



COMMUNITY BASED SERVICES EMERGENCY PROCEDURES DIAL - 111

- Normal Routine will be disrupted for the duration of the emergency.
- Stay on duty until ALL CLEAR or otherwise instructed.
- Restrict Telephone use to essential communications only.
- An Incident Form must be completed following all events.

FIRE

If you discover or suspect fire

Remove anyone in immediate danger.

Activate:

- Fire Alarm (red box).
- **DIAL - 111**, state "FIRE", exactly where fire is, what is burning and your name.
- Alert other staff

Contain by closing doors and windows between you and the fire.

- Turn off non essential oxygen and electrical equipment

Extinguish the fire if SAFE to do so.

Evacuate away from the fire
Follow your Fire Evacuation Scheme

FIRE

FIRE ALARM SOUNDING

All Staff

- Close doors and windows in your immediate area.
- Assist clients/visitors and disabled persons to evacuate.
- Evacuate building immediately via the nearest safe exit. Use stairwells.

Do not use Lifts

- Go outside to the Assembly point and remain there until otherwise instructed.

Your Assembly Point is

- Do not return to the building until the ALL CLEAR is announced by Fire Services or officially identified personnel.

The Fire Warden / Senior Staff Member will

- Put on Warden vest.
- Take charge of the situation. Ensure above instructions are carried out.
- Allocate staff as required to attend to anyone with a disability or needing assistance.
- Liaise with Fire Service.

FIRE ALARM SOUNDING

FIRST AID

Stay calm, stop and think, call for help.

- **Safety;**

- Assess the scene. Are you safe.
- Assess the person. Unconscious? Breathing? Obvious injury?
- Do not move the person unless for their immediate **safety**.
- Call for help and dial - 111 for Ambulance.

- **Give immediate first aid:**

- **AIRWAY** - Open and clear.
- **BREATHING** - If not breathing give two breaths.
- **CIRCULATION** - If no pulse begin CPR.
- **BLEEDING** - Apply direct pressure and elevate limb.
- **BURNS** - Pour cold fluid over burn for at least 10 minutes.
- **UNCONSCIOUS** - Place in recovery position on their side.

FIRST AID

AGGRESSION

If confronted, remain calm.

- Speak and move in a non-threatening manner.
- Withdraw from aggression. Maintain own safety.
- Alert other staff, summon help.
- **DIAL - 111**, ask for Police, give exact location, description of incident and your name.
- Activate your Emergency Plan.
- Notify your Manager as soon as practical.

Clear everyone from immediate danger.

SUSPICIOUS ACTIVITY

- If noticed, alert other staff and observe situation. Maintain own safety.
- If obvious criminal activity occurs **DIAL - 111**, ask for Police.
- Give exact location and details of event.
- Notify your Manager as soon as practical.

HOLD UP

- If confronted, obey instructions. No heroics. Safety comes first. Remain calm.
- Discreetly observe:
 - Physical details and clothing.
 - Any distinguishing characteristics.
 - Anything touched or taken - any weapons.
 - Exit route, vehicle.
- **DIAL - 111** when safe to do so. Ask for Police.
- Give exact location and details of event.
- Notify your Manager as soon as practical.
- Instruct witnesses to remain calm.
- Restrict entry to area.
- Do not touch anything at the scene.

SECURITY INCIDENTS

CIVIL DEFENCE

• Tauranga	07 571 8008
• Rotorua	07 348 4199
• Whakatane	07 307 9800
• Opotiki	07 315 6168
• Kawerau	07 323 4123
• Taupo / Turangi	07 377 9899 / 025 930 557
• Murupara	07 266 5896 After Hours 07 307 9800

ELECTRIC POWER FAULTS

TrustPower	0800 87 87 87
BOP Electricity Area	0800 73 26 73
Meridian Energy	0800 46 37 43
King Country Energy (Turangi)	07 386 7602

GAS LEAKS

Natural Gas Corporation	0800 80 23 32
-------------------------	---------------

PUBLIC HEALTH

Public Health	0800 22 15 55
---------------	---------------

POISONS

National Poisons Centre, Dunedin	
Urgent Information	03 474 7000
General Information	03 479 1200

IMPORTANT CONTACT NUMBERS

BOMB THREAT

Keep calm - Treat as genuine.

- Record exact wording of threat.
- Keep the person talking, ask and record answers to:
 - * *When will the bomb explode?*
 - * *Where did you put the bomb?*
 - * *What does it look like?*
 - * *What kind of bomb is it?*
 - * *What will make it explode?*
 - * *Why did you place the bomb?*
- Notify your supervisor or senior person present.

SUSPICIOUS OBJECTS

If found, do not touch.

- Remove anyone in immediate danger.
- Notify your supervisor or senior person present.
- Isolate the area and prevent access.
- Do **NOT** activate Fire Alarm (red box).

THE SUPERVISOR AND/OR SENIOR STAFF MEMBER PRESENT WILL

- **DIAL - 111 Ask for Police**
- Give exact location and details of event
- Order to vacate as for Fire Alarm Sounding, but
- **Do not operate the Fire Alarm, unless Police advise URGENT Building Evacuation**
- Leave doors and windows open as you go
- Assist Police activities
- Ensure person who took the call or located the suspicious object is available for Police interview.

BOMB THREAT / SUSPICIOUS OBJECT

CARDIAC OR RESPIRATORY ARREST

- Call for Help
- **DIAL** - 111 Ask for Ambulance
- STATE
 - Cardiac or Respiratory Arrest
 - Your exact location
- Send someone to meet the Ambulance Team
- Follow recommended CPR procedures

DETERIORATING PHYSICAL CONDITION

Where you are concerned at your patient's status:

- Telephone the patient's GP to discuss changing physical status
- If condition appears life threatening **DIAL** - 111 Ask for Ambulance

STATE

- What the problem appears to be
- Your exact location

PSYCHIATRIC EMERGENCY

Immediate crisis of Serious Danger to Self or Others

- Alert nearby people.
- Ensure own safety, others safety.
- Consult with Psychiatric Acute team

Tauranga	07 577 6452
Whakatane	07 307 8780
Rotorua	07 349 7997
Taupo	07 378 0342
- Notify senior person.
- If appropriate call the Police - 111

MEDICAL EMERGENCY

EARTHQUAKE

During the earthquake

If inside: Stay inside

- * Instruct others to do the same.
- * Do not use lifts. Avoid Stairs.

Take cover

- * Stand in a doorway get under a bench.
- * Move away from windows and anything that could fall on you.

If outside: Stay Outside

- * Instruct others to do the same.

Keep Clear

- * Of buildings, trees, power lines and anything that could fall on you.

Remove anyone from immediate danger if safe to do so.

When the shaking stops

- * Assess your area for safety.
- * Check for signs of fire, hazardous material spill, live electric wires, other hazards, major structural damage.
- * Expect after-shocks - more things may fall.
- * Report to the person in charge of your section. If unable to return, report to the section closest to you.
- * Ensure your safety, then others safety.
- * Do not evacuate unless area is immediately threatened or instructed to do so.

VOLCANIC ERUPTION

If inside: Stay Inside

- * Instruct others to do the same.
- * Remove anyone in immediate danger to a place of safety.
- * Protect yourself and others from inhaling volcanic dust and gaseous fallout.
- * Report to the person in charge of your section. If unable to return, report to section closest to you
- * Be aware - use car with caution - air filter may block and water supply may be contaminated.
- * People with respiratory problems, e.g. asthma, may need urgent medical attention .

If outside: Go Inside

STORM / GALE FORCE WINDS

Before

- * Tape windows with tape to prevent flying glass
- * Clear loose objects from around buildings
- * Close all curtains and blinds.
- * Move people and equipment away from exposed rooms and windows.

During

- * Stay indoors
- * Shelter in strongest part of building
- * If roof begins to lift - open windows slightly on sheltered side of building.

FLOOD

Before

- * Keep valuables, documents and equipment above possible flood level.

During

- * Remove anyone in danger to a place of safety.
- * Move any chemicals to a safe place to avoid spillage or contamination.
- * Switch off any electrical equipment affected by flooding.

NATURAL DISASTER

DOG ATTACKS

Treat with caution a dog showing these signs:

- Barking.
- Snarling & growling.
- Tightly closed mouth.
- Staring directly at you or avoiding eye contact.
- Ears either erect or back.
- Raised hair on its neck and back.
- Tail either raised and wagging slowly or tail between legs.
- Standing its ground.
- Scratching the ground.
- Constantly moving or appearing very stressed.
- Hiding or crouching.
- Peeing uncontrollably.

Reduce the likelihood of a dog attack by:

- Not entering property or getting out of car if the situation does not appear to be safe.
- Always allow the dog room to escape.
- Staying calm, don't run.
- Not screaming or yelling at the dog.
- No sudden movements.
- Not staring directly at the dog (but do keep sight of the dog).
- Acting confident.
- Not pushing friendship on a dog e.g. patting.
- Not approaching a bitch with puppies.
- Not approaching a dog that is eating or sleeping.

What to do if you have been attacked:

- Alert dog owner to call dog off.
- Seek medical assistance for dog bite.
- Call the dog ranger.

CAR ACCIDENTS

Come Across an Accident

- Are you safe? (Your safety is paramount)
- Assess the situation
- Call for help (use mobile phone if available *555)
- Delegate others
 - Flag down traffic
 - Go for help
 - Others to assist crash site
- Use gloves if available

Accident Victims

- Do not do anything beyond capabilities.
- Assess everyone for back injuries prior to moving.
- Are they breathing.
 - in recovery position if possible
- Apply pressure to bleeding areas.
- Apply first aid as appropriate.

If Involved in an Accident

- Maintain safety from further injury.
- Call for help.
- Do not admit liability

CAR ACCIDENTS

HOME VISITS

A quick check of hazards as entering a clients home

- Slippery stairs at main entrance.
- Sharps objects lying around.
- Worn carpets/slippy floors.
- Dogs (see dog attacks)
-

Check the following before using:

- Excessively hot water.
- Faulty electrical equipment.

HOME VISITS