

# WARDEN HANDBOOK

Emergency Response  
Procedures for Health and  
Aged Care Facilities



# In an emergency situation, what happens in the first 5 minutes is critical.

People need to know what to do – how to assess the threat and implement an appropriate response; how to use a fire extinguisher; how to evacuate their building quickly and safely.

First 5 Minutes has been promoting safety and reducing risk in residential and workplace environments, including all types of commercial, industrial, aged and health care, education, retail, leisure, government and municipal premises, since 1986.

As Australasia's most experienced specialist provider of emergency procedures and compliance solutions, we ensure our clients comply with all relevant government regulations; and we train over 300,000 people each year, imparting the skills that can save lives and property in an emergency.

Our service is professional, independent, comprehensive and fully compliant.

You'll know your people are as prepared as they can be to deal with emergencies.

And you'll know that you have minimised your risk of public liability and met all of your emergency response compliance obligations as a property owner or manager.

*Minimised risk. Maximised safety. Absolute peace of mind.*

## 1.0 Operation of Building Emergency Control Procedures

In the event of an emergency the smooth execution of Emergency Procedures can be achieved only if everyone is thoroughly familiar with what is expected of them. The risk of panic, personal injury and loss of property is significantly reduced by having an efficient Emergency Control Organisation (ECO), with all staff trained in Emergency Response Procedures.

### FIRE SAFETY MANAGEMENT

The effective management of fire safety in health and aged care facilities can be achieved by:

- » Instituting a program to implement fire safety requirements in all buildings with emphasis placed on critical deficiencies.
- » Providing fire protection equipment and systems installed to the minimum standard required by the Building Code of Australia (BCA) and Australian Standards.
- » Providing suitable emergency evacuation plans and procedures.
- » Ensuring that all staff are trained in fire prevention, the use of fire equipment and fire system awareness and fire emergency response procedures.

## 2.0 Types of Emergencies

A full or partial evacuation may be instigated as a result of any of the following:

- » Fire or explosion in the building
- » Gas leak
- » Ventilation system contamination
- » Fire in an adjacent building
- » Structural damage sustained to building
- » Bomb or hazardous substance threat
- » Armed intruder incidents
- » Civil disorder
- » Structural fault
- » Natural disaster
- » Chemical spill
- » Missing/wandering persons or patients or By direction of the Emergency Services.

### 3.0 Development of the Emergency Control Organisation (ECO)

First 5 Minutes emergency response procedures are designed to meet the requirements of Australian Standard 3745-2010: Planning for Emergencies in Facilities, the Aged Care Act 1997, and the recommendations of Australian Standard 4083-2010: Planning for Emergencies - Health Care Facilities.

**IT SHOULD BE CLEARLY UNDERSTOOD THAT THE PRIMARY DUTY OF THE ECO IS TO ENSURE, AS FAR AS IS PRACTICABLE, THE SAFETY OF ALL PERSONS ON THE SITE AND IF REQUIRED THEIR ORDERLY EVACUATION FROM THE DANGER ZONE.**

### 4.0 Authority of the ECO

Australian Standard 3745-2010: Planning for Emergencies in Facilities recommends that all persons on the premises being evacuated shall observe directions given by ECO personnel in all respects and, as such, directions given by the ECO should not be countermanded by the management of the facility.

### 5.0 Responsibilities of the ECO

The ECO is comprised of staff drawn from the facility. The responsibilities of the ECO during an emergency are (as required):

- a. To conduct an orderly evacuation of the building's occupants, including members of the public who may be in the building at the time, to a safe place of assembly.
- b. To assist the Emergency Services.
- c. To operate portable fire-fighting equipment in the building, if they have been trained and it is safe to do so.

### 6.0

#### **R.A.C.E.™**

Whilst emergencies differ, the RACE procedure offers a set of immediate, generic responses which are easily memorised and appropriate in most circumstances: They are:

<b><i>Remove</i></b>	<b>If safe to do so, remove or rescue any persons in immediate danger.</b>
<b><i>Alert</i></b>	<b>Notify appropriate personnel or combating authority. This usually involves calling the Emergency Number and operating the nearest fire alarm.</b>
<b><i>Contain/Control</i></b>	<b>Close doors, and if safe to do so, deal with the threat.</b>
<b><i>Evacuate/Extinguish</i></b>	<b>Remove all other persons from danger. Evacuate to the Assembly Area and remain there until advised otherwise by the Emergency Coordinator.</b>

## 7.0 Emergency Coordinator (white helmet/cap)

During an emergency situation, the Emergency Coordinator is required to:

- » Be familiar with the content and requirements of the Evacuation Relocation Plan for their building.
- » Immediately respond to the alarm, determine what emergency procedures should be implemented and bring the Emergency Control Organisation promptly into operation.
- » Assume control of all persons on the site, from the time that an alarm is given, until the arrival of the Fire Brigade or other Emergency Services.

### 7.1 EMERGENCY COORDINATOR'S DUTIES

On activation of the Emergency Alarm, the Emergency Coordinator will:

- » Proceed to the Emergency Control Point (ECP/FIP/EWIS).
- » Determine the location of the incident.
- » Direct an investigation of the indicated emergency area.
- » After arrival, if the Emergency Services/Fire Brigade subsequently deem the alarm as 'unwanted' - notify all areas.

If a fire is discovered:

- » Ensure the Fire Brigade/Services has been notified by calling 000.
- » Direct evacuation of the incident area.
- » If safe to do so, direct attempt to extinguish the fire.

If an evacuation is required:

- » Direct Wardens to evacuate the designated area.
- » Prevent access to the complex.
- » Brief the responding Emergency Services on arrival.

## 8.0 Deputy Emergency Coordinator (white helmet/cap)

The Deputy Emergency Coordinator is required to assist the Emergency Coordinator in their duties. Whenever the Emergency Coordinator is absent from the facility, the Deputy will assume the Emergency Coordinator's role and responsibilities accordingly.

The Emergency Coordinator is responsible for ensuring that both he/she and the Deputy Emergency Coordinator/s are not simultaneously absent, during normal working hours.

The telephone switchboard operator should be informed of the location of the person on duty who will be fulfilling the roles of the Emergency Coordinator and Deputy Emergency Coordinator.

## 9.0 Fire Safety Officer (white helmet/cap)

Prior to an incident a Fire Safety Officer would undertake the following duties:

- » Ensure that appropriate written fire safety and fire emergency response procedures are available.
- » Provide advice and assistance to management to ensure that all employees participate in fire safety education and that records of education are maintained.
- » Liaise with maintenance and service personnel and/or contractors to ensure all fire safety equipment and fire protection systems are tested and maintained in accordance with relevant standards and regulations. Ensure related records are maintained.
- » Monitor day-to-day fire prevention, protection and fire safety functions within the facility.
- » Develop a working relationship with the local Fire Brigade and related Emergency Services.
- » Conduct practical evacuation exercises/drills.

During an incident the Fire Safety Officer is to provide assistance to the Emergency Coordinator.

## 10.0 Area/Floor Wardens (yellow helmet/cap)

### 10.1 FLOOR/AREA WARDEN - on becoming aware of an incident in their area

On becoming aware of an incident in their area, the Floor/Area Warden is to:

- a. Ensure the alarm has been raised and the appropriate Emergency Service has been notified by calling “Triple Zero” (000).
- b. Evacuate patients/residents from the immediate incident area.
- c. If a fire, direct Wardens to attempt to extinguish the fire (if trained and safe to do so).
- d. Advise the Emergency Coordinator of conditions in their area.
- e. If a fire and it cannot be contained, order the Wardens to withdraw and close doors to slow the progress of the fire.
- f. Order the evacuation of their area and notify the Emergency Coordinator of the situation.

### 10.2 FLOOR/AREA WARDEN - on becoming aware of an incident in another area

On becoming aware of an incident the Floor/Area Warden is to:

- a. Proceed to the Emergency Control Point where communication can be established with the Emergency Coordinator and from where the control of their area can be coordinated.
- b. Consult with the Emergency Coordinator on the nature of the emergency and carry out all instructions (for example-investigate for signs of smoke or fire, prepare to evacuate).
- c. Brief Wardens on the nature of the incident.
- d. Control all emergency operations in their area.

### 10.3 FLOOR/AREA WARDEN - if an evacuation is required

If an evacuation is required, the Floor/Area Warden is to:

- a. Direct Wardens to assemble ambulatory patients/residents and other occupants at the staging area/s (for example - in the vicinity of the emergency exits) in preparation for an evacuation.
- b. When all patients/residents and other occupants have assembled at the staging area, direct Wardens to commence evacuation of ambulatory patients and other occupants via the emergency exits to the Evacuation Assembly Area. A Warden should lead the ambulatory patients/residents and other occupants to show the way. Care is to be exercised when entering stairs as persons from other floors may be descending.
- c. Conduct a final check of all parts of their area to ensure that it is clear of patients and other occupants. This action is more important than a later physical count of the occupants.
- d. Advise the Emergency Coordinator that their area has been evacuated.
- e. Proceed to the Evacuation Assembly Area and remain in charge of ambulatory patients/residents and other occupants until the ‘All Clear’ is given.

*Note: Non-ambulatory patients are to be held in a safety compartment/area and the Emergency Coordinator notified of their number and location.*

## 11.0 Wardens (red helmet/cap)

Wardens (staff) will be appointed to carry out the emergency evacuation procedures, generally as directed by the Emergency Coordinator.

### 11.1 WARDENS' DUTIES

During an emergency, Wardens' duties may include:

- » Assuming control of their area in the absence of the Floor/Area Warden.
- » Raising the alarm and notifying the Emergency Coordinator.
- » Stopping occupants (patients/residents, staff and other occupants) from evacuating prematurely.
- » Assembling occupants in preparation for evacuation.
- » Guiding ambulatory occupants to the Assembly Area.
- » Preventing ambulatory occupants from egressing unsafely (onto roads, etc.).
- » Assisting occupants with special needs/mobility impairment.
- » Operating first attack fire-fighting equipment (e.g. fire extinguishers and hose reels).
- » Searching their area to ensure nobody has been left behind.
- » Searching their area for suspicious articles (Bomb Threat Procedures).
- » Meeting the Emergency Services on arrival.
- » Preventing access to the complex.

Wardens (staff) should:

- » Familiarise themselves thoroughly with the facility.
- » Be familiar with the content and requirements of the Evacuation Relocation Plan for their building.
- » Be aware of all exits and alternative escape routes.
- » Know the existence of passages, toilets, common rooms and obscure areas in which persons could be located.
- » Know the location of fire-fighting equipment.
- » Be familiar with the operation of equipment installed to assist in the safe evacuation of personnel from the building.
- » Be aware of all persons with a special need, either nonambulatory (including degree of assistance required), sight or hearing impaired in their area.
- » Be aware of any contractors on site, tradies, cleaners, catering staff, etc.

*Note: A person with a special need is a person with a physical, intellectual or sensory impairment either temporary or permanent who requires assistance during an emergency evacuation.*

## 12.0 Evacuation Procedures

The situation should be assessed before the decision to evacuate is made. Consideration should be given to the following factors, including:

- » The location of the emergency.
- » The severity and extent of the emergency.
- » The proximity of any flammable material.
- » Whether the first attack/response appliances are controlling the fire/emergency.
- » The nature and mobility of persons in the vicinity.
- » IF IN DOUBT - EVACUATE. It is better to resettle evacuees than to risk loss of life.

## 13.0 Evacuation Authority

The authority to evacuate a fire/smoke compartment is vested in the Warden present at the incident. A major evacuation involving the whole complex is vested in the Emergency Coordinator, pending arrival of the Emergency Services, and thereafter on the advice of the Officer in Charge.

## 14.0 Stages of Evacuation

Evacuation should be conducted in three distinct stages, depending on the severity of the emergency.

### 14.1 STAGE 1 - REMOVAL OF PERSONS FROM THE IMMEDIATE DANGER AREA

Occupants are to be removed from the affected compartment into the next compartment, e.g. from a room into the corridor. Doors should be closed to confine smoke and fire in the affected compartment.

### 14.2 STAGE 2 - REMOVAL TO A SAFE AREA

If the severity of smoke or heat warrants further evacuation, occupants should be moved through fire and/or smoke control doors to safe areas on the same level.

### 14.3 STAGE 3 - COMPLETE EVACUATION OF AN AREA OR FLOOR

Should the emergency necessitate evacuation of the affected floor, all available staff are to assist occupants to the Assembly Area via the emergency exits.

### 14.4 EVACUATION PRIORITIES

Occupants are divided into four priority groups for evacuation:

<b>PRIORITY 1.</b>	Ambulatory persons who require only a Warden to guide or direct them to a place of safety.
<b>PRIORITY 2.</b>	Semi-ambulatory persons requiring just a helping hand.
<b>PRIORITY 3.</b>	Non-ambulatory persons who have to be physically moved or carried.
<b>PRIORITY 4.</b>	Aggressive, violent or resistive persons. These persons may place Wardens in danger.

Notes:

1. *If circumstances permit, persons in PRIORITY 1 may assist in the evacuation of persons in PRIORITY 2.*
2. *Persons in PRIORITY 3 (non-ambulatory persons) will require assistance from Wardens and nurses/clinical staff to safely evacuate to a safe area/compartment. This may require the use of beds or mobility equipment such as wheel chairs, stretchers and slide/drag-sheets.*
3. *When faced with persons in PRIORITY 4 (aggressive/resistive), Wardens should clearly notify them of the emergency and attempt to persuade them to evacuate, without placing oneself or others at risk. For occupants/patients that suffer from mental impairment (such as dementia), your facility's established procedures should be performed. This may require the assistance of nurses/clinical staff.*
4. *A compartment in a Health or Aged Care facility can be a room with fire rated walls and door, a corridor with fire rated walls and smoke/ fire rated doors or a separate floor of the facility divided by a fire rated floor.*
5. *The title "OCCUPANTS" refers to Patients/Residents, Staff and Visitors.*

### 15.0 Response Colour Codes

The following colour codes may be used for specific emergencies:

TYPES OF EMERGENCY	COLOUR CODE
<b>Fire/Smoke</b>	<b>Red</b>
<b>Cardiac Arrest/Medical Emergency</b>	<b>Blue</b>
<b>Bomb Threat</b>	<b>Purple</b>
<b>Internal Emergency</b> (failure of or threat to essential services, hazardous materials incident)	<b>Yellow</b>
<b>Personal Threat</b> (armed hold-up, hostage, siege or other situation involving personal high risk or injury), unarmed confrontation eg psychiatric, assault, geriatric, violence, suicidal threat.)	<b>Black</b>
<b>External Emergency</b>	<b>Brown</b>
<b>Evacuation</b>	<b>Orange</b>

Notes:

1. *The above emergency colour codes are those that are recommended by Australian Standards, and are generally used. However, colour codes can differ by site/facility. To ensure you are using the correct colour codes for your facility, refer to your facility's Emergency Management Manual (EMM).*
2. *Response to the Black colour code should be developed in consultation with external services and agencies such as State Authorities and Police.*
3. *The colour Green SHOULD NOT be used to indicate 'all clear'. (Some facilities use Code Green for different purposes.)*
4. *A number may be used as an alternate form of emergency identification rather than response colour codes.*

## 16.0 Fire Safety

### 16.1 FIRE PREVENTION AND REPORTING OF FAULTY EQUIPMENT

Prevention of fire is as important as the development of efficient means of fighting it. All occupants should be acutely aware of the need to avoid dangerous practices and of the danger to life and property in the event of a fire getting out of control.

All occupants MUST take note of and bring to the attention of the person in charge of their floor/area:

- » Any accumulation of litter or combustible material which may increase the danger of life.
- » Incorrect/unsafe storage of flammable liquids.
- » Any furniture, decoration, equipment or any other item which might impede access to the emergency exits.
- » Missing, defective or discharged fire extinguishers.
- » Defective Emergency Warning System Public Address System, Fire Alarm Bells or Warning Lights.
- » Any fire and smoke doors that are not kept shut (except during use) and any self-closing mechanism which is not operational. These doors should close automatically and are not to be held open by wedges, etc.

*Note: Some fire doors are controlled by automatic holders and are normally open. Check with the Facility Management if in doubt.*

- » Any obstructions in passages.
- » Any obstructions or stored articles in emergency exit stairways.
- » The incorrect storage of any article in fire hose reel cabinets.

All occupants should be encouraged to observe the greatest care when using matches, portable heaters, electrical appliances and other possible sources of ignition. Their immediate work area and/or surroundings should be kept neat and tidy.

## 16.2 FIRE FIGHTING EQUIPMENT

### 16.2.1 Fire Extinguishers

All occupants should be familiar with the types of fire extinguishers and their location in each area.

#### Which Fire Extinguisher?

The types of fire are classified as:

<b>CLASS A</b>  Ordinary free-burning materials such as paper, clothing, packing materials, wood and textiles.	<b>FOR CLASS 'A' FIRES, USE:</b>  Water (Red), Foam (Red with Blue Band), Dry Chemical (ABE Only), (Red with White Band), Vaporising Liquid (Red with Yellow Band).
<b>CLASS B</b>  Pertroleum based liquids such as petrol, paint lacquers thinners, oils, greases and many chemicals in liquid foam.	<b>FOR CLASS 'B' FIRES, USE:</b>  Foam (Red with Blue Band), Dry Chemical (Red with White Band), Vaporising Liquid (Red with Yellow Band).
<b>CLASS C</b>  Fire involving flammable gases.	<b>FOR CLASS 'C' FIRES, USE:</b>  Dry Chemical (Red with White Band)
<b>CLASS D</b>  Fire involving metals, for example potassium, sodium, magnesium	Special extinguishers are required.
<b>CLASS E</b>  Fire involving electrical equipment. To fight these fires, use only extinguishers that are non-conductors of electricity.	<b>FOR CLASS 'E' FIRES, USE:</b>  Carbon Dioxide (Red with Black Band), Dry Chemical (Red with White Band), Vaporising Liquid (Red with Yellow Band).
<b>CLASS F</b>  Fire involving cooking oils and fats. Where significant potential exists for a fire involving cooking oils and fats. WET CHEMICAL type extinguishers and FIRE BLANKETS should be provided.	<b>FOR CLASS 'F' FIRES, USE:</b>  Carbon Dioxide (Red with Black Band), Dry Chemical [BE only] (Red with White Band), Wet Chemical (Red with Oatmeal Band).

- **NEVER USE WATER OR FOAM EXTINGUISHERS ON ELECTRICAL FIRES'**
- **IF POSSIBLE, TURN THE POWER OFF FIRST**



## 16.2.2 FIGHTING FIRE WITH EXTINGUISHERS

*Note: Only use fire extinguisher if you have been trained and it is safe to do so.*

- a. Do not panic.
- b. Try to remain calm and think.
- c. Warn everybody in the immediate vicinity.
- d. Ensure someone has alerted the Fire Brigade/Service - has called "TRIPLE ZERO" (000).
- e. Instruct someone to advise the Emergency Coordinator.
- f. Determine type of fire and exact location.
- g. Select correct type of extinguisher.
- h. Be sure you know how to use the extinguisher.
- i. If in doubt, READ THE INSTRUCTIONS.
- j. Have another person back you up with another extinguisher.
- k. Where possible, keep the doorway at your back.
- l. Keep low to avoid smoke.
- m. Do not get too close to the fire. Initial operation is to be conducted not closer than 2 metres from the fire.
- n. Direct extinguishing agent at seat/base of the fire, NOT at the smoke, and apply in a sweeping motion.

### **P.A.S.S.**

### **Technique for Fire Extinguisher Use**

The P.A.S.S technique for fire extinguisher use:

<b>P</b>	Pull the pin. It is there to prevent accidental discharge.
<b>A</b>	Aim low at the base of the fire. This is where the fuel source is.
<b>S</b>	Squeeze the lever above the carry handle. Release to stop the flow.
<b>S</b>	Sweep from side-to-side. Move toward the fire, aiming low at its base. Sweep until all flames are extinguished. Watch for re-igniting. Repeat as necessary. Have site inspected by fire service.

Place any fire extinguisher that has been used on its side on the floor. It will be collected and recharged after the fire scene is secure.

## 16.2.3 FIRE HOSE REELS

If fire hose reels are installed, all occupants should know their location and method of operation.

### 16.2.4 GENERAL GUIDELINES FOR USE OF FIRE HOSE REELS

- a. Do not use Fire Hose Reels on fires involving electrical equipment.
- b. Whenever possible, two people should be used to unroll a Fire Hose Reel, that is, one to control the nozzle and one to ensure the hose runs off the reel freely and is not caught around doors or corners.
- c. Remember to turn on the water supply at the Fire Hose Reel assembly before running out the hose.
- d. Check the water is capable of being turned on and off at the nozzle.
- e. Direct water at the seat of the fire and apply in a sweeping motion.

### 16.2.5 USE OF FIRE BLANKETS

Fire Blankets may be used on fires involving flammable liquids in cooking containers or containers such as deep fat fryers. They may also be used if a person's clothing catches on fire.

*Note: If the decision is made to fight the fire, the person/s doing so must be trained in the use of the Fire Blanket and it must be safe to do so.*

Method of use:

- a. Do not panic. Try to remain calm and think.
- b. Warn everybody in the immediate vicinity and ensure someone alerts the Fire Brigade/Service by calling "TRIPLE ZERO" (000).
- c. Ensure someone advises the Emergency Coordinator.
- d. Carefully and slowly cover the burning object with the blanket.
- e. Turn off heat source and leave the blanket in place until cool.
- f. DO NOT reuse Fire Blanket.

## 17.0 Fire safety Tips

<p><b>CLOTHING CATCHES ON FIRE</b></p> <p>Stop, Drop and Roll</p>	<ul style="list-style-type: none"> <li>• Act immediately.</li> <li>• Stop where you are.</li> <li>• Drop to the ground and cover your eyes and mouth with your hands</li> <li>• Roll over and cover until the flames are extinguished</li> </ul>
<p><b>ANOTHER PERSON'S CLOTHING CATCHES ON FIRE</b></p>	<ul style="list-style-type: none"> <li>• Make them stop, drop and roll.</li> <li>• If a person is unable to drop to the ground, smother the flames with a towel, blanket or jacket.</li> </ul>
<p><b>SMOKE</b></p> <p>Crawl Low Under Smoke</p>	<ul style="list-style-type: none"> <li>• Smoke is dangerous. It is hot and toxic.</li> <li>• Smoke rises towards the ceiling leaving cooler, cleaner air close to the floor.</li> <li>• Don't go through smoke if you can help it. Use alternative exit if one is available.</li> <li>• Crawl on your hands and knees as quickly as possible</li> </ul>
<p><b>BURNS</b></p> <p>Cool a Burn</p>	<ul style="list-style-type: none"> <li>• Treat a burn with cool water for 10 - 15 minutes.</li> <li>• Get medical help immediately for serious burns.</li> </ul>
<p><b>EMERGENCY PROCEDURES</b></p> <p>Respond Correctly to Emergency Procedures Including Fire Drills</p>	<ul style="list-style-type: none"> <li>• Discuss the Emergency Procedures with other staff.</li> <li>• Ensure everyone is aware of the Evacuation Assembly Area.</li> <li>• Everyone should know the location of fire extinguishers, fire hose reels and equipment for raising the alarm.</li> <li>• REMEMBER - WHAT HAPPENS IF YOU'RE NOT THERE?</li> </ul>
<p><b>HOME FIRE SAFETY</b></p>	<p>HAVE A FIRE ESCAPE PLAN</p>

## 18.0 Bomb or Hazard Substance Threat Response Procedures

Bomb or hazardous substance threats are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a bomb or hazardous substance threat in accordance with current directions. Because each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to help you assess the level of the threat and, on the information available, decide on a course of action.

### 18.1 OVERVIEW

The following points provide an overview of the first actions to take when a bomb or hazardous substance threat is received.

### 18.2 ON RECEIPT OF A THREAT VIA TELEPHONE

- Remain calm.
- Use a Bomb or Hazardous Threat Check List to obtain as much information as possible and record the details.
- Notify the Emergency Coordinator, Manager and Police.
- Complete the report section of the Threat Check List.

### 18.3 EVALUATION OF THREAT

The Emergency Coordinator and/or Manager should proceed to the person who has received the threat to:

- Study the threat check list report.
- Gather facts.
- Consider options.
- Make a decision.

### 18.4 THE SEARCH

- Search public areas first, including emergency exit stairs, lobbies, reception areas, waiting rooms, utility cabinets, the remainder of the floor/area, Assembly Area and lift where applicable.
- Remember – you are looking for something that does not belong where it is.
- If you find anything suspicious DON'T TOUCH IT! DON'T MOVE IT!
- Notify the Emergency Coordinator of the result of the search.

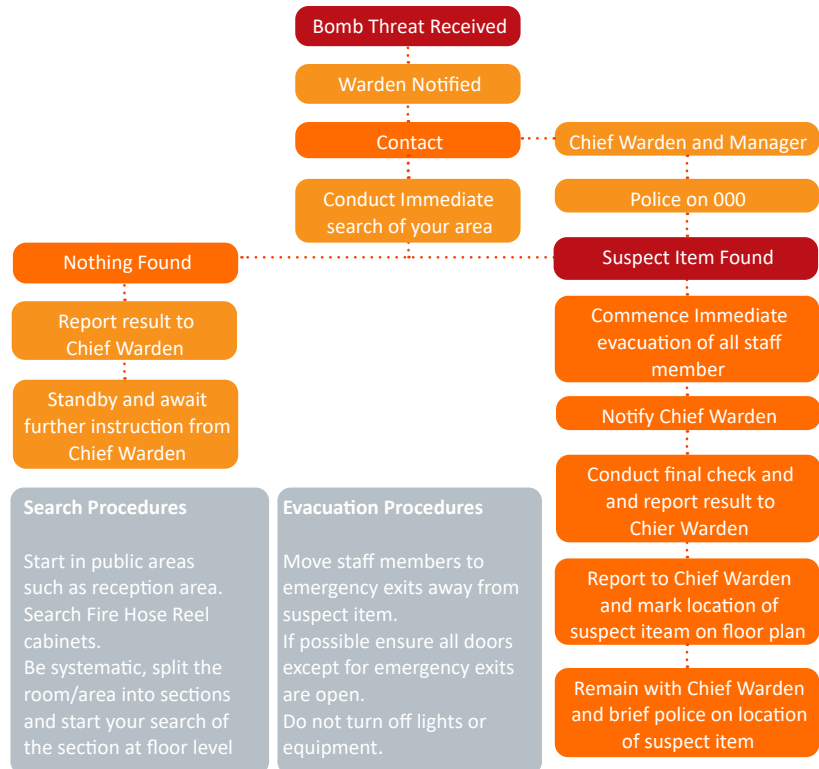
## 18.5 EVACUATION

Evacuate if the threat has been evaluated and an evacuation has been decided upon.

- Direct staff and visitors to leave by the nominated exit/s. Ask occupants to check for any suspicious articles/objects as they leave.
- Take all personal belongings.
- Do not use lifts unless they have been searched.
- Conduct a final check of the area to make sure it is clear of occupants.
- Proceed to nominated Assembly Area.

*Note: If possible, leave doors and windows open (with the exception of Emergency Exit Doors).*

## 18.6 BOMB OR HAZARDOUS SUBSTANCE THREAT PROCEDURE FLOW CHART



## 18.7 PROCEDURES FOR SUSPICIOUS PACKAGE HANDLING

Upon receiving a suspicious package:

- Don't touch or open the package.
- Do not use mobile phones, radios or electronic equipment within 25 metres.
- Contact supervisor/manager asap.

## 19.0 Armed/Violent Threat Response Management Procedures

Being confronted by an armed intruder or being held hostage is probably one of the most terrifying experiences that anyone could be faced with. As for any emergency situation or event, pre-planning is critical to the ability to respond as effectively as possible.

Unfortunately, the circumstances of these type of incidents can vary so wildly that it is difficult to prepare in any comprehensive way. However, there are some general strategies that can be applied, such as reviewing the facility's existing security measures and ensuring staff/occupants undergo threat response training.

## 19.1 OVERVIEW

The following points provide an overview of the first actions to take when an armed or violent threat is received. The severity of some incidents may require the responder to quickly determine the safest course of action.

## 19.2 LOCKDOWN PROCEDURES

Lockdowns are usually initiated when an emergency exists within a building or its immediate vicinity, but it is unsafe to evacuate the building.

There are generally 2 types of lockdown, implemented according to the situation:

- Preventative Lockdown
- Emergency Lockdown

## **Preventative Lockdown Procedures**

For when a potentially dangerous situation exists in part of the building, or within the immediate vicinity:

- a. If safe to do so, Wardens shall ensure that all occupants are to remain in their areas until further notice.
- b. Any occupants in outside areas of the facility should immediately return to the facility and remain inside.
- c. Wardens shall ensure that all exterior doors are secured.
- d. As soon as possible, the Emergency Coordinator or designated person shall brief all staff on the situation (via email, telephone, pager, or verbally via the Wardens). Communication to remain ongoing until the situation is resolved.
- e. If required by Emergency Services, the Emergency Coordinator shall initiate a building evacuation.
- f. Once informed by the authorities that the situation is resolved, the Emergency Coordinator may declare the Lockdown over.

## **Emergency Lockdown Procedures**

For when an actual emergency situation exists within a building, with potential for imminent harm to occupants:

- a. All occupants are to leave any hallways or public areas and seek safety in the nearest offices or appropriate building facilities.
- b. Once inside the offices, etc. close and lock doors and turn off lights.
- c. Where doors are unlockable, barricade them with furniture.
- d. Remain quiet and out of sight.
- e. Silence mobile phones.
- f. Lay down close to wall/floor junction and place arms over head for protection.
- g. Do not respond to any fire alarms or other building alarms.
- h. Do not open the entranceway to persons claiming to be Police or Emergency Services, unless identity is verified.
- i. Once informed by the authorities that the situation is resolved, the Emergency Coordinator may declare the Lockdown over.

## **19.3 AGGRESSIVE/ARMED INTRUDER THREAT**

If confronted:

- a. Do everything the intruder says to do – agree to any demands.
- b. Remain calm and quiet.
- c. Speak only when spoken to.
- d. Keep eye contact with the captor/s but don't stare. Don't turn away from the captor unless ordered to.
- e. Don't make suggestions to captor/s.
- f. Don't try to be a hero! Be patient. Have faith in the trained negotiators/responders.

## **19.4 HOSTAGE SITUATION**

If you are the first person to identify/witness a hostage situation developing:

- a. Secure the immediate area if possible and evacuate all non-participants.
- b. If possible, secure the door to isolate the incident.
- c. Contact the Emergency Coordinator and report the hostage situation. The Emergency Coordinator will arrange for the Police to be notified and will arrange a response to your location.
- d. Without putting yourself at further risk if possible, observe the situation so that you can report fully on;
  - i. The number of hostages.
  - ii. Number of captors.
  - iii. Type and number of weapons observed.
  - iv. If you are aware of them make notes of any threats or demands. Don't paraphrase – use their exact words.
  - v. Do not speak to the media under any circumstances.

On arrival of the Emergency Coordinator's representative or Emergency Services pass the information you have and then follow their directions.

If you are a Hostage:

- a. Do everything the captor says to do.
- b. Be especially careful during the first five minutes. These are the most critical because the captor is as desperate and jumpy as you are.
- c. Speak only when spoken to.
- d. Keep eye contact with the captor/s but don't stare. Don't turn away from the captor unless ordered to.
- e. Try to act relaxed and to not show your true emotions.
- f. Sit down if possible to avoid appearing aggressive.
- g. Tell your captor your first name at the earliest opportunity. Try to learn their name/s.
- h. Even though you may be afraid / angry try to be friendly to your captor/s.
- i. Don't make suggestions to captor/s.
- j. Don't try to be a hero! Be patient. Have faith in the trained negotiators/ responders.
- k. Carefully weigh any decision to attempt to escape. Be sure success is certain and that it will not endanger others.

In a Rescue Situation:

- a. DO NOT RUN. Drop to the floor and remain still. If that is not possible, keep your hands out and visible, bow your head and stand still.
- b. Make no sudden movements that a rescuer may misinterpret as hostile or threatening.
- c. Wait for and obey instructions that you are given.
- d. Do not upset, resist, or argue if a rescuer isn't sure whether you are a hostage or a hostage taker.
- e. Even if you are handcuffed and searched, DO NOT RESIST. Wait for the confusion to clear.

## 19.5 ACTIVE ARMED OFFENDER

Quickly determine the most reasonable way to protect your own life. Occupants and visitors are likely to follow the lead of staff and managers during an active shooter situation.

This is when occupants need to initiate an immediate **ESCAPE – HIDE – TELL** response in an effort to ensure that they do not become victims.

### ESCAPE

- a. If safe dial "TRIPLE ZERO" (000) or 112.
- b. Confirm incident location.
- c. Describe the offender/s and whether they are moving in any particular direction.
- d. Confirm number of weapons and number of injuries, if any.
- e. Explain the motive or intent of offender/s, if known.

### HIDE

- a. If you can't get out safely, quickly find a place to hide.
- b. Act quickly and quietly. Try to secure your hiding place the best you can.
- c. Turn out lights, and if possible, remember to lock doors.
- d. Silence the ringer and vibration mode on your mobile phone.
- e. If you can't find a safe room or closet, try to conceal yourself behind large objects that will protect you.
- f. Do your best to remain quiet and calm.

### TELL

- a. If safe dial "TRIPLE ZERO" (000) or 112.
- b. Confirm incident location.
- c. Describe the offender/s and whether they are moving in any particular direction.
- d. Confirm number of weapons and number of injuries, if any.
- e. Explain the motive or intent of offender/s, if known.

## PROCEDURES FOR WHEN THE POLICE ARRIVE ON THE SCENE:

- a. Immediately raise hands, palms out and fingers spread.
- b. Keep hands visible at all times.
- c. Remain calm and follow the officers' instructions.
- d. Avoid making quick moves towards the officers such as attempting to hold onto them for safety.
- e. Avoid pointing, screaming, and/or shouting.
- f. Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers entered the premises.

## INFORMATION YOU SHOULD PROVIDE TO THE POLICE OR 000 OPERATOR:

- i. Location of the victims and the active shooter.
- ii. Number of shooters, if more than one.
- iii. Physical description of shooter/s.
- iv. Number of type of weapons held by the shooter/s.
- v. Number of potential victims at the location.

## Summary

For more concise details on emergency procedures please consult your Health/Aged Care Facility Emergency Management Manual (EMM) or Australian Standard 4083-2010: Planning for Emergencies – Health Care Facilities. Your active participation as a member of the ECO will enhance safety in your workplace.

## Emergency Response procedures, training and compliance made easy.

From our offices in Sydney, Melbourne, Brisbane, Perth and Adelaide, we provide a full range of training and consulting services to all parts of Australia. Our services have also been engaged in Europe, Hong Kong, Malaysia, New Zealand and other South Pacific countries.

This Handbook is not intended to be a comprehensive summary of relevant emergency procedures or to replace specific advice. First 5 Minutes Pty Ltd does not warrant the accuracy of the information in or accept responsibility for any inaccuracy in or omission from this Handbook (whether negligent or otherwise).

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