

# Care Facilities Emergency

## Planning Guide

A workbook for emergency planning at  
early childhood centres, schools and rest homes.



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**Bibliographic reference**

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## The bit at the beginning

Feedback from industry to the Taranaki Emergency Management Office suggests that the development of a comprehensive emergency planning guide would be of benefit. Whether you are in an early childhood centre, school, rest home or prison (as some of your charges not doubt think they are), this planning guide should help you through the minefield of legal and contractual requirements for emergency planning.

Developing an emergency plan based on the tasks described in this Guide will ensure that you meet the typical requirements of funding and auditing agencies. This is not to say that additional requirements may not be required for a particular case.

Effective planning will make you and the organisation more resilient to the effects of an emergency.



### Legal stuff

In addition to the statutory responsibilities summarised below, contractual obligations will also dictate the level of emergency planning that must be accounted for.

### Civil Defence Act 1983

The Civil Defence Act 1983 requires:

- Government departments (named in Part 1 of the First Schedule of the Ombudsmen Act 1975), and
- Organisations (including any Board of Trustees constituted under Part IX of the Education Act 1989, the governing body of any institution within the meaning of section 159 of the Education Act 1989), among others.

to:

- Maintain plans for the continuation to the fullest possible extent of its essential functions during and following a state of civil defence emergency (s. 43)
- Undertake any civil defence measures or perform any functions or duties that it is required to perform (s.44)
- Rescue and provide first aid and relief to people on their premises – and provide the training and equipment for this (s. 45).

The Ministry of Civil Defence and Emergency Management administers the Act.

## **Health and Safety in Employment Act 1992**

The Health and Safety in Employment Act's principal object is to prevent harm to employees at work. Employers and others are also expected to ensure that their actions at work do not result in harm to other people, including members of the public. Section 5 of the Act sets out the principal object, it also lists three means contained in the Act to achieve it:

- The Act promotes excellence in health and safety management;
- It requires people in places of work to perform specific duties to ensure that people are not harmed as a result of work activities; and
- It provides for the making of regulations and approved codes of practice relating to specific hazards.

The Act is wide ranging and to summarise it here would be inappropriate. Occupational Safety and Health have many documents available for those wishing to research the detail of the Health and Safety in Employment Act.

Occupational Safety and Health administer the Act and regulations.

## **Education Act 1989**

The Education Act 1989 gives rise to the Education (Early Childhood Centres) Regulations 1999 and the Education (Home-based Care) Order 1992, among others.

The Education (Early Childhood Centres) Regulations 1999 require that:

- The licensee of a licensed centre shall ensure that there exists for that centre an operative evacuation scheme for public safety which meets the requirements of section 21A of the Fire Service Act 1975 and Part II of the Fire Safety and Evacuation of Buildings Regulations 1992
- Provision is made for protection against earthquake damage, and for dealing with the consequences of an earthquake
- Equipment and materials are stored safely
- A plan for the evacuation and care of the children in emergencies is prominently displayed
- The local civil defence organisation is notified of the centre's location
- All staff are trained in fire and earthquake drills, and in other emergency procedures, and that regular evacuation drills are carried out, and
- Hazards to the safety of children are corrected, repaired, removed or made inaccessible.

The Education (Home-based Care) Order 1992 requires that:

- There are safeguards against earthquakes damage and the consequences of an earthquake
- There is a written plan for the evacuation and care of children in emergencies, and
- Hazards must be corrected.

The Act and regulations are administered by the Ministry of Education and audited by the Education Review Office.

## Fire Safety and Evacuation of Buildings Regulations 1992

Pursuant to the Fire Service Act 1975, the Fire Safety and Evacuation of Buildings Regulations 1992 requires (among others):

- Centres which provide specialist child care facilities and services
- Hospitals, whether public or private, and other institutions of care
- Educational institutions, including public and private primary, intermediate, and secondary schools, universities, polytechnics, and other tertiary institutions
- Apartment buildings and groups of 3 or more pensioner flats (whether or not in apartment buildings)
- Commercial buildings and premises for business and professional purposes
- Other buildings, premises, or facilities to which the public are to be admitted, whether on payment or otherwise:

to prepare an evacuation scheme. The draft scheme shall:

- (1) Include provision for—
  - (a) The matters set out in section 21A(8) of the Act; and
  - (b) The matters set out in subclause (2) of this regulation.
  
- (2) Include provision for—
  - (a) Procedures for safe, expeditious, and efficient evacuation in the event of fire; and
  - (b) The appointment and training of a building warden and floor wardens to supervise such evacuation; and
  - (c) The management of escape routes; and
  - (d) The avoidance of panic, including, where appropriate, measures which conform to the relevant sections of NZ Standard 9232:  
`Precautions Against Fire and Panic in Cinemas, Theatres and Places of Assembly"; and
  - (e) The identification of wardens during an evacuation; and
  - (f) The display of notices in the building explaining the procedures and routes to be followed in an evacuation; and
  - (g) The holding of trial evacuations—
    - (i) For buildings other than educational institutions, not more than 6 months after any previous emergency or trial evacuation; or
    - (ii) For educational institutions, every term, except any term in which an emergency evacuation has taken place—  
unless otherwise approved; and
  - (h) Predetermined assembly points and evacuation points; and
  - (i) The evacuation of people with disabilities, including an assistance register, which shall—
    - (i) Be continuously updated by the owner; and
    - (ii) Be accessible to the building warden and the Fire Service; and
    - (iii) Be kept in the building in a predetermined location; and
    - (iv) Identify the likely locations in the building of persons with disabilities who are regular users of the building (whether as a place of work, study,

- recreation, residence, or otherwise) and the form of assistance required in each case; and
- (v) Identify persons assigned to assist, in the event of an evacuation,—
    - (A) The persons whose likely locations in the building are known and whose locations are on the assistance register; and
    - (B) Any persons with disabilities whose locations are not on the assistance register because they are visitors to the budding at the time of the evacuation or otherwise; and
  - (j) Where approval is sought for a scheme under regulation 16 of these regulations, the proposed evacuation points and the time to be taken to evacuate to, between, and from those points to a predetermined assembly point or assembly points; and
  - (k) Where applicable, and subject to regulation 22 of these regulations, the training of staff of institutions of care; and
  - (l) Where applicable, and subject to regulation 23 of these regulations, special provision for evacuation of persons in lawful detention.

The New Zealand Fire Service administers the Act and regulations.

# Getting started... the steps in table form

Here is a checklist for anyone contemplating writing an emergency plan and procedures. Copy this and put it up for all to see. Fill it in and date the completion of each task. Some of the steps can happen simultaneously.



## Where are we at?

Task	Responsibility	Due by	Done	Page
Appoint a planning team (between 2-5 people). Name them here...				10
Appoint a person to be in charge of the project. Name them here...				10
Appoint a person as lead writer. Name them here...				10
Decide what the core functions are.				11
Quickly review the emergency material you have available right now.				11



## What can we do about the hazards?

Task	Responsibility	Due by	Done	Page
Review the OSH hazard management worksheet				This area should be covered by your hazard management programme.
Review information for employees principals and contractors.				
Review information on training of employees				
Review accident recording, reporting and investigation. Also review serious harm				
Review the information on emergency procedures				
Complete the hazard identification and controls worksheet.				



## 3 Collecting the data for your plan

Task	Responsibility	Due by	Done	Page
Collect the necessary information about each of your charges and staff.				13
Gather together important contact details of staff, contractors, emergency assistance etc.				14
Draw up site plans for floor layout, utilities and emergency procedures.				14
Prepare a register of all the safety equipment.				15
Prepare a register of people with disabilities who require assistance in an emergency				16



## 4 Deciding what to do when things get serious

Task	Responsibility	Due by	Done	Page
As a team, considering all the things that can go wrong, decide on evacuation routes and assembly areas.				17
Determine the sort of management structure you will use for emergencies – wardens' etc.				18
Appoint staff to be responsible for emergency response.				18
Determine how people will know when an emergency has happened – sirens, alarms, flashing lights, PA message etc.				19
Decide on actions to be taken for specific emergency scenarios.				20



## 5 Writing down what we have decided

Task	Responsibility	Due by	Done	Page
Determine a structure for your plan				25
Fill in the detail of the plan				26
Complete any written or drawn material that needs to be displayed in public.				26
Planning team reviews the draft				



## Putting stuff in place

Task	Responsibility	Due by	Done	Page
Display your evacuation information				28
Erect signs for exits, evacuation routes assembly areas, call points, safety equipment and first aid				28
Install emergency warning systems				28



## Getting the big tick

Task	Responsibility	Due by	Done	Page
Get the emergency plan and procedures approved by those who are accountable (owner, management, board etc)				29
Get the Fire Service to approve the evacuation scheme				29
Advise the Emergency Management Office of your location				29
Advise parents, staff, charges and neighbours of the plan				29



## Training and review

Task	Responsibility	Due by	Done	Page
Develop a training programme for staff with responsibilities				30
Conduct an exercise based on the plan				30
Review the plan every 12 months (soon after the exercise)				30
Hazard management reviews				31



## Where are we at?

### Appointing a planning team

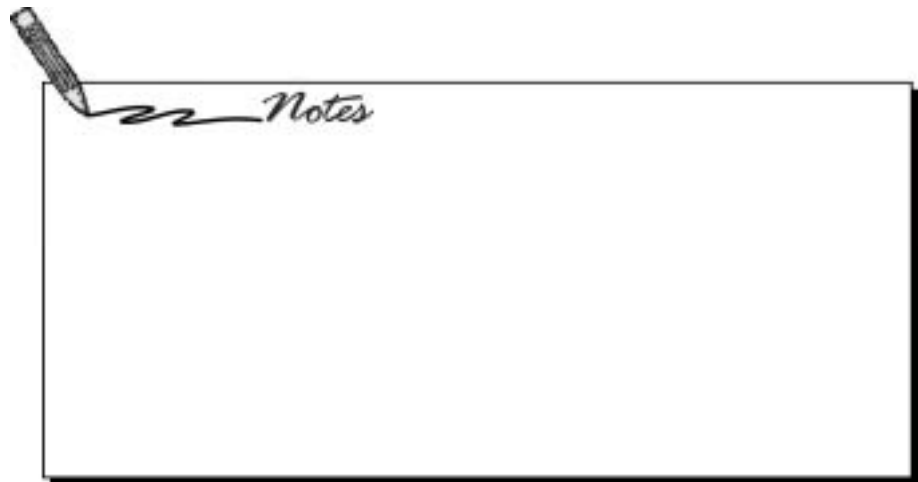
First things first! Depending on the size of the organisation, the number of people on the planning team will vary. It is best to have at least two people but in many cases up to five can be expected. If you get more than five, it can become a bit unwieldy and the process gets easily out of focus.

The planning team should comprise a mix of levels of management and areas of responsibility. This way you get the best spread of input to the plan.

One suggestion is to call for volunteers to join the planning team. Be sure that you can give people an indication of the possible time commitment and that they have their managers approval. If at all possible, it is better to get people that want to do the job than second people to the task.

### Appointing a project co-ordinator

Ideally this will be a person who is accountable under legislation. At the very least it will be a manager who can cut across any red tape and get the job done. Some aspects of the planning process can take a bit of working through. This person will be responsible for establishing the benchmarks and keeping the project on track.



### Appointing a lead writer

It is important to appoint one person to lead the writing. That is not to say that everyone can't have his or her say on the wording, but one person needs to drive it. It helps if this person is used to writing documents but in a lot of cases they just won't exist in the organisation.

Consider roping someone in to do the job. You may have a parent or family member that is good at this kind of thing. If this is the case, the planning team will gather most of the material together and the writer will compile it into a user-friendly format.

Take a look at page 25 in the Guide. It describes formats for emergency plan and procedures.

## **Deciding what the core functions are**

Most organisations do a lot more than just their core business. We do it to make life easier and more comfortable. During an emergency though we must concentrate on keeping the core functions of the organisation running. If we don't succeed at this we run the risk of the business not surviving the emergency or taking too long to recover and the reputation suffering as a result.

Decide now what your core functions are. Take a look at any legal or contractual obligations. You may have outlined aspects of your core business in your charter.

## **Reviewing existing material**

Gather together all the emergency plans, procedures, planning guides, evacuation information and other little tidbits you have gathered over the years. Spread them out on the table in front of the planning team and have a good flick through it all.

Now get a bit rash... decide what will be useful to you in working through the rest of the planning process. Set the good information aside. Put the rest of it in a box and tape it up – write on it “old emergency planning stuff”. As far as the good stuff goes, go through it with some post-it notes flagging the bits that may be useful. Write a one or two word description on the note.



## What can we do about those hazards?

Ideally, we would cover the steps associated with a hazard management programme in this section. It is however an entire course on its own! Advice needs to be sought by your organisation on a systematic hazard mitigation and management programme. This should be a cornerstone in establishing your organisation as a safe place.

A number of Taranaki businesses are able to assist you in hazard management programmes.

What you should have as a result of a systematic hazard management programme are:

- A list of the hazards in your area
- Evidence of elimination, isolation or mitigation of the hazards
- A plan of action to address identified hazards
- An understanding of the Health and Safety requirements.

The steps described in the overview at section 2 of this Guide can be downloaded from the Taranaki Regional Council web site and the OSH web site. They form the basis of the OSH document 'Learn the basic steps to make your workplace safer'.

<http://www.trc.govt.nz>

<http://www.osh.dol.govt.nz/order/catalogue/167.html>



## Collecting the data for your plan

About now is a good idea to start thinking about how you will prepare your plan. We are not actually going to write anything yet but gathering the information in a form that will be useful later makes sense. Attempting to do this without a computer is silly. If you don't have a computer, find someone who does have one – it is essential. Think about the software that you will use to gather and record information. Make sure that your end result is not going to be hampered by incompatible software.

### Collecting detailed information about people

Collecting information about people can be a significant undertaking. Provided the systems are in place to record and update as necessary though, it doesn't need to be a headache. Firstly decide what information you need to collect. Section 6 of the Privacy Act 1993 states that:

*Personal information shall not be collected by any agency unless—*

- (a) The information is collected for a lawful purpose connected with a function or activity of the agency; and*
- (b) The collection of the information is necessary for that purpose.*

It is not our intention to fully describe what sort of information you should collect about people. However, from an emergency management perspective there are some things you should know. These may include:

- Full name (and any AKA's)
- Normal residential address (if they do not reside at your organisation)
- Next of kin name and contact details including work and home phone numbers and addresses
- List of people authorised to collect the person from your facility
- Any medical conditions, medications
- Age/date of birth
- Physical description – height, eyes, hair, skin tone, identifying marks, scars, tattoos etc.
- Ethnicity

A recent photo would also be useful. Pictures stored on computer are easily transmitted to emergency services or printed if you need them for a missing person search.

Custody and non-molestation orders held against a parent or caregiver should be attached to the personal file of the person they concern. These should be able to be produced for Police if necessary.

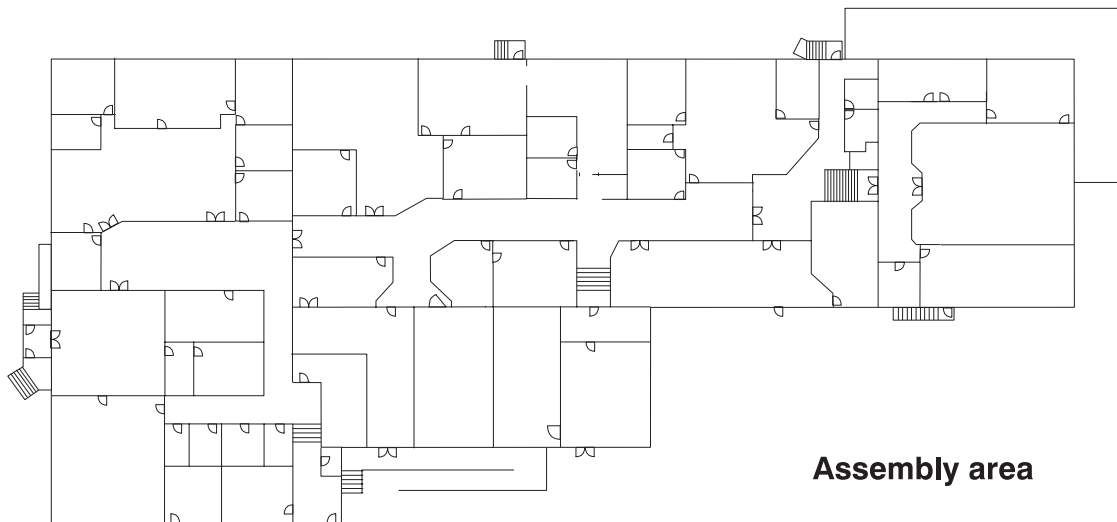
If collecting this sort of information, you need to be sure that you can get it out of your system in a form that will be useful during an emergency. Imagine that one of your charges went missing. How easily could you give Police a description of the person they were looking for?

## Collecting contact information

Contact information is much easier than personal details. Really all you are after here is a table of people and organisations you use on a regular basis, or might need to use in an emergency. People such as:

- Manager/owner
- Health people, public health officer, doctor, coroner etc
- Trades people, builder, plumber, electrician, glassier etc
- Insurance company
- Emergency services (for non-emergency calls), fire, police, ambulance
- Security firm
- Neighbours who have offered to help in an emergency

Gather together their name, company, and 24 hour contact details.



## Site plans

Where ever possible, site plans should be drawn professionally. There is nothing worse than spending valuable time trying to figure out what the plan is trying to show you. In fact, depending on the size of your facility, several plans may be required. The above floor plan shows the basics, this will be the base plan for other information that needs to be shown. Consider the following pointers:

- The plan should be clear and legible at A4 size – we want to include it in your emergency plan.
- The plan should photocopy – won't lose any relevance when in black and white
- The plan should only show basic information e.g., a floor plan showing the location of alarm call points, smoke alarms and extinguishers will not be the same one that shows underground sewerage lines and water mains and other utilities.

- Plans that are going to be displayed in public need to be very clear and simple. Typically these plans will show you emergency exits, evacuation routes and assembly areas. Don't forget to show 'you are here'. These specific one-off floor plans can be in colour to assist the reader.
- As well as floor plans, consider the advantages of site plans showing the relationship of all buildings, location of streets, which way is north, outside assembly areas etc.
- Use clear labeling for buildings and rooms. Also mark off hazardous areas to be avoided.

Let's look at a bit of detail. You can have various site/floor plans that cover:

- |   |   |
|---|---|
| • Buildings and physical features                                     | • Building fire breaks  |
| • Water mains (indicating those which supply fire fighting equipment) | • Fire and smoke stop doors                                       |
| • Gas mains   | • Exit ways   |
| • Sewer pipes   | • Egress escape routes – primary and secondary                    |
| • Overhead and underground power lines                                | • Egress/access ramps   |
| • Telephone lines   | • Lifts   |
| • Shut-off valves for water services                                  | • Boiler room   |
| • Shut-off valves for gas   | • Chemical and dangerous goods stores                             |
| • Main switches for electricity                                       | • Location and description of hazardous items such as gas bottles |
| • Main switches/valves for heating system                             | • Laboratories  |
| • Outside water taps and hoses  | • Workshops   |
| • Static water supplies, e.g., water tanks and swimming pools         | • Open areas  |
| • Fire alarms and manual call points                                  | • Vehicle parking   |
| • Security alarms and controls  | • Access ways for emergency services and vehicles                 |
| • Smoke alarms  | • Assembly areas  |
| • Emergency lighting units  | • Keys  |
| • Outside lighting  | • Telephones  |
| • Fire hose reels   | • First aid equipment   |
| • Fire extinguishers  | • Emergency kit – torches, radio etc                              |
| • Fire hydrants   | • Rescue equipment  |
| • Fire brigade inlets and sprinkler valve                             | • Likely location of people with disabilities                     |
| • Fire alarm indicator panel  | • Nearest emergency shelter                                       |

## Developing a register of safety equipment

Before you get too far with this consider how you want to use this information. We suggest that you will want to use this register as an asset management tool as well as being a part of your emergency plan. Can you integrate it into other software you are using for asset management? Do you

want to include a list of emergency resources in your emergency plan? If you do, can you easily extract the emergency equipment from the list of assets for inclusion in a text document?

You also need to consider how easily you want to be able to update the list and the plan. If you enter the data into two or three different places, chances are that during updates, something will be overlooked.

Many organisations will have independent companies contracted to test fire alarms, smoke alarms, fire extinguishers, hose reels etc. Can you integrate their system into your emergency plan? Do you have other emergency equipment that is not checked by contractors?

A simple table could be used if no other system is in place. You could enter the data into your emergency plan and then copy the page to put on the wall. As inspections are undertaken, update the plan (you can sort the table by the next inspection date) and then re-print it.

Keep an updated copy of the list in your plan. It would probably help if an automatic date were included on the page somewhere so that you can verify when it was last printed and the computer file name (so you know where to look to update it).

*Sample equipment register*

Equipment	Location	Last inspected	Next inspection	Completed by
Extinguisher	Hall foyer	12 May 02	12 July 02	Chubb
Fire call point	Staff room	24 May 02	24 July 02	Fred

## Developing an assistance register

A register of people who may require assistance in an emergency and who are 'regular users of the building' should be prepared and updated regularly. The register should be kept in a pre-determined place and should also identify who is responsible for assisting people with disabilities. Again, a table in your plan may be sufficient to meet this need. A copy of the register must accompany your application for an evacuation scheme under the Fire Safety and Evacuation of Buildings Regulations 1992.

*Sample assistance register*

Name	Normal location	Secondary location(s)	Who will assist in an emergency	Comment
Adam Adeve	Reception	Administration wing	Admin floor warden	Manual wheelchair
Nora Betty	Room 27	North wing common room	'A' block floor warden	Electric wheelchair



## Deciding what to do when things get serious

### Escape routes and assembly areas

Escape routes should be clearly marked and lead to the nearest safe exit (or in building assembly area). All exit doors, including smoke stop doors, doors on escape routes and doors between adjoining rooms, must open from the inside in the direction of outward travel without the use of keys. All exits that could be used as an escape route should be regularly checked to ensure that they are kept clear.

Escape routes should be sufficiently wide to enable the evacuation of people, wheelchairs, and beds (if this is the intended evacuation requirement). Paths to an assembly area should be kept clear and clean. Obstacles such as shrubs, rubbish bins, garden seats etc should be kept clear of escape routes.

Consider the following when looking at escape routes and assembly areas:

- Lighting of the route when evacuating at night
- Number of potential users
- Disabilities of potential users
- Away from approaching emergency services
- Under shelter (be wary of the post earthquake risks)
- Away from overhead power lines and other potential dangers
- 20m away from single storey buildings (add an additional 20m for every additional storey)
- Up wind of the typical wind pattern for your area (to avoid smoke inhalation)

### Isolating utilities

One of the typical responses during an emergency is to isolate the utilities. By this we mean electricity, water and gas. It is important that a number of people in your organisation know how to do this. Include in your emergency plan very clear instructions on how to isolate the utilities and identify the locations on the site plan (the picture).



Electricity -  
emergency lighting is available at the fuse box  
emergency lighting is available in the rest of the facility  
spare fuses and fuse wire (if wire is used) are located in the fuse box  
fuses are clearly labeled  
mains switches are clearly labeled



Water -  
the water tap is easily identified  
the tap is checked to be clear of dirt and is easy to turn  
tools required to turn the tap are readily on hand  
water mains that are used for fire fighting are clearly labeled and are not turned off

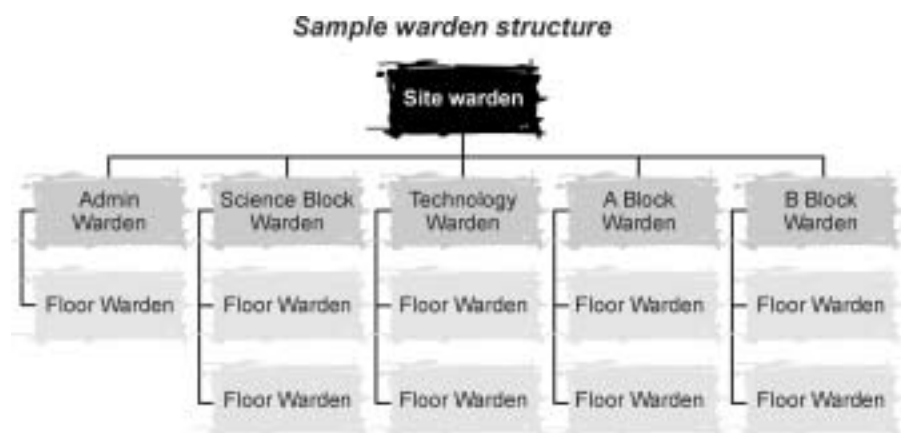


Gas -  
the gas main is easy to find and access  
tools required to turn the gas off are readily on hand  
when the gas is turned back on all pilot lights are re-lit

## Emergency management structure

Determine what kind of emergency management structure you will need. Typically, this will not cut across day-to-day levels of management but will clarify who is responsible for what, when it gets serious.

A 'warden' system sounds like something from a history lesson... but it works. The 'site warden' needs to be clearly identifiable to incoming emergency services. A hard hat or fluorescent jerkin can be used. The site warden will have other wardens reporting to them. Depending on the make up of your organisation, they could be divided by floors, buildings, areas of work, etc. It is best if the most senior person in each area is that warden with two alternatives named in the plan too. If the area is large, you should appoint 'floor wardens' to assist in making sure that all the emergency procedures are undertaken in a timely manner.



## Appointing staff to emergency roles

When implementing the warden system, there are a number of things that should happen:

- Senior people are appointed to positions
- Wardens duties are made available to each person
- Alternatives are appointed
- Training is undertaken
- Staff are advised who the wardens are

This kind of information can be displayed with the evacuation plan on the wall. It will also be documented in the emergency plan. A section of the plan will include appointments and training. Again this can be done as a table.

### Sample emergency roles and training record

Name	Role	Training	Date	Comment
Cath Z Jones	Admin floor warden	-	-	Responsible for Adam Andevs
		Trial evacuation	21 May 02	
Tom Cruise	'A' block warden	-	-	Needs to carry Noral
		CPR	3 March 02	Expires 3 March 04
		Lifting techniques	27 March 02	
		Trial evacuation	21 May 02	

Other fields may be added to the table depending on your specific needs. After each training session the table should be updated. After a period of time the table may need to be edited to ensure that only current information is retained in the plan. For example, Tom's CPR will expire after a few years. When he does a refresher you can just update the dates. If he doesn't do a refresher, it should be removed from the record.

Responsibilities of wardens can include:

- |                 |  |
|-----------------|--|
| Site Warden     | <ul style="list-style-type: none"> <li>• Collate reports from all Building Wardens to ensure that the facilities have been completely evacuated</li> <li>• Liaise with emergency services</li> <li>• Provide emergency services with numbers missing (if any) and their possible locations</li> <li>• Provide emergency services with any detail from the emergency plan (you should take it with you when you evacuate).</li> </ul> |
| Building Warden | <ul style="list-style-type: none"> <li>• Check all areas of the facility that you are responsible for</li> <li>• Report to the assembly area and collate reports from all Floor Wardens</li> <li>• Report to the Site Warden with reports of any missing people</li> </ul>   |
| Floor Warden    | <ul style="list-style-type: none"> <li>• Systematically evacuate all people from your area of responsibility</li> <li>• Physically check all store rooms, cupboards, toilets and places where people may hide</li> <li>• If it is safe to do so, close all doors and windows</li> <li>• Collect any tally boards/markers etc as you leave your area</li> <li>• Report to the Building Warden</li> </ul>                              |

## Emergency warning systems

Emergency warning systems include both automatic and manual alarms, public address systems or any other method of alerting people to the fact that there is an emergency. Decide on an appropriate alarm method for

your organisation. The alarm must be distinct from any other kind of bell or alarm in use. Schools can still use the typical school bell because of the tight schedule that the bell is operated on. Teachers should be aware that when the bell sounds off schedule that there is an emergency evacuation required. In some facilities a verbal communication between staff is more appropriate than an audible device – you must decide for your facility.

Points on audible alarms:

- Should be loud enough to be audible through closed doors and over TV's, stereos etc
- Should be loud enough to wake a sleeping person
- Should have several easily accessible activation points (including public areas)
- Should operate without mains power
- Should be checked and tested by a qualified person on a regular basis
- Manual fire alarms must meet the requirements of NZS 4561
- Automatic fire detectors must meet the requirements of NZS 4512

## Specific emergency actions

A flip chart may be made of the following actions. They represent your decisions on what action to take in the event of an emergency. Remember in all emergency situations, your personal safety comes first.



### Fire

In the event of a fire

**F**irst, sound the alarm

**I**nform the Fire Service – dial 111 (change this to suit your facility e.g. 1-111)

**R**emove people in immediate danger

**E**xtinguish the fire if it is safe to do so.

All occupants should be accounted for once everyone has been evacuated to the assembly area. The Site Warden should report to emergency services to advise on the success of the evacuation. If people are missing, the Site Warden should report this to the first responding fire officer. Leave lights on as you evacuate – it can get quite dark in a smoke filled room.



### Gas leak

- In the event of a gas leak **DO NOT SET OFF THE ALARM.**
- Advise the Fire Service immediately (using a telephone well away from the gas leak)
- Advise the Site Warden immediately
- Shut off the gas if you can do so safely

- Initiate an evacuation by word of mouth
- Do not use any electrical devices
- Leave all lights as they are
- Turn off any gas heaters



## Medical emergency

Call out for the assistance of a first aider

Remember the ABC's of first aid

**A**irways

**B**reathing

**C**irculation

Call for an ambulance if necessary

Have the person's personal record handy just in case ambulance officers ask about medication or allergies.



## Violence or abuse

Attempt to separate your charges from the person who is being aggressive – if you can do so safely.

If the offender is armed and is clearly a danger to others, follow their instructions without hesitation.

Contact the Police as soon as you can. Dial 111 and ask for Police.

Try and remember as much as you can about the offender:

- |                         |                                  |
|-------------------------|----------------------------------|
| • Height                | • Scars, tattoos, piercings etc  |
| • Ethnicity             | • Clothes – style, colour, brand |
| • Skin and eye colour   | • Jewellery                      |
| • Hair colour and style | • Accent                         |

Try and remember as much about the weapon as possible:

- |                       |                                       |
|-----------------------|---------------------------------------|
| • Size                | • Was it held in one hand or two?     |
| • Shape               | • Was the barrel/blade long or short? |
| • Colour              | • Was it fired?                       |
| • Firearm/knife/other | • Do you know the make of weapon?     |



## Missing person

If one of your charges goes missing, while contacting the Police:

- Make a thorough search of the premises, including every space into which a person could crawl
- Ask every person present (including staff, children, parents, and visitors) if they have seen the person. Have a recent photo to show people if possible.
- Contact the family of the missing person – just in case they collected them without your knowledge.

After contacting the Police:

- Keep someone by the phone to liaise with Police until they arrive
- The Police will search the premises again
- The Police may ask a staff member to accompany them on an area patrol to search for the person beyond the premises
- Information the Police are likely to require includes when and where the person was last seen, the person's emotional state, whether there was a custody dispute over the person.



## Earthquake

**All occupants should:**

- take shelter in a safe part of the building
- stay indoors until the shaking stops
- evacuate if instructed to do so, or it is unsafe to remain inside
- if outdoors move clear of buildings, large trees, high banks, power poles, overhead power lines and other potential hazards

**Wardens should:**

- If inside  
instruct everyone to take cover (by calling earthquake)  
reassure people  
evacuate the building as for fire if instructed to do so, or it is unsafe to remain inside
- If evacuating  
ensure everyone has a safe passage to the assembly area  
ensure that people have safe footwear and warm clothes (if necessary)  
ensure that all rooms have been evacuated  
turn off all appliance and services  
supervise the evacuation to the assembly area  
take the roll  
advise the Site Warden of any missing students, staff or known visitors.
- If outside  
instruct everyone to move clear of buildings, large trees, high banks, power poles, overhead power lines and other potential hazards.

### **The Site Warden should:**

- undertake the activities associated with fire evacuation
- listen to a local radio station for reports
- advise staff and students to be prepared for after shocks

Your building may be damaged but the priority goes to saving life. Be conscious of the number of emergency calls that will be made after an earthquake. Do you really need emergency assistance to rescue or aid people? In the meantime, keep people out of harms way.



## **Flood**

If flooding will become a threat to your safety, then be aware that you may need to evacuate. You can make this decision on your own. If emergency services think it is becoming too dangerous to stay, they will order the evacuation.

Stay together as a group if evacuating from your site. If the Taranaki Emergency Management Office is involved in the evacuation, then emergency welfare centres will be established to receive evacuees.



## **Bomb threat**

In the event of a bomb threat **DO NOT SET OFF THE ALARM.**

Bomb threat checklist – questions to ask:

1. When is the bomb going to explode?
2. Where did you put the bomb?
3. What does the bomb look like?
4. What will make the bomb explode?
5. Did you place the bomb?
6. Why did you place the bomb?
7. What is your name?
8. Where are you?
9. What is your address?

Contact the Police as soon as possible – dial 111.

Begin an evacuation by word of mouth. Advise people to take their personal bags etc with them. This will minimise the property that needs to be searched by Police or the bomb squad

As with all evacuations, take a roll call and account for everyone that was on the premises.

A bomb threat action card developed by the Police is available. A copy should be kept with your emergency information and next to each phone where incoming calls are answered.



## Chemical incident

Caution should be taken with all emergencies involving chemicals. A number of scenarios exist.

When a moderate size spill occurs at your premises:

- Secure the immediate area
- Evacuate if necessary
- Contact the Fire Service if necessary – dial 111
- Wear appropriate personal protective equipment
- Begin a clean up following the manufacturers recommendations.

Spills that occur off your premises may also require a response by you. Emergency services will advise you what action to take. There are two options:

**In-place protection** – is often used for toxic chemical spills. You should go into the centre of a building and close all the doors and windows. Also shut down air conditioning units etc. In-place protection allows you to shelter inside until a toxic cloud passes. Once the cloud has passed, and on the advice of the emergency services, people should leave their buildings and allow fresh air into the building.

**Evacuation** – is used during a spill of potentially explosive chemicals. Emergency services will advise you if you need to evacuate. Listen to a local radio station for information during an emergency. It is the easiest way for emergency services to pass on advice.



## Writing down what we have decided

So far, some good work has been done in figuring out how to minimise the effects of an emergency and what to do if it does happen. Now we need to document our decisions. We do this for a number reasons:

- To provide a reference for staff on the agreed emergency response
- To provide a basis for emergency training
- To provide a basis for checking emergency response equipment and systems
- To be accountable for our decisions and actions
- To provide evidence of emergency preparedness for audit purposes.

### Determining the structure of your plan

The structure of the plan is almost as important as the content. The plan should be indexed, cross referenced, outline numbered (heading numbers) and laid out in a logical manner. We recommend a solid, strong, easily recognisable ring binder to hold the plan. Keep the plan in a place that all staff are aware of.

If there is supporting material for the plan that is too large to include in the body of the plan, keep it next to the plan in a separate folder.

A suggested layout for your emergency plan is as follows:

1. **Emergency procedures** The stuff you decided on page 20 of this guide – right at the front so that this is the first thing you see when you open the plan.
2. **Register of people requiring assistance** Something along the lines of the table on page 16.
3. **Emergency contacts** Include the list of people you decided on page 14 (trades people etc). Personal information collected may be included here if there isn't too much. Otherwise, print out a hard copy of the information and have it next to the plan in a separate folder.

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4. **Table of contents** table of tables, table of figures etc.
5. **Introduction** Outline who the plan is for and what the plan is for. Acknowledge the planning team and the project co-ordinator. Outline any policies that have been developed that may affect an emergency response (such as student release policy).
6. **Hazard management** A description of the process and findings of the hazard analysis. This part of the plan should include the Action Plan for Hazard Management. The rest of the paper generated during the exercise supports the outcome but should not be included in the plan. Keep it handy in case the auditors want to see it.

7. **Emergency roles and responsibilities** Include a structure such as that on page 18. Also include job descriptions and a table of the names of people who have been appointed to the positions – and who their alternatives are. You may like to include the names of the people in the figure. The table on page 21 is a suggested method of recording the names of the people and the training they have received.
8. **Register of emergency equipment** Something along the lines of the table described on page 15.
9. **Site plans** Overall site plans followed by appropriate break downs of buildings, utilities, emergency equipment, evacuation routes etc. The plans should fit neatly into the folder.

## Completing the detail of the plan

Completing the detail is really the simple part of preparing a plan. You have done the hard work already. Work through the structure of the plan and pull together all the threads you have been building up to now. Make sure that it is laid out in logical order, is well cross-referenced, has a table of contents, and is easy to read. If you are using MSWord you can use the reading ease tool (tools-options-spelling and grammar-show readability statistics). Now when you click on the ABC tick – check spelling, it will show you a Flesch Reading Ease score – aim for 70-80, the higher the score, the easier it is to read.

If you are into technology, consider publishing your emergency plan and procedures on an Intranet. It is just another way to get the information out to those who need to know.

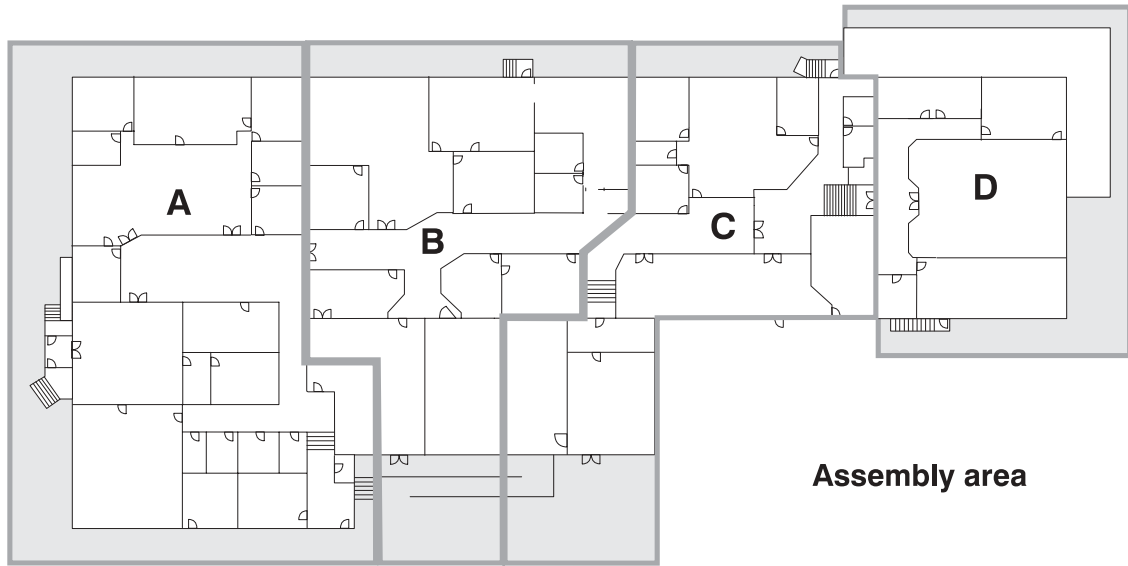
## Material for public display

Any material that is going to be on display in any areas of your facility should be prepared and laminated (if possible). This is part of preparing the plan but will be the result of the next step. Someone could have been doing step 6 earlier in the process to help speed things up.

Often with material that is going to be in plain view, it pays to get help from someone who knows what they are doing. This kind of material is competing with all sorts of information that is being displayed.

Develop a theme for your emergency information, people will get used to it and recognise it immediately. Make it eye catching and clear.

If you are going to display floor plans with evacuation routes (a good idea), make sure that the plan is very clear and simple.



The floor plan above shows the building divided up for warden responsibilities.



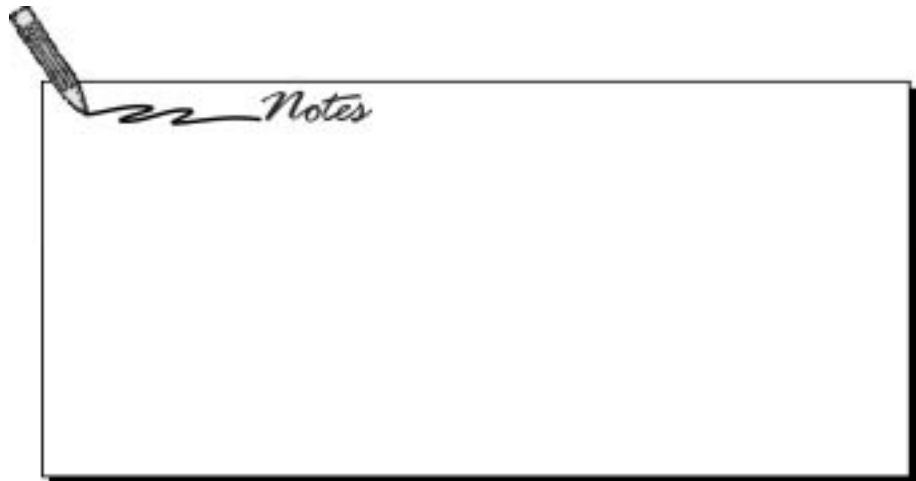
## Putting stuff in place

### Displaying evacuation information

Evacuation information includes routes to take and the emergency assembly area. This kind of information should be displayed in prominent places.

Consider:

- Near emergency equipment, such as extinguishers
- In kitchens
- Near light switches
- Canteen/tea room
- Backs of toilet doors
- Above urinals
- Beside main doors into a room
- Lobbies etc



### Installing signs

Evacuation signs are available from suppliers of safety equipment and easily installed. If considering installing emergency exit or evacuation route signs, be sure to avoid conflicting directions (route pointing downstairs, only to get to the bottom to find a sign pointing upstairs). Also consider lighting for signs, is the area going to be in total darkness if the power fails? Perhaps a lit or glow-in-the-dark evacuation sign would be better.

International symbols for emergencies are becoming widely accepted in New Zealand. A good safety equipment shop can supply a wide variety of signs.

### Installing warning systems

Qualified registered experts should install monitored alarms and private fire alarms. The systems need to meet New Zealand Standards specifications and be maintained and tested on a regular basis. Manual alarms should also be checked on a regular basis.



## Getting the big tick

### Approval of the plan and procedures

The Plan needs to be approved by the owner/manager of the organisation. If a Board of Trustees is involved in your organisation, they should approve the Plan. Provided you have worked through the steps discussed in this guide, you will meet the basic requirements of legislation relating to emergency procedures.

### Approval of the evacuation scheme

Submit your evacuation scheme to the New Zealand Fire Service on the appropriate application form. When approved, this will be returned to you. A copy of the approved fire evacuation scheme should be on public display.

### Advising the Emergency Management Office

Advise the Emergency Management Office of your location. We also encourage you to forward a copy of your emergency plan to be held at the Emergency Management Office however this is not a requirement.

The Senior Emergency Management Officer  
Taranaki Emergency Management Office  
45 Robe Street  
New Plymouth

### Advising others who are interested

Once you have worked through this process, you should be proud of the end result. Tell your charges, families and neighbours about it. Put information in a newsletter. If you think it important enough, bring it up at PTA or other meetings. Perhaps even a special ½ hour meeting to present your emergency procedures and take questions from the floor. You could invite representatives from the emergency services and Emergency Management Office to be in attendance.

Remember that whenever you have gatherings to briefly mention evacuation procedures, where to assemble and who is in charge. People are getting used to a welcome that includes this kind of information.

# 8

## Training and review

During the development of the Plan, some training issues would have fallen out! Document the issues in the Plan.

### Developing a staff training programme

A simple table of projected training, some dates, who will deliver it and who will be invited will give a clear indication to auditors what your intentions are.

#### *Training and exercise programme*

<b>Training</b>	<b>When</b>	<b>Delivery</b>	<b>Invites</b>
First aid	11-12 July 02	THL Ambulance Service	All wardens & first aiders
Hazard hunting	8 August 02 14 August 02	OSH	All staff
Natural hazards	12 September 02	Taranaki Emergency Management Office	All staff
Evacuation exercise	October 02	NZFS	All staff

Remember to update staff records when training is completed. This is particularly important if the training is pertinent to the tasks that have been assigned to them.

### Emergency exercises or drills

Emergency exercises should be scheduled like training. At least one major evacuation exercise per year. You should also consider tabletop exercises for wardens and management. It is desirable to involve the Fire Service in your major exercise so be sure to arrange this well before the date.

Again, remember to update the staff records of those who participate in exercises.

### Plan and procedure reviews

The Plan and procedures should be reviewed every year. Any alterations that have been noted through the year should be made and the Plan re-issued.

The planning team should get together to begin the review process. Quickly go through the plan and procedures and decide what needs to be updated or re-written. Focus on this material. Produce a draft plan for people to comment on and then publish the revised plan.

The review needs to be succinct yet thorough. Don't make it one of those jobs you put off because it drags out and does not show results.

## **Hazard management reviews**

Hazard management should become part of the culture of your organisation. Whenever you introduce a new activity or piece of equipment into the organisation, you should be considering the health and safety aspects. You will however need to update your hazard management documentation on an on-going basis. Periodically, you may have to undertake the full review again.

## References

Department of Education, Buildings Division, 1983. Earthquake and emergency precautions on education buildings. P.D. Hasselberg, Government Printer, Wellington, New Zealand.

Ministry of Civil Defence, (undated). Emergency Procedures: guidelines for early childhood services. Ministry of Civil Defence, PO Box 5010, Wellington.

Ministry of Civil Defence, (undated). Emergency Procedures: handbook for management and wardens.

Ministry of Education, 2000. Health and safety code of practice for state integrated, primary and secondary schools. Rivers Design and Communications Ltd., ISBN 0-477-05193-6

Occupational Safety and Health Service, (undated). Hazard Management Guide.

Occupational Safety and Health Service, (undated). Learn the basic steps to make your workplace safer. Occupational Safety and Health Service, Department of Labour, Wellington. OSH 4031-4039

Taranaki Regional Council, November 1992. Emergency Planning Guidelines – Rest Homes and other facilities for the care of the elderly. Taranaki Regional Council, Private Bag 713, Stratford.

If you have reached this point in less than one month, you are clearly lost... try turning to page 11 and starting from there.