

Bethany Care Ltd

Hope Cottage Fire & Emergency

Policy & Procedure 23

Document Review Details	
Date Created	21/01/2011
Date Reviewed	01/04/2018
Reviewed by	Brian Lynch (Quality Assurance)
Date of next review	April 2019
Amendment History	DCR149b

EMERGENCY PROCEDURE MANUAL

Hope Cottage Respite Home, 63 Barrier Reef Drive, Mermaid Waters 4218



FIRE EVACUATION



MEDICAL EMERGENCY



OBSCENE/NUISANCE CALLS



BOMB/ARSON/LIFE THREAT

EMERGENCY EVAUCATION PROCEDURE MANUAL FOR:
Hope Cottage Respite Home, 63 Barrier Reef Drive, Mermaid Waters 4218

EMERGENCY PHONE NUMBERS:

FIRE BRIGADE 000 OR
POLICE 000 OR
AMBULANCE 000 OR 13 12 33 for Non-urgent Transport

WORKPLACE HEALTH AND SAFETY OFFICER: Service Manager

INTRODUCTION

The aim of this Emergency Evacuation Procedure Manual is to familiarize all employees, volunteers/students and guests of Hope Cottage with the emergency procedures that are in place to facilitate safe, orderly and timely evacuation when necessary.

While a fire is the main reason for the implementation of an emergency evacuation plan, other circumstances e.g gas leak, extreme climatic conditions or a bomb scare may also necessitate evacuation of the Hope Cottage premises.

All employees, volunteers/students and guests of Hope Cottage are responsible to ensure that they are familiar with this procedure manual.

GENERAL BUILDING INFORMATION

Hope Cottage:

The building is a residential house (is constructed of brick). with 3 bedrooms with a double garage converted into a 4th bedroom on one side, acting as a high support room with toilet/shower, and a rumpus room on the other side. There is also a kitchen, 2 toilets, two showers, laundry, dining room, lounge, and family room.

EXITS

Hope Cottage Respite Home has - 5 Exits (see attached Plan). Meeting place for emergency is directly at the front of the house on the nature strip outside the Boundary fence/gate of the property, facing the street.

Exits are clearly shown in red on the evacuation plan. Exit doors in case of emergency are as follows: - The front door, glass sliding doors in the family room at the rear of the house, the side through the laundry door. Two exits are located in the rumpus room, (one at the rear and the other through the glass sliding door at the front of the rumpus room).

Keep all emergency exits clear from obstacles in the event of fire and/or evacuation.

All staff (and/or volunteers) must ensure at all times that exits are free from obstruction and that no object is allowed to remain in the path of travel to an exit in the event of fire or emergency.

(This is an auditable requirement. Non compliance will lead to the issue of a written warning in breach of condition of employment – Occupational Health and Safety Standards)

OCCUPANTS: HOPE COTTAGE RESPITE HOME

Hope cottage provides respite for 3 pre booked guests & 1 emergency bed. No more than 4 guests will access/occupy Hope cottage at one time. Maximum 1-3 staff on duty during busy periods of the day, including change over of shift. Staff ratio is 1-3 during most shifts.

EVACUATION PLAN

Evacuation plan must be displayed by the front entrance to the residence (primarily Hope Cottage) and by the phone on the wall of the staff workstation.

FIRE EQUIPMENT

SMOKE DETECTORS: The building is equipped with smoke detectors, which are situated throughout the premises. Activation of these smoke detectors will sound locally with a buzzer alert inside the unit concerned. When the buzzer alerts staff should check all rooms in the house from which the buzzer has sounded for the possible location of a fire.

PLEASE NOTE: The smoke detector may sound if the battery is low and needs replacing.

If there is a fire, staff should dial 000 on the telephone. Staff should clearly state:

1. **the nature of the emergency,**
2. **the location of the emergency and**
3. **the kind of assistance required.**

Ensure that you tell emergency services the **correct address of the premises.**

FIRE EXTINGUISHERS: 2 Portable fire extinguishers are located at Hope Cottage). One located in the house on the kitchen wall by the fire blanket (see attached plan). **ALL** transport vehicles have fire extinguishers mounted in them if required (located behind front passenger seats in each van). This equipment should always be in clear view and easily accessible.

It is essential that staff know the locations and suitability of extinguishers and/or fire blanket use for the various types of fires e.g. electrical, flammable liquids.

FIRE BLANKETS: Fire blankets are located: -

- **KITCHEN:** on the wall by the laundry.
- **HIGH SUPPORT ROOM:** leading off from the utility room and staff work station
- **HALLWAY:** on the wall at the end of the hallway between bedrooms.

HOSES: Hoses are attached to: -

- The rear of the house, assessable through the family room glass sliding door.
- The side wall of the house, which is accessible by using the rear access gate to the house or via the laundry door exit of Hope Cottage.

IN THE CASE OF A FIRE EMERGENCY

Procedure In The Event Of Fire

R.	Remove
A.	Alert
C.	Contain
E.	Extinguish

R.A.C.E. is the procedure that must be followed in the event of fire (or emergency) is as follows: -

1. **Remove** anyone in danger. Ensure the safety of anyone within the vicinity of the fire.
2. **Alert.** Call the fire service **000**. The fire service is to be called in all incidents of fire or suspicion of fire (e.g. smell of smoke). There should be no criticism of any person who uses initiative in this respect nor should such action need another person's permission.
3. **Contain** the fire. Closing doors and containing the fire to an area of the household where possible, limiting the spread of the fire. Staff when exiting and removing any occupants, clients or persons in any household or accommodation within the Bethany organisation should, during an evacuation procedure, close doors behind them as they exit a room as a method of controlling the fire.
4. **Extinguish** the fire. Extinguishing the fire should only be done if safe to do so using fire extinguishers etc. However, staff are not to put themselves or any other person/s at any obvious risk associated with attempting to control the fire (this includes leaving clients unsupervised at any stage of the event of fire or evacuation). Fighting any fire should be left to the fire brigade or trained persons. Staff or any persons representing Bethany in any capacity including volunteers are not to put themselves at any unnecessary risk.

STAFF RESPONSIBILITIES

1. Identify and assess the danger

- If possible eliminate the danger
- Ensure safety to immediate staff and consumers
- If fire – contain only if localized and easily controlled

2. Activate Alarm

- Dial 000 and advise what and where the emergency is
- Staff must acknowledge the call and direct the emergency vehicles to the premises

3. Evacuate

- Commence evacuating the immediate area around the fire and then surrounding areas i.e. ripple effect
- Staff are to evacuate guests and visitors
- Staff are responsible for directing the evacuation process
- The staff member is responsible for taking the emergency Folder / Change Over Report Book to the assembly area and then remaining there to conduct a roll call

Remember

- Evacuate with no personal belongings
- Where possible close doors on departure
- If location of the fire is unknown, do not open closed doors
- Obey directions given by emergency personnel
- Keep emergency exits, doorways and hallways always clear of obstructions
- Always follow this evacuation procedure, regardless of whether it appears to be a false alarm or genuine emergency

Staff or volunteers representing Bethany Care Ltd must report any hazard or potential hazard including electrical appliances to the Assistant Manager or directly to Service Manager (*using the current Record of Incident and Grievance Report Form, faxing to Administration and following up with an immediate phone call if situation is deemed a high risk priority*).

In the event of fire, emergency or need for evacuation, Personal Carers or staff on rostered shift at Hope Cottage or any other accommodation support venue, or Bethany location, are responsible for: -

- i. Ensuring that all guests/staff/stakeholders are inducted through a briefing on household safety and amenities, fire and emergency evacuation.
- ii. Conducting all persons/clients to an exit
- iii. Marshalling persons/clients to a safe place and to assembly area
- iv. Checking whether all the persons/clients that were within the building are present and are safe; and
- v. Report the fact to the Assistant Manager or directly to Service Manager after reviewing and establishing safety of all persons

The Assistant Manager is responsible for monitoring and reviewing safety and security practices in Hope Cottage and discussing potential hazards or opportunities to upgrade level of same with Service Manager.

SAFETY ZONE AND ASSEMBLY AREA AND ROLL CALL

The Assembly Area must be kept clear of vehicles and other obstructions at all times to allow, in an emergency, staff and visitors to assemble safely and quickly in these areas.

- Assembly area is opposite the base of the driveway at Hope Cottage outside boundary fence. Assemble on the grass area facing the roadside. Wait in this location until help arrives (fire brigade, paramedics, police) or the direct supervisor deems it is safe to re-enter the building
- First aid point is in the assembly area mentioned above.
- Driveway entrance is to be kept clear for easy access to assembly area and for the use of emergency services to gain access into Hope Cottage in the event of fire, or for use access by vehicles in the event of emergency

Under no circumstances should staff members re-enter the building, until advised by emergency services personnel that it is safe to do so.

EMERGENCY HANDLING PROCEDURES FOR CLIENTS

- **STAY CALM** – clients need to feel reassured and behaviour problems are less likely to occur if you explain calmly and quickly that they must leave the building
- Use good communication at all times
 - speak calmly and clearly
 - speak at a normal pace and volume
 - use eye contact and appropriate signs
- Move guests out in order from most mobile to least mobile to ensure sufficient space for wheelchairs/dragging sheets etc
- If a guest is having an epileptic seizure, evacuate them regardless, using a “swing carry” or blanket/table cloth to drag them out
- Do not worry about preventing guests from sustaining bruises, cuts or scratches....**SAVING LIVES IS MORE IMPORTANT**

EVACUATING MOBILE GUESTS

- Always accompany every guest (preferably moving people in a group) to the assembly area, regardless of how mobile they are as this provides them with reassurance and reduces confusion and anxiety and it ensures that every guest is accounted for at all times
- If possible move more than one mobile guest at a time

- Do not encourage mobile guests to assist in moving guests in wheelchairs or less mobile guests because if the mobile guest were to become confused and anxious the situation could become disastrous and evacuation would take longer
- If a guest is mobile but slow and unsteady
 - lower them to a blanket/slide sheet and drag them out
 - use a wheelchair to push them out
 - walk out using a "side assist hold"

EVACUATING NON-MOBILE GUESTS

Use a wheelchair if available, or lower the guest onto an evacuation slide sheet/table cloth or blanket and drag them out.

IN THE CASE OF – A MEDICAL EMERGENCY

1. Remove the person/s from danger if safe to do so
2. Apply first aid if appropriate
3. Phone 000 for an ambulance
 - State your NAME and CONTACT PHONE NUMBER
 - The exact LOCATION of the emergency
 - Number of persons injured
 - Nature of accident/injury
 - What action has been taken

Arrange

- Easily located point to meet emergency team and guide them to injured person
- If possible delegate people to
 - Stay with person
 - Stay by phone
 - Meet emergency team

IN THE EVENT OF – OBSCENE AND NUISANCE CALLS

- ◆ Do not engage in conversation with caller
- ◆ Hang up on caller
- ◆ Record time and date caller rang and what was said
- ◆ Contact the Police to report incident
- ◆ Report incident to Manager

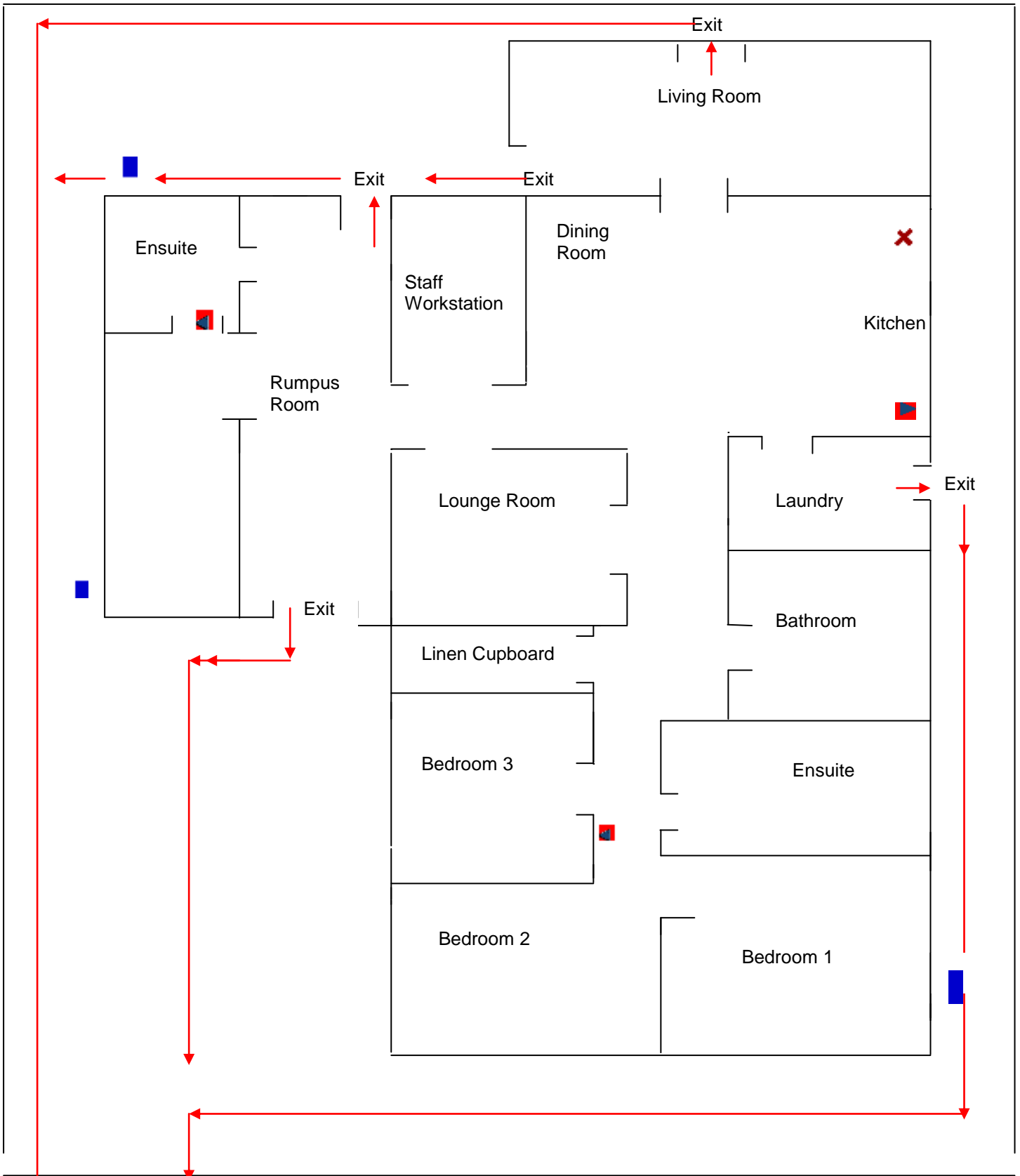
IN THE EVENT OF – A BOMB / ARSON THREAT/ LIFE THREAT

- Treat the threat as genuine
- Keep the caller talking (do not hang up)
- Identify background sounds if possible
- Record information for police
- Dial 000 and ask for police
- State nature of threat and location
- Follow instructions from operator
- Prepare to evacuate if requested
- Assist in search if requested

If suspicious object found –

- DO NOT TOUCH OBJECT
- EVACUATE AREA IMMEDIATELY
- REPORT THE OBJECT FOUND

HOPE COTTAGE EVACUATION FLOOR PLAN



❖ **Assembly Point:**
(Nature strip outside the Boundary Fence)

- Fire Exit Routes
- ✕ Fire Extinguishers
- Fire Blankets
- Fire Hoses