CHIEF WARDEN HANDBOOK

Emergency Response
Procedures & Guidelines

first5
MINUTES

This handbook was initially produced in June 1999 and last reviewed in March 2018. The Chief and Deputy Chief Wardens should refer to the facility's Emergency Management Manual for more detailed procedures.

Emergency Warning Tones. The emergency warning system in buildings will vary in type and sound. Some buildings will have a bell, repeater alarm, siren, dual tone alert (BEEP-BEEP) and evacuation (WHOOP-WHOOP) system and/or temporal (danger) signal (three pulse-pause-three pulse). The dual tone and temporal systems may also have voice over instructions.

In facilities with a single alarm it is normal practice to evacuate on initial sounding of the alarm.

Unless danger is evident in a building with a dual tone system occupants will evacuate on sounding of the evacuation tone (WHOOP-WHOOP).

Outside normal working hours when the ECO will not be in place occupants will evacuate on the sounding of the alert tone.

1.0 Emergency Control Organisation

1.1 TITLES

As detailed in Australian Standard (AS) 3745:2010 Planning for Emergencies in Facilities the Emergency Control Organisation (ECO) for most facilities shall consist of a minimum of one person who shall be the Chief Warden. In AS 4083 the title of the person who heads the ECO in Health or Aged Care facilities is the Emergency Coordinator. The Queensland Fire Safety Regulation 2008 also refers to this person as the Evacuation Coordinator. Hereinafter in this handbook the title Chief Warden will also mean Emergency Coordinator

1.2 SELECTION CRITERIA FOR A CHIEF WARDEN AND DEPUTY CHIEF WARDEN

As detailed in Australian Standard (AS) 3745-2010 the person appointed as Chief or Deputy Chief Warden shall:

a.   be capable of performing their duties;
b.   be capable of leading and taking command;
c.   display good decision-making skills;
d.   demonstrate the capability to remain calm under pressure;
e.   be available to undertake their appointed duties;
f.   be capable of effectively communicating with occupants and visitors;
g.   be familiar with the facility; and
h.   be able to undergo relevant training.

1.3 TRAINING FOR CHIEF WARDEN AND DEPUTY CHIEF WARDEN

In addition to the training for all ECO members listed in AS3745, persons appointed to the positions of Chief Warden and Deputy Chief Warden shall have additional training, including but not limited to the following:

a. His or her roles and responsibilities within the facility Emergency Management Manual.
b. The duties of the Emergency Planning Committee.
c. The duties of the Emergency Response Team, where it exists, as described in the emergency procedures and Emergency Management Manual.
d. Decision-making, command and control of emergency incidents and record keeping.
e. Actions for the specific emergencies contained in the Emergency Management Manual.
f. Coordination of communications during emergencies, including use of any installed specialised communications equipment.
g. Liaison with Emergency Services (respective Officer-In-Charge).
h. Coordination of evacuation management.
i. Coordination of post-incident management incorporating peer support, debriefing, relocation, recovery, and similar.
j. Coordination of training, exercising and assessment activities for the ECO.

2.0 Introduction

The Chief Warden's duties are those of command and control of emergencies that arise within his/her building and can be broken down into three phases of responsibility;

» **Pre-Emergency -** The Chief Warden should be familiar with:
  • the facility layout;
  • installed Fire Safety Features;
  • any hazardous installations;
  • alternate evacuation routes and safe assembly points that may have to be applied for specific emergency incidents;
  • the north-point in relation to the facility;
  • the local topography and direction of the prevailing wind; and
  • Personal Emergency Evacuation Plans (PEEPs).

» **Emergency -** Take charge of emergency until arrival of responding emergency services - decide initial response
  • Evacuation – life is threatened.
  • Lock down – protect from outside.
  • Shelter-in-place – Remain inside for protection but not "locked in".
  • No immediate action – no risk to occupants.

» **Post Emergency**
  • Liaise with Emergency Services.
  • Safe to return?
  • Reinstating services.
  • Building damage.
  • Injured staff/occupants.
  • Debrief ECO.
  • Compile reports.
  • Further training opportunities?

If there is any doubt, the Chief Warden should commence evacuation and seek direction from the Officer-In-Charge of the attending Emergency Services.

This Chief Warden Handbook is to be read in conjunction with the facility Emergency Management Manual (EMM) and the Warden Handbook for more detailed information for dealing with specific types of emergencies.

3.0 Types of Emergencies

Australian Standard 3745 lists the types of emergencies that could affect a building, structure or workplace. This can include:

Bomb Threat	Hazardous Substances Incidents
Building Invasion	Industrial Accident
Bushfire	Letter Bomb
Chemical, Biological and Radiological	Medical Emergency
Civic Disorder	Severe Weather/Storm Damage
Cyclones including Storm Surge	Structural Instability
Earthquake	Terrorism
Fire	Transport Accident
Flood	Toxic Emission

4.0 Evacuation Procedures

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

4.1 STAGE OF EVACUATION

If there are no members of the Emergency Control Organisation present all occupants of the building are to commence immediate evacuation of the building if their safety is threatened or on the sounding of the evacuation alarm in their area.

Initial evacuation should be conducted in three distinct stages depending on the severity of the incident.

4.1.1 Stage 1 - Removal of Persons from the Immediate Danger Area

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

4.1.2 Stage 2 - Removal of 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.

4.1.3 Stage 3 - Complete Evacuation of a Floor

Should the emergency necessitate evacuation of the affected floor, Wardens are to direct occupants to the assembly area via the emergency exits.

Note: If traversing a set of stairs Wardens are to ensure that occupants do so in single file and that they maintain contact with the handrail at all times.

4.2 CONTROLLED EVACUATION OF A LOW-RISE BUILDING

For a controlled evacuation of a low-rise building, the sequence of priority is:

a. The incident affected area;
b. The areas adjacent to the incident affected area; and
c. If the situation warrants so then complete evacuation of the building.

4.3 CONTROLLED EVACUATION OF A HIGH-RISE BUILDING

For a controlled evacuation of a high-rise building the sequence of priority is:

a. The affected floor.
b. The two floors above the affected floor.
c. The floor below the affected floor.
d. Other floors are then evacuated in ascending and descending order.

4.4 PRIORITY GROUPS FOR EVACUATION

Occupants are divided into four priority groups for evacuation:

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

Note: If circumstances permit persons in Priority 1 may assist in the evacuation of occupants in Priority 2.

4.5 DUTIES OF CHIEF WARDEN DURING AN EVACUATION (CODE ORANGE)

On becoming aware of an incident, the Chief Warden is to:

a. Proceed to the Master Emergency Communication Point (MECP) and take control.
b. Establish communications with the affected area and assess the nature and extent of the emergency.

Note: Communication can be by Warden Intercommunication Phone (WIP), Public Address (PA), telephone or runner.

c. If an evacuation is required initiate evacuation procedures; and ensure all lifts are called to the ground floor and secured (if lift keys are available).
d. Ensure the Emergency Services are notified.
e. Ensure that a Warden is despatched to meet the Emergency Services at the Designated Building Entry Point (DBEP) to direct them to the Master Emergency Communication Point (MECP).
f. When an evacuation is conducted ensure that Floor/Area Wardens conduct a check of occupants and they must report any case of missing persons to the Chief Warden. The status is to be relayed to the Emergency Services on their arrival.
g. If an unwanted (false) alarm or if the incident has been overcome, notify all areas.

5.0 Public Address Annoucements

Traumatic incidents can overwhelm a person's ability to cope. Different people have different reactions, and the degree to which they are affected and for how long will depend on many factors. The greater the significance of the incident to a person, the more likely the person is to suffer some effects.

Research indicates that people unfamiliar with specific alarms will usually maintain a passive role, expecting to be told what to do by someone in authority. It is this feature that enables the Chief Warden to control occupants by using Public Address (PA) announcements to supplement alarm signals. The following are examples of PA announcements:

5.1 ALARM SYSTEM ACTIVATION

"LADIES AND GENTLEMEN, YOUR ATTENTION PLEASE.

THE EMERGENCY WARNING SYSTEM HAS ACTIVATED WITHIN THE BUILDING. WE ARE INVESTIGATING THE SITUATION.

PLEASE REMAIN CALM AND STANDBY FOR FURTHER INSTRUCTIONS.

THANK YOU."

(Repeat Annoucement)

5.2 UNWANTED (FLASE) ALARM

"LADIES AND GENTLEMEN, YOUR ATTENTION PLEASE.

WE HAVE INVESTIGATED THE SITUATION AND NO FURTHER ACTION IS REQUIRED.

WE APOLOGISE FOR ANY INCONVENIENCE CAUSED.

THANK YOU."

(Repeat Annoucement)

5.3 EVACUATION REQUIRED

"LADIES AND GENTLEMEN, YOUR ATTENTION PLEASE.

THERE IS AN EMERGENCY SITUATION WITHIN THE BUILDING.

PLEASE EVACUATE BY THE NEAREST SAFE EMERGENCY EXIT AND FOLLOW THE INSTRUCTIONS GIVEN BY THE WARDENS.

DO NOT USE LIFTS.

THANK YOU."

(Repeat Annoucement)

5.4 NO EVACUATION REQUIRED

"LADIES AND GENTLEMEN, YOUR ATTENTION PLEASE.

THE SITUATION IS NOW UNDER CONTROL.

WE APOLOGISE FOR ANY INCONVENIENCE CAUSED.

THANK YOU."

(Repeat Annoucement)

5.5 FLOORS IN ALERT MODE WHILE OTHER FLOORS ARE EVACUATING

"LADIES AND GENTLEMEN, YOUR ATTENTION PLEASE.

THERE IS AN EMERGENCY SITUATION WITHIN THE BUILDING.

THE EMERGENCY CONTROL ORGANISATION IS DEALING WITH THE SITUATION.

ALL OCCUPANTS PLEASE REMAIN CALM AND STANDBY FOR FURTHER INSTRUCTIONS.

THANK YOU."

(Repeat Annoucement)

5.6 PA COLOUR CODES

The following colour codes may be used for Public Address or radio announcements for specific emergencies:

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

For **ALL CLEAR** the relevant colour code shall be stated followed by all clear.

6.0 Test Procedures - EWIS

This is an example of the test procedure for a Facility with an Emergency Warning and Intercommunication System (EWIS).
This test procedure is designed for the Chief Warden and Wardens to become familiar with the operation of the buildings Emergency Warning and Intercommunication System (EWIS). This test does not replace the routine test carried out by qualified technicians in accordance with Australian Standard 1851.

The Chief Warden takes manual control of the EWIS and makes the following PA annoucement:
"Attention, attention. This is a test of the building Emergency Warning System. The first alarm you will hear is the Alert Alarm."

(Repeat Message)

The Chief Warden switches on the Alert Alarm.

(BEEP-BEEP-BEEP)

The Chief Warden makes the following PA annoucement:
"Attention, attention. The next alarm you will hear is the Evacuation Alarm."

(Repeat Message)

The Chief Warden switches on the Evacuation Alarm.

(WHOOP-WHOOP-WHOOP)

The Chief Warden makes the following PA annoucement:
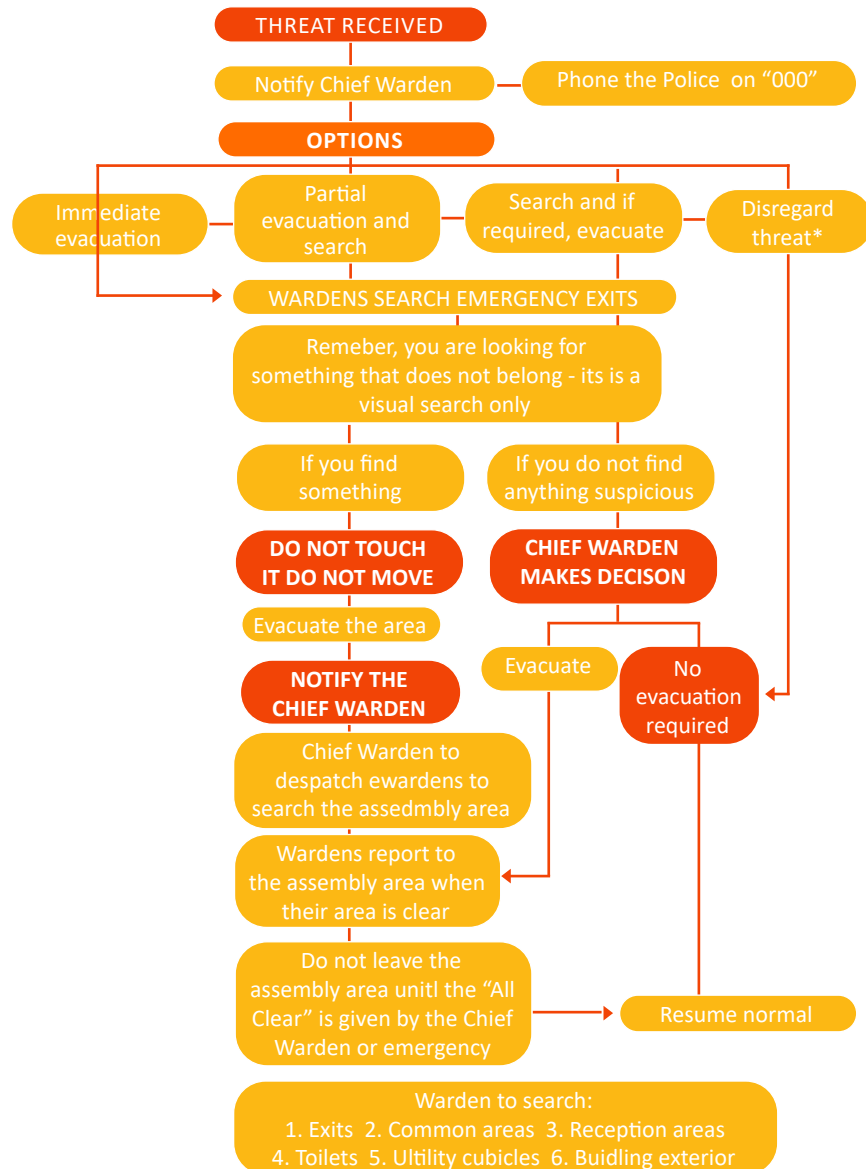**"Attention, attention. Test complete, Thank you."**
(Repeat Message)

Note:*
1. *Wardens should respond to their Warden Intercommunication Phones (WIP) and await contact from Chief Warden.*
2. *Alarm tone, Public Address (PA) or Warden Interoom Phone faults should be reported to the Facility Manager.*
3. *All alarm tests should be recorded.*

* If Warden Intercommunication Phone (WIP) are installed.

7.0 Bomb or Substance Threat Immediate Evacuation Flow Chart

Further information for staged evacuation for Bomb or Substance Threats can be found in the facility Emergency Management Manual. The following is a guide for immediate evacuation in the event a suspect device/package is found or there is little time for conducting searches.

THREAT RECEIVED

Notify Chief Warden → Phone the Police on "000"

OPTIONS

Immediate evacuation

Partial evacuation and search

Search and if required, evacuate

Disregard threat*

WARDENS SEARCH EMERGENCY EXITS

Remeber, you are looking for something that does not belong - its is a visual search only

If you find something

If you do not find anything suspicious

DO NOT TOUCH IT DO NOT MOVE

CHIEF WARDEN MAKES DECISON

Evacuate the area

NOTIFY THE CHIEF WARDEN

Evacuate

No evacuation required

Chief Warden to despatch ewardens to search the assedmbly area

Wardens report to the assembly area when their area is clear

Do not leave the assembly area unitl the "All Clear" is given by the Chief Warden or emergency

Resume normal

Warden to search:
1. Exits 2. Common areas 3. Reception areas
4. Toilets 5. Ultility cubicles 6. Buidling exterior

*Decisions made by the Chief Warden

8.0 Conclusion

As Chief Warden, you have some input into ensuring that your Emergency Control Organisation (ECO) is properly equipped and able to carry out their duties in an emergency. There are a number of areas where First 5 Minutes is able to assist you in providing a safe working environment for your Wardens and building occupants.

»   Are all of your Wardens equipped with caps or helmets to make them easily identifiable in an emergency?
»   Is your property equipped with Evacuation Diagram signage to assists occupants in knowing what the basic procedures are and where the evacuation assembly area is located?
»   Is your Emergency Management Manual up-to-date with the current Australian Standard and is the evacuation assembly area still current and appropriate?
»   Have you had an unwanted alarm or incident that required the evacuation of your building? Please advise Property Management or First 5 Minutes so a complimentary on-site "post incident de-briefing" can be scheduled so that your Warden team can treat this incident as a learning exercise rather than a nuisance.
»   Does your Warden Team require additional training in the use of fire extinguishers?Contact Property Management or First 5 Minutes, we can assist with this.
»   Do general occupants/staff require training in basic emergency response? First 5 Minutes has an on-line training program for staff/occupants. When occupants know what to do, the Warden team's job is often much easier!

As Chief Warden, and a member of your facility Emergency Planning Committee, please be on the look-out for any areas that require improvement and don't hesitate to contact First 5 Minutes for assistance. Separately First 5 Minutes can provide a secure user name and password to login to the web based ECO database (Webconnect) for you to check your Warden Register and various training reports.

Emergency Response procedures, training and compliance made easy.

This handbook is a general guide for Chief Wardens associated with First 5 Minutes' training activities. The handbook will only be provided to Chief Wardens. The Chief Warden Handbook was initially produced in June 1999 and last reviewed in March 2018. Chief Wardens should refer to the facility's Emergency Management Manual for more detailed procedure. This handbook is copyrighted to First 5 Minutes Pty Ltd and all rights are reserved.