER OF PRIORITY

1. Residents – Ambulant, Semi-ambulant, Non-ambulant
2. Visitors
3. Staff

2. SET

Action when the storm strikes.

The **ACCOMMODATION MANAGER** will:

- Listen to the portable radio for further warnings and updates
- Communicate findings to the Senior Carer
- Oversee the total process
- Assess if urgent external assistance is indicated
- Telephone for assistance:
- POLICE– ring “000”
- to report missing people and the number needing urgent assistance or hospitalisation
- for S.E.S. assistance for roof/building damage, and/or advice about temporary accommodation
- State the name, address of the Care Facility, and the problem.

SENIOR CARER will:

- Assume the duties of the Accommodation Manager in his/her absence
- Ensure all remain at the INTERNAL assembly area
- Ensure they are well clear of windows and electrical outlets
- Listen for further warning updates on the portable radio
- Follow this advice, as it is not given lightly
- If necessary, use blankets, doonas or plastic sheeting for cover
- Initiate further protection of the building using plastic sheeting, if necessary
- Report to the Location Manager when external assistance is indicated
- Attend to first aid, if indicated
- Give emotional support to those who need or initiate “self-help” groups
- Avoid using the telephone during the storm
- Should a phone call be necessary, keep it brief
- Be prepared for evacuation from the building if advised

OTHER STAFF will:

- Assist in keeping everyone together at the INTERNAL assembly area
- Keep people away from windows and electrical outlets
- Assist, when directed, to cover people using the blankets and other coverage materials
- Use other protective strategies – e.g. under tables, under mattresses, if indicated
- Participate in the internal protection of the building using plastic sheeting
- Follow the directions of the Location Manager/ Senior Carer to ensure comfort and safety.

3.GO

Action after the storm passes.

The **Accommodation Manager** will:

- Asses for fatalities, injuries and missing persons
- Check all ROLL CALLS
- Check the building for damage
 - Fallen power lines, loss of power, electrical problems

- Damage or disruption to water supply
- Gas leaks
- Roof/building damage
- The need for temporary accommodation
- **Ring “000” for urgent assistance –**
 - **Ask for POLICE**
 - **State the name and address of the Care Facility**
 - **The frail and elderly are involved**
 - **State the problems**

OR

- Contact the **Local Police** and ensure the crisis is over

AND

- Maintain communication with the Senior Carer of the advice she/he has received from the emergency services. Communicate the **“All Clear”** status
- Inform all of the hazards – internal and external environment
- If no “000” call was necessary – contact if indicated:
- Electricity Authority – Energex Emergency “13 19 62” or Power Outage “13 62 62”
- Water Board Authority – Urban Utilities “13 26 57”
- Gas Authority - AGL “13 12 45”
- Insurance Company – to arrange for approved trades people to repair the care facility
- Local Council on “617340 3888” and contractors - for advice/repair of damage
- Attend to the documentation
- Report to the GM
- Supervise the restoration process
- Conduct a debriefing session as soon as possible.

SENIOR CARER will:

- Assume the duties of the Accommodation Manager in their absence
- Attend to First Aid
- Medical assessment if indicated
- Queensland Ambulance Service if hospitalisation is indicated
- Check the building for damage
- Document the incident and accidents Using a “Incident Report Form”
- Repeat the ROLL CALLS
- Communicate findings (and any instructions received) to the Location Manager
- If appropriate, initiate the return of Residents to their room
- Assist with local evacuation if advised by the State Emergency Services
- Advise others of external environmental danger – fallen trees, flooded watercourses, snakes and spiders
- Initiate the clean up process to restore the environment
- Provide emotional and physical care
- Replace any items used from the First Aid Kit
- Attend the debriefing session.

OTHER STAFF will:

- Participate in the roll call
- Assist with the return of Residents to their rooms (or local evacuation)
- Settle Residents, giving comfort and reassurance and any nursing care as advised by the Accommodation Manager / Senior Carer
- Participate with Incident reporting
- Participate in any clean up to restore the premises
- Attend the debriefing session.

Communicable Disease Outbreak

Approval Date: 22 May 2023	Review date: 22 May 2023	Version: 1.0
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Incidents

Any incidents involving an infection or suspected infection are to be:

- Reported to Skymac Management
- Recorded on an Incident Report Form
- Investigated by Director (or delegate)
- Reviewed and added to the Continuous Improvement Register.

Standard Precautions

Standard precautions are the work practices required to achieve a basic level of infection prevention and control. The use of standard precautions aims to minimise, and where possible, eliminate the risk of transmission of infection, particularly those caused by blood borne viruses.

Standard precautions must be used in the handling, or cleaning, of:

- Blood (including dried blood)
- All other body fluids/substances (except sweat), regardless of whether they contain visible blood
- Non-intact skin
- Mucous membranes.

Standard precautions consist of the following practices:

- Hand hygiene before and after all patient contact
- The use of personal protective equipment, which may include gloves, impermeable gowns, plastic aprons, masks, face shields and eye protection
- The safe use and disposal of sharps
- The use of aseptic “non-touch” technique for all invasive procedures, including appropriate use of skin disinfectants
- Reprocessing of reusable instruments and equipment
- Routine environmental cleaning
- Waste management
- Respiratory hygiene and cough etiquette.

Standard precautions are the minimum infection prevention and control practices that must be always used for all residents in all situations.

Standard Precautions

Always follow these standard precautions



Perform hand hygiene before and after every patient contact



Clean and reprocess shared patient equipment



Use personal protective equipment when risk of body fluid exposure



Follow respiratory hygiene and cough etiquette



Use and dispose of sharps safely



Use aseptic technique



Perform routine environmental cleaning



Handle and dispose of waste and used linen safely

Hand Hygiene

Hand hygiene is considered one of the most important infection control measures for reducing the spread of infection. Hand hygiene is a general term that refers to any action of hand cleansing, such as handwashing or hand rubbing.

Handwashing - Hands should be washed thoroughly with soap and water for at least 20 seconds after coming into contact with contaminated surfaces or objects, or touching your eyes, nose, or mouth.

Hand rubbing – Hand sanitiser should be used when hand washing areas are unavailable. All staff, clients, contractors, and residents are encouraged to follow proper hand rubbing procedures as shown in posters placed around the facility.

Personal Protective Equipment (PPE)

PPE protects staff, clients, and visitors from exposure to blood, bodily substances, or airborne viruses. PPE that complies with relevant Australian Standards is available at every Skymac location. PPE that may be required consists of gloves, gowns or aprons, masks, eye protection or face shields. Staff members are expected to wear PPE when Government mandated or if a situation poses a risk to spreading infection.

All staff are required to periodically review the [Personal Protective Equipment for Disability Support Workers video](#) available in Employment Hero, and their review date and time will be recorded on their employee profile.

Quarantining

Staff members and contractors must not attend Skymac premises and activities during the infectious period of the condition. Workers will be required to provide clearance from a medical practitioner stating the worker is no longer infectious and can safely return to work.

Client's will be asked to quarantine in their private room for the duration of the infection. Skymac will request clearance from a medical practitioner stating the resident is no longer infectious and can safely exit quarantine.

Vaccinations

It is Skymac's policy to request all workers be vaccinated for the seasonal influenza strains and COVID-19 unless it is refused on medical or religious grounds. Workers who refuse will be asked to provide a reason for the purpose of Skymac to undertake a risk assessment.

It is Skymac's policy to request all residents be vaccinated for the seasonal influenza strains and COVID-19 unless it is refused on medical or religious grounds. However, vaccinations for all residents are voluntary and Skymac will not refuse services to an unvaccinated client unless the level of risk is assessed to be unreasonable.

***As at the time this version of this policy was published, Skymac cannot lawfully mandate any vaccinations for workers, however, it is anticipated that it will soon be mandated under law. From the time any mandate is brought into force under law, Skymac will require all employees to be vaccinated unless they refuse for religious reasons or on medical advice. Evidence of medical advice must be provided to Skymac and will be kept on the worker's personnel file.**

Laundry and Linen

Gloves should be worn when handling soiled linen. PPE may be required if there is potential for contamination by way of splashing, spraying or splattering of faeces or vomit. Soiled linen or clothing should be removed immediately and placed in a collection bag or leak proof plastic bag. There should be minimal handling of soiled linen or clothing to prevent generating further aerosols. Contaminated linen, blankets or clothing should be washed as usual in detergent for the maximum washing cycle. Used non-disposable mop heads should be laundered in a hot wash. Exposed personal effects (e.g., wall hangings etc.) should preferably be hot washed through the laundry and bleach cleaned where possible.

Where an outbreak becomes protracted or is difficult to contain, consideration should be given to outsourcing laundry services to allow high quality cleaning of the laundry. If an external laundry service is used by the institution, they should be informed about the outbreak so they can take necessary precautions to avoid infection.

Handling of Waste and Environmental Control

In line with Skymac's Management of Waste Policy and Procedure, all incidents involving infectious material, body substances or hazardous substances are:

1. Reported to management
2. Recorded on a Hazard Form
3. Investigated by management
4. Reviewed and added to the Continuous Improvement Register.

Safe handling and cleaning of potentially hazardous materials, such as sharps and used dressings, and substances including bodily waste, such as blood, faeces, urine, and vomit, must include the following steps:

1. Ensure all persons (clients, staff, and visitors) are removed from the area or source of harm.
2. Don PPE prior to handling. At a minimum, this should include:
 - a. Gloves
 - b. Apron
 - c. Face mask and protective eye wear, if appropriate.
3. Apply cleaning solution in line with the manufacturer's instructions.
4. Apply sanitising solution in line with the manufacturer's instruction, if required.
5. Dispose of all waste, in an appropriate manner (e.g., placed in a sealed plastic bag and deposited in a dedicated refuse receptacle). Sharps are to be placed in a sharps disposal receptacle.
6. Ensure all re-usable cleaning products are properly sanitised, dried, and stored, ready for next use.
7. Correctly doff and dispose of used PPE.
8. Complete an incident report as soon as practicable after the event.

Skymac will ensure that staff and contractors follow adequate procedures for the routine care, cleaning and disinfection of environmental surfaces, beds, shared spaces, and any other frequently touched surfaces. All cleaning contractors will be required to provide procedures in line with this policy and provide records of completion on request for the purpose of internal compliance review and audit.

COVID-19

Cleaning and disinfection recommendations – Queensland Government Department of Health

In the event of a confirmed case or outbreak of COVID-19, gather the items needed for cleaning before entering the area and cleaning begins. This may include the following:

- Personal protective equipment (PPE)
- Cleaning equipment and solutions
- Rubbish waste bag
- Alcohol-based hand rub.

Place the following posters outside the room or areas where the confirmed case has been:

- Contact Precautions (Appendix 1)
- Droplet Precautions (Appendix 2)

Personal protective equipment recommendations

People entering the room and the person with suspected or confirmed COVID-19 should wear a surgical mask if the person with COVID-19 remains in the room while the cleaning is done.

People should use the following process to safely put on the recommended personal protective equipment before entering the area:

- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand rub.
- Put on a disposable apron. Fasten the back of the apron at the neck and waist.
- If the person with suspected or confirmed COVID-19 is in the area to be cleaned put on a surgical mask. Secure the ties of the mask at the middle of the head and neck. Fit the flexible band to nose bridge and ensure mask is fitted snug to face and below the chin. Do not touch or adjust the mask until you are ready to remove the mask.
- Put on protective eyewear to protect your eyes from the cleaning fluids.
- Put on disposable latex or vinyl gloves.

The purpose of personal protective equipment is to reduce the risk of direct contact with contaminated surfaces.

Once cleaning is completed, place all disposable cleaning items in the rubbish waste bag. Waste does not need any additional handling or treatment measures. Reusable cleaning items, such as mop heads, should be cleaned as per the cleaning recommendations below.

People should use the following process to safely remove personal protective equipment:

- Remove and dispose of gloves. The outside of gloves is contaminated. Remove gloves being careful not to contaminate bare hands during glove removal.

- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand rub.
- Remove and dispose of apron. The apron front may be contaminated. Untie or break fasteners and pull apron away from body, touching the inside of the apron only.
- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand rub.
- Remove protective eyewear/face shield. The outside of protective eyewear/face shields may be contaminated. Remove eyewear/face shield by tilting the head forward and lifting the head band or earpieces. Avoid touching the front surface of the eyewear/face shield. Reusable protective eyewear should be placed into a container and washed in detergent and water and allowed to completely air dry.
- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand rub.
- Remove and dispose of surgical mask if worn. Do not touch the front of the surgical mask. Remove the surgical mask by holding the elastic straps or ties and remove without touching the front.
- Clean your hands. This can be done with either liquid soap and running water or alcohol-based hand rub.
- Personal protective equipment can be disposed into general waste.
- Once you enter the area, avoid touching your face and don't touch or adjust your face mask if one is worn.
- If wearing a mask, it should be either on or off – ensure it always covers both the nose and mouth and don't let it dangle from the neck.

Tips for using personal protective equipment safely and effectively:

Cleaning recommendations

Once the person with suspected or confirmed COVID-19 vacates a room, cleaning can commence immediately. The room and all hard surfaces in the room should be physically cleaned. All furniture, equipment, horizontal surfaces, and all frequently touched surfaces (e.g., door handles) should be thoroughly cleaned.

When items cannot be cleaned using detergents or laundered, for example, upholstered furniture and mattresses, steam cleaning should be used.

Cleaning of hard surfaces (e.g., bench tops) should be done using either:

- A physical clean using a combined detergent and 1,000ppm bleach solution (2-in-1 clean) made up daily from a concentrated solution. Follow manufacturer's directions for dilution.
- A physical clean using detergent and water followed by a clean with 1,000ppm bleach solution (2-step clean), for example, household bleach or hospital-grade bleach solutions that are readily available from retail stores. Follow manufacturer's directions for use or see Table 1 below for dilution recipe.

Bleach solutions should be made fresh daily and gloves should be worn when handling and preparing bleach solutions. Protective eyewear should be worn in case of splashing.

Cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of chlorine bleach solution and allowed to dry completely before re-use.

Preparation of bleach solutions

Household bleach comes in a variety of strengths of the active ingredient (sodium hypochlorite), and you can find this information on the product label often listed as available chlorine.

Table 1. Recipes to achieve a 1,000ppm bleach solution

Original strength of bleach (available chlorine)	Disinfectant recipe to make up 1 litre of bleach solution. In a bucket, place the volume of water required and gently add the measured volume of bleach.	
%	Volume of bleach	Volume of water
1	100ml	900ml
2	50ml	950ml
3	33ml	967ml
4	25ml	975ml
5	20ml	980ml

Last updated: 27 March 2020