



MFE1	MASS Facilities and Equipment	Emergency Management Policy and Procedures
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What this policy aims to do	Ensure the safety of all persons involved in an any emergency situation that may arise in the course of delivery of MASS services
Who this policy applies to	Every employee, volunteer and contractor working for MASS
Who is responsible for carrying out this policy	Director or responsible managers are primarily responsible for implementing this policy but all service delivery staff also need to be familiar with it
What words used in this policy mean	<p>An '<i>emergency</i>' is a serious, unexpected, and often dangerous situation requiring immediate action</p> <p><i>'Relocation'</i> is the planned movement of clients and an appropriate number of staff from a service or facility to alternative accommodation with a similar type of care available.</p> <p><i>'Shelter in place'</i> is to remain on site within an existing facility or home during an emergency.</p> <p><i>'Shelter indoors'</i> is to remain inside a building and limit the exposure to unhealthy conditions in the air outside such as gas leaks, smoke or other contaminants.</p> <p><i>'Evacuation'</i> is the act of getting everyone out of a place, in this context to get them away from danger and to a place of safety</p>
Legislation this policy is based on	<p>Emergency Management Act 1986</p> <p>Emergency Management Act 2013</p>

Other relevant policies	MBD4 Risk Management MS12 Workplace Health and Safety HS15 First Aid HS12 Client Incident Reporting MS12 Workplace Health and Safety
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1.0	26/8/2016	Peter Lane			
1.1	31/5/2018	D Stephenson			Update format
1.2	9/4/2019	D Stephenson			Content update

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Emergency Management Policy

The policy supports the emergency preparedness and response arrangements for the provision of facility-based, community based and home-based services provided by MASS.

MASS must have an Emergency Management Plan (EMP) that contains a risk assessment that addresses hazards and potential threats to MASS facilities that covers the four components of preparedness, prevention, response and recovery.

MASS must:

- Ensure that staff, clients and the MASS community have a clear understanding of the EMP and its procedures
- Ensure that staff, clients and the MASS community are trained so that they know what they are required to do during an emergency
- Test emergency arrangements at regular intervals to ensure that procedures work and everyone learns emergency protocols.

The EMP should:

- Identify hazards that could impact services that include building fires, bushfires, smoke, medical emergencies, power outages, heatwaves and floods
- Be prepared with active input from local emergency service agencies and local government
- Align to broader community emergency planning, such as relevant local government plans
- Describe actions to take before, during and after an emergency to ensure the ongoing safety of staff, clients and others
- Cover all circumstances when MASS is responsible for client safety, such as excursions, to ensure staff and client safety and that clients are supervised at all times.

Services located in VFRR-B extreme risk areas or areas assessed as being at high bushfire risk are required to:

- Have an on-site fire risk assessment (as part of the site hazard assessment)
- Undertake site preparation and building maintenance work as identified through the on-site assessment
- Develop a bushfire survival plan that includes relocation for a Code Red day. In addition to relocation, facility based respite services should also plan for cessation of services for a Code Red day
- Ensure staff are trained to enact the relocation plan
- Enact the relocation plan when a Code Red day is declared for their weather district

Types of emergencies that may impact on MASS include:

- Bushfires, grassfires and structural fires
- Extreme heat and heatwaves
- Explosions and accidents
- Epidemics, pandemics or contamination of food or water supply
- Disruption to essential services such as electricity, gas and telecommunications network
- Medical such as thunderstorm asthma

To support effective emergency planning, particularly in the case of bushfire emergencies, MASS should:

- Provide local government with a copy of the MASS EMP to assist overall coordination and integration with local emergency arrangements
- Ensure that staff, clients and parents/guardians are informed of and understand MASS arrangements in advance of any bushfire emergency.

This policy is intended to assist with planning and response to all emergencies, including but not limited to:

- Bushfire, floods and storms
- Extreme heat and heatwaves
- Smoke events
- Extended power supply disruption.

All premises used by MASS for service delivery or as a place where staff gather will have evacuation plans clearly displayed with appropriate exit lighting and exit signs as per regulatory requirements.

Regular emergency evacuation drills will be conducted with service users and staff.

Emergency Management Procedures

Emergency Management Plan (EMP)

Effective planning for emergencies maximises the safety and wellbeing of people in receipt of services and should the hazards such as building fires, bushfires, smoke, medical emergencies, power outages, heatwaves and floods.

MASS EMP should:

- Be appropriate to the location, physical environment and structure, client and staff profile and other relevant factors
- Include emergency preparedness activities such as site assessments and risk mitigation strategies
- Include planned emergencies responses for different emergency situations, such as options for altering or ceasing services, relocation, sheltering and evacuation
- Include clear triggers for activation, including processes for maintaining situational awareness and sourcing accurate and up-to-date information
- Be tailored to meet the particular needs of communities and clients to ensure a culturally responsive approach
- Be communicated to staff, and reviewed and exercised annually
- Clearly outline authority for decision making and communication arrangements.

MASS will understand the range of hazards that may impact on facilities and services and will give consideration to consequences such as:

- The risk from critical infrastructure failure during an emergency, such as power and utility outages such as water supply
- Isolation and access/egress issues as a result of road closures during an emergency event.

MASS will seek information on the types of risk that may impact on MASS facilities and services from:

- Regional Victoria State Emergency Services or relevant fire authority
- Local government
- Departmental emergency management staff.

Visual aids and signage

- Director or responsible managers must ensure that evacuation plans and aids are displayed in prominent positions in all offices and service outlets
- The evacuation diagram should clearly display exit points, danger areas and assembly points. It must be in a format that can be understood by staff and service users
- Exit signs and emergency lighting must be compliant with Australian Standards
- Emergency service contact numbers must be on display.

First Aid

- ☑ All MASS facilities will have a first aid kit kept in a prominent location with a sign
- ☑ The Director or responsible manager will appoint a staff member to regularly check the contents of the First Aid Kit and advise items to be restocked
- ☑ The Director or responsible manager must ensure that all evacuation packs in residential services have current photographs, profiles and adequate supplies of medication for all residents in the event of an emergency

Activating the Emergency Management Plan (EMP)

MASS will be prepared and ready to activate its EMP. The MASS Director or delegated staff members will activate the EMP if there is immediate threat to life or property and immediately **call 000 to report** and this includes

- ☑ Police for crime or injury that may be accidental or assault
- ☑ Ambulance for injury or medical assistance
- ☑ Fire brigade for fires and incidents involving hazardous and dangerous material (report all fires, regardless of state and size, even if extinguished)
- ☑ After contacting **000**, and it involves a school, notify the Department's Incident Support and Operations Centre (ISOC) on **1800 126 126**.

Evacuation drills

- ☑ The Director or responsible manager must ensure that regular emergency evacuation drills are conducted with service users and staff
- ☑ Drills must occur at least once per month at each service outlet and should include mock scenarios such as responding to a domestic fire or bush fire, or medical emergency
- ☑ All drills must be regarded as real emergencies. When the evacuation alarm is sounded, all staff, service users, volunteers and visitors must leave the building and assemble at the nearest designated assembly point
- ☑ After the relevant alarm has been deactivated, the premises have been declared safe and information about the drill has been collected, staff, service users, volunteers and visitors may return to the premises
- ☑ The Director/responsible manager must ensure that a register of drills is maintained, including:
 - Location, date and time of the drill, and what type of drill it was
 - Who participated in the drill
 - Areas requiring remedial action/training

- ☑ If anyone refuses to participate, staff are to notify the Director or responsible manager and document the event accordingly.

After an emergency

- ☑ Staff members are allowed to raise any issues of concern in relation to the incident without any fear of punishment or retribution
- ☑ The Director or responsible manager will visit or contact by phone any individual staff members who have been involved in an emergency and provide whatever support is required and appropriate from MASS (not more than 72 hours after the incident)
- ☑ If requested the Director or responsible manager may offer staff some time away from the workplace where the incident or emergency occurred
- ☑ MASS will ensure that the same level of support and resources is offered to service users who have been involved in serious incidents as that offered to staff
- ☑ Suitably qualified and experienced professionals will be identified by MASS management to provide the required type of support for service users who have been involved in emergencies or serious incidents.

Should we have in here some more details on procedures for:

- Bush fire
- Building fire
- Smoke alarms
- Building alarms
- Storm and flood
- Loss of power – people, assets (IT etc)
- Motor vehicle accidents, multiple injuries,
- Electrocutation
- Assault to staff, clients