EMERGENCY PROCEDURE MANUAL

GARDEN CITY AGED CARE SERVICES

MCNALLY HOUSE

49 & 51 Khandalla Street

Upper Mt Gravatt

CONTENTS

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DISCLAIMER

ENDORSEMENT OF THE EMERGENCY RESPONSE PROCEDURES MANUAL

This Manual has been reviewed, endorsed or authorised for release by the Emergency Planning Committee, and, where appointed a Fire Safety Adviser &/or Fire Safety Engineer.

Emergency Planning Committee

Members of the Emergency Planning Committee listed in Section 12 – Emergency organisation, have reviewed this Manual and endorse its release.

Developer(s) of the Manual

Fire Safety Compliance Services Pty Ltd (QBSA Lic: 1199171 Emergency Procedures) have prepared this Manual and endorses it for release as being in accordance with the Australian Standards 3745-2010 Planning for Emergencies in Facilities and Garden City Aged Care Services Emergency Response Procedures.

Other References:

AS 3745 - 2010 Planning for Emergencies in Facilities

AS 4083 - 2010 Planning for Emergencies – Health Care Facilities

AS 1851 – 2012 Routine Service of Fire Protection Systems and Equipment

Brisbane City Council Disaster Management Plan 2013

Queensland Disaster Management Act 2003

Queensland Development Code (QDC) MP 2.3 Fire Safety in Existing Residential Care Buildings (Pre 1 June 2007).

Residential Aged Care Services. Heatwave Ready Resource (2013).State Government of Victoria

Emergency Management Queensland

http://www.emergency.qld.gov.au/emq/regions/regions.asp

Reportable Assault & Unexplained Absence Report Form– https://agedcare.health.gov.au/ensuring-quality/aged-care-quality-and-compliance/compulsory-reporting-for-approved-providers

Emergency Action Plan St John Ambulance Australia (NSW)

AAQ-P-15 Media and Publications

AAQ-F-077 Compulsory Reporting Incident Form

KEY ELEMENTS OF EMERGENCY INFRASTRUCTURE

The following items are key elements of emergency infrastructure. Each point is explained in further detail throughout the manual.

Establishment of Emergency Control Organisation (Building Wardens)

Each building will have an Emergency Control Organisation. These details will be known and understood by all staff.

Training / Instruction

All staff will receive Fire Training / Instruction and annual Evacuation instruction. Fire drills will be conducted at scheduled times throughout the year. An 'Emergency Evacuation Drill Observers Checklist' should be completed at each drill to evaluate the effectiveness of the procedures.

Records of all training / instruction and participation in emergency evacuations will be maintained.

Emergency Procedure Manual

Documented procedures will be available for the safe and orderly evacuation of the premises.

Review of Procedures

Emergency procedures will be reviewed annually by an established Emergency Planning Committee or a person selected by management.

Evacuation Diagrams / signs

Evacuation diagrams / signs displayed on the walls throughout the buildings/site, showing means of escape, location of Fire Fighting equipment and Assembly Areas etc are also contained within this document.

Maintenance

All emergency fire safety systems, equipment and facilities will be maintained and a documented record will be kept of all servicing.

Persons with Special Needs Assistance Requirements

Persons with special needs will be documented, and the requirement to assist them in the event of an emergency should be detailed.

EMERGENCY PLANNING COMMITTEE AUTHORISATION

The Chairman of Emergency Planning Committee (or a member of the EPC endorsed by the Chair of the EPC) who authorises this Manual for release is

Name:	Elaine Bray
Position:	Clinical Governance Manager
Signature:	
Date:	05/11/19

VALIDITY DATE AND ISSUE NUMBER

This Emergency Response Procedures Manual will be reviewed and updated annually, or if the Building circumstances change which would impact on the appropriateness of the procedures (for example, the property's physical configuration, staffing regime or resident profile).

AMENDMENTS

Amendments will be issued as page replacements when they are approved by the Emergency Planning Committee (EPC). The amendment number and date of issue of the amendment will be shown in the lower right-hand corner of the amended page.

Amendments are effective from their date of issue and for the validity period of the Emergency Response Procedures Manual.

New pages will be inserted in sequence and an entry made in the Amendment Record. The master copy of the Manual will retain copies of replaced pages, which will be filed at the rear of the Manual. Replaced pages for all other copies of the Manual should be destroyed.

Any proposals for amendments or additions to this Manual are to be submitted in writing to the Chair of the Emergency Planning Committee or to a manager for the Building.

ISSUE AND CONTROL OF THE MANUAL

Copies of this Manual have been issued in accordance with the Distribution List. Amendment pages will only be issued in accordance with the distribution list.

Copy	Issued to	Date of issue	Issued by
Master	Alzheimer's Queensland	05/11/2019	Samantha McGuffin
001	Alzheimer's Queensland	02/11/2020	Cintia Papp
002	Alzheimer's Queensland	21/11/2022	Cintia Papp
003			

AMENDMENT RECORD

The amendments promulgated in the following amendment list have been made to this Manual.

Amendment no	Issue date	Pages/sections replaced	Date amended	Amended by	Signature
1	02/11/2020	Page 9 – Section 2 – Person Responsible for administering the fire and fire evacuation; Fire Safety Adviser; Fire & Evacuation Plan Annual Review Page 11 – Section 3 Page 14 – Section 5 Page 16 – Section 7 (Fire Hose Reel section deleted) Page 28 – Section 10 – Fire Safety Installation Checklist; Alternative Solutions Page 32 – Section 111 – Occupier Statement Page 33 – Section 12 – Emergency Organisation – Membership; Emergency Types & Colour Coding Page 63 – Code Yellow – Utility Failure / Incident – Passenger Lift Failure Page 64-67 – Code Yellow – Electricity Isolation Locations Page 74 – Code Blue – Medical Emergency – DRSABCD Page 84 - Appendix 6 Page 86 – Appendix 8 Page 87 – Appendix 9 Page 88 – Appendix 10	02/11/2020	Cintia Papp	_Papp Cintia_
2	21/11/2022	Page 6 – Issue & Control of Manual Page 8 – Amendment Record Page 10 – 2.0 Persons Responsible for Administering the fire and evacuation plan Page 34 – 12.0 Emergency Organisation	21/11/2022	Cintia Papp	_Papp Cintia_

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		Page 77 – Missing Persons Page 78 – Missing Persons Flowchart Page 85 – Appendix 7 – Internal Emergency Contacts			
3					

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1.0   BUILDING INFORMATION

Building Name:	Garden City Aged Care Services
Address:	49 & 51 Khandalla Street, Upper Mt Gravatt, 4122
Building Owner:	Alzheimer's Queensland
Owner Address:	47 Tyron Street, Upper Mt Gravatt
Phone Number:	07 3422 3000
Email:	hr@alzheimersonline.org (Simone Watson)
Building Occupier:	Garden City Aged Care Services
Occupier Address:	49 & 51 Khandalla Street, Upper Mt Gravatt, 4122
Phone Number:	07 3394 0110
Email:	gcrh@alzheimersonline.org (Administration)
Classification:	9c New 4 Storey Aged Care Facility 10a Gate House & Palm Court Walkway Entry Covered Roof Structures
Construction:	A
Buildings:	1. Khandalla (4 Floors) Ground Floor Level 1 Level 2 Level 3

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2.0 PERSONS RESPONSIBLE FOR ADMINISTERING THE FIRE AND EVACUATION PLAN

PERSON RESPONSIBLE FOR GIVING GENERAL AND FIRST ATTACK FIREFIGHTING

	Fire and Evacuation Instructors	Dates for Instruction
Name:	**Adam Birgan & Tony Monsour**	As per the published annual education calendar
Phone Number:	**0411 023 099**	
Email:	**adam@fscs.com.au**	

CHIEF WARDEN

Commencement Date:	05/11/2019
Name:	Clinical Nurse/ Registered Nurse / Endorsed Enrolled Nurse/ Director of Care/ Maintenance Officer/ WHS Rep
Phone Number (Day Time):	**3349 0110**
After Hours:	**0408 871 385** – Bhagwati Lamichhane, Director of Care
Email:	**gcdoc@alzheimersonline.org**

FIRE SAFETY ADVISER

Name:	Cintia Papp
Phone Number:	07 3400 3000
Email:	hrcoord@alzqld.org.au
Brief description of qualification held:	PUAWER001B; PUAWER002B; PUAWER003B PUAWER004B; PUAWER005B; PUAWER006B PUAWER007B; PUAWER008B
Registered Training Organisation:	Queensland Fire and Emergency Services
Date qualification issued:	May 2020

PERSONS RESPONSIBLE FOR CARRYING OUT THE EVACUATION COORDINATION PROCEDURES *(RESPONSIBLE PERSONS)*

Name:	Phone:	Email:	Role:	Commencement Date:
Staff	3349 0110	N/A	Warden	November 2019

FIRE & EVACUATION PLAN ANNUAL REVIEW

Reviewed by:	Date of Review	Changes Made
Adam Birgan & Tracey Deans	**05/11/2019**	**Creation Date**
Karen Alderton & Cintia Papp	**01/11/2020**	**01/11/2020 – 02/11/2020**
	2021	
	2022	

3.0   EVACUATION COORDINATION PROCEDURES

Commencement Date: November 2019

Procedure for using communication devices:

In the event of a fire or other emergency, the Chief Warden will notify all occupants using the automatic occupant warning system, the public address system, or by dispatching a responsible person as a runner and advise to evacuate the site via the nearest exit.

Procedure for contacting the Fire Service:

Calling 000.

The Chief Warden will contact the emergency services by phone or delegate this task to a responsible person. The emergency services must be contacted by calling "000". The caller must provide details of the fire or other emergency and the building address.

MCP

When a Manual Call Point (MCP) is activated it will operate the Fire Indicator Panel (FIP). The FIP in this building is monitored by the Fire Service.

Wardens must ensure that a follow-up 000 phone call is made when a MCP is activated in an emergency event. This will ensure the Fire Service is aware of the nature of the emergency and that their response is adequate to handle the situation.

3.0   EVACUATION COORDINATION PROCEDURES

Residents:

The 'Evacuation List' must be provided to the responding emergency agencies immediately.

Checking that all persons have been evacuated

The Chief Warden checks whether all persons have been evacuated from the building;

For example, asking occupiers evacuated from the building about the number and identity of persons who may have been onsite and have not been accounted for.

Information such as, any person unaccounted for or any person requiring assistance must be communicated to the responding emergency services.

FIRE INDICATOR PANEL ACTIVATION SEQUENCE

Ground Floor

Indicates on the FIP
Has its own FIP and is a stand-alone building.

The FIP is located on the ground floor adjacent to the entry on the western side. It indicates the following zones:
- Zone 1-3 and 13 – Ground floor
- Zone 4-6 – Level 1
- Zone 7-9 – Level 2
- Zone 10-12 – Level 3
- Zone 20 – Sprinkler in pump room and throughout building

The Occupant Warning System in the buildings activates.
Strobe lighting on outside of building located on Khandalla Street.

The building occupant warning system includes a pre-recorded voice message as part of the occupant warning system.
The building entry on Khandalla Street will have strobe lighting at street level identifying the location of the building entry for the fire brigade

Signage affixed to the building adjacent to the main entry strobe location. Signage will direct QFES to the FIP.

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ZONE DIAGRAM

GARDEN CITY AGED CARE
KHANDALLA STREET, UPPER MOUNT GRAVATT

IN THE EVENT OF A FIRE RING "000" TO ENSURE EMERGENCY SERVICE RESPONSE

LEGEND

FIP — FIRE INDICATOR PANEL

Y — MANUAL CALL POINT

FS — FLOW SWITCH

Simplafire
REVISION DATE:
JUNE 2019
INSTALLED TO:
AS 1670.1 - 2015

FS — ZONE 7

ZONE 8

ZONE 9

LEVEL 2

LIFT 2
ZONE 12

ZONE 10

LIFT 1
ZONE 11 — STAIR 1
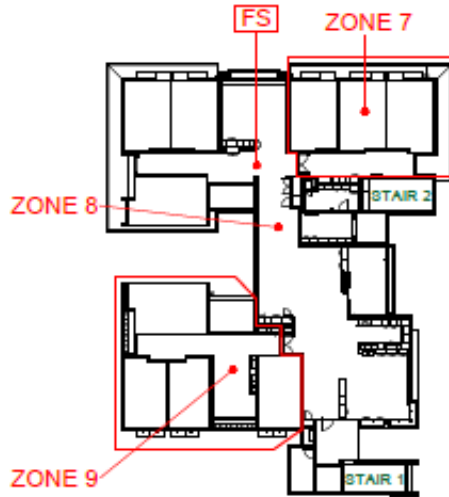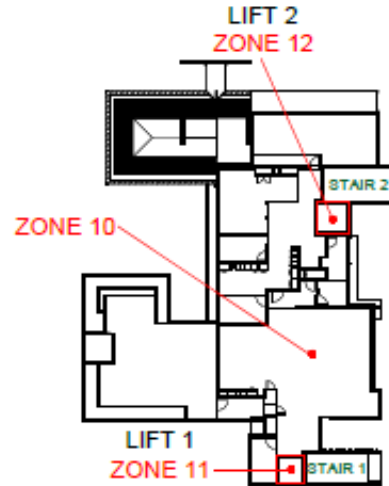
LEVEL 3

SPRINKLERS IN PUMP ROOM AND THROUGHOUT BUILDING
ZONE 20

KHANDALLA STREET

ZONE 13

BASEMENT PUMP ROOM

ZONE 1

FS

ZONE 2

YOU ARE HERE

FIP Y

ZONE 3

GROUND FLOOR

FS — ZONE 4

ZONE 5

ZONE 6

LEVEL 1

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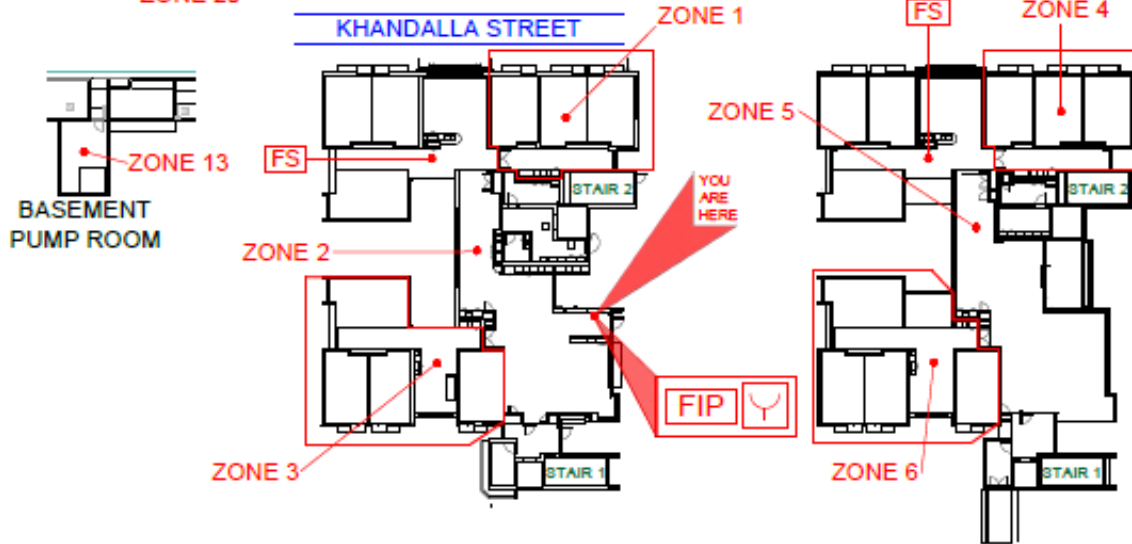
4.0 EMERGENCY EVACUATION RESPONSIBILITY

STAFF RESPONSIBILITIES

- When the fire alarm sounds, ALL staff are to check their immediate area on each floor for the presence of an emergency i.e. Flames, smoke, or smell.
- Once completed wardens on each floor are to immediately notify the Chief Warden who will be assembled at the FIP on ground floor by use of landline phone and walkie talkie's. Wardens are to await further instructions within their designated floor for any instructions from the Chief Warden. Staff are to remain in their area waiting for further instructions.
- Wardens should put relevant safety Helmet on (located in the cupboard next to the nurses' station).
- Lifestyle Support Assistant (appointed by Registered Nurse on duty) to ring 000, request fire brigade, specify address and main accessible entrance and report alarm.
  Lifestyle Support Assistant will assume the role of Deputy Fire Warden.
- The Chief Warden will check the fire panel to identify the area of alarm.
- The Chief Warden will instruct the wardens to check the area under alarm for signs of fire i.e. look and smell for smoke or flames, feel the back of the door for heat. Two staff must remain together while doing this.
- Staff to give a status report to the Chief Fire Warden.
- Chief Warden to provide instructions re management of the situation, e.g. no action – false alarm, implement RACE.
- In the case of a false alarm, the Chief Warden will make an announcement via the EWS system. If there is a fire Chief Warden to make an announcement via the EWIS CODE RED ALL CLEAR or CODE RED FALSE ALARM.
- Fire Brigade will attend ALL alarms, investigate the cause for the alarm, and reset the Fire Panel.
- Chief Warden to log a Fire incident by completing an Incident Report (Form 019) after the incident is over. Ensure all details such as where the incident was, what caused incident, if fire brigade attended, what actions they took.

RESIDENTS RESPONSIBILITIES

- If flames are noted or smoke is smelt, immediately MOVE from the area/room and close the door.
- NOTIFY a staff member,
- Follow staff instructions
- In ALL other cases stay in the room and wait for staff instructions
- If asked to leave the room, follow instructions quickly

Refusal to evacuate

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Any person refusing to follow the directions should be advised that they are required to evacuate for their safety. If they still refuse, the Chief Warden must be informed and the Chief Warden will advise the Emergency Service.

5.0 EMERGENCY CONTROL ORGANISATION

The ECO – will take control of emergency situations arising within the building.

o   All ECO Personnel receive annual training and new Chief Wardens will receive instruction within 1 month of becoming a Chief Warden.

ECO Personnel – Day Shift

POSITION	STAFF MEMBER	WORK AREA	CONTACT NUMBER
Chief Warden	Registered Nurse / Enrolled Nurse	Site	**3349 0110**
Deputy Chief Warden	Lifestyle Support Assistant	Site	
Area Warden & Warden	All other staff	Site	

ECO Personnel – Night Shift

POSITION	STAFF MEMBER	WORK AREA	CONTACT NUMBER
Chief Warden	Registered Nurse / Enrolled Nurse	Site	3349 0110
Deputy Chief Warden	Lifestyle Support Assistant	Site	

6.0 ASSEMBLY AREA

Note: This is the primary assembly point and depending on the type and location of the emergency, the Chief Warden may direct evacuating staff and visitors further away from the incident if required.

Primary Assembly Area

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7.0 METHOD OF OPERATION OF FIREFIGHTING EQUIPMENT

FIRE EXTINGUISHERS

Select the appropriate extinguisher for the type of fire.

TYPE OF EXTINGUISHER Colour scheme · AS 2444 (Pre 1997 / Post 1997)	A Wood, Paper & Plastic	B Flammable & Combustible Liquids	C Flammable Gasses	E Energised Electrical Equipment	F Cooking Oils & Fats	NOTES: *Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have limited extinguishing capability. Class D fires (involving combustible metal(s)) use only special purpose extinguishers and seek expert advice. COMMENTS: (Refer Appendix A of AS 2444)
Powder ABE	YES	YES	YES	YES	NO	Special Powders are available specifically for various types of metal fires. Seek expert advice.
Powder BE	NO	YES	YES	YES	YES	Special Powders are available specifically for various types of metal fires. Seek expert advice.
Carbon Dioxide (CO₂)	LIMITED	LIMITED	NO	YES	NO	Generally not suitable for outdoor fires. Suitable only for small fires.
Water	YES	NO	NO	NO	NO	Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/fat fires.
Foam	YES	YES	NO	NO	LIMITED	Dangerous if used on energized electrical equipment.
Wet Chemical	YES	NO	NO	NO	YES	Dangerous if used on energized electrical equipment.
Vaporising Liquid	YES	LIMITED	LIMITED	YES	NO	Check the characteristics of the specific extinguishant.
Fire Blanket	NO	NO	NO	NO	YES	Use blanket to wrap around a human torch. Ensure you replace the blanket with a new one after use.
Fire Hose Reel	YES	NO	NO	NO	NO	Ensure you maintain a path of egress between you and the nearest exit.

1. **P**ull pin from and squeeze handle.
2. **A**im the nozzle at base of fire.
3. **S**queeze handles and operate extinguisher.
4. **S**weep the fire from side to side.

Pull the pin   Aim low   Squeeze the handle   Sweep from side to side

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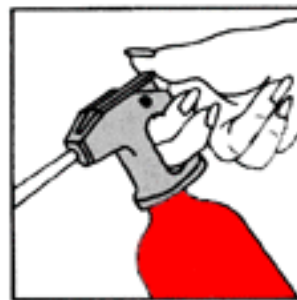
FIRE BLANKET

MANUAL CALL POINT (MCP)

1. The system is connected to the Fire and Rescue Service. The break glass alarm will activate the fire alarm in the building and contact the Fire Service.

2. It is recommended that 000 is also called to inform the Fire Service of the type and severity of the fire to allow additional resources to be despatched if required.

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8.0 PROCEDURE FOR INSTRUCTION TO WORKERS

General Evacuation Instruction

New workers:

The Occupier is to ensure General Evacuation Instructions is given to all new workers within 2 days of the person starting work in the building.

Existing Workers:

The Occupier is to ensure that workers complete General Evacuation Instruction at least once a year.

First Response Evacuation Instruction

New workers:

The Occupier is to ensure First Response Evacuation Instruction is completed by all new workers within one month of the person starting work in the building.

Existing Workers:

The Occupier is to ensure that workers complete First Response Evacuation Instruction every two years.

Evacuation Coordination (Chief Warden) Instruction

New Evacuation Coordinator:

The Occupier must ensure that the Evacuation Coordinator (Chief Warden) receives instruction on the evacuation coordination procedures prior to appointment. This can be done by referencing information contained within this document.

Existing Evacuation Coordinator:

The Occupier must ensure that the Evacuation Coordinator (Chief Warden) receives instruction on the evacuation coordination procedures every 12 months. This can be done by referencing information contained within this document.

See the attached Fire & Evacuation Instruction Record: Appendix 1

See the attached Emergency Control Organisation Record Sheet: Appendix 2

See the attached Fire Evacuation Practice Record Sheet: Appendix 3

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9.0   EVACUATION SIGN

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YOU ARE HERE

Lounge

Dining

Sitting Area

Terrace

FIP

DCP

Deck

Utility Store

Clean Room

Sitting Area

DCP

Fire Safety Compliance Services Pty Ltd

Terrace

FIP

Lounge

Clean Room

Utility Store

Dining

YOU ARE HERE

DCP

Sitting Area

DCP

Sitting Area

Deck

Fire Safety Compliance Services Pty Ltd

Sitting Area

Balcony

Balcony

Sitting Area

Linkway to State Offices

DCP

DCP

Dining

Utility Store

Dirty Linen

Kitchen

Balcony

YOU ARE HERE

Fire Safety Compliance Services Pty Ltd

Linkway to State Offices

Lounge

Sitting Area

Kitchen

Balcony

Dining

Balcony

Utility Store

Dirty Linen

Balcony

Sitting Area

YOU ARE HERE

Fire Safety Compliance Services Pty Ltd

YOU ARE HERE

Fire Safety Compliance Services Pty Ltd

Sitting Area

DCP

Balcony

Sitting Area

DCP

Comms

Dining

Utility Store

Dirty Linen

YOU ARE HERE

Kitchen

Balcony

Lounge

Fire Safety Compliance Services Pty Ltd

Plant Space

Store

DOC Office

YOU ARE HERE

Meeting Room

Shared Office

Resident Gardens

Resident Sun

Store

Store

Fire Safety Compliance Services Pty Ltd

YOU ARE HERE

Resident Gardens

Store

Resident Sun

Shared Office

Meeting Room

DOC Office

Store

Cleaner's Store

Plant Space

DCP

DCP

Fire Safety Compliance Services Pty Ltd

DCP

YOU ARE HERE

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10.0 RELEVANT BUILDING APPROVAL DOCUMENTS

FIRE SAFETY INSTALLATION CHECKLIST

This list may be used to document the Fire Safety Installations in the building if, following a written request, relevant approval documents cannot be obtained from your Local Government, Building Certifier or other approval agency.

Fire Safety Installation	Installed?	
	YES	NO
Air Handling Systems		☑
Emergency lifts		☑
Emergency lighting	☑	
Emergency power supply		☑
Emergency Warning System (EWS)	☑	
Exit Signage	☑	
Fire detection/ Alarm system	☑	
Fire doors	☑	
Fire extinguishers	☑	
Fire hose reels		☑
Fire hydrants	☑	
Fire Blanket	☑	
Fire pumps		☑
Fire hydrant booster assembly	☑	
Fire sprinklers	☑	
Fire sprinkler booster assembly	☑	
Fire shutters		☑
Fire control centres		☑
Smoke and heat venting systems		☑
Smoke exhaust system		☑
Smoke doorsets	☑	
Solid core doors		☑
Special Automatic Suppression Systems (Gas, Powder etc)		☑
Stairwell pressurisation systems	☑	
Other features – Includes additional fire safety installations or conditions that are required under the buildings alternative solution of the Building Act 1975 or Building Code of Australia clauses E1.10 and E2.3		

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ALTERNATIVE SOLUTION

Executive summary

This document prepared for Alzheimer's Queensland is the Fire Engineering Report (FER) for the Fire Engineering Services of the new 4 storey aged care facility located at Garden City Aged Care, QLD.

The FER confirms the deviations from the BCA Deemed-to-Satisfy provisions which are to be incorporated into the building solution and outlines the method of assessment used to demonstrate compliance with the Performance Requirements of Volume 1 of the National Construction Code Series, Building Code of Australia (BCA 2016).

The scope of works to which this FER is applicable involves the construction of the new 30 bed aged care facility owned by Alzheimer's Queensland.

This document identifies those aspects of the design that are proposed to comply with the Performance Requirements as demonstrated through the assessment methods recognised by the BCA rather than adopting a prescriptive solution that complies with the Deemed-to-Satisfy requirements of the BCA.

The proposed "Performance Based" aspects of the design are summarised in Table 1, with the proposed fire safety outcomes found in the Fire Safety Design, found in Section 4.

	Performance Solution No. & Description	Relevant Performance Requirements	Associated Deemed-to-Satisfy Provision
1.	The fire booster is located less than 10 m from the building and provided with a Performance Based shielding wall in lieu of a Deemed-to-Satisfy shielding wall complying with BCA Clause E1.3 and AS 2419.1.	EP1.3	E1.3, AS 2419.1
2.	The path of travel from Stair 1 serving the new building travels through the carpark of the existing adjacent resource centre building in lieu of discharging directly to a road or open space.	DP5, EP2.2	D1.7

Note: Define Alternative Solution Report as part of the Fire Engineering Report is located in the Fire Indicator Panel on the ground floor.

11.0 OCCUPIERS STATEMENT

Maintenance of Fire Safety Installations fact sheet (Appendix 4)

The new Queensland Development Code (QDC) 'MP 6.1 Maintenance of fire safety installations' which took effect on 1 January 2009. MP 6.1 provides for the maintenance and record requirements for fire safety installations. To ensure safety of building occupants and to protect a building, fire safety installations must be capable of performing to a standard no less than that which they were originally required to achieve. If you are an owner or occupier of a building it is important to understand how you can identify if your building has prescribed fire safety installations and what your obligations are to maintain these. The code has been designed to set clear performance criteria for the maintenance of fire safety installations allowing for a broad range of reference documents to be used.

What buildings are covered by the code?

The new maintenance code applies to all buildings (including existing buildings) other than detached houses and townhouses.

How will the code affect me?

Legislation relating to the maintenance of building fire safety installations was first introduced in Queensland in 1992. The new code is a transfer of regulation from the *Building Fire Safety Regulation 2008* to the QDC. If you have a prescribed fire safety installation in your building, then you must comply with the code. Examples of fire safety installations include:

- fire extinguishers
- fire hose reels
- fire sprinklers
- fire hydrant booster assembly
- emergency lighting
- smoke detectors or alarm systems
- fire doors
- exit signs
- stairwell pressurisation systems

The new QDC MP 6.1 requires the building occupant to provide a yearly statement to the Commissioner of the Queensland Fire and Rescue Service which confirms that a building's fire safety installations have been maintained in accordance with a relevant standard or recommendation. Where there is no occupier, the building owner is required to sign the statement. Once the statement is completed it must be sent to your local Queensland Fire and Service Rescue (QFRS) office. Postal addresses and fax numbers for regional offices can be found at: **http://www.fire.qld.gov.au/buildingsafety**

Suggested actions to ensure the building is maintained include:

- establish who is authorised to sign the occupier's statement on behalf of the body corporate.
- confirm the date of when the building was approved for construction.
- enter into a maintenance contract with an appropriately qualified person to ensure ongoing periodic maintenance is carried out.
- confirm dates of maintenance inspections.
- keep records of all maintenance carried out.

Queensland Fire and Emergency Services (QFES)

QFES officers have powers to audit and issue on-the-spot fines to occupiers who do not comply with the maintenance requirements of the QDC.

For further information

Department of Infrastructure and Planning
PO Box 15009 City East Qld 4002 Australia
Tel + 61 7 3227 8549
Fax + 61 7 3224 468

Occupiers Statement

Name of building and address:	**Garden City Aged Care Services** - 33 Tryon St, Upper Mount Gravatt, Qld, 4122		
Prescribed fire safety installation[3]	**Nominated Australian Standard or relevant *maintenance* requirements**[4]	**Was a *critical defect notice*[4] issued during the period covered by this statement (Yes/No)**	**Date of rectification of *critical defect*[4]**
Emergency lifts	AS 1735 2003		
Emergency lighting	AS 2293.2 2005 / Amdt 2-2012 Section 2		
Emergency power supply	BCA Class 2 to 9 Buildings. Section E		
Emergency warning and intercommunication systems[5]	AS 1851 2012 Section 6		
Exit signs	AS 2293.2 2005 / Amdt 2-2012 Section 2		
Fire detection and alarm systems	AS 1851 2012 Section 6		
Fire doorsets	AS 1851 2012 Section 12		
Fire extinguishers	AS 1851 2012 Section 10		
Fire hydrants (including boosters)	AS 1851 2012 Section 4		
Fire mains	AS 1851 2012 Section 4		
Fire shutters	AS 1851 2012 Section 12		
Smoke and heat venting systems	AS 1851 2012 Section 13		
Smoke doorsets	AS 1851 2012 Section 12		
Smoke exhaust systems	AS 1851 2012 Section 13		
Solid core doors	AS 1851 2012 Section 12		
Sprinklers	AS 1851 2012 Section 2		
Stairwell pressurisation systems	AS 1668.1		

I _____ as an authorised person on behalf of _____[7] declare the above listed prescribed fire safety installations
 (name of Person)   *(Name of Organisation)*

Have been maintained during the period covered by this statement in accordance with this code and as specified, _____ on _____
 (Signature)   *(Date)*

1. This yearly statement must be kept with the building's maintenance records in accordance with A2© and be produced on demand by local government officers and authorised officers of the Queensland Fire and emergency Service. Please see fact sheet following this schedule.
2. A copy of this yearly statement must, within 10 business days ben given to the Commissioner.
3. Note: delete *prescribed fire safety installations* that are not installed in/for this building.
4. For example, in accordance with manufacturer's instruction manual date day/month/year or in accordance with the building's *certificate of classification*.
5. *Copies of critical defect notices* issued and proof of rectification within the period of this statement must be attached.
6. This is also known as sound systems and intercommunication systems for emergency purposes.
7. Includes additional *fire safety installations* or conditions that are *required* under the building's *alternative solution* of the Building Act 1975 or *BCA* clauses E1.10 and E2.3.
8. If the owner is signing or the *occupier* is not employed by a Body Corporate the 'name of organisation' section does not need to be completed.

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EMERGENCY PROCEDURE MANUAL

INTRODUCTION AND SCOPE

This Emergency Response Procedures Manual is consistent with the requirements of the *AS3745-2010 Planning for Emergencies in Facilities*.

The Manual provides a structure and procedures for emergency management at this site and details those organisational arrangements, plans, equipment and procedures in place to deal with foreseeable emergency events.

The Manual describes the operation of the Emergency Planning Committee (EPC) and the Emergency Control Organisation (ECO) and the responsibilities of individual staff members.

12.0 EMERGENCY ORGANISATION

INTRODUCTION

The emergency organisation structure required for this site is detailed below. The setup and activities undertaken will provide for a capacity to effectively respond to fire and other emergencies.

THE EMERGENCY PLANNING COMMITTEE (EPC)

The Emergency Planning Committee (EPC) is the body responsible for ensuring the effectiveness of the emergency arrangements in place.

The EPC develops the emergency procedures or ensures that arrangements are in place to develop them.

Membership

The members of the EPC for this Building are:

Name:	Position
Bhagawati Lamichhane	Director of Care
Cintia Papp	Fire Safety Adviser
Clinical or Registered Nurse	Chief Warden
Stephen McNally	Chief Executive Officer
Simone Watson	Director of Human Resources
Elaine Bray	Director of Clinical Governance & Quality

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EMERGENCY TYPES & COLOUR CODING

The following colour codes are used to refer to specific types of emergencies:

CODE RED – FIRE AND SMOKE
When fire or smoke is detected

CODE ORANGE – EVACUATION
Refers to movement of clients, staff, and visitors from the facility in a rapid and safe manner

CODE PURPLE – BOMB THREAT
Refers to a written threat, telephone threat, suspect object or suspect mail

CODE BLACK – PERSONAL THREAT
Armed or unarmed Confrontation where: • person is suspected to be carrying a weapon/ dangerous article; • unarmed person threatens someone with violence; • a person threatens suicide; and/or • a demand is made for drugs

CODE YELLOW – INTERNAL EMERGENCY
Refer to a failure of vital internal services: gas, electricity and communications, water shortage or contamination of water supply

CODE BROWN – EXTERNAL EMERGENCY
Refer to an emergency occurring outside the facility - caused by aircraft or helicopter crash, major road accident, bridge collapse, civil unrest, bush fires, cyclones, earth quakes, severe storms, heatwave, floods and/or explosions etc

CODE BLUE – MEDICAL EMERGENCY
For all medical/first aid related incidents or emergencies, in the event of a suspected cardiac arrest or the need for urgent medical assistance

OTHER – MISSING PERSON
Emergency occurring on discovery that a resident has gone missing from the care provided within the residential facility or missing from the care provided outside of the facility.

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Responsibilities

The EPC responsibilities cover three key areas:

1. Development and completion of the Emergency Response Procedures Manual.

The EPC is responsible for ensuring the development and completion of the Fire and Evacuation Plan / Emergency Procedures Manual for each site for which it has responsibility (or for which it has assigned responsibility). This may entail assigning such responsibility to a qualified staff member or contracted Manual Developer. However, the EPC must sign off on the Manual. For each building, the EPC will:

a. Identify whether the site requires a Bushfire Plan and, if so, arrange for one to be prepared.

b. Identify the emergencies to be included in the Emergency Response Procedures Manual.

c. Monitor implementation of the emergency procedures.

d. Determine if a building has a Fire Safety Engineer (FSE) appointed. If a building does not have a Fire Safety Engineer appointed, or a Fire Safety Strategy or Fire Safety Plan, the EPC must ensure that the likely fire scenarios for the site are appropriately considered and where appropriate, included in the Manual.

e. Confirm that the appropriate processes are in place to ensure that the alarm response and evacuation capabilities of staff are taken into account in the development of the Emergency Response Procedures.

f. Determine and implement any additional regulatory or other provisions for the Building in relation to evacuation. For example, fire orders may have to include the method of operation of any fire alarm system, the location of Manual call points, the location and methods of operation of all firefighting equipment, the location of all exits, and the procedure for the evacuation of the Building.

g. Determine the number of staff positions required for the ECO, consistent with the nature and risk of the Building.

2. Capacity to respond to fire and other emergencies.

The EPC is to ensure initial implementation and on-going monitoring of fire and emergency response arrangements for the site. These responsibilities include:

a. Ensuring that the Fire and Evacuation Plan / Emergency Procedures Manual is reviewed (annually by the EPC) and updated as needed, or if the Building circumstances change which would impact on the appropriateness of the procedures (for example, when there are changes to the property's physical configuration, staffing regime or resident profile).

b. Providing, or making available, orientation arrangements to familiarise all workers and agency/casual staff with the sites fire safety procedures and equipment. Orientation will take place before commencing work. Such orientation will be in line with the Garden City Aged Care Services policies and any subsequent department requirements.

c. Ensuring the availability of timely fire safety training for all staff of the site, including arranging, or ensuring arrangements are in place for, training of ECO personnel.

d. Ensuring arrangements are in place so that staff are appointed to fill all positions on the ECO.

e. Arranging, or ensuring arrangements are in place for, the conduct of evacuation drills and exercises.

f. Reviewing the effectiveness of evacuation drills and exercises and arranging for procedure improvements to be implemented.

g. Ensuring that the sites management are aware whether staff who will be required to lead an evacuation are capable of performing the tasks of Warden. The staff members must:

- be physically capable of performing their duties

- be familiar with their areas of responsibility

- be competent in the use of the communication equipment (i.e. fire panel, alarms and telephones)

- have a good knowledge of the layout of the building.

3. Operation of a building following an emergency

The EPC is responsible for establishing a plan for the continued efficient operation of a building involved in an emergency by:

a. Establishing and maintaining liaison with senior executives;

b. Ensuring that the media is dealt with in a manner consistent with the media management policy;

c. Providing briefings for relatives as necessary; and

d. Preparing announcements to staff.

Emergency Control Organisation (ECO)

The ECO is the formal term for the staffing structure in the Building that actually provides the response to an emergency.

In this Building, the ECO comprises:

- The Registered Nurse / Endorsed Enrolled Nurse is the Chief Warden. If the Chief Warden and Deputy Chief Warden are unavailable, the most senior staff member who has been trained in fire emergency response is nominated as the Building Warden. In the unlikely situation where two people on duty are trained and at the same seniority, one is to assume the role of Chief Warden, at the commencement of the shift and the other staff member is the Deputy Warden;

Chief Warden

CHIEF WARDEN / DEPUTY CHIEF WARDEN RESPONSIBILITIES

(Please note that the sequence of the steps set out below can be varied according to the circumstances of the emergency, but the life safety of staff is always the paramount priority.)

When an emergency is identified, the Chief Warden shall:

- Assume control of the site until the emergency service arrive.

- Upon the Fire panel sounding the Chief Warden will proceed immediately to the Fire Panel (put on the white safety helmet) and maintain control of the emergency until relieved by a Fire Brigade Officer.

- Rescue and / or move staff / residents in danger, but only if it is safe to do so.

- Close doors to seal off the area where fire or smoke is observed, but only if it is safe to do so.

- Notify the appropriate emergency service or request a Warden contact the relevant emergency services; Call the fire brigade on '000'.

- Ensure that Wardens have been advised of the situation;

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- Evacuate the site, starting with the most ambulant residents and those who are able to self- evacuate.
- Evacuate remaining staff / residents who need assistance, and those residents requiring special help.

Delegate tasks - Deputy and Wardens.

Seek assistance from other available people if appropriate. If it is safe to do so, search all rooms (Wardens to operate in pairs if possible), including toilets, store rooms and other areas not normally used, to ensure that everybody has evacuated from the building.
Ensure that all staff proceed directly to the **Assembly Area**.

Provide a situation report to the emergency service(s) on their arrival and provide specific emergency information if applicable.

1. The type, scope and location of the emergency; and
2. The status of the evacuation;
3. Advise the Officer in Charge of the emergency service if someone is missing or refusing to leave.
4. After all staff are evacuated, visitors and staff are accounted for, wait for the 'all–clear' from the fire brigade before returning staff to the building.

Authority

During emergencies or exercises, prior to the arrival of the fire brigade, police or other emergency services, the Chief Warden has absolute authority including issuing instructions to evacuate everybody.

Identification

The Chief and Deputy Chief Warden will be wearing a white helmet.

Area Warden

AREA WARDEN RESPONSIBILITIES

In an emergency, the Area Warden is in charge of an area (Part of the building). They give direction to the Wardens, delegate tasks, obtain more help or seek the assistance of neighbours or external agencies if required.

WHEN ADVISED OF A BUILDING / AREA EMERGENCY, THE AREA WARDEN WILL:

- The Area Wardens who will be under the control of the Chief Warden.
- Liaise with the Chief and Deputy Chief Wardens.
- Wear a Yellow Safety Helmet.
- Proceed to the area of the alarm and take control.
- Investigate and report if fire is present, move staff, residents or visitors away from the immediate area to a safe location.
- If safe to do so, commence firefighting by using the fire extinguisher in the area.
- If the fire is under complete control and extinguished, wait for the Fire Brigade to arrive and follow their instructions.

Identification

The Area Warden will be wearing a Yellow helmet.

NOTE: People to remain at the assembly area until otherwise instructed by Chief or Deputy Chief Warden or Emergency Services.

Warden

When an emergency is identified, Wardens will put on hard hats and high visibility vests to ensure they are clearly identifiable to fellow employees, visitors and members of the general public.

Wardens will:

- Act on instructions received from the Chief Warden;
- Implement the emergency procedures for their area;
- Evacuate employees / residents as directed;
- Check rooms have been vacated closing doors on exiting and placing an object at the entrance;
- Remind people to turn off computers and take personal belongings only if it is safe to do so;
- Wardens will account for employees / residents normally stationed in their area;
- Advise Chief Warden when roll call is complete and all persons accounted for;
- Maintain order at the assembly area; and
- In the event of a BOMB THREAT, all people must IMMEDIATELY TURN OFF mobile phones.

NOTE: People to remain at the assembly area until otherwise instructed by Chief or Deputy Chief Warden or Emergency Services.

Identification- The Warden will be wearing a Yellow helmet.

13.0 FIRE BRIGADE RESPONSE

Fire and Rescue will provide the fire brigade response to the site. The nearest fire station is located at Wishart.

The estimated time for the fire brigade to attend an emergency at the site is 7 **minutes**. This may vary according to operational requirements.

14.0 'ALL–CLEAR' AND RECOVERY

'ALL–CLEAR' INSTRUCTIONS

In the event of a fire, the Officer in Charge (OIC) of the fire brigade will issue the 'all- clear' to the Chief Warden who will authorise the return to the Building.

For emergencies other than fire, the OIC of the relevant emergency service will give the 'all-clear', (for example, police for a bomb threat).

Staff must not go back into the Building until the Chief Warden has issued the 'all-clear'.

On advice of the 'all-clear', the Chief Warden, will return staff / residents to the building and conduct a further headcount.

RECOVERY

Recovery is broadly classified as resumption of occupation and support services to staff / residents (normal operations), or relocation.

RESUMPTION

When the fire brigade or another responding emergency service provides the 'all clear', the Chief Warden will return the staff / residents to the building / site.

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On return to the building / site, the Chief Warden will conduct a headcount and account for all residents, visitors (if appropriate), and staff. Police must be immediately advised of any missing occupant so that follow-up action can be initiated.

When the headcount has been completed and all staff, residents, and visitors are accounted for, normal operations can be resumed.

RELOCATION

If declaration of the 'all-clear' is to be delayed for any reason, the Chief Warden will need to make an assessment about the viability of returning to the building and the possible need to relocate staff / residents.

Under these circumstances, the Chief Warden will contact the OIC and together they will decide, based upon the facts, on a course of action.

If moving to another location, the Chief Warden will conduct a headcount and account for all residents, and staff. The Police must be advised immediately of any missing person so that follow-up action can be initiated. Once staff and residents have been relocated, the Chief Warden must consult with members of the EPC regarding staff or client support.

REPORTING AND FOLLOW-UP ACTIONS

The members of the EPC will report details and outcomes of each emergency incident and undertake any follow-up action through Garden City Aged Care Services ensuring documentation is completed in the iCare program plus the completion of an Incident Form lodged with the WHS Officer and/or EPC.

DEBRIEFING

After an emergency incident, the Chief Warden will, as soon as possible, consult with members of the EPC to determine debriefing action required. This will include meeting with staff to discuss the emergency, actions taken and procedures followed.

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15.0 EMERGENCY PROCEDURES

Hazard Assessment

The potential emergencies have been identified through the application of a Hazard Assessment as required under Australian Standard AS 3745 *Emergency control organisation and procedures for buildings, structures and workplaces*.

The emergencies that have been included in the Building's Emergency Response Procedures Manual as a result of this process are set out below:

- Detection of Fire or Smoke
- Bomb Threat / Explosive Device
- Chemical, Biological and Radiological threats
- Personal threat and Criminal Acts
- Internal Emergency
- Utility Failure
- Storm / Cyclone Damage
- External Flood
- External Emergency
    - Snake Policy
- Medical Emergency
    - DRABC Action Plan
    - Snake Bite
    - Heat Exhaustion
- Missing Person

The following Emergency Procedures shall be implemented for each of these emergencies.

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CODE RED - DETECTION OF FIRE OR SMOKE

General Instruction:

In the event of a fire:

- When the fire alarm sounds, ALL staff are to check their immediate area for the presence of an emergency i.e. Flames, smoke, or smell.

- Once completed wardens are to immediately assemble at the kitchen for instructions from the Chief Warden. Staff are to remain in their area waiting for further instructions.

- Wardens should put relevant safety Helmet on (located in the cupboard next to the nurses station on Ground Level, Level 1 and Level 2 and between the Reception desk and the front kitchen on Level 3.

- Senior Assistant Nurse on duty to ring 000, request fire brigade, and report alarm.

- The senior Assistant Nurse on duty will assume the role of Deputy Fire Warden.

- The Chief Warden will check the fire panel to identify the area of alarm.

- The Chief Warden will instruct the wardens to check the area under alarm for signs of fire i.e. look and smell for smoke or flames, feel the back of the door for heat. Two staff must remain together while doing this.

- Staff to give a status report to the Chief Fire Warden.

- Chief Warden to provide instructions re management of the situation, e.g. no action – false alarm, implement RACE.

- In the case of a false alarm, the Chief Warden will make an announcement via the EWS system. If there is a fire Chief Warden to make an announcement via the EWIS **CODE RED RED RED.**

- Fire Brigade will attend ALL alarms, investigate the cause for the alarm, and reset the Fire Panel.

- Chief Warden to log a Fire incident on iCare under the CQI log or complete a Fire Incident Report (Form AD-008) after the incident is over. Ensure all details such as where the incident was, what caused incident, if fire brigade attended, what actions they took

EMERGENCY

R If safe, **RESCUE** anyone in danger and **REMOVE** them from the immediate threat.

A Use break glass **ALARM**. Dial "000", ask for Fire Brigade. Be ready to give your location and address. Advise warden.

C Attempt to **CONTAIN** by closing doors in the exit path.

E **EVACUATE** by the nearest safe exit to the assembly area. Do not use lifts. Wait for further instructions.

If safe and trained, use first attack firefighting equipment.

FIRE SAFETY Compliance Services

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Use of Fire Extinguishers:

Select the appropriate extinguisher for the type of fire.

TYPE OF EXTINGUISHER Colour scheme · AS 2444 (Pre 1997 / Post 1997)	A Wood, Paper & Plastic	B Flammable & Combustible Liquids	C Flammable Gasses	E Energised Electrical Equipment	F Cooking Oils & Fats	NOTES: *Limited indicates that the extinguishant is not the agent of choice for the class of fire, but that it will have limited extinguishing capability. Class D fires (involving combustible metal(s) use only special purpose extinguishers and seek expert advice. COMMENTS: (Refer Appendix A of AS 2444)
Powder ABE	✓	✓	✓	✓	⊘	Special Powders are available specifically for various types of metal fires. Seek expert advice.
Powder BE	⊘	✓	✓	✓	✓	Special Powders are available specifically for various types of metal fires. Seek expert advice.
Carbon Dioxide (CO₂)	LIMITED	LIMITED	⊘	✓	⊘	Generally not suitable for outdoor fires. Suitable only for small fires.
Water	✓	⊘	⊘	⊘	⊘	Dangerous if used on flammable liquid, energized electrical equipment and cooking oil/fat fires.
Foam	✓	✓	⊘	⊘	LIMITED	Dangerous if used on energized electrical equipment.
Wet Chemical	✓	⊘	⊘	⊘	✓	Dangerous if used on energized electrical equipment.
Vaporising Liquid	✓	LIMITED	LIMITED	✓	⊘	Check the characteristics of the specific extinguishant.
Fire Blanket	⊘	⊘	⊘	⊘	✓	Use blanket to wrap around a human torch. Ensure you replace the blanket with a new one after use.
Fire Hose Reel	✓	⊘	⊘	⊘	⊘	Ensure you maintain a path of egress between you and the nearest exit.

5. **P**ull pin from and squeeze handle.
6. **A**im the nozzle at base of fire.
7. **S**queeze handles and operate extinguisher.
8. **S**weep the fire from side to side.
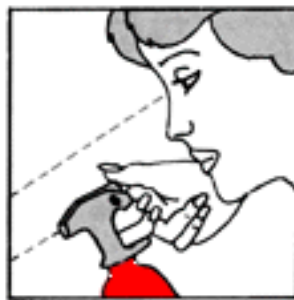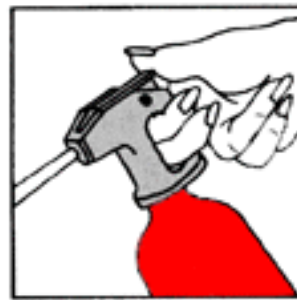
Pull the pin   Aim low   Squeeze the handle   Sweep from side to side

REMEMBER – Only attempt to extinguish a fire if safe to do so

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Use of Fire Blanket

REMEMBER – Only attempt to extinguish a fire if safe to do so.

Use of Manual Call Point

1. The system is connected to the Fire and Rescue Service. The break glass alarm will activate the fire alarm in the building and contact the Fire Service.

2. It is recommended that 000 is also called to inform the Fire Service of the type and severity of the fire to allow additional resources to be despatched if required.

Chief Warden Duties – EMERGENCY IDENTIFIED AND FIRE IS LOCATED

On activation of the fire alarm;

- Chief Warden is to visually check their immediate area for the presence of fire or smoke
- If **fire/smoke is found** in immediate area commence **R A C E**.
- Proceed to the fire indicator panel (FIP).

  Obtain the following

  - Resident List
  - Roster from Nurses station
  - Residents Identification Folder
  - Visitors Register from Khandalla street Foyer on ground floor
  - Torch located in the cupboard (if required)
  - Fobs, Keys to drug cupboards

- Wait at the Fire Indicator Panel for the Queensland Fire and Rescue Service. If required help other staff search / evacuate residents.
- At the FIP take charge of the situation and put on the White Hat.
- Confirm at the Fire Indicator Panel where the alarm is activating and number of alarms.
- Instruct all wardens - to assemble at the Kitchen on each floor by making the following announcement using the Fire Indicator Panel PA system & use of dect phone/walkie talkie.

  ➢ *"This is the Chief Warden Code Red repeat Code Red, all wardens to assemble at the kitchen on each floor."*

- Instruct all wardens at the on each floor as to the action they are to take.
- Instruct the Communication Officer (or nominated warden) to contact Emergency Services on 000 to confirm the receipt of the alarm and of the address, location of fire, number of staff & number of non-ambulant residents at the Centre. The Chief Warden may also assume the role of the Communications Officer.
- Maintain communication with the relevant Warden via dect phone/walkie talkie for an update of situation and the severity of the incident.
- Re-deploy additional staff to give assistance as required.
- Initiate Evacuation Response

  Instruct Warden to evacuate the building involved in fire/smoke. Announce Code Orange over Fire Indicator Panel PA system stating the following, "this is the Chief Warden this is a CODE ORANGE repeat CODE ORANGE EVACUATE EVACUATE EVACUATE".

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Chief Warden Duties – NO EMERGENCY OR FIRE LOCATED IN IMMEDIATE AREA

- If **fire/smoke is not found** in your immediate area proceed to the fire indicator panel (FIP).

- Determine at the Fire Indicator Panel where the alarm is activating.

- Wait at the Fire Indicator Panel for the Queensland Fire and Rescue Service. If required help other staff determine nature of alarm.

- At the FIP take charge of the situation and put on the White Hat.

- Instruct all wardens - to assemble at the Fire Indicator Panel by making the following announcement using the Fire Indicator Panel PA system.

    ➢ *"This is the Chief Warden **Code Red** repeat **Code Red**, all wardens to assemble at FIP."*

- Instruct all wardens at the FIP as to the action they are to take.

- Maintain communication with the relevant Area Warden via dect phone/walkie talkie for an update of situation and the progress of the investigation.

- Re-deploy additional staff to give assistance as required.

- If **Fire/smoke is found** - Initiate Evacuation Response.

    Instruct Area Warden to evacuate the building involved by fire/smoke. Announce Code Orange over Fire Indicator Panel PA system, stating the following, "this is the Chief Warden this is a **CODE ORANGE** repeat **CODE ORANGE EVACUATE EVACUATE EVACUATE**".

    Obtain the following:

    - Resident List

    - Roster from Nurses station

    - Residents Identification Folder

    - Visitors Register from Khandalla street Foyer on ground floor

    - Torch located in the cupboard (if required)

    - Fobs, Keys to drug cupboards

- Instruct the Communication Officer to contact the Emergency Services to confirm the receipt of the alarm and of the address, location of fire, number of staff & number of non-ambulant residents at the Centre. The Chief Warden may also assume the role of the Communications Officer.

- If **Fire/smoke not found = False Alarm DO NOT EVACUATE** the centre.

    Announce over Fire Indicator Panel PA system, stating "this is the Chief Warden **CODE RED** All Clear, Repeat Code Red All Clear – False Alarm" - Fire Brigade to denote building safe before announcing

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Area Warden / Warden Duties – EMERGENCY IDENTIFIED AND FIRE IS LOCATED

➢ On activation of the fire alarm;

- Visually check immediate area for the presence of a fire or smoke
- If fire/smoke is found in immediate area initiate **R A C E**.

Remove people from immediate danger – If safe to do so.

Alert staff in the immediate area of the fire.

- Notify the Chief Warden at the Fire Indicator Panel of the type, size and location of the fire.
- If instructed by the Chief Warden notify the Queensland Fire and Rescue Service - Call 0 then 000 stating address, number of staff working and total number of residents and number of non-ambulant residents

Contain Fire & Smoke - Close all doors and windows

- Maintain communication with staff members when systematically checking rooms.
- Place item outside room to denote room has been checked.
- Leave Lights on.

Evacuate - Coordinate the evacuation sequence with the Chief Warden

- Extinguish fire if safe to do so.

Area Warden / Warden Duties - NO EMERGENCY OR FIRE LOCATED IN IMMEDIATE AREA

➢ On activation of the fire alarm;

- Visually check immediate area for the presence of a fire or smoke
- If fire/smoke is **not found in immediate area** proceed to the kitchen on each level and wait for instructions from the Chief Warden.
- The Area Warden puts on the Yellow Hat and waits for the Chief Wardens instructions.
- The Area Warden then begins a systematic search of each room including all bedrooms, storerooms, utility rooms, living room areas, toilets, showers etc.
- Areas checked are marked with an object and the doors are closed when the room has been searched.
- If fire is found contain the fire by shutting doors and windows and initiate **R A C E** as above.
- The Area Warden will delegate a person to report the search findings back to the Chief Warden.

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EVACUATION

These procedures should be used as a guide and may not be suitable for all circumstances. Some procedures may need to be undertaken simultaneously. Before taking any action, identify the hazards, assess the risk and consider the consequences.

If an emergency is not controlled or continues to threaten the safety of occupant's evacuation may be necessary. Evacuation is removing occupants from a place of danger to a safe place. Evacuation options include:

- *Full evacuation*: This is used to clear the facility of all occupants. Full evacuation is normally carried out in response to a potentially catastrophic, life-threatening situation or where the building cannot function due to a severe services malfunction.

- *Partial evacuation*: This is used to clear part of the facility of all occupants. Partial evacuation is normally carried out in response to a localized fire, flood, chemical spill, a bomb threat affecting a specific area etc.

- *Protect in place*: This requires occupants to remain inside a facility on the basis that an evacuation to another location might reasonably expose them to a greater level of risk. For certain hazards and conditions no evacuation may be the best option.

The authority to carry out a complete evacuation of the facility shall be the responsibility of the Chief Warden. The authority to order the evacuation of an area shall rest with the Area Warden after instructions received from the Chief Warden.

If an evacuation is required, the Chief Warden is required to collect and take the evacuation bag, evacuation folder, residents' medication and medication charts, the first aid kit and the staff and residents sign in/out books.

Once fire alarm goes off, lifts cannot be used.

Evacuation Considerations:

- Consider the effect that the emergency may have on evacuation routes, paths for leaving the facility and the assembly area. It may be necessary to use an alternate evacuation route and assembly area.

- Communicate any changes to ECO members and occupants.

- Coordinate available personnel to assist with the evacuation of disabled occupants

- Commence evacuation in the most affected zone and give priority to:
  - Those at most risk.
  - The largest number of people.
  - Anyone else in the affected zone.
  - Anyone else in the facility.

- Avoid premature evacuation of unaffected zones where there are common exit paths. Congestion may prevent the evacuation of zones at greater risk.

- Direct occupants to use the nearest safe exit and proceed directly to the assembly area.

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Occupants with Disabilities

Occupants with disabilities refers to persons unable to evacuate without assistance.

Evacuation of occupants with disabilities shall be conducted in stages whenever possible. The three stages of evacuation are:

Stage 1: Remove occupants from the immediate hazard to a place with direct access to a refuge or emergency exit e.g. removing people from a room which is on fire or is alleged to have a bomb in it.

Stage 2: Remove occupants to a refuge. This may be to an adjoining compartment protected by fire and smoke doors on the same level, or to another, preferably, lower level.

Stage 3: Complete evacuation of the facility to the external assembly area. The resources of all available staff will be required to assist in the movement of patients and visitors to a safe place.

Evacuating disabled occupants in stages may allow the evacuation to be limited to the affected area if the emergency is controlled. This minimises the disturbance to potentially vulnerable occupants.

- If safe, direct all available and capable persons to assist with the evacuation of disabled occupants.
- Area Warden to coordinate staff assisting with the evacuation of disabled occupants.
- Commence evacuation with those at greatest risk and progress in stages. Ambulant occupants and visitors should be evacuated first.
- Where occupants have varying degrees of mobility, evacuation should commence in the most affected area and give priority to:
  - Ambulant occupants
  - Semi-ambulant occupants
  - Non-ambulant occupants

Occupants with Disabilities Unable to Evacuate

If circumstances prevent the evacuation of a disabled occupant beyond any stage, a member of the ECO should remain with the occupant(s) as long as it is safe. The ECO member shall report the situation and the disabled occupant's location to, and maintain regular communication with, the Chief Warden.

Unconscious Persons

Do not move an unconscious person more than is necessary to secure their safety. The extent of their injuries may not be evident.

If the unconscious person is not in immediate danger:
- Place the unconscious person in the recovery position.
- Report the situation and location to the Chief Warden.
- Remain with the person and maintain contact with the Chief Warden.

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If the unconscious occupant is in immediate danger:

- Report the situation and location to the Chief Warden and request assistance.
- Use implied consent and drag the unconscious person to a safe place from where escape using an emergency exit is possible.
- Close doors to increase isolation from the hazard.
- If there is further danger, drag the unconscious person to the nearest safe refuge.
- If there is further danger, drag the unconscious person to the nearest exit and the exterior of the building.
- Chief Warden to notify First Aiders and Emergency Services of unconscious persons location

Refusal to Evacuate

Warning - *ECO Members shall not use physical force to remove someone refusing to evacuate.*

- Attempt to verbally persuade the occupant to evacuate – three times only.
- If the occupant continues to refuse, leave them.
- Report the refusal and their location to the Chief Warden.
- Chief Warden to notify emergency services immediately following their arrival.

Chief Warden Duties:

- **DO NOT** initiate an evacuation sequence **if fire/smoke is not found - false alarm.**
- Make the decision to evacuate and take charge of the emergency at the FIP.
- Establish an Emergency Control Organisation (ECO) at the FIP.
- Instruct all staff members at the FIP as to the action they are to take.
- Ensure that appropriate emergency services have been notified.
- **Initiate Evacuation Response** by announcing, **CODE ORANGE** and location of emergency over FIP (PA)
- Stating "this is the Chief Warden this is a **CODE ORANGE** repeat **CODE ORANGE EVACUATE EVACUATE EVACUATE**".
- Ensure the progress of the evacuation and any action taken is required.
- Record information as actions unfold then complete an incident report as appropriate.
- Ensure the evacuation procedure is carried out to the level required and relevant equipment is taken to the Assembly Area e.g. first aid kit, blankets, torches etc.
- Maintain communication with Area Warden for update of situation and facilitate any additional action.
- Re-deploy staff to give assistance as required.
- Brief the emergency services personnel upon arrival on type, size and location of the emergency and the status of the evacuation and, thereafter, act on the Emergency Services senior officer's instructions.
- Proceed to the Assembly Area with the Residents Evacuation List, Residents Register and Visitors Register. Conduct and confirm a final roll call at the Assembly Area.
- When the emergency has been controlled and on advice from the appropriate emergency service, the Chief Warden can announce the "**CODE ORANGE - ALL CLEAR**" over the PA system at the FIP
- Chief Warden is to debrief staff, residents and their family members and visitors following the emergency.

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- Ensure that the Director of Care, CEO and Fire Safety Adviser are contacted about the emergency via their mobile phone numbers.
- Delegate a staff member to ensure computer hard drive is backed up if time to do so OR remove previous day's hard drive from the safe.

Area Warden / Warden Duties:

AT THE DIRECTION OF THE CHIEF WARDEN COMMENCE THE EVACUATION

- DO NOT PANIC, SHOUT OR RUN
- Search the area to make sure all occupants have evacuated.
- Mark doors of rooms cleared with a pillow to indicate that the area is clear.
- Check that all fire and smoke doors are closed – if safe to do so.
- Lead occupants to the assembly area.
- Ask occupants to identify any missing persons or groups.
- Conduct a head count and roll call to identify any missing persons.
- Do not allow occupants to reoccupy the facility until the emergency is concluded and affected areas are secured or made safe

AA1 Assembly Area - Khandalla Street

AA2 Assembly Area – Tryon Street

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STAGES OF EVACUATION

There are 2 Assembly Areas at the GCACS New 30 Bed facility Care Centre. First is in Khandalla Street at the end of the Colter sac. The other is in Tyron Street on the footpath to the left of the Main Administration Building, staff, guests and residents using this route will have to pass under the Administration Building to exit via the gate.

Prior to evacuation the following circumstances should be considered before determining the most appropriate evacuation point:

- The extent of the emergency
- Proximity of hazardous materials
- Direction of any wind
- Danger to the residents and capability of evacuating them
- Safe exit paths

Evacuation should be conducted in three distinct stages according to the severity of the emergency, as follows:

STAGE 1   **Removal of people from the immediate danger area**

For example, removing people from a room which is on fire or has the presence of smoke or is alleged to have bomb in it.

STAGE 2   **Remove past fire doors into the nearest fire safe compartment**

STAGE 3   **Complete evacuation of a building to the most appropriate Assembly Area.**

Should the emergency necessitate evacuation of the entire building, the resources of all available staff will be required to assist in the movement of residents and visitors to a safe place. Ambulant residents and visitors should be evacuated first.

STAGE 4   **Conduct Roll Call at the Assembly Area**

DO NOT RETURN TO THE BUILDING UNTIL THE SENIOR EMERGENCY SERVICES OFFICER GIVES PERMISSION TO DO SO AND THE ALL CLEAR HAS BEEN SOUNDED.

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Evacuation – Occupant Relocation Procedure

It is the responsibility of the Association in conjunction with family members to find alternate accommodation for client's arising from an external or internal disaster, which results in the facilities or services occupied by such persons being compromised. It is also a requirement of the Association to provide clients, with clinical care, food and water throughout the duration of the emergency event.

Alternate accommodation sought during internal and external disasters may consist of the use of the Associations neighboring residential or respite facilities, private or public hospitals, privately operated residential facilities or accommodation prescribed under the direction of the Local District Co-ordination Centre. If there is no alternative means of accommodation, people may initially be accommodated in an evacuation centre.

AQ will utilise the Brisbane Metropolitan Transport Management Centre 13 19 40 hotline and internet page (http://131940.qld.gov.au/) to determine safest ways to transport clients throughout the region. As a final resort the Department of Social Services will be contacted to request assistance via the Brisbane City Local Disaster Management Group (LDMG) or Local Disaster Coordination Centre (LDCC) via the Council Contact Centre on (07) 3403 8888, who will escalate the request through the request for assistance process.

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TASK	TIME	WHO	CONTACT	✓ WHEN DONE
Apply ID bracelets to residents (Bracelets in evacuation bag). Identify on bracelet their name, mobility status into ambulant, semi-ambulant, non-ambulant.	First notification of evacuation	Floor staff under supervision of RN, EEN		
Add any other items to evacuation kits – medication and medication charts, evacuation list	First notification of evacuation	RN, EEN / Coordinator		
Ensure staff know the evacuation point/s and routes	When evacuating	DOC and SES	SES – 1800 201 000 OR 132 500	
Inform resident's families of evacuation. Compile list of any family coming to take their relative and ensure that it is well documented of any resident that is taken by their family.		DOC / Coordinator / RN, EEN on duty		
Liaise and work with SES to organise evacuation, evacuation points, routes and transport. SES will coordinate the evacuation.	First notification of evacuation	DOC, RN, EEN		
Keep staff informed of the process by using announcement system	Throughout evacuation	DOC, RN, EEN		
If evacuating to different points, ensure good documentation of who (including staff and residents) go to what point. Ensure staff are contactable at each point via landline or mobile phones.	Prior to evacuating	DOC / RN, EEN on duty	Ensure staff have list of contact numbers for other staff and DOC	
Ensure motor vehicles are use if needed in evacuation or transfer to higher ground if possible and safe to do so		DOC to delegate if needed		
Do final check of facility and a head count to ensure all resident, staff & visitors are evacuated	Last step in evacuation	DOC or RN, EEN on duty with SES		
Check sign in and out books of who should be in the facility	First notification of evacuation	Coordinator / RN, EEN		
Liaise with other facilities and keep them informed of requirements/assistance		DOC		

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CODE PURPLE – BOMB THREAT / EXPLOSIVE DEVICE

In the event of a Bomb/Arson Threat:

DO NOT USE YOUR MOBILE PHONE OR RADIO TO TRANSMIT WITHIN 15 METRES OF SUSPECT OBJECT.

Phone Threat

1. Do NOT panic.

2. Keep the caller on the line as long as possible and record the person's comments word by word.

3. Refer to check list (Appendix 9) and complete as you go.

4. Listen carefully for background noises, speech mannerisms, accent, etc., which might give a clue to the age, sex and location of the caller.

5. Based on the time available before the advised detonation time, the information received should be communicated directly to the Chief Warden, without the knowledge of other staff.

Written Threat

In the event of the receipt of a written threat.

- Immediately inform the Chief Warden;
- DO NOT over handle the paper, envelope and wrapping. Every possible effort must be made to retain evidence such as fingerprints, handwriting or typewriting, paper and postmarks;
- Place all pieces in a plastic bag and keep in a secure place; and
- DO NOT photocopy.

Identification of Suspect Article

In the event of the identification of a suspect article:

- DO NOT touch or handle the article and move away from the immediate area;
- Evacuate immediately;
- Immediately inform the Chief Warden, who are then to call 000;
- Do not operate any electrical device (including mobile phones) in the area;
- Act upon instructions from the Chief Warden; and
- Await the arrival of Police.

Responding to a Bomb Threat

WHEN A BOMB THREAT IS RECEIVED

1. Carry out the communications procedure.

2. A decision must be made as to what appropriate action, in light of the perceived threat, should be taken.

The basic options prior to finding a suspected device are:

- Take no further action,
- Search without evacuation.
- Evacuate and search, or
- Evacuate (without search).

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The Chief Warden will notify the staff in the facility that a bomb threat has been received. The staff will be advised on what action is to be taken. If it is decided to undertake a search, the Chief Warden will organize the search.

3. Searchers will check the building systematically looking in the most likely places such as:

- Toilets
- Equipment rooms
- Pot plants etc.

Remember the people who are most familiar with the facility are the most likely to see something out of place.

4. The Wardens will advise the Chief Warden of the result of the search.

5. If a particular place is named, it may be decided to evacuate the area.

IF A SUSPECT OBJECT IS FOUND DO NOT TOUCH, TILT OR TAMPER WITH THE DEVICE

1. Advise the Chief Fire Warden.

2. Proceed to evacuate the area.

3. The Chief Warden will:

- Advise the Police and Fire Brigade
- Advise Wardens to evacuate
- Alert the Ambulance service.

Do NOT re-enter the building until advised by the appropriate Emergency Service personnel.

Searches

The most appropriate personnel to carry out a search, in any given area, are the staff of the workplace as they have the knowledge of 'what belongs' and 'what does not belong' in a location at any given time. Security is to conduct the search if required.

The aim of the search is to identify any object that is not normally found in an area or location, or for which an owner is not readily identifiable or becomes suspect for any other reason e.g.:

- A suspiciously labelled object;
- An object similar to that described in the threat;
- An object of unusual size, shape and sound; and
- The presence of tape, wire, string or explosive wrappings, or other unfamiliar materials.

On locating a suspect object, search personnel should not touch, cover or move it.

The location should be conspicuously marked, for example, a paper trail to the nearest exit is most suitable. After ensuring there is no other suspect objects in the vicinity, the area should be evacuated and isolated. Search of other areas should continue to ensure there are no other suspect objects.

General priorities for searching should follow the sequence:

- Outside areas including the evacuation assembly areas;
- Building entrances and exits and, particularly, paths people will use to evacuate;
- Public areas within buildings; and
- Other areas.

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Once external and public areas have been declared "nothing found", a search has to be conducted beginning at the lowest levels and continuing upwards until every floor, including the roof, has been searched. Once a floor or room has been searched, it should be distinctively marked to avoid duplication of effort. The ECO personnel, due to their intimate knowledge of the building, should assist relevant authorities in these procedures.

Prevention

Poor housekeeping makes it easy for a person to hide such an article, therefore all staff should maintain a tidy workplace, to reduce the opportunity for such an occurrence.

Any object 'out of place', and any person acting 'odd' should be reported ASAP to the Chief Warden.

CHIEF WARDEN RESPONSIBILITIES

Telephone threat

- Collect as much information as possible, and fill in a Bomb and Chemical/Biological Threat Checklist (Appendix 9).
- Contact the Police and follow any directions they give.

Written or electronically delivered threat

- Do not discard the threat or the material on or in which it was delivered.
- Avoid unnecessary handling of the envelope, container and documents.
- Contact the Police and follow any directions they give.

Suspect object

- Do not touch, cover or move the suspect object.
- Isolate the area as much as possible where the suspect object is located.
- Do not allow anyone near the suspect object.
- Ensure mobile phones, radios and other electronic equipment are not used until a clearance is given.
- Contact the Police and follow any directions they give.

Mail and parcel bombs

Note: A mail or parcel bomb is constructed principally to function on opening or on the removal of an inner article from an envelope or package.

- Confirm whether the item has come through the postal system, via a courier system or by other means.
- Assess the item using the checklist below.

    Contact the Police and follow any directions they give.

Mail or parcel bomb checklist

- Excessive securing material
- Excessive weight
- Protruding wires or tin foil
- Lopsided or oddly shaped packaging or
- Oily stains or discolouration
- Stiff or rigid envelope
- Is package expected?

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- Visual distractions on the front of the   envelope or package

- Excessive postage

- Proper names

- Address – handwritten or poorly typed

- Restrictive marking – 'Confidential',

- 'To be opened only by'

- Common words misspelt

- Either unusual or of foreign origin

- Lack of sender's address

UNDER NO CIRCUMSTANCES SHOULD AN ATTEMPT BE MADE TO OPEN, MOVE OR PLACE THE ITEM IN WATER.

EXPLOSIVE DEVICE OR BOMB

An explosive device contains explosive components designed to, or capable of, causing injury or damage.

A bomb can be of any size or shape, can look obvious or be camouflaged, may vary in sophistication, may explode or may be designed to cause harm in other ways (i.e. incendiary, chemical, radiological, sharps, animals/reptiles). Bombs may be received in a number of ways such as in the mail, by courier, placement and in or by a vehicle.

If a suspect explosive device or bomb is identified or located:

- Clear and seal off the area.

- Contact the police and follow any directions they give.

CODE BLACK – PERSONAL THREAT AND CRIMINAL ACTS

The following procedures shall be used if:

All Staff:

Confrontation with an armed person or armed hold-up

PERSONAL THREATS

This procedure is the initial response to threat situations such as hold-up, siege or hostage taking.

Once police or other professional response groups arrive, they will assume command and issue appropriate instructions.

UNDER NO CIRCUMSTANCES SHOULD STAFF OR VISITORS PLACE THEMSELVES IN FURTHER DANGER.

Wherever there are unlawful demands for property (money, drugs, equipment) with threats of violence, the property should be handed over WITHOUT QUESTION.

If an armed intruder confronts you:

1. Obey their instructions

2. Try and remain calm

3. DO NOT take any action to excite the intruder

When possible raise the alarm by telephoning 000, asking for Police and provide the following information:

- Your name
- Your location and the nature of the threat

Give the Police as much detail as possible about the offender(s):

- Dress and appearance,
- Speech and mannerisms,
- If armed, the type of weapon(s).
- Clear details of the demand.

UNDER NO CIRCUMSTANCES SHOULD ANYONE CONFRONT THE AGGRESSOR

POST TRAUMA COUNSELLING

At the conclusion of the emergency Post Trauma Counselling may be needed for all persons affected by the incident. The Director of care will organize this.

NOTE: complete an incident/accident report.

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CODE BLACK – PERSONAL THREAT AND CRIMINAL ACTS

Confrontation with an un-armed person

This threat can consist of the following:

- Heated argument.
- Threats of specific action.
- Unlawful detainment.
- Person under the influence of drugs or alcohol.
- Threatening injury.
- Any other volatile situation.

All Staff:

- Remain calm, do not panic. Think rationally and try to remember the details.
- Do not inflame the situation by being:
  - Argumentative.
  - Sarcastic.
  - Aggressive.
  - Non-committal.
- Try to defuse the situation:
  - Talk to the person quietly and slowly.
  - Listen, try to calm and offer assistance.
  - Maintain appropriate distance.
  - Avoid unnecessary movements, gestures.
  - Be a problem solver without making definitive promises.
- Try to alert Police or Security Company if you are able to.
- Once the offender has left, the Building Warden will call the Police.
- Assist the Chief Warden to fill in the 'Offender Report Form – Appendix 10'.
- Do not discuss the incident with the media.

CHIEF WARDEN RESPONSIBILITIES

All Incidents

- Contact the police on "000" and follow any instructions given.
- Collect as much information as possible and fill in the 'Offender Report Form – Appendix 10'.
- If an occupant has been unlawfully removed or abducted possible, try to identify why and/or where the staff has been taken.
- Hand the 'Offender Report Form' to the police when they arrive.

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CODE YELLOW – INTERNAL EMERGENCY

GENERAL INSTRUCTION:

IN THE EVENT OF AN INTERNAL EMERGENCY:

1. Notify the Chief Warden of type, location and size of emergency.

2. Depending on this information, the Chief Warden will instruct you to evacuate or stand by.

3. Contact the appropriate emergency service.

Note: Other incidents may include such things as Communication, Lockdown or Structural Damage.

Communications

In the event of general telephone failure, mobile phones should be used to contact the relevant emergency services.

Structural Damage

If an event occurs that may affect the structural integrity of the building, then movement / evacuation of the visitors and staff must be considered.

Lockdown Procedures

The intention of this procedure is to secure and protect staff who are in the proximity of an immediate threat. It should be considered when it may be more dangerous to evacuate the building than to stay inside.

WHAT TO DO WHEN ALERTED OF A LOCKDOWN:

- Lock / barricade the door and close all curtains or blinds.
- If you are in a corridor, go to the nearest office/room not already secured.
- Stay away from windows and doors.
- Stay low and quiet.
- Put mobile phones on quite or vibrate mode and do not make non-essential calls.

WHAT NOT TO DO:

- Do not open the door until you are officially advised "all clear" or you are certain that it is emergency personnel at the door.
- Do not hide in toilets or bathrooms.
- Do not travel down long corridors.
- Do not assemble in large open areas.
- Do not unnecessarily call 000 unless you have immediate concerns for your safety or the safety of others.
- Do not unnecessarily call 000 unless you have critical information that will assist emergency personnel.

What to consider:

1. Follow instructions given by Wardens and emergency personnel only;

2. If the fire alarm is activated, remain where you are and await further instructions; and

3. Emergency personnel must initially consider all individuals as a potential threat; follow all instructions given by Police at all times so as not to be suspected as a potential threat.

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POST LOCKDOWN:

1. Cooperate with emergency personnel to ensure an orderly evacuation;
2. If advised, proceed to the designated Assembly Area; and
3. Police may require individuals to remain for questioning.

CHIEF WARDEN RESPONSIBILITIES

- If possible, lock all doors to prevent those outsides from entering the building.
- Call the police and report the location, nature and size of the disturbance.
- Continue as much as possible with your normal routine and stay away from doors and windows.
- Do not interfere with the people creating the disturbance or with authorities at the scene.

CODE YELLOW – UTILITY FAILURE/INCIDENT

In the event of a utility failure or incident, contact the relevant utility or contractor using the emergency telephone numbers listed in Appendix 6.

Passenger Lift Failure

In the event of a lift emergency (e.g. elevator stops between floors)

- The lift has air circulating from openings at the bottom and top and emergency light will also come on;
- Never attempt to climb out of the stalled lift;
- Use the alarm or phone button (press button for 5 seconds) to initiate assistance.
- When connected to an operator, advise the following information;
  - Nature of the problem;
  - Building address: 49-51 Khandalla Street, Upper Mt Gravatt
  - Lift Number:
    - Lift 1 – Equipment No. LEM 6-167017/13
    - Lift 2 – Equipment No. LEM 6-164496/13
- Wait for the qualified help to arrive and never try to leave the lift that has not stopped normally;
- Report fault on the maintenance log in the office area at Garden City Aged Care Services.

Electricity Failure / Blackout

Contact Energy Supplier

- Ring AGL (current electricity provider) 132 080 Faults and Emergency to report outage and enquire an estimation of how much time until power is returned.
- If power will be out for more than 30 minutes start the two generators to power the cool room and freezers (see procedure below).

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Alternating Air mattresses

1. To prevent the air mattresses deflating, you can quickly take the hose connections out of the pump and connect them together to stop / slow air loss. All mattresses have a built in mattress to prevent complete deflation.
2. If the blackout is more than 30 minutes, please regularly check the air mattresses regularly to reposition resident. To minimise the risk of a pressure injury occurring.
3. Please remember to reconnect the hoses to the pump when the electricity is restored.

Phones- Mobile and Landline

- The walkie talkies will be charged daily by RN / EEN in case of a power outage.

- If Landlines phone do not work due to power outage, staff will need to divert all calls to Director of Care's mobile phone.

CHIEF WARDEN RESPONSIBILITIES

If, during a utility failure or incident, another building emergency occurs, for example a fire, follow the standard evacuation procedures.

- Establish the cause of the power failure and contact an electrician if required.

- In the event of a prolonged power failure, seek advice from the relevant service provider.

- If the power failure becomes prolonged, the relocation of staff may need to be considered.

- Staff should note that in the event of a power failure or blackout, cordless telephones will not operate and standard handsets or mobile telephones will need to be used.

Plumbing / Flood

- Stop using all electrical equipment. If necessary, vacate the area.
- Contact a plumber or local water supplier, as appropriate

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CODE YELLOW –ELECTRICITY ISOLATION LOCATIONS

Electricity isolation valves are located in the electrical cupboard on each floor as indicated in the below evacuation diagrams.

The master key available for RNs on duty opens the electrical cupboard on the floor

Ground Floor:

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First Floor:

Electrical Switch.

YOU ARE HERE

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Second Floor:

Electrical Switch.

YOU ARE HERE

Comms

Lounge

Kitchen

Balcony

Dining

Sitting Area

DCP

Utility Store

Dirty Linen

Balcony

DCP

Sitting Area
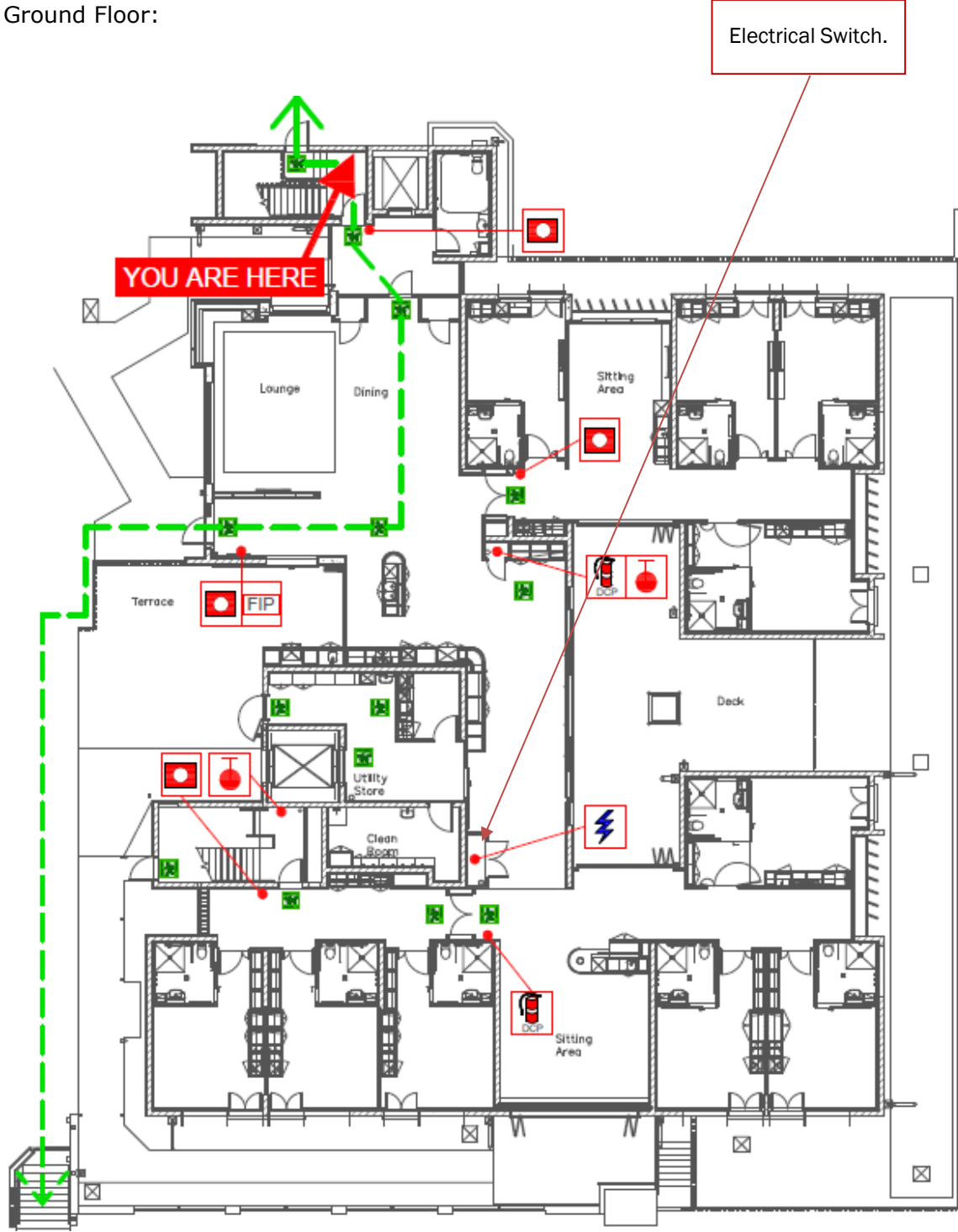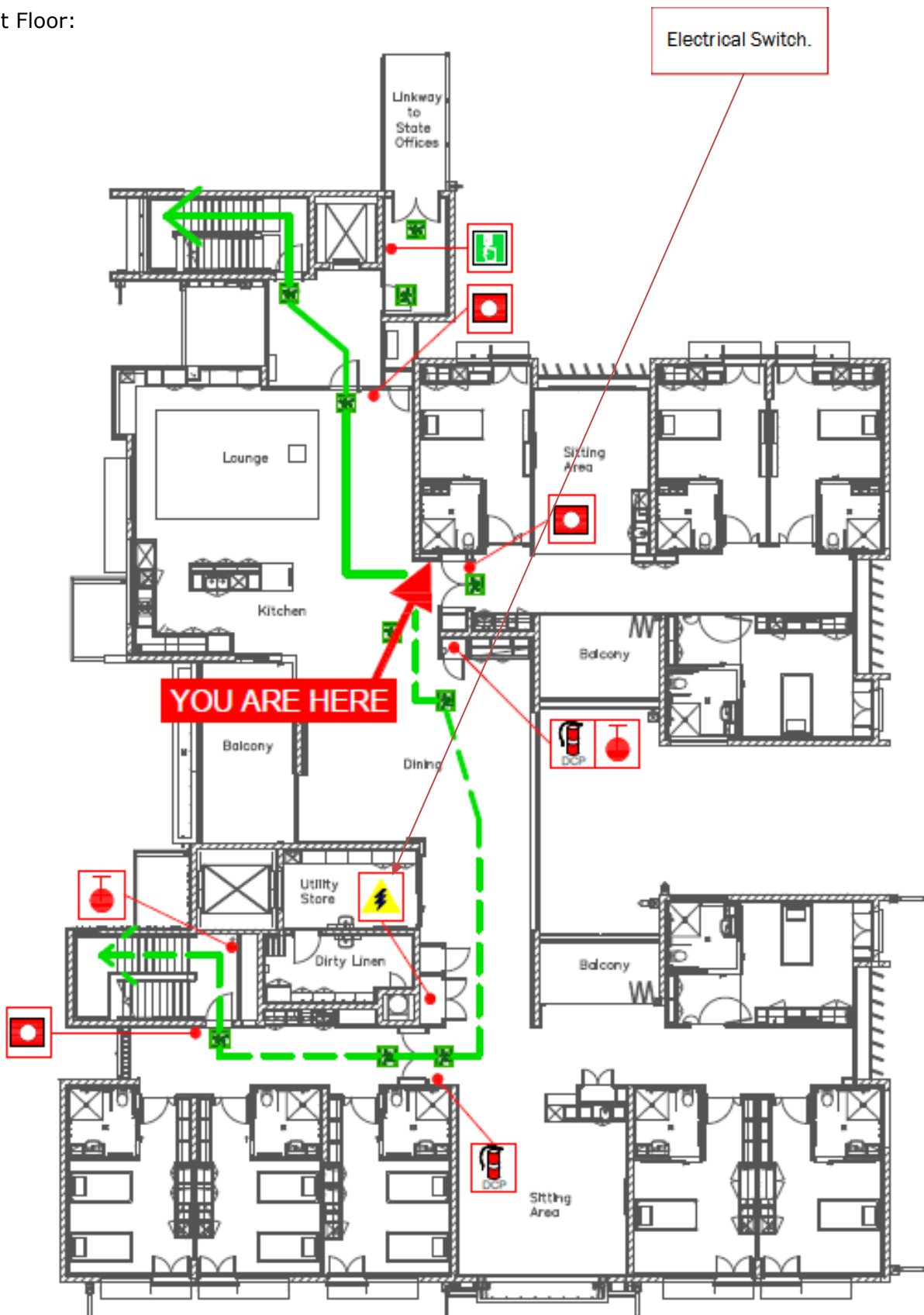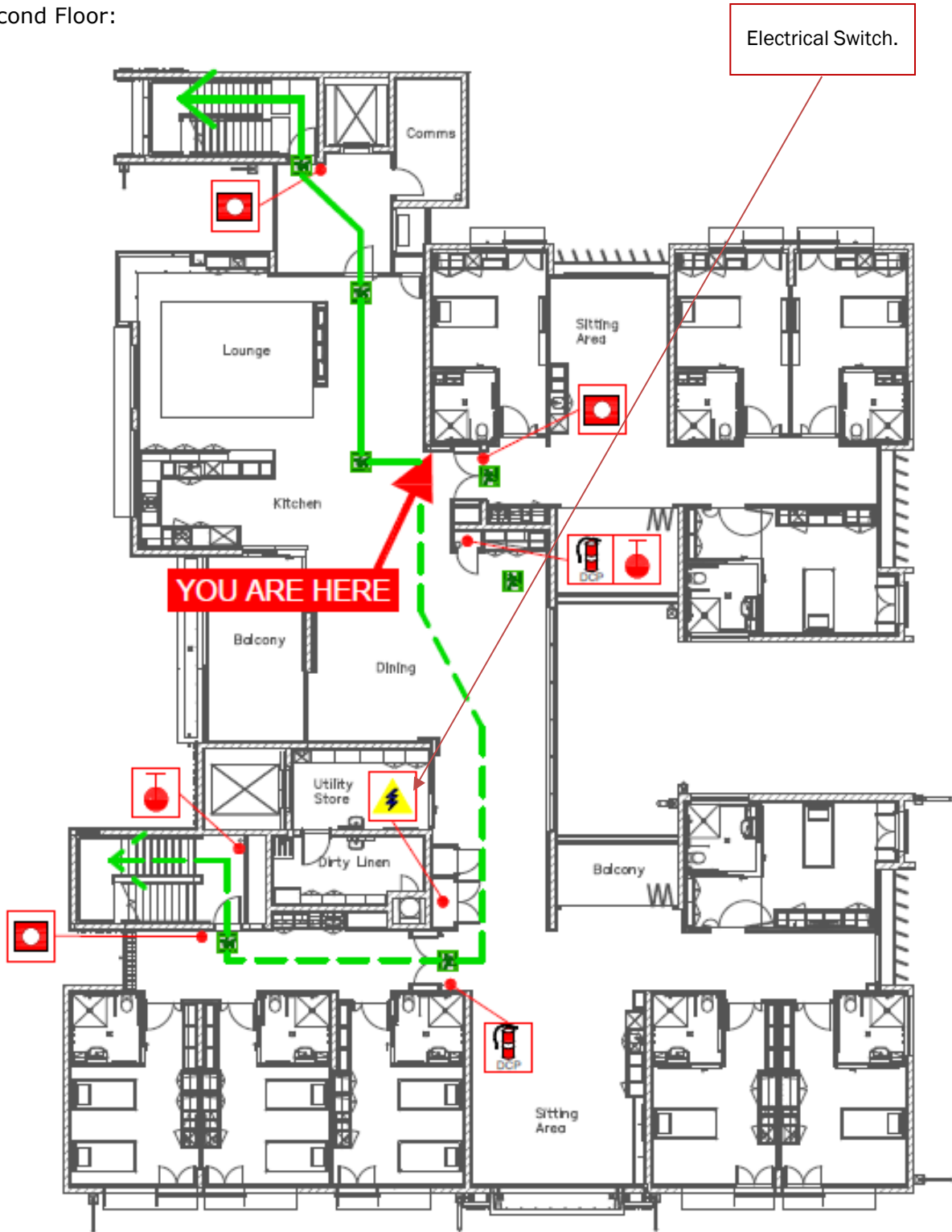
Third Floor:

Electrical Switches

YOU ARE HERE

Plant Space

Store

DOC Office

Meeting Room

Shared Office

Resident Gardens

Resident Sun

Store

DCP

DCP

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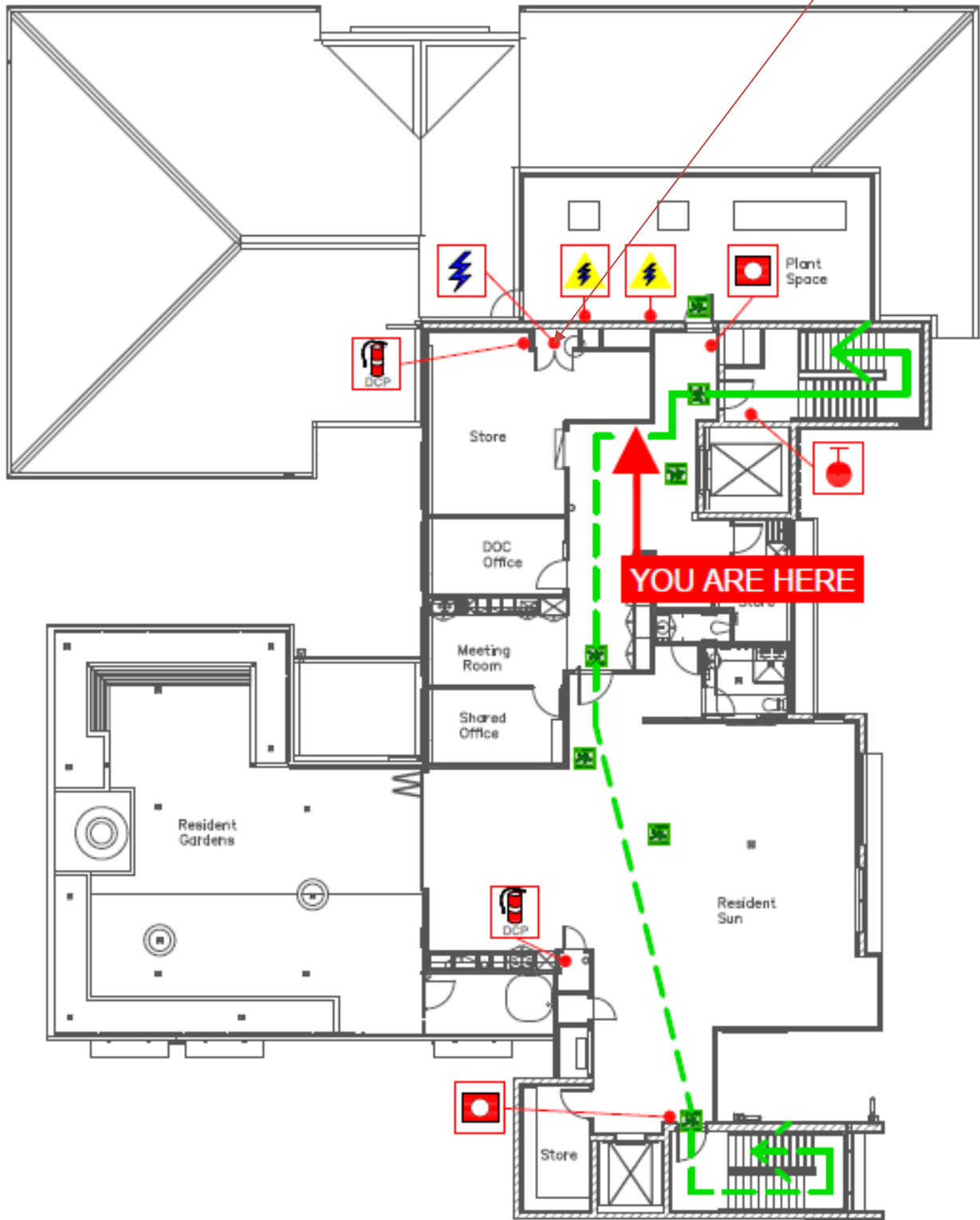
CODE YELLOW – UTILITY FAILURE/INCIDENT

CHIEF WARDEN RESPONSIBILITIES

Telephone system

- Using a mobile telephone, immediately report the failure of the Building's telephone system to the relevant service provider.
- Clearly describe the type of facility involved and request priority attention.

Failure or unavailability of water supplies

- Staff may need to consider alternative water supplies.
- The failure of the water supply should be reported to the relevant service provider.
- Staff should be aware that the fire system will not work if no water is available.

Water contamination

- Stop using water supplies as soon as the contamination is noticed.
- Call an ambulance if any staff require medical attention.
- Report the failure or contamination to the relevant service provider.

CODE YELLOW – CHEMICAL, BIOLOGICAL AND RADIOLOGICAL THREAT / INCIDENT / CRIME SCENE

- Chemical agents are poisonous gases, liquids or solids that have toxic effects on people, animals or plants.
- Biological agents are organisms or toxins that have illness-producing effects on people, livestock and crops and can kill or incapacitate people, livestock and crops.
- Radiological weapons are a combination of conventional explosives and radioactive material. They are designed to scatter dangerous and sub-lethal amounts of radioactive material over a general area and would probably be limited to a single smaller 'suitcase' weapon.

CHIEF WARDEN RESPONSIBILITIES

Chemical Biological Radiological Threat

- Collect as much information as possible and fill in the Bomb and Chemical/Biological Threat Checklist - Appendix 9.
- Contact the police and follow any directions they give.
- Hand the Checklist to the police when they arrive.
- Follow the direction of the police.

Chemical Biological Radiological Incident

- If an agent or material is located within the building, move staff from the immediate danger area.
- Do not touch, cover or move the suspect object.
- Isolate the area as much as possible where the suspect object is located.
- Do not allow anyone near the suspect object.
- Ensure mobile phones, radios and other electronic equipment are not used until a clearance is given.
- Contact the Police and follow any directions they give.

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STANDARD CRIME SCENES PROCEDURES:

- If a crime is suspected, a staff member will need to cordon off the area by either closing and locking the doors, windows to the area or barricading the area so no one can enter the area.

- The area must be secured; a staff member will be designated by the Director of care to ensure the area is secured.

- Staff must not enter a suspected crime scene, unless to give first aid to anyone in the area.

- The Director of care or senior staff will call the police to report the suspected crime immediately.

- The police will investigate the suspected crime and area to determine if the area is a crime scene and liaise with staff.

- If police determine the area to be a crime scene, they will then take control of the area.

- Any suspected crime scene will be secured to preserve evidence. These can be:

  - A suspicious death of a resident

  - A fire

  - An assault

  - Theft

  - Any form of elder abuse

- Garden City Aged Care Services will ensure the safety of residents, staff and visitors.

- Garden City Aged Care Services will support resident, staff and/or visitors throughout any investigation.

- Board members and all staff will assist police with any investigations into any matters of a suspicious nature.

- Staff will NOT speak with any media, relating to any investigations. Alzheimer's Queensland's Board will delegate a media spokesperson in consultation with the police.

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CODE BROWN – STORM DAMAGE / CYCLONE

CHIEF WARDEN RESPONSIBILITIES

- Check the Building for damage.
- If there is a sign of damage to the Building, assess the situation and determine the need to evacuate, AND:
    - Listen to the local radio for official warnings and/or advice.
    - If in need of emergency assistance, call the Police or State Emergency Service (SES)
    - Beware of fallen power lines.
    - Be aware of damaged buildings.
    - Be aware of trees that are damaged, have fallen, may drop limbs or may fall.
    - Be aware of flooded watercourses.
    - **DO NOT** attempt to walk or drive through water of unknown depth.

ASSEMBLY AREA - The police or SES will nominate the Assembly Area, as the normal evacuation assembly area may not be suitable.

Post evacuation actions

Return to the building when the 'all clear' is given by the Officer In Charge.

CODE BROWN – EXTERNAL FLOOD

CHIEF WARDEN RESPONSIBILITIES

If there is a sign of an external flood, that is impacting, or likely to impact, on the building, assess the situation and determine the need to evacuate, **AND**:
- Listen to the radio or watch television and follow any warnings given by police or emergency services.
- Turn off electricity, gas and water at the meter box, gas meter and water meter.
- If the Building has to be evacuated, attempt to advise the Police, and State Emergency Service.
- Follow any instructions given by the State Emergency Service or Police.
- Beware of snakes and spiders which may also be looking for high ground.
- Check with Police for safe routes before driving anywhere.
- Don't drive along flooded roads unless advised by the emergency services that it is safe to do so and that the depth and strength of the current is known.
- DO not attempt to walk or drive through water of unknown depth.

ASSEMBLY AREA - The police or SES will nominate the assembly area, as the normal Assembly Area will not be suitable.

Post evacuation actions

Return to the building when the 'all–clear' is given by the police.

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CODE BROWN – EXTERNAL EMERGENCY

Other potential external emergencies include:

- Bomb (External Explosion)
- External Explosion
- External Emergency
- Smoke external to the Building
- Fire external to the Building
- Other external emergency impacting on the staff or Building.

CHIEF WARDEN RESPONSIBILITIES

- Check internally for any sign of damage or a change that may impact on the staff.
- Assemble the residents in a common area close to an exit.
- Contact the police or fire brigade and seek advice on the emergency and potential for impact on the Building.
- Evacuate when advised or if the staff are at risk due to the external emergency.

ASSEMBLY AREA

The normal evacuation assembly may not be suitable.

If necessary, relocate staff to another location.

This may be done in conjunction with the fire brigade or police.

Post evacuation actions

Return to the building when the 'all clear' is given by the police.

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CODE BROWN – EXTERNAL EMERGENCY

Snake Sightings

Following the sighting of any snake in or around the facility, the following is to be implemented:

- Remove residents from the immediate area
- Shut doors to resident's rooms
- Observe the snake from a safe distance and call for assistance using phones or other means
- Other staff to contact the following immediately:
  - Logan Snake Catchers – 0401 365 396
- **DO NOT ATTEMPT TO KILL/CATCH THE SNAKE.**
- **If someone is bitten, follow first aid procedures and get medical attention immediately.**

Other potential external emergencies include:

- Building collapse
- Structural instability
- Explosion
- Sewage blockage, leakage or spill
- Sewerage blockage
- Electrical hazards
- Electrical incident
- Gas incident
- Industrial accident
- Earthquake.

CHIEF WARDEN RESPONSIBILITIES

- Alert staff in the immediate danger area and move them to a place of safety.
- Shut down the service or device causing the emergency, if possible and safe to do so.
- Contact the relevant Agency (refer to Appendix 6) or Service (refer to Appendix 7) and follow any directions given.
- Evacuate when advised or if the staff are at risk due to the emergency.

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CODE BLUE - MEDICAL EMERGENCY

The range of medical emergencies can be vast and can include heart attack, airway blockage, epileptic fits or seizures, unconsciousness, absent pulse, uncontrolled bleeding, and possibly, serious injury due to an accident, heat exhaustion, or snake bite. Each type of incident will present varying conditions and behaviours.

In addition to the following procedures, staff should refer to individual occupant's records and the appropriate Garden City Aged Care Services policy and procedural requirements relating to medical emergencies.

General Instruction:

In the event of a medical emergency:

1. Raise the alarm.
2. Evaluate the danger and assist the injured, if it is safe to do so.
3. Send for First Aiders and direct them to the accident / incident.
4. First Aiders to evaluate injuries.
5. Treat and / or arrange transport.
6. Secure accident / incident scene against further injury.

Action on medical emergency

- Make an immediate assessment of the situation. A serious medical emergency will necessitate an urgent request for assistance.
- Follow the basic life support guide lines where applicable (**DRSABCD**)
- Notify Chief Warden – state the emergency and give the location, casualty details and nature of the illness/injury.
- Chief Warden will call the Ambulance Service (External Dial 000) or other medical support as required.
- Render first aid. If there is more than one casualty, deal with the most serious injuries in the first instance.

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DRSABCD

DANGER

Use all senses to check for dangers to yourself, others and the patient. Ensure the area is safe. Move the patient only if the danger cannot be eliminated.

RESPONSE

Check for a normal response by talking to the patient, asking them their name and squeezing their shoulders
DO NOT move the patient if the injury is the result of a fall

SEND FOR HELP

Send a bystander to call for help and an Ambulance as soon as possible

DIAL **000** and ask for Ambulance attendance.

AIRWAY

Open mouth and check for foreign objects. If objects are present place in recovery position and clear airway with fingers.
DO NOT move patient if the injury is the result of a fall.

BREATHING

Check breathing. **Look** for rise and fall of chest. **Listen** for breathing sounds. **Feel** for breaths on the cheek and for ribcage movement. If breathing is present keep the patient in the recovery position and monitor.

CPR

If no breathing is present commence CPR.
Give **30 Chest Compressions to every 2 Breaths** @ 100 Compressions/minute.

DEFIBRILLATION

Apply defibrillator (if available) and follow the voice prompts or instruction on the device.
AED - Automated External Defibrillator

Continue CPR until responsiveness or normal breathing returns

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Snake Bite

<table>
<tr>
<td>

Warning

DO NOT wash venom off the skin.

DO NOT cut the bitten area.

DO NOT try to suck venom out of wound.

DO NOT use a tourniquet.

DO NOT try to catch the snake.

</td>
<td>

Signs are not always visible but may be puncture marks, bleeding or scratches.

Symptoms developing within an hour may include headache, impaired vision, nausea, vomiting, diarrhoea, breathing difficulties, drowsiness, faintness, problems speaking or swallowing.

</td>
</tr>
</table>

What to do

1. Follow DRSABCD.

2. Reassure the patient and ask them not to move.

3. Apply a broad crepe bandage over the bite site as soon as possible.

4. Apply a pressure bandage (heavy crepe or elasticised roller bandage) starting just above the fingers or toes of the bitten limb as far as can be reached (include the snake bite). Apply firmly without stopping blood supply to the limb.

5. Immobilise the bandaged limb with splints.

6. Ensure the patient does not move.

7. Write down the time of the bite and when the bandage was applied. Stay with the patient.

8. Regularly check circulation in fingers and toes.

9. Manage for shock.

10. Ensure an ambulance has been called.

Heat Exhaustion

Heat wave is considered to be a bout of unseasonal warm weather and can occur at any time throughout the year. All our residents are at high risk during heatwaves.

If unseasonably hot or humid weather is forecast the following considerations are to be directed by the Registered Nurse on duty and all staff are to be in the implementation.

Clothing

- Natural fibres
- Loose fitting
- Light coloured

Environment

- Seek cool areas with air flow
- Open windows and doors if not in direct sunlight
- Use fans both ceiling and upright to ensure air flow
- Seek shade
- Use air conditioning
- Ensure hats and sunscreen are utilized

Lifestyle Program

- Consider curtailing outside activities
- If going out take fluids with you
- Ensure outing destinations have appropriate shade and shelter
- No activities with strenuous exercise
- Consider ceasing walking program

Medications (high risk use during heatwave)

- Diuretics
- Anti-psychotics
- Anti-hypertensive and some cardiac medications

Fluids

- Extra fluid rounds
- Ice cream or ice blocks
- Look for signs of distress – shortness of breath, fatigue, nausea, headache, increased confusion
- Consider fluid intake chart
- Monitor urine output

Reference: Residential Aged Care Services. Heatwave Ready Resource (2013). State Government of Victoria

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CODE GREY – MISSING PERSON

A missing resident, is defined as a resident who is absent without explanation from a residential aged care service (Department of Health and Aging)

On discovery that a resident is missing, all available staff search immediate vicinity and surrounding area making sure that safety of all remaining residents is not put at risk.

- Notify the Director of Care (DOC) of where, when, how or why resident went missing

- DOC to notify CEO and Director of Clinical Governance and Quality

- **Registered Nurse on duty is not to leave the facility**

- If resident is not immediately located notify family/EPOA

- DOC to approve to contact Queensland Police Service (QPS) then notify QPS by dialing 000

- Provide description of the clothing resident was wearing and photo to all members of Search Party and Queensland Police Service (QPS). Photo can be obtained from Clinical Manager system.

- Complete incident report form

- Alert taxis, council and private bus lines, local train stations, local hospitals and ambulance if appropriate

- When resident is found notify Director of Care, residents' family or EPOA, QPS and Search Party if applicable

- DOC to notify CEO and Director of Clinical Governance and Quality

- Check resident for injuries and provide first aid if applicable and provide emotional support to resident and relatives if required

- Residents GP to examine resident ASAP

- Staff member discovering resident was missing to complete an extended incident form & progress notes on Clinical Manager sytem

- DOC to debrief staff and implement preventative action

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CODE GREY – MISSING PERSON FLOWCHART

On discovery that a resident has absconded and is now missing

↓

All available staff to search the immediate vicinity and surrounding area

↓

Staff to notify Director of Care of where, when, how or why the resident went → Director of Care to notify:
- CEO
- Director of Clinical Gov & Quality

↓

If resident is not located immediately – notify resident's family / EPOA

↓

Provide description of resident and their photograph to the search party ← **Notify Queensland Police Service (QPS)**

Provide description of resident, what they were wearing and their photographs from information obtained from resident's fire and emergency listing → Alert taxi companies, council and private bus companies, local train stations, hospitals, and ambulance if appropriate

↓

On finding resident – staff notify
- Director of Care
- CEO
- Director of Clinical Governance and Quality
- Resident's family / EPOA
- QPS and search party if applicable

→ Check for injuries render first aid (if required)

Provide emotional support to resident and relatives (if required)

GP to examine resident ASAP

↓

Staff member who discovered resident was missing to complete incident reporting and progress notes in Clinical Manager system

→ DOC or delegate to complete mandatory reporting in MAC portal

↓

Director of Care to debrief staff and preventative action to be implemented

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APPENDIX

APPENDIX 1 - FIRE AND EVACUATION INSTRUCTION RECORD

Instruction Guidelines
Emergency Response Procedures must be given to staff within 2 days of a person commencing work in the building (Points 1-5) and repeated annually.   **First Attack Firefighting** must be given to staff within one month of a person commencing work in the building (Points 1-7) and repeated two-yearly.

The instructions given take into account the following components:

1. The location of the buildings' escape routes (fire exits and pathways to an exit).
2. A procedure for conducting members of the public to an exit and then to the designated assembly area (safe place).
3. Checking of all rooms (including toilets) for people (after assessing the risk from smoke or fire).
4. The location of fire-fighting equipment (fire extinguishers, fire blankets & fire hose reels).
5. The location of fire alarms or equipment for warning of fire (if applicable).
6. The method of operation of fire-fighting equipment (fire extinguishers, blankets & hose reels).
7. The method used to activate fire alarms or equipment for warning of fire (if applicable).

BUILDING: **Garden City Aged Care Services**

ADDRESS: **49 & 51 Khandalla Street, Upper Mount Gravatt, Qld, 4122**

Date	Name of Person Trained	Instruction Given (Use numbers listed in the)							Instructors Name
		1	2	3	4	5	6	7	

APPENDIX 2 – EMERGENCY CONTROL ORGANISATION INSTRUCTION RECORD

The instructions given take into account the following components:

1. Means of alerting and communicating with persons in the building.
2. Alerting the fire service, by phone or manually operated fire alarms.
3. Arranging the evacuation of all persons in the building including those with special needs.
4. Checking whether all persons have been evacuated.
5. Method of alerting the evacuation coordinator as to the result of the evacuation.
6. Meeting the Fire Service at a suitable place as indicated in the Emergency Procedure manual.

BUILDING: **Garden City Aged Care Services**

ADDRESS: **49 & 51 Khandalla Street, Upper Mount Gravatt, Qld, 4122**

Date	Name of Person Trained	Instruction Given (Use numbers listed in the)						Instructors Name
		1	2	3	4	5	6	

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APPENDIX 3 - FIRE AND EVACUATION PRACTICE RECORD

Practice Evacuations Guidelines
• Evacuation practices must be conducted **annually for all buildings**. • The practice must be carried out with an **appropriate number of persons**. • The practice must be carried out in an **appropriate way**. • The practice must be **recorded**.

Emergency Details:	
Worksite: Garden City Aged Care Services	**Address:** 49 & 51 Khandalla Street, Upper Mount Gravatt, Qld, 4122

Date:	Time Commenced:	Time Concluded:
Person in charge of evacuation:		
Observed by: Adam Birgan	**Position:** Fire Safety Adviser	**Phone:** 0411 023 099
FEP Sighted? ☒ YES ☐ NO	**Comments:** Currently being updated.	
Evac Signs Sighted? ☒ YES ☐ NO	**Comments:** -	

Emergency Cause Details:		
Genuine Emergency ☐	**False Alarm** ☐	**Drill** ☒
Alarm activated by: Manual activation of occupant warning system.		

Evacuation Details:	Yes	No
Was an announcement made prior to drill?	☒	☐
Were any parts of the building not evacuated?	☒	☐
Were any mobility-impaired people present (PEEP)?	☒	☐
Did anyone remain in the building after the evacuation?	☒	☐
Did anyone refuse to leave the building during the evacuation?	☐	☒
Were people prevented from re-entering the building until given the "all clear"?	☒	☐
Did the FIP / EWIS malfunction in any way?	☐	☒
Were any other faults or deficiencies noted?	☐	☒
Were there any obstructions, to paths of travel?	☐	☒
Were all areas checked?	☒	☐
Did occupants assemble at the AA?	☒	☐
Did Wardens wear identification tabards / helmets?	☒	☐

Post Evacuation Debrief:		
Time of debrief:	**Number of personnel present:**	**Issues identified:**

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APPENDIX 4 - EMERGENCY COORDINATOR CHECKLIST

"Garden City Aged Care Services"				
Area	**Type (Guest /Staff)**	**Accounted**	**Unaccounted**	**Notes**
Fire Service Contacted		**Assembly Area Warden appointed**		**Neighbours contacted**	

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APPENDIX 5 - PERSONAL EMERGENCY EVACUATION PLAN

Occupant's Name:	
Phone Number in Facility:	
Bed:	
Wing:	

Can they hear and recognise the fire alarm?	**Yes ( ) No ( )**
Can they safely evacuate the building without the assistance of another person?	**Yes ( ) No ( )**
Can the resident evacuate to the assmbly area?	**Yes ( ) No ( )**
Can the resident follow the emergency procedures in a practice situation?	**Yes ( ) No ( )**
Can the resident understand that he/she must comply with the directions of staff?	**Yes ( ) No ( )**

What type of assistance required?

What equipment is required for evacuation?

Designated assistant/s and contact details:

Name/s:	
Phone:	
Mobile:	
Email:	
Location:	

APPENDIX 6 - EXTERNAL EMERGENCY CONTACT

Service	Phone Number
Emergency Services Ambulance / Fire Brigade / Police	000
Bureau of Meteorology	1300 659 212
Electricity	13 62 62
Fire Alarm monitoring service	1800 836 133
<u>Fire Maintenance</u> Sprinkler/Hydrant/Boosters	0419 889 082
<u>Fire Maintenance - Firevac</u> Portable Equipment (Fire blanket & Extinguisher); Smoke Doors/Early Detection FIP, Smoke & Thermal Detectors, Pressurised stair well)	1300 387 387
Flood and Windstorm Information	www.bom.gov.au
Lift 1 – Equipment No. - LEM 6-167017/13	13 18 74
Lift 2 – Equipment No. - LEM 6-164496/13	13 18 74
Maintenance – 1) Kyle Bambridge or 2) Peter Sutch	1) 0407 026 65 2) 0448 141 397
National Security Hotline	1800 123 400
On-call Manager	0408 971 385
Queen Elizabeth II Hospital – Emergency 360 Kessels Rd, Coopers Plains, Qld, 4108	07 3182 6111
Poisons Information Centre	13 11 26
Schindler- Breakdown	13 18 74
Site Electrician – Gimpel Electrics	07 3343 4066
Site Plumber – Wayne Braden	0438 991 532
State Emergency Service (SES)	13 25 00
Upper Mount Gravatt Ambulance Station Logan Rd, Upper Mount Gravatt, Qld,4122	07 3895 3911
Upper Mount Gravatt Police Station 2132 Logan Rd, Upper Mount Gravatt, Qld, 4122	07 3364 3102
Water & Sewerage – Brisbane City Council	07 3403 8888
Wishart Fire Station 203 Dawson Rd, Wishart Qld, 4122	07 3247 5551

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APPENDIX 7 - INTERNAL EMERGENCY CONTACTS

Contact	Name	Phone
Bhagawati Lamichhane (First Point of Contact)	Director of Care	0408 871 385
Stephen McNally	Chief Executive Officer	0417 766 027
Simone Watson	Director of Human Resources	0412 149 273
Kyle Bambridge	Maintenance	0407 026 657

APPENDIX 8 – CONTROL AGENCY FOR EMERGENCY

Contaminated air	Ambulance
Medical emergency	
Building Collapse/Structural instability	Police
Building invasion	
Civil Disorder	
Contaminated air	
Criminal Act	
Explosion (External)	
Explosive device	
External emergency (inc. Motor vehicle impact)	
Flood (Internal)	
Flood (External)	
Hostage situation (Kidnapping)	
Terrorist Incident	
- Chemical, biological and radiological threat	
- Chemical, biological and radiological incident	
- Bomb threat	
- Parcel Bomb	
- Letter Bomb	
- Vehicle Bomb	
- Mail Bomb	
Building Collapse/Structural instability	QFES
Chemical spill	
Combustible gas/ Toxic gas	
Explosion (Internal)	
Fire (Internal)	
Fire (External)	
Flood (Internal)	
Flood (External)	
Hazardous substances (materials) incident	
Lift entrapment	
Sewage (Spill/flood)	
Smoke / Smoke Alarm	
Sewage (Spill/flood)	SES
Utility failure - (water, gas, electricity, sewerage blockage, lift)	Utility company

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APPENDIX 9 - BOMB AND CHEMICAL / BIOLOGICAL THREAT CHECKLIST

BOMB THREAT CHECKLIST				
Exact word of threat:				
Sex: ☐ Male ☐ Female		**Did you recognise the voice?**	☐ Yes	☐ No
Was the caller familiar with the building / area?			☐ Yes	☐ No

	Threat Language		
Questions to ask:	Well spoken	☐ Yes	☐ No
When is the bomb going to explode?	Incoherent	☐ Yes	☐ No
Where did you put the bomb?	Taped	☐ Yes	☐ No
When did you put it there?	Message read by caller	☐ Yes	☐ No
What will make the bomb explode?			
Why did you place the bomb?	Abusive	☐ Yes	☐ No
What is your name?	☐ Other:		

Accent:	☐ Asian	☐ American	☐ English	☐ Australian
	☐ European	☐ Arabic	☐ Other:	
Voice:	☐ Loud	☐ Soft	☐ Other:	
Speech:	☐ Loud	☐ Soft	☐ Other:	
Impediment:	☐ Lisp	☐ Stutter	☐ Other:	
Manner:	☐ Calm	☐ Emotional	☐ Other:	
Background Noises:	☐ Local call	☐ STD call	☐ Music	☐ Voices
	☐ Street noises	☐ Aircraft	☐ House noises	☐ Machinery
	☐ Other / additional information:			
Call Taken	Time:	Date:	Duration:	
	Number called:			

Threat relating to chemical, biological or radiation	**Call Recipient**
What kind of substance is it? How much is in it? How will the substance be released? In what form is the substance (liquid, gas or powder?	**Name:**
	Phone number:
	Signature

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APPENDIX 10 - OFFENDER REPORT FORM

<table>
<tr><td colspan="8">DESCRIPTION OF OFFENDER
Separate Forms are required for each offender. This form is to be complied immediately after the incident by each staff member witnessing the event and also by bystanders.</td></tr>
<tr><td colspan="8">Name of Witness:</td></tr>
<tr><td colspan="8">Occupation:</td></tr>
<tr><td colspan="8">Facility:</td></tr>
<tr><td colspan="6">Signature:</td><td colspan="2">Date:</td></tr>
<tr><td colspan="6">Number of Offenders: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5</td><td>Sex: ☐ Male</td><td>☐ Female</td></tr>
<tr><td rowspan="2">Ethnic Origin</td><td colspan="2">☐ Caucasian</td><td colspan="2">☐ Asian</td><td colspan="2">☐ European</td><td>☐ Aboriginal</td></tr>
<tr><td colspan="2">☐ Indian</td><td colspan="2">☐ Negro</td><td colspan="2">☐ Polynesian</td><td>☐ Middle Eastern</td></tr>
<tr><td colspan="3">Approximate Age:</td><td colspan="2">Height (cm):</td><td colspan="3">Weight (kg):</td></tr>
<tr><td>Build:</td><td>☐ Thin</td><td>☐ Slim</td><td>☐ Medium</td><td>☐ Heavy</td><td>☐ Stout</td><td>☐ Muscular</td><td>☐ Fat</td></tr>
<tr><td>Posture:</td><td colspan="2">☐ Erect</td><td colspan="3">☐ Stooped</td><td colspan="2">☐ Slouchy</td></tr>
<tr><td rowspan="2">Complexion:</td><td>☐ Fair</td><td>☐ Dark</td><td>☐ Pale</td><td>☐ Medium</td><td>☐ Olive</td><td colspan="2">☐ Ruddy</td></tr>
<tr><td>☐ Tanned</td><td>☐ Black</td><td>☐ Acne</td><td>☐ Freckled</td><td>☐ Scarred</td><td colspan="2">☐ Fresh</td></tr>
<tr><td rowspan="2">Hair:</td><td colspan="4">Colour:</td><td colspan="3">Length:</td></tr>
<tr><td>☐ Straight</td><td>☐ Wavy</td><td colspan="2">☐ Bald</td><td colspan="2">☐ Curly</td><td>☐ Thick</td></tr>
<tr><td>Eyes:</td><td colspan="4">Colour:</td><td colspan="3">Size:</td></tr>
<tr><td>Nose:</td><td colspan="4">Size:</td><td colspan="3">Shape:</td></tr>
<tr><td>Lips:</td><td colspan="4">Size:</td><td colspan="3">Shape:</td></tr>
<tr><td>Teeth:</td><td>☐ Good</td><td>☐ Uneven</td><td>☐ Spaced</td><td>☐ Missing</td><td>☐ Bad</td><td colspan="2">☐ Protruding</td></tr>
<tr><td rowspan="2">Facial Hair:</td><td>☐ Moustache</td><td>☐ Beard</td><td>☐ Stubble</td><td>☐ Sideburns</td><td>☐ Goatee</td><td colspan="2">☐ Full beard</td></tr>
<tr><td colspan="7">Colour:</td></tr>
<tr><td>Hands:</td><td>☐ Calloused</td><td>☐ Soft</td><td>☐ Hairy</td><td colspan="4">☐ Nails / Fingers missing / deformed:</td></tr>
<tr><td></td><td>☐ Large</td><td>☐ Medium</td><td>☐ Small</td><td colspan="4">☐ Other:</td></tr>
<tr><td rowspan="2">Glasses:</td><td>☐ Prescription</td><td>☐ Sunglasses</td><td>☐ Tinted Lens</td><td>☐ Thick Lens</td><td>☐ Rimless</td><td colspan="2">☐ Wire Frame</td></tr>
<tr><td>☐ Plastic</td><td colspan="6">Colour and description of frame:</td></tr>
<tr><td rowspan="2">Accent:</td><td>☐ American</td><td>☐ Asian</td><td>☐ English</td><td>☐ Australian</td><td>☐ European</td><td colspan="2">☐ Arabic</td></tr>
<tr><td colspan="7">☐ Other:</td></tr>
<tr><td>Voice:</td><td>☐ Loud</td><td>☐ Soft</td><td colspan="5">☐ Other:</td></tr>
<tr><td>Impediment</td><td>☐ Lisp</td><td>☐ Stutter</td><td colspan="5">☐ Other:</td></tr>
<tr><td>Speech Manner</td><td>☐ Calm</td><td>☐ Emotional</td><td colspan="5">☐ Other:</td></tr>
<tr><td colspan="8">What did the offender do, say, touch, carry etc:</td></tr>
<tr><td rowspan="2">Scars / marks or jewellery</td><td colspan="2">☐ Tattoos</td><td>☐ Scars</td><td colspan="4">☐ Describe location and features:</td></tr>
<tr><td colspan="3">☐ Discolouration</td><td colspan="4"></td></tr>
</table>

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DISGUISES:						
Clothing:	☐ Hat	☐ Beanie	☐ Balaclava	☐ Shirt	☐ Coat	☐ Trousers
	☐ Jeans	☐ Dress	☐ Skirt	☐ Sweater	☐ Shoes	☐ Other
	Type:					
	Colour:			Specific:		
Face	☐ Make up	☐ Stocking	☐ Mask	☐ Balaclava	☐ Sunglasses	☐ Handkerchief
	Type:					
	Colour:			Specific:		
Gloves:	Colour:			Specific:		

WEAPON TYPE:				
Handgun:	☐ Long / short barrel	☐ Revolver / automatic	Specific details:	
Rifle:	☐ Barrel – sawn-off	☐ Barrel - Full-length	☐ Magazine	☐ Bolt / auto. pump lever action
	☐ Telescopic sight	Specific details:		
Shotgun:	☐ Automatic	☐ Pump	☐ Double	☐ Single
	☐ Barrel – sawn-off	☐ Barrel - Full-length	Specific details:	
Wood / knife / metal bar / other:	Specific details:			
Method and direction to escape:				
Make of Car:	Model of Car:		Registration:	
Colour:	No. of vehicles used:		Other details:	

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16.0 GLOSSARY

Acronyms

Audit	A process of checking if this plan and arrangements have been implemented.
AW	Area Warden
COO	Chief Operations Officer
CW	Chief Warden
CW/DCW	Chief Warden / Deputy Chief Warden
ECO	Emergency Control Organisation
ECO	Emergency Control Organisation
EMT	Emergency Management Team
EPC	Emergency Planning Committee
ERP	Emergency Response Plan
ERT	Emergency Response Team
Exercise	An activity to practice or test this plan and arrangements. This may involve a theory-based approach such as a discussion or a desktop exercise, a practical approach such as a response to a change in security alert levels, or a combination of both.
FRM	Fire Risk Management
FSA	Fire Safety Adviser
IMT	Incident Management Team
MECP	Master Emergency Control Panel
QFES	Queensland Fire and Emergency Service
Review	A process of comparing this plan and arrangements with the rent environment to ensure it remains valid and appropriate.
SM	Safety Manager
SO	Senior Operator
WH&S	Workplace Health & Safety

Definitions

Assembly Area	The nominated area, external to the building, to which residents, staff and visitors are evacuated
Bushfire	A generic term used to describe any unplanned fire occurring in grass, bush, forest or scrub
Bushfire–prone area	An area within a Municipality designated as a Bushfire–prone area and shown in the Municipality bushfire map.
Bushland area	An area of land that can support a bushfire or is likely to be subject to bushfire attack and may or may not be within a Bushfire–prone area or Wildfire–management Overlay. A bushland area is often characterised by native vegetation on the site, alongside or close by.
Chief Warden / Deputy Chief Warden (CW/DCW)	The person who assumes responsibility for the prevention of, planning for, and response to emergencies, until he/she is relieved by the appropriate external authority such as the fire brigade or police. The primary duty of the Chief Warden is to ensure the safety of residents, visitors and staff, and their orderly evacuation from a place of danger. If only one staff member is on duty, they will perform the role of the Chief Warden. If more than one staff member is on duty, the most senior staff member trained in fire emergency response is the Building Warden
Drill	A fire or evacuation simulation, role play or case study conducted locally within a work area to train staff to identify: - alarms - procedures and methods of evacuation - the location of assembly areas - post-evacuation actions - circumstances where evacuation may need to be modified or where it is not the most appropriate action to take - methods of raising an alarm.
Emergency	Any event, arising internally or from external sources, which may adversely affect people or the community generally, and which requires an immediate response.
Emergency Control Organisation (ECO)	The structured group within the Building that initiates an appropriate response to emergency situations. It also has the responsibility for ensuring that when an emergency occurs: - appropriate services are notified; - people in the Building are warned; - action is taken (if safe to do so); and, - if necessary, people are evacuated.
Emergency Planning Committee (EPC)	The group responsible for: - establishing Emergency Response Procedures; - implementing and ensuring arrangements are in place for Building preparedness to respond to fire and other emergencies;

Fire Safety Compliance Services Pty Ltd

Definitions

	• establishing plans for the continued efficient operation of a Building involved in an emergency; and, • ensuring arrangements are in place for staff training and drill and evacuation exercise regimes.
Emergency response procedures	The documented procedures for a building defining the overall control and coordination arrangements and responsibilities of all people expected to be involved, and incorporating the emergency and evacuation procedures.
Evacuation exercise	A theoretical or practical table-top, tactical or field exercise simulating an internal or external emergency (other than a drill), through activation of alarms and/or deployment of personnel, in order to: • review/test the planning process and procedures; • identify needs and planning inadequacies; • demonstrate capabilities and communication; and, • provide opportunities for people to work together.
Evacuation procedures	Procedures for evacuation of the Building and covering the periods, for which the Building contains staff, including visitors, residents and any people who may be on site at the time of the emergency.
Field Exercise	A simulation activity in which the Emergency Control Organisation and external emergency management agencies take action in a situation, with deployment of personnel and other resources to achieve maximum realism. It is conducted in real time but under controlled conditions, as though it were a real emergency. It would normally include involvement of firefighting appliances and crews, police, ambulances and the State Emergency Service. It may involve these agencies attending under simulated emergency conditions. It may also involve residents and staff or volunteers acting as residents, participating in the exercise to add realism
Fire indicator panel (FIP)	The fire panel to which the smoke alarms, warning devices and, where provided, fire sprinkler system and/or heat alarms are connected. It operates a local fire alarm warning whenever a smoke alarm, heat alarm or fire sprinkler activates. It may also initiate shut-down of the gas supply and air-conditioning, and release of the door strikers.
Fire Safety Engineer	An engineer who is registered under the category of engineer, Class of Fire Safety Engineer, by the Victorian Building Control Commission and has appropriate experience in conducting fire safety audits and risk assessments.
Fire Safety Plan	A document that defines the fire safety strategy for a facility in terms of the required levels of performance, design parameters and maintenance requirements for each physical or human measure/factor.
Fire Safety Strategy	A combination of physical and human measures/factors, including maintenance and management systems that have been specified to achieve nominated fire risk management objectives.
Grassland area	An area of land that can support a grassfire or is likely to be subject to grassfire attack and may or may not be within a designated Bushfire–prone

Fire Safety Compliance Services Pty Ltd

Definitions

	area or Wildfire–management Overlay. A grassland area is often characterised by long dry grass alongside or close by the site.
Hazard /Risk assessment	A survey of the potential hazards. It is undertaken to identify and categorise potential risks or threats to the staff of the Building.
Human factors	Occupant characteristics, management practices, the Emergency Control Organisation, training and the like that may impact on fire safety.
May	Indicates there is an option.
Physical factors	Fire protection equipment or systems, lining materials, architectural layout, exit provisions that may impact on fire safety.
Prevention	The actions taken to prevent an emergency occurring or to mitigate its damaging effects. They include maintenance, audits, housekeeping, training, and planning.
Recovery	The actions taken to restore normality after an emergency. Assisting people and areas affected by an emergency to return to an effective level of functioning.
Response	The actions involved in combating an actual emergency and the provision of immediate rescue or relief.
Shall	Indicates that something is mandatory.
Should	Indicates that something is recommended, but not mandatory.
Table-top Exercise	An indoor discussion which may feature a model or projected map of the area on which a prepared scenario is played out, not in real time. The model or map may be used to illustrate the deployment of resources, but no resources are actually deployed. Responses may be prepared by individuals or groups. A facilitator, who maintains the pace and asks probing questions, may guide the exercise.
Will	Indicates that something is mandatory.
Staff	Relates to staff and visitors

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