



Emergency and Critical Incident Procedures

Purpose and Scope

The objectives of this procedure are to detail the timely response to emergencies and critical incidents and reduce the impact of such incidents through the appropriate use of resources. Key risks are identified in the Risk Management Plan and key controls are outlined in the Risk Management Procedure. This plan also prepares key personnel to provide and coordinate an effective response and ensure minimal disruption to The Hut operations in the event of emergency or critical incident.

Definitions

Refer WHS Definitions

Invoking the plan

A range of emergency situations may occur with the potential to impact on the safety of Hut staff, students, visitors and clients. Such as:

- fire
- gas or water leak
- vehicle and other accidents
- chemical spill
- bushfire
- earthquake
- storm
- bomb threat
- hostage or terrorist situation
- death
- robbery
- physical altercation or (including sexual) assault

This plan becomes effective when an emergency or critical incident occurs. Normal problem management procedures will initiate the plan e.g. Managing Critical Clients Incidents Policy and Procedures and Inclement Weather Procedures, and remains in effect until operations are resumed at the original location or a replacement location and control is returned to the appropriate functional management.

Responsibility

The Executive Officer (EO) or Community Development Manager (CDM) or delegate is responsible for declaring an emergency or critical incident.

Risk Management

Emergency evacuation drills are undertaken in all sites under the instruction of The Hut Executive Officer. – Refer Evaluation of Evacuation Drills Checklist attached

Disaster and emergency management plans are reviewed annually and/or following the event of a disaster or emergency situation. – Refer Emergency Plan Checklist attached

Risk Assessment

The Hut uses the risk assessment processes to identify and control barriers to effective emergency management. – Refer WHS Risk Assessment Procedures

Preparedness

All Hut staff, and clients are required to familiarise themselves with the emergency evacuation procedures at The Hut and/or their specific location, including noting their responsibilities and the emergency evacuation assembly point.

All fire safety activities undertaken by The Hut are recorded and reviewed to identify gaps in training, knowledge, equipment or processes. Fire activities include, but are not limited to, fire safety training, drills and exercises, records of maintenance and inventories of equipment kept.

Where relevant, all staff and clients should familiarise themselves with techniques to minimise physical and emotional harm from other people.

Response

When a disaster or emergency situation arises, the primary aim of the response is to ensure the safety of all people on the premises, preserve life and protect property.

As far as possible, traumatic events are prevented, and the impacts of trauma are minimised following traumatic events.

The Immediate Response Check-list provides a procedural framework for immediate response to an emergency or critical incident.



Immediate Response Check-list

Incident Response		Action Taken	Date Action Taken
Have we: (tick if completed)			
Assessed the severity of the incident	<input type="checkbox"/>		
Evacuated the site if necessary	<input type="checkbox"/>		
Accounted for everyone	<input type="checkbox"/>		
Identified any injuries to persons	<input type="checkbox"/>		
Contacted Emergency Services	<input type="checkbox"/>		
Started an Event Log	<input type="checkbox"/>		
Identified critical services and programs that have been affected	<input type="checkbox"/>		
Gained more information as a priority	<input type="checkbox"/>		
Activated appropriate Staff and resources and provided a briefing on the incident	<input type="checkbox"/>		
Allocated specific roles and responsibilities	<input type="checkbox"/>		
Identified any damage	<input type="checkbox"/>		
Kept staff informed	<input type="checkbox"/>		
Contacted key stakeholders	<input type="checkbox"/>		
Understood and complied with any regulatory or compliance requirements	<input type="checkbox"/>		
Initiated media or public relations response	<input type="checkbox"/>		



Key Contacts

Internal

Person	Mobile	Email	Responsibilities
EO / Deb Bates	0407 172 230	deb@thehut.org.au	Coordination / spokesperson
CDM / Bernadette Reading	0447 163 591	Bernadette@thehut.org.au	Coord support
Board Chair / Deborah Turnbull	0411 122 312	Deborah.turnbull@adelaide.edu.au	Advisor/Spokesperson
Board Exec / Loraine Scheide	0439 455 571	gunterlor@bigpond.com	Advisor
Board Exec / Greg Bussell	0425 604 181	bussell@adam.com.au	Advisor

External

Key Contacts	Contact Number/s
Police	0 0 0 Stirling Police Station 8339 2422
CFS	CFS BUSHFIRE INFORMATION HOTLINE: 1300 362 361 www.cfs.sa.gov.au
Ambulance	0 0 0
Medical	8339 0200 Stirling Hospital 8393 1777 Mt Barker and Districts Health Service
Security RAA Security Monitoring	82024672
Insurance Company Jobs Australia - JLT / Lauren Malkin	(03) 9613 1423 / 0437 996 829 Jobsaustralia@jlta.com.au
AHC	8408 0400
SA Water	Service problems and faults 1300 883 121
Electricity	SA Power Networks 13 13 66 to advise of fallen power lines, check the SA Power Networks website first to see if they are aware of an outage in the area). http://www.sapowernetworks.com.au/centric/customers/power_interruptions_current.jsp
Telephone	Telstra outage http://servicestatus.telstra.com/servicestatus/go.c.do?q=summary.html
Locksmith	Woodpend Hardware 8373 0311



Event Log

Date	Time	Information/ Decisions/ Actions	Initials
		<i>E.g. activate Business Continuity Plan</i>	

Evacuation

In the event of an alert to evacuate a building where Hut activities are being held– either verbal, automatic alarm or manual alarm, all staff, clients and visitors will:-

- Follow all reasonable requests from the Emergency Warden (yellow hat) or delegate
- Proceed along designated routes to the designated assembly areas(s)
- Where safe to do so, provide support to people with disabilities and/or special needs
- Remain at the assembly area until advised by the Emergency Warden and/or emergency personnel that it is safe to return to premises.
- Emergency Warden (or delegate) to:
 - Collect visitor sign-in and staff attendance registers and direct people to assembly point
 - Ensure all staff and visitors have evacuated the building
 - Check attendance at assembly area against the attendance registers

Fire

In the event of a fire the Emergency Warden, his or her delegate or the responsible person should:

- Trigger the fire alarm and alert the nominated Emergency Warden and/or a senior staff member
- Contact fire emergency services
- Evacuate people from the immediate area of the fire
- Fight the fire with existing equipment if safe to do so
- Close all doors and windows and turn off power supply before leaving the premises if it is safe to do so.

Bomb threat

In the event of a bomb threat via phone call:-

- Remain calm
- Record as much information as possible from the caller using the Bomb Threat Checklist attached
- Contact police who can assist in determining if evacuation is required
- If instructed, evacuate as for the above evacuation procedures
- Notify EO, CDM or other senior staff member

Suspicious Mail

In the event of a suspicious item of postal mail arriving to the premises:-

- Do not disturb, move or touch the package if possible
- If you have touched the article wash your hands as soon as possible
- Contact police who can assist in determining if evacuation is required
- Inform others present of what has occurred and advise them to stay in their work area
- Prevent others from entering the work area
- Do not attempt to clean up spilt material or brush it off your clothing
- If instructed, evacuate as for the above evacuation procedures
- Notify EO, CDM or other senior staff member

Hold Up

In the event of a hold-up situation

- Assume the offender is armed and that any firearms are loaded
- Comply with instructions given by the offender, doing no more or less than what you are told to do, and answer all questions asked
- Do not attempt to disarm or apprehend the offender
- Take mental notes of details about the offender and any items that are touched by the offender
- When it is safe to do so raise the alarm.

Immediately after the incident and the offender has left the building:-

- Lock access doors to secure the area and prevent people from entering
- Notify the police immediately
- Notify the EO, CDM or other senior staff
- Attend to the post-incident needs of staff, clients and visitors affected by the incident

Earthquake

In the event of an earthquake and if safe to do so:-

If you are indoors:-

- Remain indoors and seek shelter under strongly constructed tables, desks or door frames
- Keep away from windows, fixtures, furniture, and items that may become unstable
- Evacuate the premises.

If you are outdoors:-

- Move quickly away from buildings, electrical structures and flammable products
- Proceed to designated assembly area.

After the earthquake:-

- Check attendance at assembly area against the attendance registers and note any missing persons
- Respond to injured people
- Check for any hazard
- Turn off electricity, gas and water where possible
- if deemed unsafe or if uncertain about the stability of the building, prevent entry to premises
- Contact and liaise with emergency services if required
- Notify EO, CDM or other senior staff member

Flood

In the event of a flood:-

- **Do not** enter the flood water under any circumstance
- Eliminate potential electrical hazards. DO NOT touch or interfere with any electrical appliance that may have come into contact with water
- Place high value equipment and records away from impending floodwaters
- Stay in a safe location while it continues to offer protection, assess the protection if flood waters continue to rise and move to a safer location if required
- Evacuate all staff, clients and visitors as per the above evacuation procedures
- Contact and liaise with emergency services if required
- Notify EO, CDM or other senior staff member

Emergency and Critical Incident report

An Emergency and Critical Incident Report (Attached) is to be completed by the staff member/s involved. It is to contain as much information as possible and indicate the people directly involved in the incident.

The staff member (The Hut EO or CDM) who receives the report will ensure that the staff identified in the emergency and critical incident receives appropriate post incident support.

Where required, a meeting will be organised to determine issues and responsibilities relating to:-

- assessing risks and response action
- liaison with emergency and other services
- contact with the affected person's relatives and other support
- liaison with other organisations
- counselling and supporting Hut staff, clients and visitors involved in the incident as well as not directly involved in, but affected by, the incident
- media management (if required)

The Hut will conduct a review of all actions arising from all incidents to ensure:-

- follow up such as de-briefing, counselling and prevention strategies have been completed
- relevant people have been informed of outcomes from the incident
- a recommendation as to the response to the critical incident is documented and included in the Event Log
- further follow up recommendation is documented and responsibilities allocated to appropriate staff.

Emergency and Critical Incident Debriefing

Emergency and Critical Incident Debriefing will occur within 48 – 72 hours after the incident.

The availability of critical incident debriefing is an essential component of The Hut's approach to emergency management.

Debriefing may include individual and group counselling, where the aim is to:-

- decrease feelings of isolation
- provide people affected by the incident with a facilitated session to assist them to normalise their thoughts and feelings. Groups assist people to explore their differing perspectives of the incident and share their similar thoughts and feelings.

Depending on the type or severity of the critical incident, initial defusing may include:-

- a short factual statement about what is known about the incident, the possible affects on those involved, what is being done for them and what is going to happen in the future, e.g. Planned debriefing sessions

The Hut will maintain confidentiality to ensure that:-

- only a record of when and where a debriefing took place will be kept and
- no information will be released without the agreement of the individual or group.

Recovery

Recovery is the return to the pre-emergency condition. Performing The Hut activities as soon as possible after a critical incident is the primary focus. The Incident Recovery Check-list (attached) provides procedural guidance to support this to occur.

The core functions and critical systems in the event of an emergency is the ability to mobilise people to provide support /comfort. The Hut would also aim to reduce disruption of current services and programs provided particularly to at risk clients. Thus a venue, funds, IT and communications systems, vehicles and people are identified as the critical systems in the event of a disaster.

When required, supportive counselling will be provided to staff that experience a critical incident.

Responsibilities

The EO is responsible for emergency responsibilities overseeing smooth implementation of the response and recovery section of the plan.



Incident Recovery Check-list

Incident response

Now that the crisis is over have we:

		<u>Date</u>	<u>Action Taken</u>
Refocused efforts to recovery	<input type="checkbox"/>		
Continued to gather information about the incident as it effects The Hut	<input type="checkbox"/>		
Assessed The Huts financial situation	<input type="checkbox"/>		
Reviewed cash requirement to restore operations	<input type="checkbox"/>		
Contacted the insurance agent	<input type="checkbox"/>		
Developed financial and service goal time frames for recovery	<input type="checkbox"/>		
Kept staff informed	<input type="checkbox"/>		
Kept stakeholders informed	<input type="checkbox"/>		
Set priorities and recovery options	<input type="checkbox"/>		
Updated the Recovery Plan	<input type="checkbox"/>		
Captured lessons learnt from the recovery	<input type="checkbox"/>		

Procedure Approved	WHS Committee	Date 12./07/2017
Version	1	
Date for review 12/07/2018	Responsibility	WHS Committee
To be reviewed every year		



Emergency Wardens (Yellow Hat) emergency evacuation checklist

If the alarm is sounded, the Emergency Warden (Yellow Hat) has a duty to assist in the safe evacuation of workers and visitors from the workplace immediately, and to ensure that their designated area has been cleared. The Warden may also engage a delegate to assist them in this role). Wardens and/or their delegates **must not put themselves or others at risk in carrying out their duties**

Warden to collect identification Yellow hat	<input type="checkbox"/> yes
Has the appropriate Emergency Services been notified e.g. 000	<input type="checkbox"/> yes
Has everyone been directed to leave the building using all the appropriate routes and exits? <i>Do not use physical force or become involved in confrontation. If you are aware of somebody remaining in building then you are to notify the Emergency Services Personnel</i>	<input type="checkbox"/> yes
Assist mobility-impaired persons (or nominate person to assist)	<input type="checkbox"/> yes
Has all accessible rooms including toilets been checked and evacuated	<input type="checkbox"/> yes
Ensure orderly flow of people into protected/assembly area	<input type="checkbox"/> yes
On the way out of the building collect both the visitors log in sheet and the Volunteers log in sheet if safe to do so.	<input type="checkbox"/> yes
Close the doors to help to isolate the fire (if applicable and safe to do so)	<input type="checkbox"/> yes
Guide everyone to the assembly area and assist in checking that everyone has arrived safely	<input type="checkbox"/> yes



EVALUATION OF EVACUATION DRILL

The Hut is required to maintain records of all emergency evacuation, including drills from all Hut premises and buildings. These records are to be used to determine the level of training and experience building occupants have with respect to emergency procedures and evacuations. (Complete all sections of the form.)

Building:	Evacuation date /..../....
	Evacuation time ...am....pm

Were any parts of the building not evacuated?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Comments:

Did anyone remain in the building and/or refuse to leave the building during the evacuation? (provide Names)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Comments:

Were the evacuation alerts/alarms able to be heard throughout the building	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Comments:

Were there any obstructions in corridors, exit doors or stairs?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Comments:

Were there people who required assistance with evacuation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Was correct evacuation procedures for assisting people with special needs followed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Comments:

Were there sufficient wardens available to control the evacuation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Was the warden easily identifiable? Was the warden wearing their yellow hat?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Comments:

Were there any deficiencies noted	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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Comments:

Name of Observer:		Date Exercise:	
Signature:		Time Started:	
		Time Conducted:	



BOMB THREAT CHECKLIST

REMEMBER

- **STAY CALM**
- **DO NOT HANG UP**
- **PLEASE OBTAIN AS MUCH DETAIL AS POSSIBLE FROM THE CALLER**

BOMB THREAT CHECKLIST	
KEEP THE CALLER TALKING: DO NOT GIVE OUT YOUR NAME	
	Exact wording of threat:
QUESTIONS TO ASK: 1. When is the bomb planned to explode?
2. Who place the bomb? 3. Where did you/or _____ place the bomb?
3. When did you/or _____ put it there?
4. What does the bomb look like?	Action taken
5. What kind of bomb is it?
6. What will make the bomb explode?	Report call immediately to supervisor/manager Now complete the rest of this card.
7. What is your name?	<u>CALLERS VOICE</u> Accent.....
8. Where are you?	Speech Impediment..... Voice (Loud/ Soft).....
9. What is your address?	Diction (Clear/Muffled)..... Manner (Calm, emotional etc.).....
OTHER:	Did you recognize the voice?
Sex of the caller: Male / Female Estimated age.....	Who do you think it was?..... Was the caller familiar with the building?.....



EMERGENCY EVACUATION CHECKLIST

	Yes	No
<p>Responsibilities</p> <ul style="list-style-type: none"> • Has someone with appropriate skills been made responsible for specific actions in an emergency, for example managing an evacuation or assigning area wardens? • Is someone responsible for making sure all staff and others in the workplace, for example contractors, customers and visitors are accounted for in an evacuation? • Do staff working alone know what to do in an emergency? • Are specific procedures in place for critical functions, for example power shut-downs? 		
<p>Emergency contact details</p> <ul style="list-style-type: none"> • Are emergency contact details relevant to the types of possible threats, for example fire brigade, police and poison information centre? • Are the emergency contact details displayed at the workplace in an easily accessible location? • Are contact details updated regularly? 		
<p>Evacuations</p> <ul style="list-style-type: none"> • Have all emergencies requiring an evacuation at the workplace been identified? • Has an evacuation procedure been prepared (if applicable)? • Does the procedure: <ul style="list-style-type: none"> - address all types of situations and hazards which may arise at the workplace - cover everyone who may be present at the workplace - allow for quick and safe evacuation when needed - clearly identify routes to safe assembly areas consider special assistance for hearing, vision or mobility-impaired people, and - include a process for accounting for persons? 		
<p>Evacuations for a fixed workplace</p> <ul style="list-style-type: none"> • Is the evacuation procedure clearly and prominently displayed at the workplace, where practicable? • Is there a mechanism, for example a siren or bell alarm for alerting staff of an emergency? If yes, is it regularly tested to ensure its effectiveness? • Is there a documented site plan that illustrates the location of fire protection equipment, emergency exits and assembly points? If yes, is it posted in key locations throughout the workplace? • Are all exits, corridors and aisles readily accessible and kept clear of obstructions? • Does the workplace have illuminated exit signs? 		
<p>First aid</p> <ul style="list-style-type: none"> • Has a first aid assessment been conducted? • Does the workplace have trained first aiders and suitable first aid facilities? • Are staff aware of where first aid facilities are kept and who first aiders are? 		

	Yes	No
<p>Fire protection equipment</p> <ul style="list-style-type: none"> Does the workplace have appropriate fire protection equipment? Is it suitable for the types of risks at the workplace, for example foam or dry powder type extinguishers for fires that involve flammable liquids? Is it properly maintained and regularly checked and tested by the local fire authority or fire equipment supplier? Is the area where the equipment is stored kept clear of obstructions? Are adequate numbers of staff trained to use fire extinguishers? Do they know what type of extinguisher to use for different types of fires? 		
<p>Extreme weather conditions</p> <ul style="list-style-type: none"> If there is a risk of extreme or dangerous weather conditions, for example bushfire, floods or storms, will the control measures be effective in these conditions? <ul style="list-style-type: none"> Do emergency procedures accommodate declarations of extreme weather warnings? Examples of extreme weather warnings may include warnings such as extreme bushfires or extreme winds. Are staff trained in emergency evacuation and related procedures? If staff travels into areas where extreme weather warnings may be declared, have appropriate policies and procedures been developed for when such warnings are made? 		
<p>Chemical safety</p> <ul style="list-style-type: none"> Are current safety data sheets available for all hazardous chemicals on site? Are all hazardous chemicals labelled and stored in a safe manner? Is appropriate equipment available to initially respond to a chemical incident, for example absorbent material to contain a liquid spill? Is appropriate personal protective equipment and training provided to protect staff who are called on to deal with an unplanned chemical release? 		
<p>Neighbouring businesses</p> <ul style="list-style-type: none"> Have neighbouring businesses been considered if an emergency occurs? How would they be advised of an emergency situation arises (if applicable)? Should they be consulted about the preparation and coordination of emergency plans? 		
<p>Post incident follow-up</p> <ul style="list-style-type: none"> Are there procedures in place to notify the relevant regulator about a notifiable incident where necessary? Are there procedures in place to ensure the cause of the emergency is determined and action is taken to prevent a similar incident occurring again? Are there procedures in place to ensure the welfare of staff after an emergency or an incident, for example medical treatment or trauma counselling? 		
<p>Post incident follow-up</p> <ul style="list-style-type: none"> Are emergency plan practice runs undertaken to assess the effectiveness of the emergency plan, for example evacuation drills? Is someone responsible for documenting and retaining the results of emergency plan practice runs? Is someone responsible for reviewing the emergency plan and informing staff of any revisions? 		

	Yes	No
<p>Review</p> <ul style="list-style-type: none"> • Are emergency plan practice runs undertaken to assess the effectiveness of the emergency plan, for example evacuation drills? • Is someone responsible for documenting and retaining the results of emergency plan practice runs? • Is someone responsible for reviewing the emergency plan and informing staff of any revisions? 		



Emergency and Critical Incident Report

Date of Incident: ___/___/___

Time of Incident _____

Location (include address where applicable:- _____

Name of person completing form _____

Position: _____ Contact phone no's _____

Conditions (e.g. Weather, lighting, slippery floor, fire, etc.) _____

Staff, Clients or Community members involved in incident

Name	Title	Contact Nos:
1.		
2.		
3.		
4.		
5.		

Name/addresses/telephone numbers of any Witnesses

Name	Address	Contact Nos
1		
2		
3		
4		
5		

Name/addresses/telephone numbers of any person injured

Name	Address	Contact Nos
1		
2		
3		
4		
5		

Complete description of the incident , what led up to the incident, at what point were you alerted to the incident, what verbal and/or physical interventions were attempted, How was the incident resolved
What Emergency actions were taken , (e.g. called police, security, medical help etc.)
Consequences (e.g. injuries, property damage etc.)
Persons verbally notified of the incident (include name/title/date and time.
Person receiving a copy of the report (include name/title)
Follow up action Planned

Emergency and Critical Injury report authorised by:	
_____	Date ___/___/___
(Signature of Staff member)	
_____	Date ___/___/___
(Signature of Manager)	