



Government of **Western Australia**  
WA Country Health Service

# WACHS South West Emergency Management Manual



# Emergency Management Manual

## 1. BACKGROUND

This Emergency Management Manual (EMM) outlines the approach taken by the regions Emergency and Disaster Sub Committee (EDSC) for emergency operations. The Emergency Management Manual forms part two of the regions Emergency Management Plan (EMP). The Emergency Management Manual is designed to be read in conjunction with the [Emergency Management Plan](#).

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<b>Contact:</b>	WACHS-SW Nurse Educator (M.Wootton)		
<b>Directorate:</b>	Operations	<b>TRIM Record #</b>	ED-CO-15-15384
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## 2. ADMINISTRATION

### 2.1 Aim

The aim of this Emergency Management Manual is to document emergency operation arrangements to minimise the consequences of an emergency to WA Country Health Service – South West (WACHS-SW) facilities. The primary focus of this manual is to ensure the immediate safety and welfare of patients, staff and visitors.

### 2.2 Objectives

The objectives of this manual are to establish:

- a) the governance framework for emergency operations at facilities.
- b) the immediate actions to be carried out by first responders in response to an emergency and
- c) the framework for continually improving responses to emergencies.

### 2.3 Scope

This Emergency Management Manual applies to all WACHS-SW controlled facilities and activities.

## 3. EMERGENCY PREPAREDNESS

### 3.1 Emergency Management Teams

Within WACHS-SW, there are three Emergency Management Team (EMT) models for the coordination of an emergency response at a facility. These are:

- a) **Emergency Controller** model for clinical facilities which operate 24 hours and provide inpatient and outpatient services.
- b) **Floor Warden** model for non-clinical facilities which do not operate 24 hours and where WACHS-SW are tenants of the facility.
- c) **Emergency Officer** model for clinical and non-clinical facilities, in particular where services do not operate 24 hours.

The Emergency Management Team is the facilities group responsible for the safety of patients, staff and visitors in the event of an emergency. All WACHS-SW facilities shall be covered by an Emergency Management Team to execute local emergency response procedures.

### 3.1.1 Emergency Controller Model

#### 3.1.1.1 Positions

The Emergency Controller model should consist of the following positions to man the facilities Emergency Management Team. Further positions may be included if they are deemed necessary by the Emergency Planning Committee.

- a) Emergency Controller.
- b) Deputy Controller (deputy to the Emergency Controller).
- c) Communications officer.
- d) Area warden/s.
- e) Warden/s (deputies to Area Wardens).
- f) Emergency Response Team.
- g) Medical Emergency Response Team.

**Note:** The number of positions in the Emergency Controller Model should be determined based upon the facilities structural and occupant characteristics. This includes the size of the facility, the number of occupants within the facility at any given time and their capability levels to deal with an emergency should one arise.

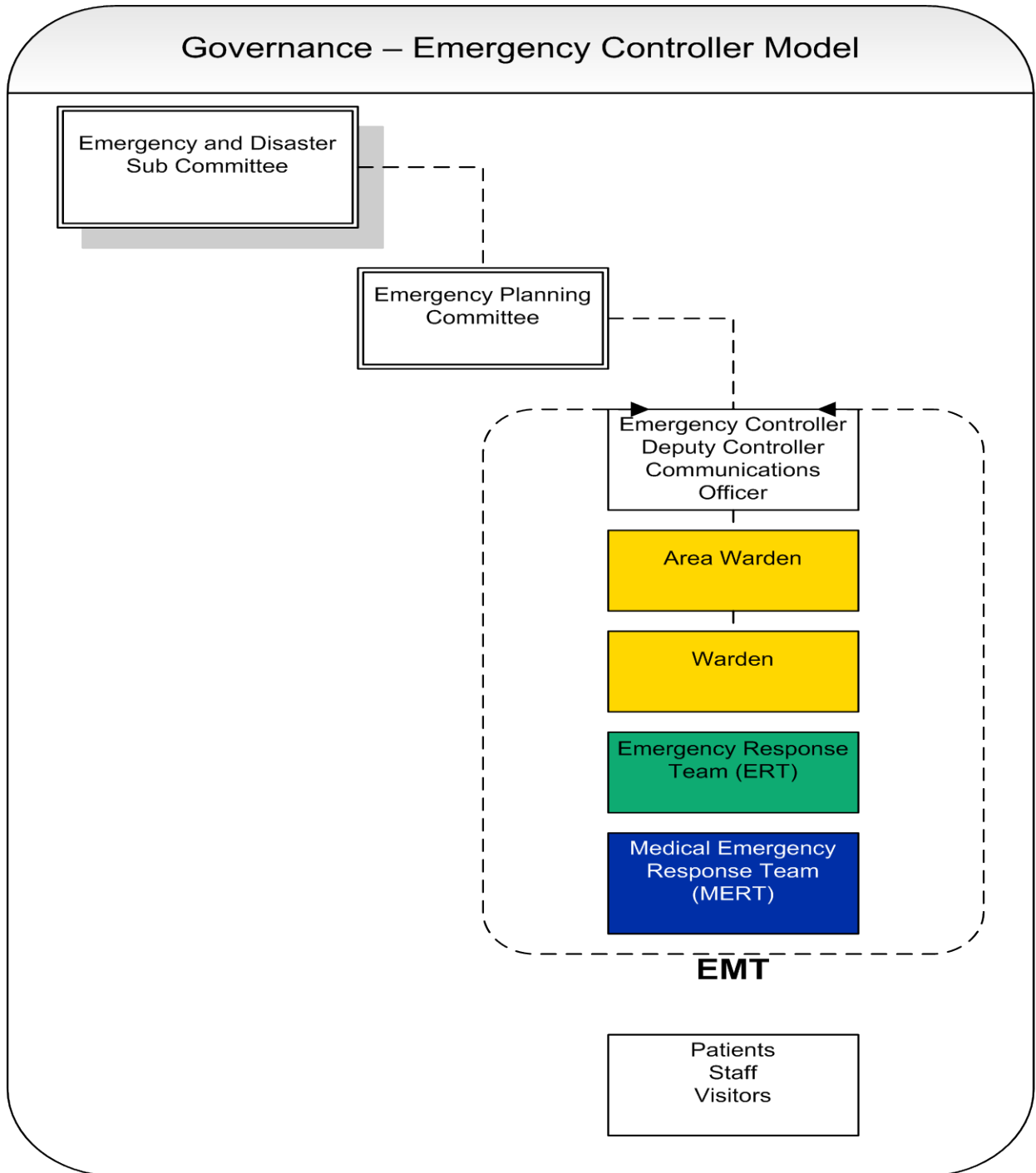
#### 3.1.1.2 Applicability

The Emergency Controller Model is applicable to the following WACHS-SW facilities:

- a) Augusta Hospital
- b) Augusta (including Leeuwin Lodge)
- c) Boyup Brook Hospital (including the Citizens' Lodge)
- d) Bridgetown Hospital
- e) Busselton Health Campus
- f) Collie Hospital
- g) Donnybrook Hospital
- h) Harvey Hospital
- i) Warren (Manjimup) Hospital
- j) Margaret River Hospital
- k) Nannup Hospital
- l) Pemberton Hospital
- m) South West Health Campus.

**3.1.1.3 Structure and Identification**

Chart 1 identifies the structure and identification of the Emergency Controller model and its relation to the Emergency and Disaster Sub Committee, the Emergency Planning Committee, the Emergency Planning Committee, staff, patients and visitors.



**Chart 1 – Emergency Controller Model**

**Note:**

- a. Emergency control is greatly enhanced when Emergency Management Team members can be readily identified by the patients, staff and visitors of the facility.
- b. Identification items shall be consistent through all facilities using the Emergency Controller model, that is, use the colours as indicated in Chart 1 and be clearly and prominently marked with the Emergency Management Team role title as appropriate.

### 3.1.1.4 General Roles and Duties

#### **Emergency Controller/Deputy Controller**

The Emergency Controller/Deputy Controller roles for facilities are appointed as necessary by the Emergency Planning Committee, are responsible for the facilities emergency response and are responsible to the Tier 4 Manager.

In the event of an emergency, the Emergency Controller has principal accountability of all patients, staff and visitors within the facility, regardless of their organisational position or tenancy arrangements. The Deputy Controller assists the Emergency Controller where required and assumes the role of the Emergency Controller if the Emergency Controller is unavailable.

Emergency Controller and Deputy Controller roles shall ensure the emergency response of the facility, that life takes precedence over asset protection and to control an evacuation in an emergency situation.

The facilities Responsible Person shall ensure that the Emergency Controller or the Deputy Controller is constantly present at the facility during the nominated shift.

#### **Communications Officer**

The Communications Officer's role for facilities is appointed as necessary by the Emergency Planning Committee and is responsible to the Emergency Controller.

The Communications Officer is the single point of contact for any event affecting a facility. In the event of an actual or potential incident, the Communications Officer is responsible for:

- a) Receiving the initial notification of an actual or potential incident.
- b) Notifying the Emergency Management Team of any actual or potential incident.
- c) Assisting the person responsible for the emergency response with clerical and record maintenance activities during an emergency response.

Where a Communications officer has been delegated for a shift, The Responsible Person shall ensure that the Communications Officer's role or a nominated trained proxy is constantly present at the facility during the delegated shift.

**Note:** Where the facility is inappropriately equipped with the human resources to support the Communications Officer's function (i.e. after hours at 2:2:2 facilities), the facilities Responsible Person shall ensure that the function is delegated to another Emergency Management Team role, which is constantly present during the shift (i.e. Emergency Controller, Area Warden).

### **Area Warden/Warden**

The Area Warden/Warden role for facilities is appointed as necessary by the Emergency Planning Committee and is responsible to the Emergency Controller. In the event of an emergency, the Area Warden has immediate responsibility of all staff within the designated area, regardless of their organisational position or tenancy arrangements. In the event of an emergency, the Warden assists the Area Warden where required and assumes the role of the Area Warden if the Area Warden is unavailable.

Area Wardens/Wardens shall to be familiar with the area in which they represent, including:

- a) safe exits, safe areas and safe rooms (adjacent evacuation zones, assembly areas)
- b) corridors, offices and meeting rooms
- c) amenities including tea rooms and toilets and
- d) the location of emergency and communications equipment.

The facilities Responsible Person shall ensure that an Area Warden/Warden role is constantly present in the designated area when the area is operational.

Area Wardens shall report identified risk (i.e. out of date evacuation diagrams, changes to the warden team, out of service emergency and communications equipment, etc.) by raising and submitting a Safety Risk Report Form to their Emergency Controller (Line Manager).

**Note:** The amount of appointed Wardens should depend on the amount of staff (usually 1 warden/20 staff, patients and visitors).

### **Emergency Response Team**

The Emergency Response Team (ERT) roles for the facility are appointed as necessary by the Emergency Planning Committee and are responsible to the Emergency Controller. Emergency Response Team members shall carry out front line actions for all emergencies except for Code Blue as directed by the Emergency Controller.

Emergency Response Team members shall be familiar with the facility, including:

- a) safe exits, safe areas and safe rooms (adjacent evacuation zones, assembly areas)
- b) corridors, offices and meeting rooms
- c) amenities including tea rooms and toilets
- d) the location/use of emergency response equipment.

The Responsible Person shall ensure that Emergency Response Team roles are constantly present at the facility during the nominated shift.

Emergency Response Team members shall report identified risks (i.e. out of date emergency facility plans, changes to the team, out of service emergency and communications equipment etc.) by raising and submitting a Safety Risk Report Form to their Emergency Controller (Line Manager).



**Note:** Where the facility is inappropriately equipped with the human resources to support an Emergency Response Team function (i.e. after hours at 2:2:2 facilities), the facilities Responsible Person shall ensure that the function is delegated to another Emergency Management Team role which is constantly present during the shift (i.e. Emergency Controller, Area Warden).

### **Medical Emergency Response (MER) Team**

Medical Emergency Response Team (MERT) roles for facilities are appointed as necessary by the Emergency Planning Committee and are responsible to the Emergency Controller. Medical Emergency Response Team members shall carry out front line actions for Code Blue emergencies only as directed by the Emergency Controller.

Medical Emergency Response Team members are required to be familiar with the facility, including:

- a) room and bed locations
- b) escape routes and assembly area
- c) corridors, offices and meeting rooms
- d) amenities including tea rooms and toilets and
- e) the location and use of medical emergency response equipment.

The Responsible Person shall ensure that Medical Emergency Response Team roles are constantly present at the facility during the nominated shift.

Medical Emergency Response Team members shall report identified clinical risks (i.e. out of date medications, changes to the Medical Emergency Response Team, out of service medical equipment, etc.) via the Clinical Incident reporting system and identified safety risks by raising and submitting a Safety Risk Report Form to their Emergency Controller (Line Manager).

**Note:** Where the facility is inappropriately equipped with the human resources to support a Medical Emergency Response Team function (i.e. after hours at 2:2:2 facilities), the facility's Responsible Person shall ensure that the function is delegated to another Emergency Management Team role which is constantly present during the shift (i.e. Emergency Controller, Area Warden).

## **3.1.2 Floor Warden Model**

### **3.1.2.1 Positions**

The Floor Warden model consists of the following positions that man the Emergency Management Team for large facilities where WACHS-SW are tenants of the facility.

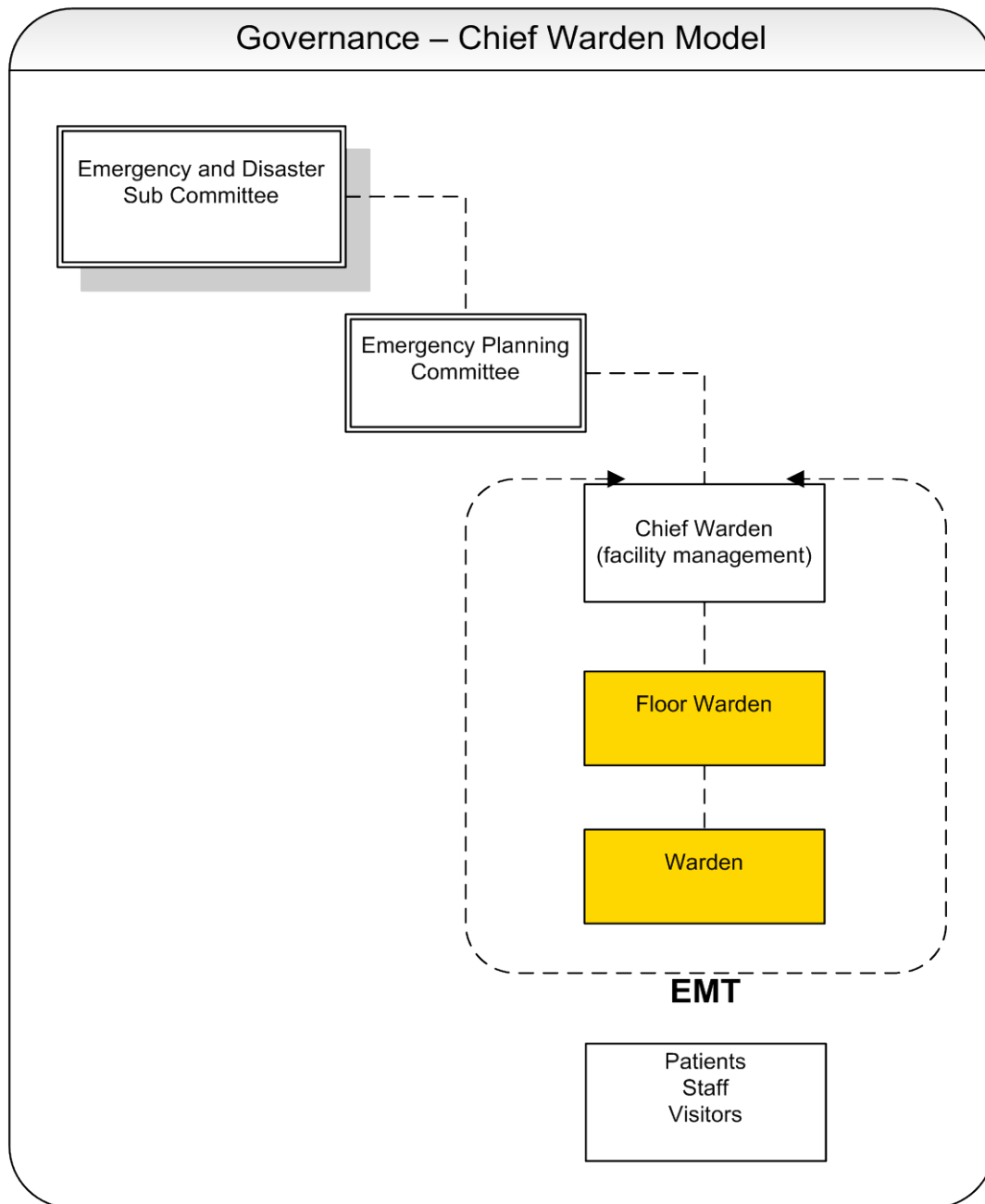
- a) Floor warden/s and
- b) Warden/s (deputies to Floor Wardens).

### **3.1.2.2 Applicability**

The Floor Warden Model is applicable to the Bunbury Tower – Executive, Corporate and ICT Offices (floors 1, 4 and 5).

**3.1.2.3 Structure and Identification**

Chart 2 identifies the structure and identification of the Floor Warden model and its relation to the Emergency and Disaster Sub Committee, the Emergency Planning Committee, staff and visitors.



**Chart 2 – Chief Warden Model**

**Note:**

- a. Emergency control is greatly enhanced when Emergency Management Team members can be readily identified by the staff and visitors of the facility.
- b. Identification items shall be consistent, that is, use the colours as indicated in Chart 2 and be clearly and prominently marked with the Emergency Management Team role title as appropriate.

### 3.1.2.4 General Roles and Duties

#### Floor Warden/Wardens

The Floor Warden/Wardens role is appointed as necessary by the Emergency Planning Committee and is responsible to the facility management's person who is responsible for the emergency response. In the event of an emergency, the Floor Warden has immediate responsibility of all WACHS-SW staff within the designated floor/area, regardless of their organisational position or tenancy arrangements. In the event of an emergency, the Warden assists the Floor Warden where required and assumes the role of the Floor Warden if the Area Warden is unavailable.

Floor Wardens/Wardens are required to be familiar with the area in which they represent, including:

- a) safe exits, safe areas and safe rooms (adjacent evacuation zones, assembly areas)
- b) corridors, offices and meeting rooms
- c) amenities including tea rooms and toilets and
- d) the location of emergency and communications equipment.

The floors Responsible Person is required to ensure that a Floor Warden/Wardens role is constantly present on the designated floor when the floor is operational.

Floor Wardens shall report identified risk (i.e. out of date evacuation diagrams, changes to the warden team, out of service emergency and communications equipment, etc.) by raising and submitting a Safety Risk Report Form to their Line Manager.

**Note:** The amount of appointed Wardens should depend on the amount of staff (usually 1 warden/20 staff).

### 3.1.3 Emergency Officer Model

#### 3.1.3.1 Positions

The Emergency Officer model shall consist of an Emergency Officer who mans the facilities Emergency Management Team. Further positions may be included if they are deemed necessary by the Emergency Planning Committee.

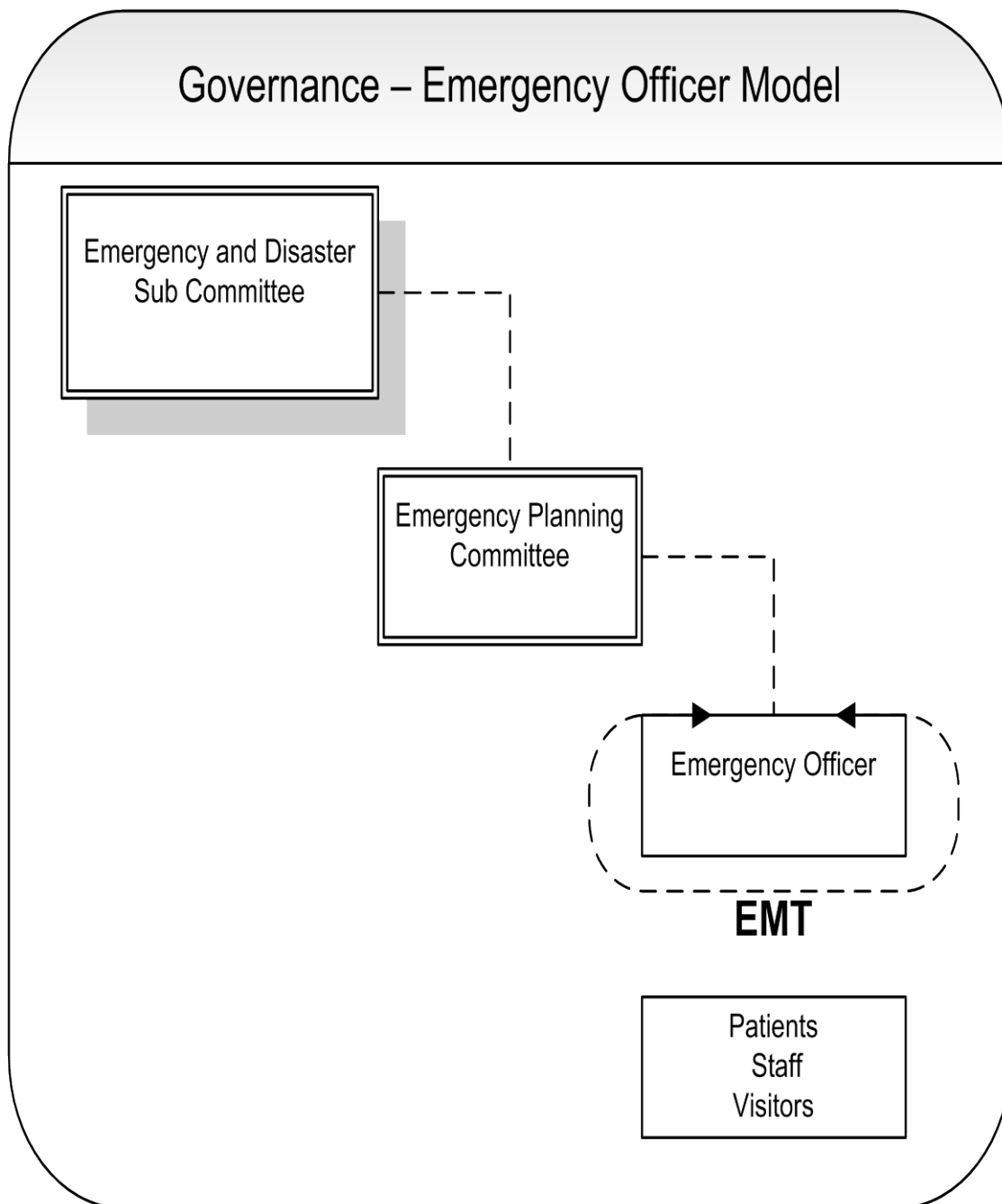
#### 3.1.3.2 Applicability

The Emergency Officer Model is applicable to the following WACHS-SW facilities:

- a) Bridgetown Community Mental Health Clinic.
- b) Bunbury Aged Care Office (Spencer Street).
- c) Bunbury Community Health Centre (Hudson Road). Bunbury Child & Adolescent Community Health Clinic (Stirling Street).
- d) Bunbury Stepping Stones.
- e) Busselton Corporate (Fairbairn Road Offices & West Street Offices).
- f) Regional Therapy Team (Eaton).
- g) Margaret River Community Mental Health.
- h) Margaret River Community Health.
- i) Northcliffe Nursing Post.

**3.1.3.3 Structure and Identification**

Chart 3 identifies the structure and identification of the Emergency Officer model and its relation to the Emergency and Disaster Sub Committee, the Emergency Planning Committee, staff, patients and visitors.



**Chart 3 – Emergency Officer Model**

**Note:**

- a. Emergency control is greatly enhanced when Emergency Management Team members can be readily identified by the patients, staff and visitors of the facility.
- b. Identification items shall be consistent through facilities, that is, use the colours as indicated in Chart 3 and be clearly and prominently marked with the Emergency Management Team role title as appropriate.

### 3.1.3.4 General Roles and Duties

#### Emergency Officer

The Emergency Officer role for facilities is appointed by the Emergency Planning Committee, is responsible for the facilities emergency response and is responsible to the Tier 4 Manager responsible for the facility.

In the event of an emergency, the Emergency Officer has principal accountability of all patients, staff and visitors within the facility, regardless of their organisational position or tenancy arrangements.

Emergency Officers are required to ensure the emergency response of the facility, that life takes precedence over asset protection and to control an evacuation in an emergency situation.

The facilities Responsible Person is required to ensure that the Emergency Officer is present at the facility during the nominated shift.

Emergency Officers shall be familiar with the facility including:

- a) safe exits, safe areas and safe rooms
- b) corridors, offices and meeting rooms
- c) amenities including tea rooms and toilets and
- d) the location/use of emergency response equipment.

### 3.2 Local Emergency Operations Centre

The Local Emergency Operations Centre (LEOC) shall provide the local location for the coordination of emergency operations at the facility. The main functions of the Local Emergency Operation Centre shall be to coordinate resources, information and assistance in support of response teams and stakeholders who are engaged in emergency operations.

Local Emergency Operation Centre's should contain the following equipment:

- a. Computer and intranet/Internet access.
- b. Telephone services on dedicated outside lines to facilitate communication in the event of hospital communications failure or overload.
- c. Satellite phone, battery and charger.
- d. Fax machine, photocopier and printer.
- e. A Digital Enhanced Cordless Telecommunications (DECT) telephone/s on a rotary basis.
- f. Facility maps and white board.
- g. Torches and batteries.
- h. Stationary and materials including an emergency operations log book.
- i. Copy of the Emergency Management Plan.
- j. Copy of the emergency response procedures.
- k. Portable radios.
- l. Master copy Material Safety Data Sheet (MSDS) folder and
- m. Copies of Safety Risk Report (SRR) forms.

1.1

4. RESPONSE

**4.1 Immediate Action**

Staff members identifying an emergency, shall carry out the immediate actions in accordance with the applicable section of the immediate actions booklet. The immediate actions booklet prescribes the immediate response, notification and activation arrangements for all specific emergencies. Refer to section 7 - Immediate Actions.

**4.2 Activation of an Emergency Response**

Activation of the facilities Emergency Management Team shall be as a response to any situation that has occurred, is occurring or is likely to occur, which has had, is having or is likely to have adverse consequences and will require a coordinated response from the facilities Emergency Management Team to prevent or minimise the risk.

Emergencies may include but are not limited to the following:

- a) Fire and/or smoke.
- b) Situations that require trained personnel to respond to a medical crisis.
- c) Bomb threats and suspect items.
- d) Situations that result or may result in interruptions to critical business functions.
- e) Confrontations (both unarmed and armed).
- f) Abductions to new-borns or paediatric patients.
- g) People threatening to jump from a building.
- h) Chemical spills and hazardous material incidents.
- i) Natural incidents such as bush fires, floods and storm surges.
- j) External incidents that overwhelm or may overwhelm the capabilities of the local resources.

Authority to activate the Emergency Management Team and emergency services is vested in the persons as listed in table 7 of the Emergency Management Plan.

Activation does not necessarily mean the convening of the Emergency Management Team, rather the provision of information to group members regarding the risks associated with the possible emergency.

### 4.3 Phases of Activation

The Emergency Management Team is activated using a number of escalation phases as shown in the table 2, which describes the phase of activation, associated triggers and the general action taken by the Emergency Management Team in accordance with local Emergency Response Procedures.

PHASE OF ACTIVATION	TRIGGER	ACTIONS
Alert	An emergency is <b>possible</b>	Increase levels of preparedness.
Standby	An emergency is <b>imminent</b>	Prepare for the implementation of a response.
Response	An emergency <b>exists</b>	Implement emergency response in accordance with the emergency response procedures.
Stand down	ALL CLEAR - The emergency has <b>abated</b>	Return to usual business.

**Table 2 – Emergency Activation Phases**

### 4.4 Occupant Warnings

Warnings to patients, staff and visitors (occupants) shall be coordinated by the person responsible for the emergency response. Where available, occupant warnings shall be provided for all emergencies, excluding personal threats (Code Black), via the Public Announcement (PA) system. For personal threats, occupant warnings should be provided via paging systems or other modes of communications.

**Notes:**

1. Where available, Code Black Alpha (Infant/child abduction) shall be announced over the P.A. System.
2. Where a facility does not have a Public Announcement capability, occupant warnings may be provided via whatever means practicable. This includes but is not limited to the following:
  - a) Landlines
  - b) DECT telephones
  - c) Mobile phones (NOT for Code Purple)
  - d) Paging systems (NOT for Code Purple)
  - e) Runners.

### **4.5 Emergency Confirmation**

The person responsible for the emergency response should verbally confirm to the facility that an emergency situation exists in the facility in respect to any specific emergency.

In confirming an emergency, the person responsible for the emergency response should be satisfied that an event has occurred, is occurring or is likely to occur and it will be necessary or reasonably likely to be necessary, to activate an emergency response to prevent or minimise the risk.

The person responsible for the emergency response should take all reasonable measures to communicate and consult with key stakeholders in, or partly in the proposed area before confirming an emergency.

### **4.6 Emergency Response**

Emergency Management Team members responding to an emergency shall carry out emergency response actions in accordance with the applicable section of the facilities emergency response procedures (action cards). Emergency response procedures prescribe the emergency response arrangements for all specific and supplementary emergencies.



## **5. CONTINUAL IMPROVEMENT**

### **5.1 Debriefing**

#### **5.1.1 Operational**

The Responsible Person shall ensure that an operational debrief is conducted within 72 hours of stand down (all clear) for all staff involved in an emergency response (real or exercise/practical training drills). Emergency debriefs shall be carried out in accordance with and recorded on:

- a) the Emergency Report form for real emergencies or
- b) the drill guideline and post activity assessment and report form for practical training drills.

#### **5.1.2 Psychological**

Critical events may require a psychological debriefing to understand and manage the normal physiological and psychological reaction associated with a critical incident. Where applicable, a psychological debriefing shall be initiated by the Responsible Person.

### **5.2 Safety Risk Reporting, Investigations and Treatment Plans**

The Responsible Person shall ensure that identified safety hazards (identified through real emergencies, exercises or practical training drills) are reported, investigated and assigned treatment plans as per the WACHS Safety Risk Reporting Procedure.

#### **5.2.1 Critical Risk Escalation**

The Responsible Person shall report identified safety hazards or actual consequences from real events that meet critical criteria (risk rating of high or above or severity assessment of 3 or above) to the Tier 4 Manager via email before the end of the shift.

The Tier 4 manager shall raise a Risk Identification Form for evaluation and endorsement at the next Emergency Planning Committee prior to tabling at the Emergency and Disaster subcommittee meeting.

#### **5.2.2 Safety Risk Report Form Register**

The Occupational Safety and Health (OSH) Coordinator shall ensure that all Safety Risk Report Forms generated through real emergencies, exercises or practical training drills are entered into OSH at work.

### 5.3 Emergency Planning Committee Reporting

The Responsible Person shall ensure Emergency Reports/Post activity reports (situation dependant) are tabled at the Emergency Planning Committee/Relevant Management Meeting.

Where identified hazards or actual consequences from real events meet critical criteria (Risk rating of high or above or Severity assessment of 3 or above) the Tier 4 manager shall ensure that the risk is re-assessed and subsequent action plans are endorsed by the Emergency Planning Committee/Relevant Management Committee prior to tabling at the next Emergency and Disaster Sub Committee meeting.

**Note:** Identified hazards that may or may not be critical however may have regional implications, should be tabled by the Tier 4 manager at the next Emergency and Disaster Sub Committee meeting.

### 5.4 Registering Risk

The RiskBase Administrator shall register endorsed risk identification forms and the executive sponsor into risk base. Once entered into RiskBase, the RiskBase Administrator shall submit via email the endorsed action plan number to the Executive Sponsor and the WACHS-SW OSH unit.

### 5.5 Monitoring Corrective Actions and Action Plan Implementation

The OSH Coordinator shall ensure corrective actions and action plans are tracked for implementation via the Safety Risk Report form register. The OSH Coordinator shall ensure that the safety risk report form register is communicated monthly at OSH Committee meetings. Where an action plan has been endorsed, the OSH coordinator shall ensure the endorsed action plan is communicated at the OSH committee meeting before closing out the incident on OSH at work.

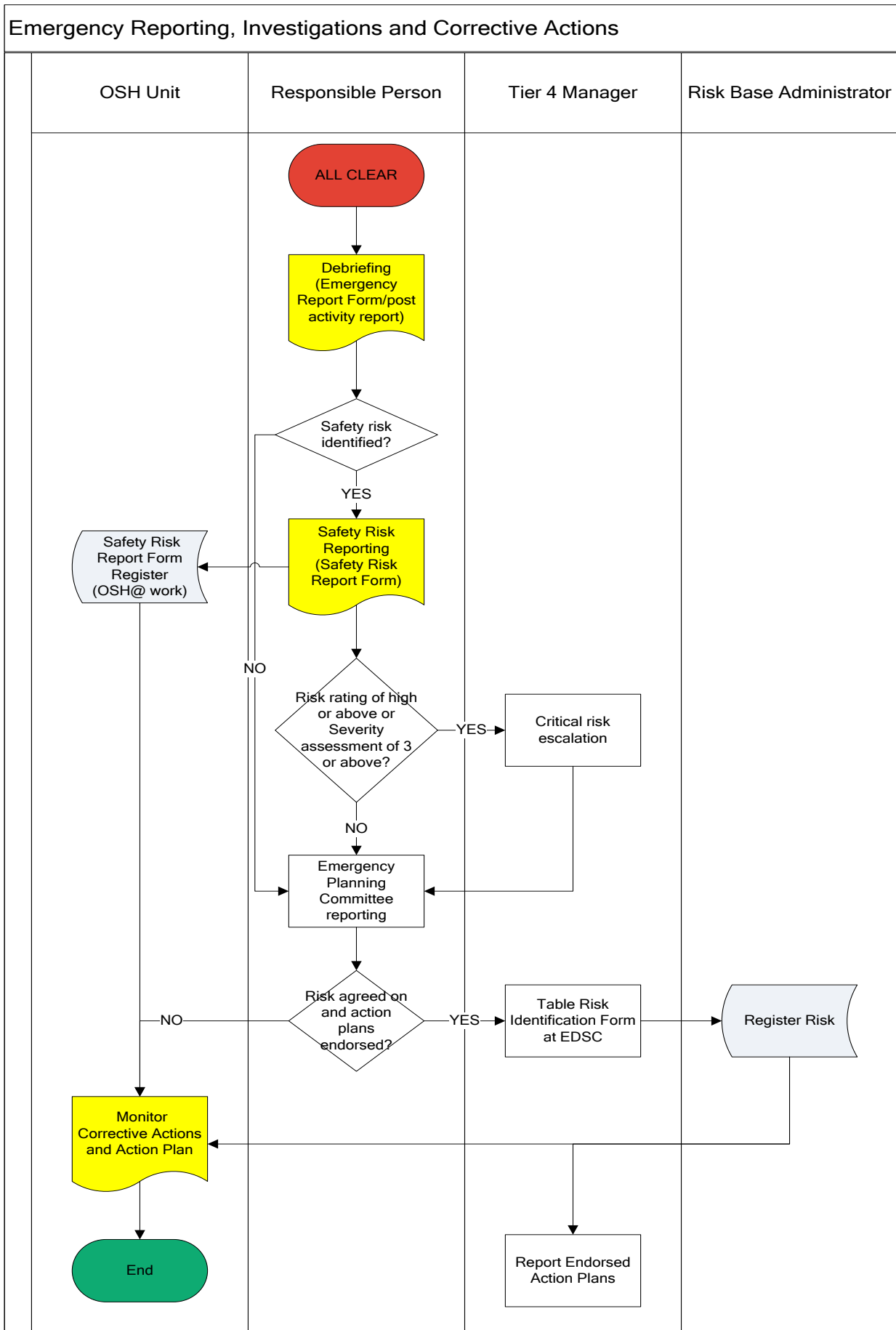
The Human Resources manager shall ensure the following are tabled monthly at the WACHS-SW Business Compliance meeting:

- a) all identified sources of risk or actual consequences from real events meet critical criteria (Risk rating of high or above or Severity assessment of 3 or above) which have not had corrective action implemented or an action plan endorsed within 30 days of the identification of the source of risk or
- b) sources of risk rated as moderate or below or real events with a severity assessment of 2 or below) which have not had corrective actions implemented within 120 days of the identification of the source of risk.

### 5.6 Report Endorsed Action Plans

Tier 4 Managers sponsoring endorsed action plans shall ensure the action plans are tabled at South West Executive and Emergency Planning Committee/Relevant Management committee meetings at least bi – annually. Where implemented action plans have a change in risk rating, the RiskBase administrator shall update RiskBase.

5.7 Continual Improvement Overall Process Flow



6. ROLES AND RESPONSIBILITIES

POSITION	RESPONSIBILITY
<p><b>Tier 4 Managers</b></p>	<ul style="list-style-type: none"> <li>• Provide sufficient resources for the implementation and maintenance of the Emergency Management arrangements for facilities under their management.</li> <li>• Ensure that the role(s) responsible for the emergency response are designated and where appropriate Emergency Management Team delegations are in place to manage specific emergencies at all times.</li> <li>• Ensure the location of the Local Emergency Operations Centre has been determined.</li> <li>• In the event that an emergency is confirmed, maintain communication with the Emergency Controller and the Responsible Person for the facility and facilitate necessary emergency service action.</li> <li>• In the event that an emergency is confirmed, proceed to the Local Emergency Operations Centre and supervise the management of the emergency.</li> <li>• If necessary, alert the Regional Director to an evacuation or the possibility thereof.</li> <li>• Ensure operational debriefs occur after activation or exercising of emergency response procedures.</li> </ul>
<p><b>Person Responsible for the Emergency Response</b></p>	<ul style="list-style-type: none"> <li>• Disseminate and communicate emergency management arrangements to all facility heads of departments.</li> <li>• Maintain a register of roles and personnel responsible for the emergency response and where appropriate Emergency Management Team roles and personnel.</li> <li>• Replace Emergency Management Team members when a role becomes vacant.</li> <li>• Ensure the location of the Local Emergency Operations Centre has been communicated to the facility.</li> <li>• Attend training and emergency response exercises, as required by the Emergency Planning Committee.</li> <li>• Provide feedback to the Tier 4 Manager on the effectiveness of emergency response and supplementary procedures.</li> <li>• Identify hazards that require supplementary procedures and prepare them in conjunction with the Responsible Person, Emergency Management Team personnel and where appropriate other specialists.</li> <li>• Ensure that all physical areas, e.g. car parks, roofs, corridors, stairwells, plant rooms, gardens, roadways and toilets, are the responsibility of a nominated person during an emergency.</li> <li>• Command/control the management of the emergency.</li> <li>• Where appropriate, activate the Local Emergency Operations Centre.</li> <li>• Compile a report for the Level Four Manager.</li> </ul>

POSITION	RESPONSIBILITY
<p><b>Responsible Person</b></p>	<ul style="list-style-type: none"> <li>• Ensure that all new, temporary, volunteer and casual staff or contract labour is familiarized with relevant aspects of the emergency response procedures at the time of appointment.</li> <li>• In the event that an emergency is confirmed, proceed to the Local Emergency Operations Centre.</li> <li>• Maintain communication with the person responsible for the emergency response and assist that person until the emergency has abated.</li> <li>• Organise a debrief with Emergency Management Team members and all other key stakeholders (including the Emergency Services).</li> <li>• Maintain and implement the requirements of this Emergency Management Manual.</li> <li>• Ensure systems are in place for auditing compliance to the requirements of this Emergency Management Manual.</li> <li>• Provide input to the Emergency Planning Committee’s review on the effectiveness of Emergency Management Manual and Emergency Response Procedures.</li> </ul>
<p><b>Person responsible for the area during an emergency response (i.e. Area Warden)</b></p>	<ul style="list-style-type: none"> <li>• Have an intimate knowledge of their designated area including egress routes, assembly points, location of emergency equipment and the presence of hazardous substances.</li> <li>• Coordinate safe practices (e.g. clear egress paths, access to first-attack equipment and disposal of rubbish) by wardens throughout their area of responsibility.</li> <li>• Attend training and emergency exercises, as required by the Emergency Planning Committee.</li> <li>• Ensure personal Emergency Management Team identification/equipment is available.</li> <li>• Commence a stage 2 evacuation if the circumstances in their area warrant this.</li> <li>• Communicate with the Emergency Controller by whatever means available and act on instructions.</li> <li>• Compile a report of the actions taken during the emergency for debrief.</li> </ul>
<p><b>Communications Officer</b></p>	<ul style="list-style-type: none"> <li>• Ensure personal proficiency in the operation of facility communication equipment.</li> <li>• Maintain records and logbooks and make them available for emergency response.</li> <li>• Ensure that Emergency Management Team members are proficient in use of the facility communication equipment.</li> <li>• Ensure that emergency communication contact details are up-to-date.</li> <li>• Attend training and emergency exercises, as required by the Emergency Planning Committee.</li> <li>• Collate records of events during the emergency for debrief and ensure they are secured for future reference.</li> </ul>

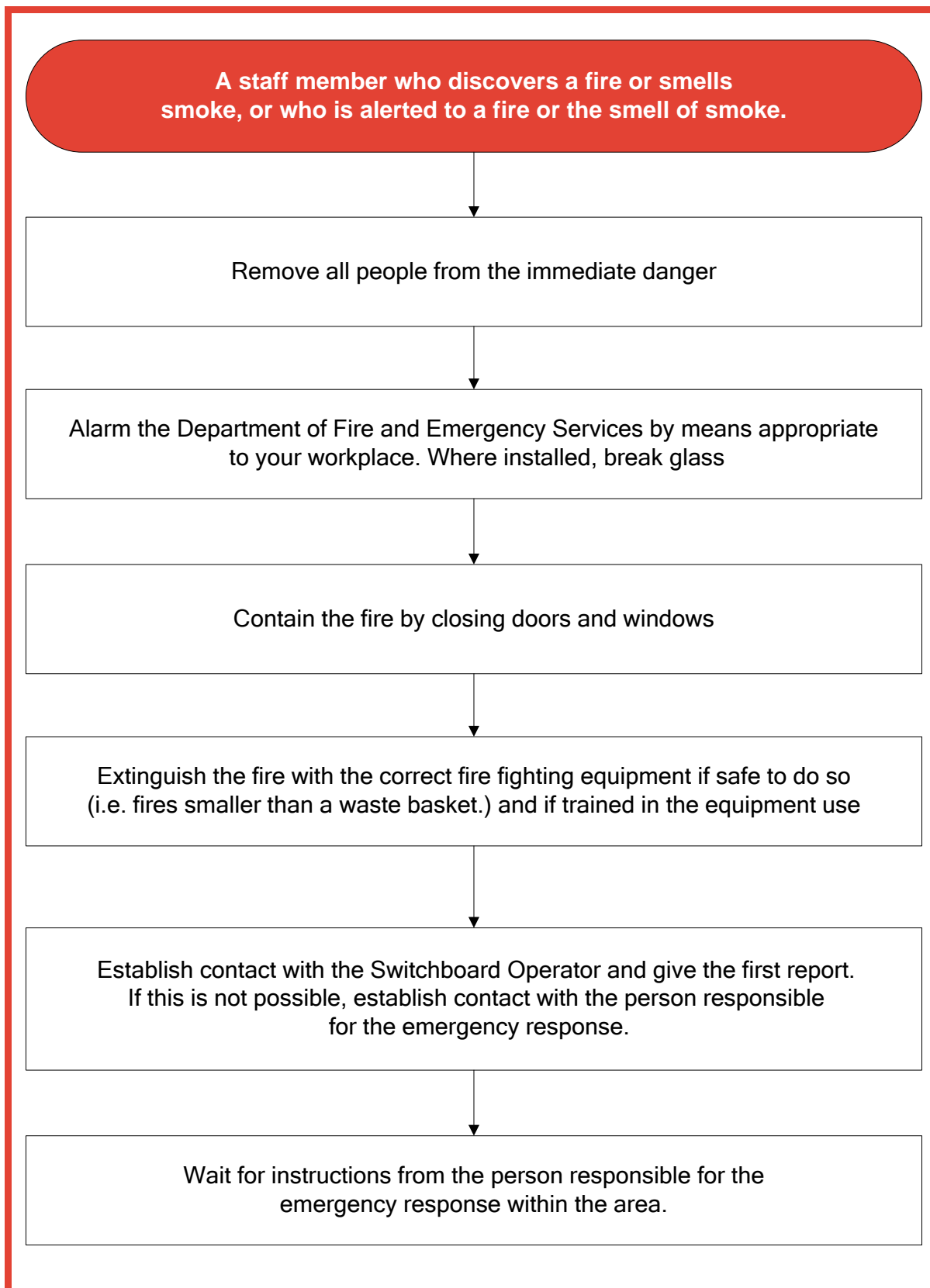
POSITION	RESPONSIBILITY
<b>Emergency Response Team Members</b>	<ul style="list-style-type: none"> <li>• Practise the safe use of specialised equipment.</li> <li>• Maintain specialised equipment as per manufacturers' specifications.</li> <li>• Ensure personal Emergency Management Team identification is available.</li> <li>• Attend training and emergency exercises, as required by the Emergency Planning Committee.</li> <li>• Clean and service used specialised equipment.</li> <li>• Replace specialised equipment as necessary.</li> </ul>
<b>Staff</b>	<ul style="list-style-type: none"> <li>• Adhere to the requirements of these Emergency Management Plans.</li> <li>• Implement the immediate actions as per the immediate action booklet for the specific emergency.</li> </ul>

## 7. IMMEDIATE ACTIONS

### 7.1 Code Red Immediate Actions

<b>Position:</b> First Responder				
<b>Reporting to:</b> Person Responsible for the emergency response within the area (i.e. Area Warden, Floor Warden etc.)				
<b>Responsibilities</b> <ul style="list-style-type: none"> <li>• Ensure the immediate safety of anyone within the vicinity of the fire / smoke.</li> <li>• Take measures to ensure that the DFES are notified.</li> <li>• Take measures to ensure that the Emergency Controller is notified.</li> </ul>				
<b>A staff member who discovers a fire or smells smoke or who is alerted to a fire or smoke</b>			<b>Time</b>	<b>Sign</b>
1.	Remove all people from the immediate danger.			
2.	Alarm the Department of Fire and Emergency Services by means appropriate to your workplace. Where installed break glass.			
3.	Contain the fire by closing doors and windows.			
4.	Extinguish the fire with the correct firefighting equipment if safe to do so (i.e. fires smaller than a waste basket) <b>and</b> if trained in the equipment use.			
5.	Establish contact with the Switchboard Operator and give the first report. If this is not possible, establish contact with the person responsible for the emergency response.  First Report: <ol style="list-style-type: none"> <li>Caller's Name</li> <li>Exact location of the incident</li> <li>Type of incident (Smoke/Fire/Type of Fire/Size of fire).</li> </ol>			
6.	Wait for instructions from the person responsible for the emergency response within the area.			

## 7.2 Code Red Immediate Action Flow Chart





### 7.3 Code Blue Immediate Actions – Clinical Sites / Areas

In line with the WACHS [Clinical Escalation Including Code Blue Medical Emergency Response \(MER\) Policy](#), escalation and MER processes are to be completed for each clinical site using the following relevant endorsed templates:

1. [Appendix 1 Adult and Maternity Observation and Response Escalation and Medical Emergency Response](#)
2. [Appendix 2 Paediatric Observation and Response Escalation and Medical Emergency Response](#)
3. [Appendix 3 Emergency Department Adult Observation and Response Escalation and Medical Emergency Response](#)
4. [Appendix 4 Emergency Department Paediatric Observation and Response Escalation and Medical Emergency Response](#)

### 7.4 Code Blue Immediate Actions – Non-Clinical Sites / Areas

<b>Position:</b> First Responder			
<b>Reporting to:</b> Person Responsible for the emergency response within the area (i.e. Area Warden, Floor Warden, etc.)			
<b>Responsibilities:</b>			
<ul style="list-style-type: none"> <li>• Take measures to ensure Emergency Responders are notified.</li> <li>• Take measures to ensure that the person responsible for the emergency response is notified.</li> </ul>			
<b>A staff member who identifies a patient, visitor or staff member who requires medical assistance shall carry out the following immediate actions</b>		<b>Time</b>	<b>Sign</b>
1.	Check for danger to yourself and others.		
2.	Alert appropriate Medical Emergency Responders by means appropriate to your workplace, communication to include: <ol style="list-style-type: none"> <li>a) caller's name</li> <li>b) exact location of the incident</li> <li>c) type of incident (medical emergency).</li> </ol>		
3.	Wait for instructions from the person responsible for the emergency response within the area.		

**7.5 Code Purple Immediate Actions – Telephone Threat**

<b>Position:</b> First Responder				
<b>Reporting to:</b> Person responsible for the emergency response within the area.				
<b>Responsibilities:</b>				
<ul style="list-style-type: none"> <li>• Take measures to record relevant information.</li> <li>• Take measures to ensure that the person responsible for the emergency response is notified.</li> </ul>				
<b>A staff member who receives a bomb threat by telephone shall carry out the following immediate actions</b>			<b>Time</b>	<b>Sign</b>
1.	Remain calm and if possible attract the attention of another staff member.			
2.	Where you can attract the attention of another staff member, signal to them 'bomb threat' and instruct them to give the first report.			
3.	Do not hang up the phone – keep the line open for possible tracing.			
4.	If not already done, establish contact with the Switchboard Operator and give the first report. If this is not possible, establish contact with the person responsible for the emergency response.  First Report: <ul style="list-style-type: none"> <li>a) Caller's Name</li> <li>b) Exact location of the incident</li> <li>c) Type of incident (telephone bomb threat).</li> </ul>			
5.	Complete the telephone bomb checklist.			
6.	Wait for instructions from the person responsible for the emergency response within the area.			

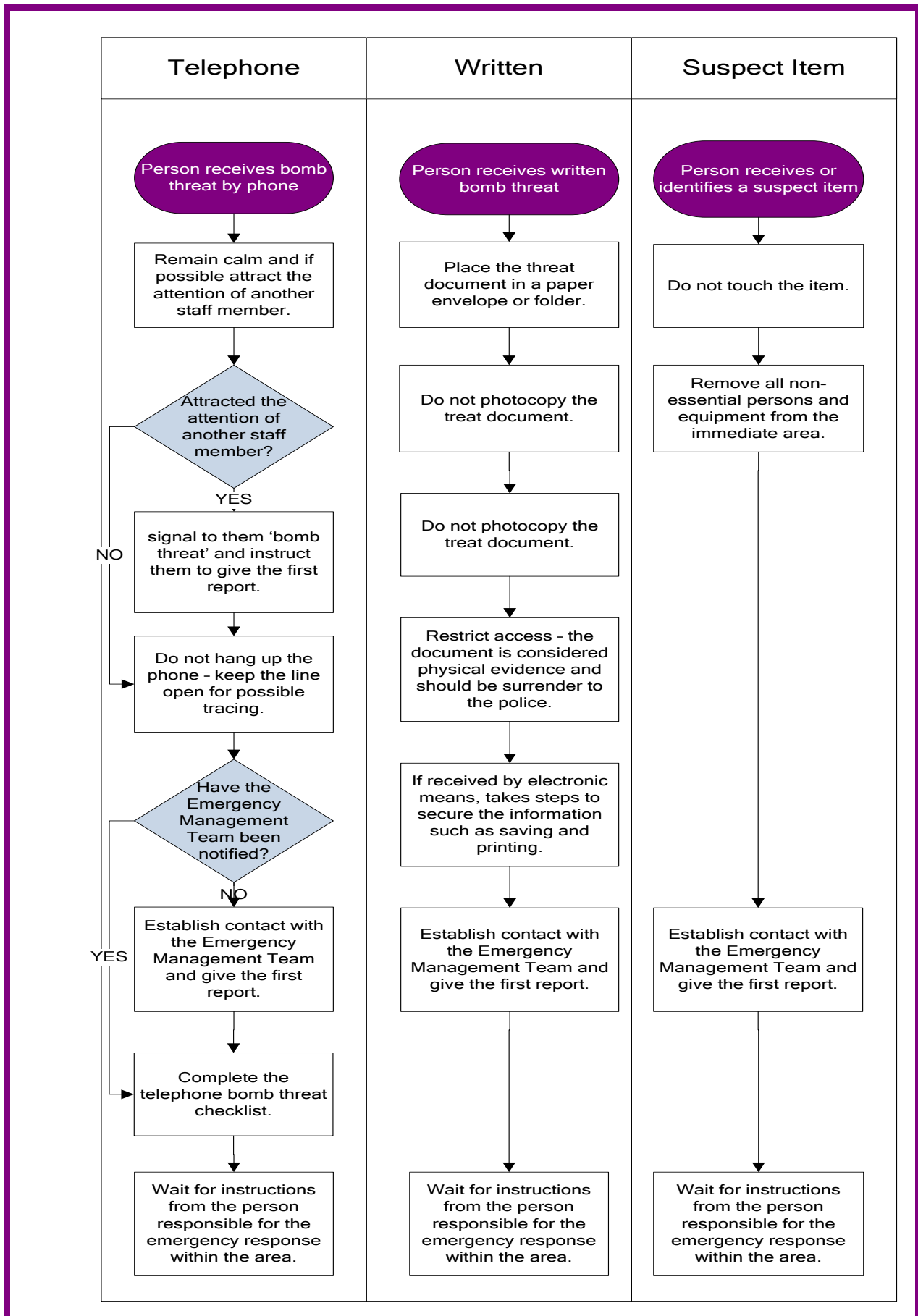
**7.6 Code Purple Immediate Actions – Written Threat**

<b>Position:</b> First Responder				
<b>Reporting to:</b> Person responsible for the emergency response within the area.				
<b>Responsibilities:</b>				
<ul style="list-style-type: none"> <li>• Take measures to retain evidence.</li> <li>• Take measures to ensure that the person responsible for the emergency response is notified.</li> </ul>				
<b>A staff member who identifies a written bomb threat shall carry out the following immediate actions</b>			<b>Time</b>	<b>Sign</b>
1.	Place the threat document in a paper envelope or folder.			
2.	Do not photocopy the threat document.			
3.	Restrict access – the document is considered physical evidence and should be surrendered to the police.			
4.	If received by electronic means, take steps to secure the information such as saving and printing.			
5.	Establish contact with the Switchboard Operator and give the first report. If this is not possible, establish contact with the person responsible for the emergency response.  First Report: <ul style="list-style-type: none"> <li>a) Caller's Name.</li> <li>b) Exact location of the incident.</li> <li>c) Type of incident (written bomb threat).</li> </ul>			
6.	Wait for instructions from the person responsible for the emergency response within the area.			

### 7.7 Code Purple - Immediate Actions – Suspect Item

<b>Position:</b> First Responder				
<b>Reporting to:</b> Person responsible for the emergency response within the area.				
<b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Take measures to ensure the Police are notified.</li> <li>• Take measures to ensure that the person responsible for the emergency response is notified.</li> <li>• Ensure the immediate safety of anyone within the vicinity of the suspect object.</li> </ul>				
<b>A staff member who receives or identifies a suspect item shall carry out the following immediate actions</b>			<b>Time</b>	<b>Sign</b>
1.	Do not touch the item.			
2.	Remove all non-essential persons and equipment from the immediate area. A minimum distance of 25 metres is recommended.			
3.	Establish contact with the Switchboard Operator and give the first report. If this is not possible, establish contact with the person responsible for the emergency response.  First Report: <ul style="list-style-type: none"> <li>a) Caller's Name</li> <li>b) Exact location of the incident</li> <li>c) Type of incident (suspect item).</li> </ul>			
4.	Wait for instructions from the person responsible for the emergency response within the area.			

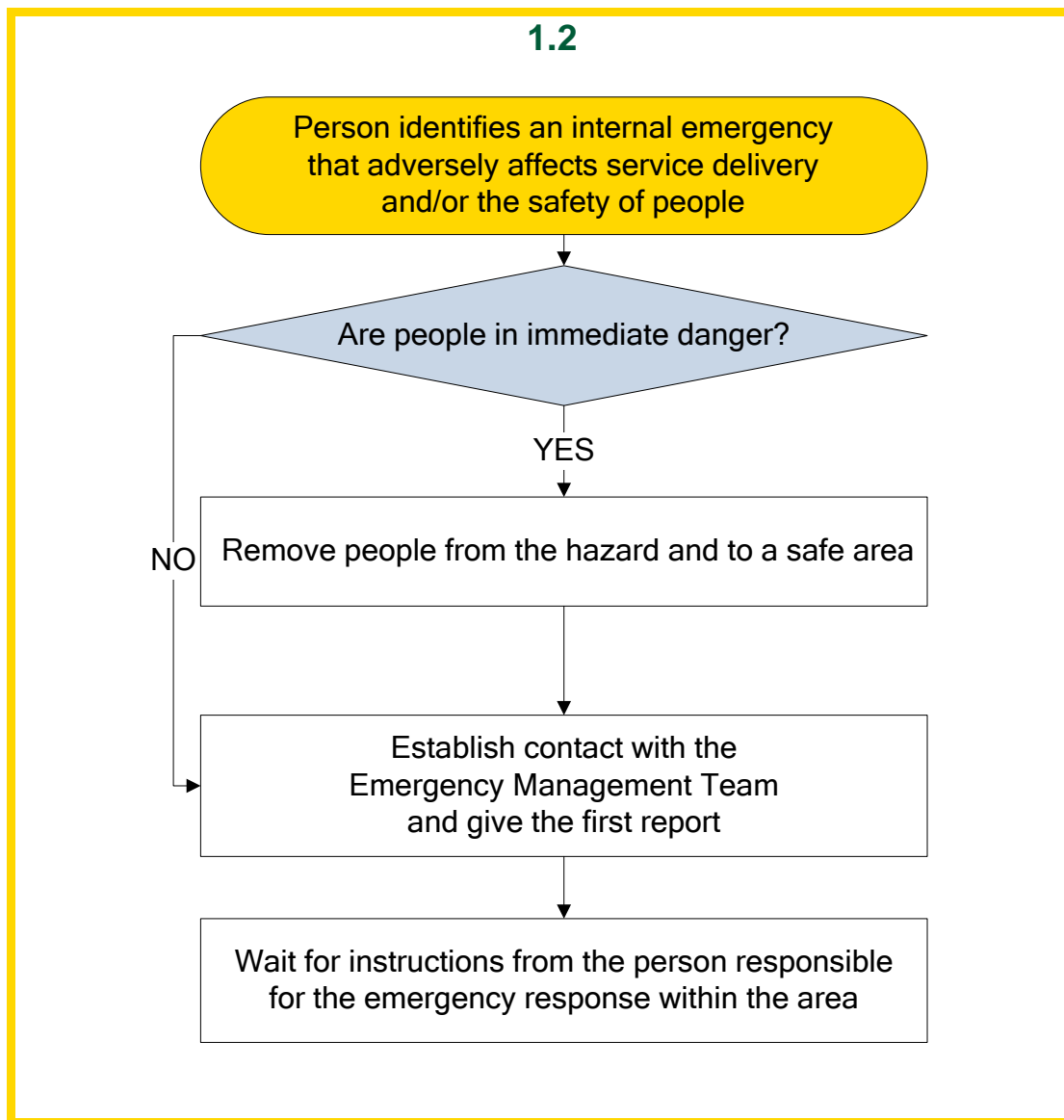
7.8 Code Purple Immediate Action Flow Chart



**7.9 Code Yellow Immediate Actions**

<b>Position:</b> First Responder				
<b>Reporting to:</b> Person responsible for the emergency response within the area.				
<b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Ensure the immediate safety of anyone within the vicinity of the hazard.</li> <li>• Take measures to ensure that the person responsible for the emergency response is notified.</li> </ul>				
<b>A staff member who identifies an internal or an external event which may adversely affect the critical business activities of the facility or the health and safety of people shall carry out the immediate actions</b>			<b>Time</b>	<b>Sign</b>
1.	Remove all people from immediate danger.			
2.	Establish contact with the Switchboard Operator and give the first report. If this is not possible, establish contact with the person responsible for the emergency response.  First Report: <ul style="list-style-type: none"> <li>a) Caller's Name</li> <li>b) Exact location of the incident</li> <li>c) Type of incident/disruption (see above).</li> </ul>			
3.	Wait for instructions from the person responsible for the emergency response within the area.			
<b>Note:</b> Internal or external events may include but are not limited to: <ul style="list-style-type: none"> <li>• electricity disruptions</li> <li>• medical gas disruptions</li> <li>• water disruptions</li> <li>• Information, Communication and Technology disruptions</li> <li>• hazardous substance incidents (leaks or spills of substances such as flammable liquids and gases, corrosives, toxic, biological, radiological substances)</li> <li>• damage to the infrastructure of the facility</li> <li>• natural events (Bush fires, storm surge, flood).</li> </ul>				

### 7.10 Code Yellow Immediate Action Flow Chart



7.11 Code Black Immediate Actions – Unarmed Confrontation

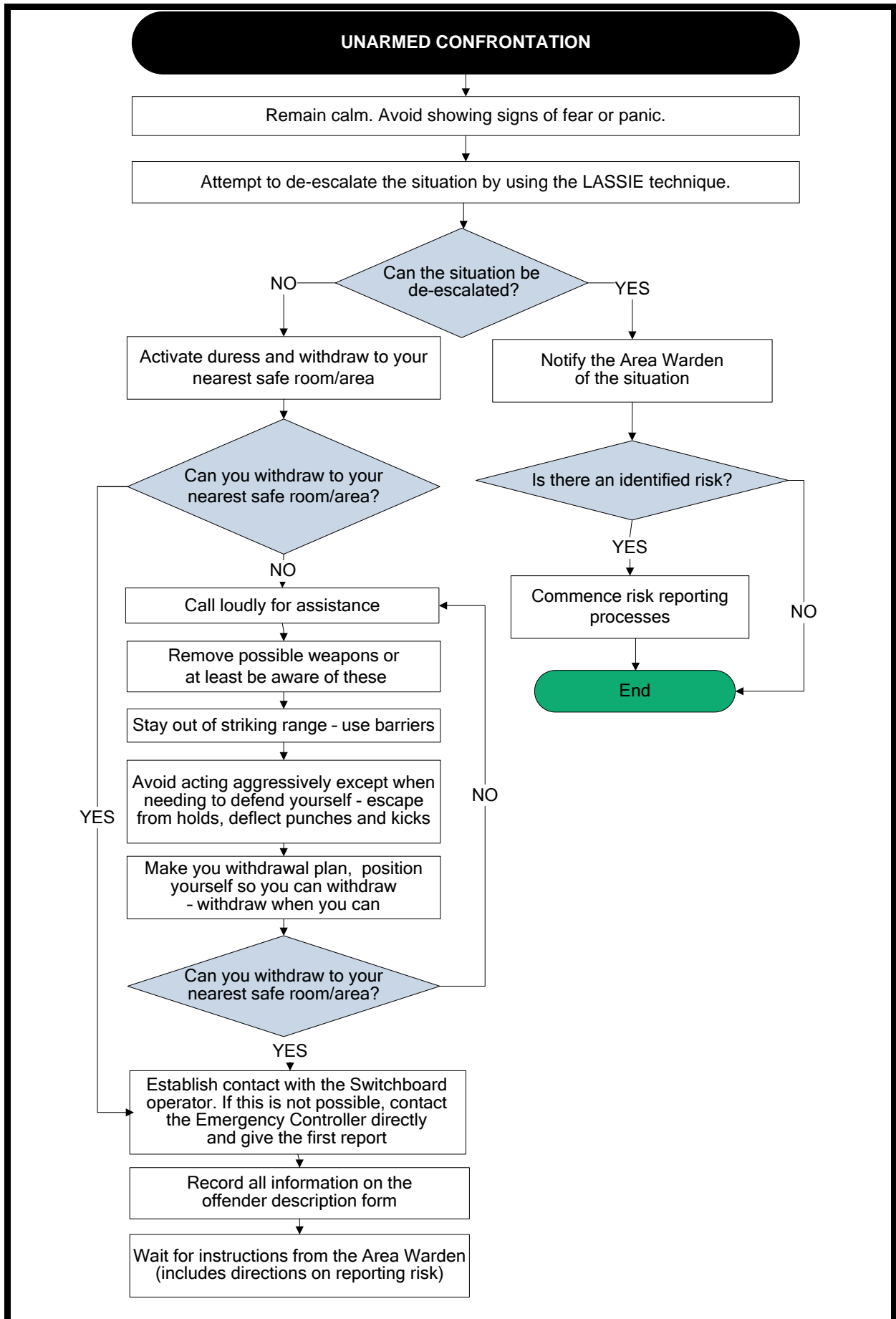
<b>Position:</b> First Responder				
<b>Reporting to:</b> Area Warden				
<b>Responsibilities</b>				
<ul style="list-style-type: none"> <li>• Ensure the safety of yourself and anyone within the immediate vicinity of the aggressor.</li> <li>• Take measures to ensure that the Emergency Controller is notified.</li> </ul>				
Unarmed Confrontation			Time	Sign
1.	Remain calm. Avoid showing signs of fear or panic.			
2.	Attempt to de-escalate the situation by using the LASSIE technique.			
3.	Where the situation can be de-escalated, notify the Area Warden and if applicable, commence risk reporting processes.			
Where the situation cannot be de-escalated				
4.	Activate duress and withdraw to your nearest safe room/area.  <b>Note:</b> Where a duress alarm cannot be activated, a call for assistance should be made by whatever means available (i.e. staff assist, attract the attention of other staff).			
5.	Establish contact with the Switchboard operator. If this is not possible, contact the Emergency Controller directly and give the first report.  First Report: <ul style="list-style-type: none"> <li>a) Caller's Name.</li> <li>b) Exact location of Incident.</li> <li>c) Type of incident (unarmed confrontation).</li> </ul>			
6.	Record all information on the offender description form.			
7.	Wait for instructions from the Area Warden (includes directions on reporting risk).			

Continued...



Where you cannot withdraw to your nearest safe room / area			
8.	Call loudly for assistance.		
9.	Remove possible weapons or at least be aware of these.		
10.	Stay out of striking range – use barriers.		
11.	Avoid acting aggressively except when needing to defend yourself - escape from holds, deflect punches and kicks.		
12.	Make your withdrawal plan, position yourself so you can withdraw - withdraw when you can.		
13.	When escaped, move to your nearest safe room/area and carry out steps 4 – 6.		

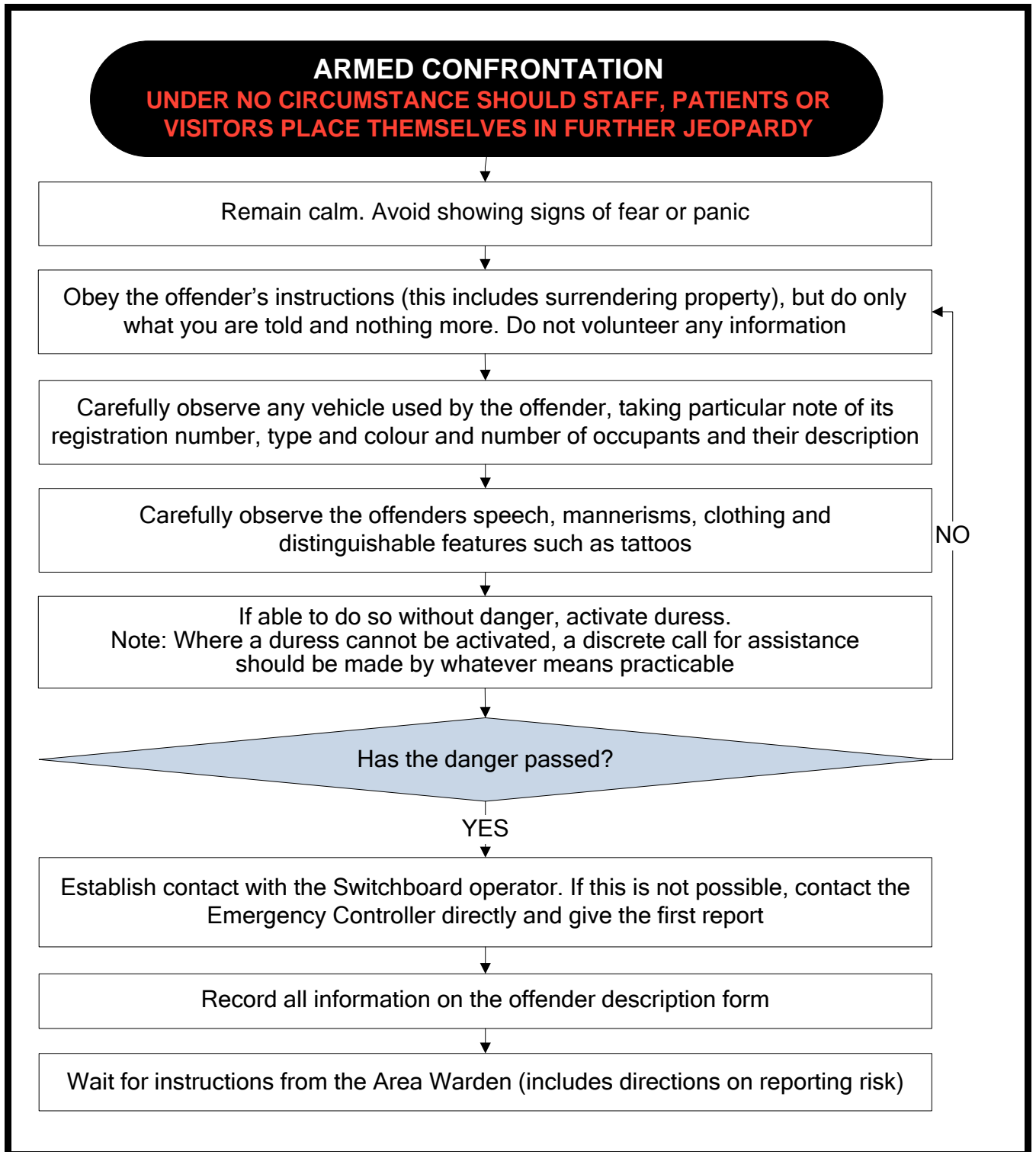
7.12 Code Black – Unarmed Confrontation Immediate Actions Flowchart



**7.13 Code Black Immediate Actions – Armed Confrontation**

<b>Position:</b> First Responder			
<b>Reporting to:</b> Area Warden			
<b>Responsibilities</b>			
<ul style="list-style-type: none"> <li>• Ensure the safety of yourself and anyone within the immediate vicinity of the aggressor.</li> <li>• Take measures to ensure that the Emergency Controller is notified.</li> </ul>			
<b>ARMED CONFRONTATION</b>			
<b>UNDER NO CIRCUMSTANCE SHOULD STAFF, PATIENTS OR VISITORS PLACE THEMSELVES IN FURTHER JEOPARDY.</b>			<b>Time</b>
1.	Remain calm and in control – avoid showing signs of fear and panic.		<b>Sign</b>
2.	Obey the offender’s instructions (this includes surrendering property), but <b>do only what you are told and nothing more.</b> Do not volunteer any information.		
3.	Carefully observe any vehicle used by the offender, taking particular note of its registration number, type and colour and number of occupants and their description.		
4.	Carefully observe the offenders speech, mannerisms, clothing and distinguishable features such as tattoos.		
5.	If able to do so without danger, activate duress. <b>Note:</b> Where a duress cannot be activated, a discrete call for assistance should be made by whatever means available.		
<b>Where the danger has passed.</b>			
6.	Establish contact with the Switchboard operator. If this is not possible, contact the Emergency Controller directly and give the first report. <b>First Report:</b> a) Caller's Name b) Exact location of incident c) Type of incident (unarmed confrontation).		
7.	Record all information on the offender description form.		
8.	Wait for instructions from the Area Warden (includes directions on reporting risk).		

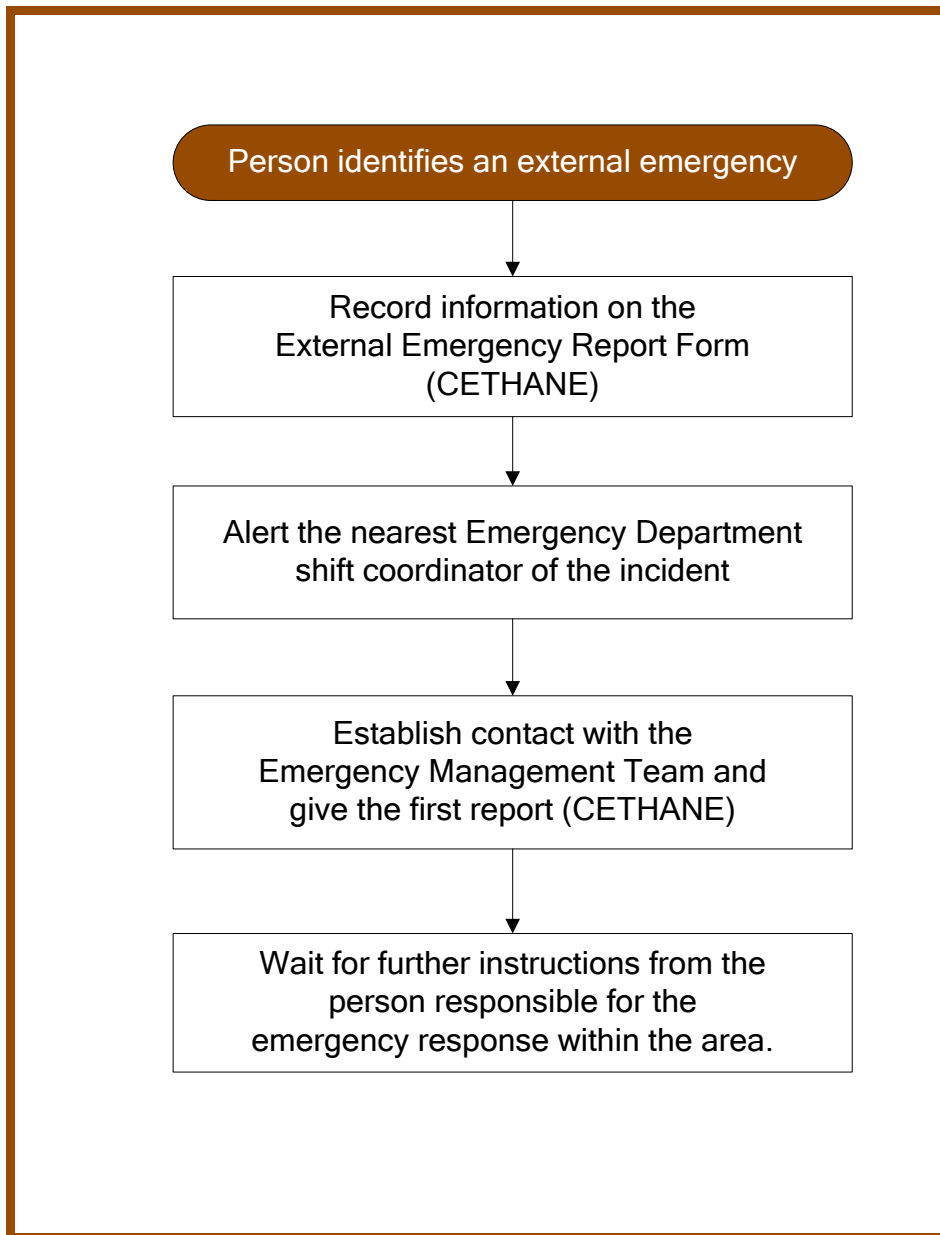
7.14 Code Black – Armed Confrontation Immediate Action Flowchart



**7.15 Code Brown Immediate Actions**

<b>Position:</b> First Responder				
<b>Reporting to:</b> Person responsible for the emergency response within the area.				
<b>Responsibilities:</b> <ul style="list-style-type: none"> <li>• Take measures to record relevant information.</li> <li>• Take measures to ensure that the Emergency Department Shift Controller is notified.</li> <li>• Take measures to ensure that the person responsible for the emergency response is notified.</li> </ul>				
<b>A staff member who has been alerted to an incident that has the potential to overwhelm the capabilities of the facilities resources (i.e. aircraft crash, bus crash, train crash, explosions, major spills, natural disasters, etc.) is required to carry out the following immediate actions:</b>			<b>Time</b>	<b>Sign</b>
1.	Record information on the External Emergency Report Form. <ul style="list-style-type: none"> <li>a) Caller’s name, location and contact details</li> <li>b) Exact location of the incident</li> <li>c) Type of incident</li> <li>d) Hazards identified at the site</li> <li>e) Access routes to site</li> <li>f) Number of casualties</li> <li>g) Emergency service present and required</li> </ul>			
2.	Alert the nearest Emergency Department shift coordinator of the incident. <b>Important:</b> Authority to activate a Code Brown is the person responsible for the emergency response, the Tier 4 Manager or Regional Health Disaster Coordinator.			
3.	Establish contact with the Switchboard Operator and give the first report (CETHANE). If this is not possible, establish contact with the person responsible for the emergency response.			
4.	Wait for further instructions from the person responsible for the emergency response within the area.			

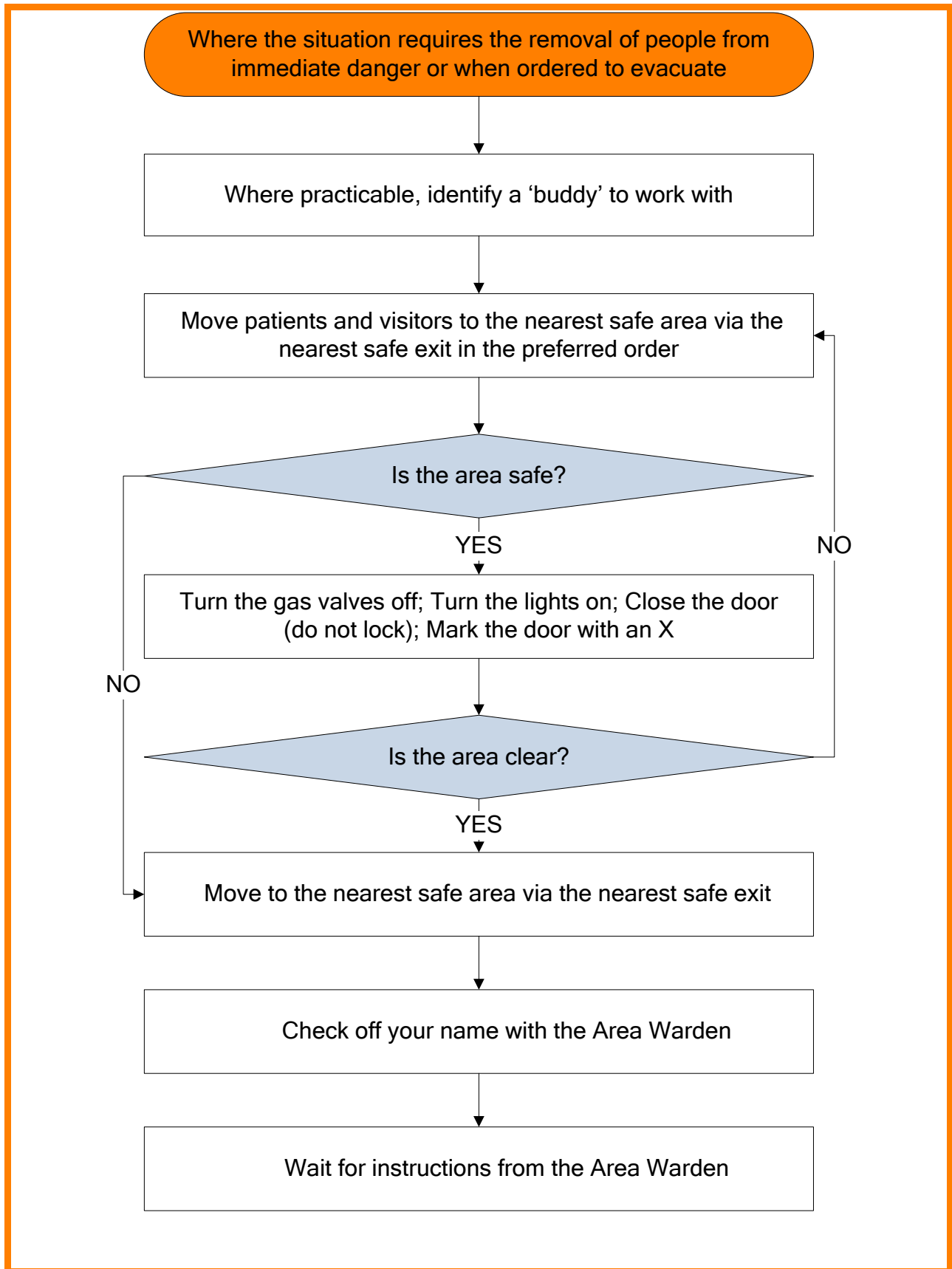
### 7.16 Code Brown Immediate Action Flow Chart



**7.17 Code Orange Immediate Actions**

<b>Position:</b> First Responder				
<b>Reporting to:</b> Area Warden				
<b>Responsibilities:</b>				
<ul style="list-style-type: none"> <li>Take measures to move patients, staff and visitors within or from within the facility.</li> </ul>				
<b>Where the situation requires the removal of people from immediate danger or when ordered to evacuate</b>			<b>Time</b>	<b>Sign</b>
1.	Where practicable, identify a 'buddy' to work with.			
2.	Move patients and visitors to the nearest safe area via the nearest safe exit in the preferred order: <ul style="list-style-type: none"> <li>a) Nearest to the danger</li> <li>b) Ambulant</li> <li>c) Need some assistance</li> <li>d) Non Ambulant.</li> </ul>			
3.	Where it is safe to do so for each room: <ul style="list-style-type: none"> <li>a) Turn the gas valves off</li> <li>b) Turn the lights on</li> <li>c) Close the door (do not lock)</li> <li>d) Mark the door with tape in the form of an X to indicate that it has been cleared.</li> </ul>			
4.	Move to the nearest safe area via the nearest safe exit when all occupants, patients and visitors are evacuated or when the area becomes unsafe.			
5.	Check off your name with the person responsible for the area.			
6.	Wait for instructions from the person responsible for the area.			

7.18 Code Orange Immediate Action Flow Chart







**This information is available in alternative formats for a person with a disability.**

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