



West Coast District Health Board

EMERGENCY PROCEDURES

Emergency Telephone Number: 777

Last Reviewed _____

MISSING PATIENT

1. Confirm Patient is missing – search immediate area
2. Inform person in charge of Ward
3. Person in charge of Ward is to :
 - a. Dial **777** and state **MISSING PERSON** giving all relevant details
 - b. Contact Service Manager and Orderlies
4. Service manager will notify (as appropriate):
 - a. Patient's Senior Medical Officer
 - b. Patient's family/whanau/caregivers
 - c. Police

WHEN PATIENT HAS BEEN RETURNED TO WARD

5. Notify Operator
6. Complete CHC Accident/Incident Form
7. Document all events in patient's clinical record

MISSING PATIENT

HAZARDOUS MATERIAL ALERT

IF YOU SEE, SMELL OR CREATE THE RELEASE OF A HAZARDOUS MATERIAL (CHEMICAL OR GAS) IMMEDIATELY:

1. Identify the chemical/gas
2. Remove anyone in immediate danger if only safe to do so
3. Isolate the hazardous material e.g. isolate the area by closing doors and windows
4. Do not risk contact with the hazardous material or spread it in any manner
5. Access Material Safety Data Sheet
6. Decide if appropriate to use Chemical Spill Kit
7. Dial 777 and state **HAZARDOUS MATERIAL ALERT** giving **EXACT LOCATION** and **TYPE OF HAZARDOUS MATERIAL INVOLVED** (if known)
8. If possible provide Operator with Material Safety Data Sheet information
9. Operator is to inform Facilities Co-Ordinator and/or On-Call Trades
10. Follow instructions of Fire Service
11. Complete WCDHB Accident/Incident Form

HAZARDOUS MATERIAL ALERT

EXTERNAL EMERGENCY

ACTIVATION OF PLAN

When the Operator is alerted that a significant number of victims from an accident/incident are arriving for care and a special response is needed to prevent the Hospital from becoming overwhelmed, the CHC Emergency Response Casualty Management Plan is to be activated.

The Operator will contact the Incident Co-Ordinator (either General Manager – Operations or After Hours Co-Ordinator) who will assess the situation and give instructions to the operator on key staff to be alerted.

The Operator is to also notify staff and Wards so they can initiate procedures to review and discharge patients. Discharge patients are to leave the Hospital using the Laboratory Car Park Exit Door.

The following Teams are to be set up to provide services and support:

- Hospital Team
- Medical Information
- Support Services
- Maintenance

Team Leaders are to report to Reception to collect Action Card provided with package containing procedure details.

SPECIFIC INSTRUCTIONS

Staff will receive specific instructions from the Incident Co-Ordinator. These can include:

- Identify patients who can be discharged
- Transfer patients to another ward
- Transfer staff to another ward

EXTERNAL EMERGENCY

FLOODING

INTERNAL: BURST WATER MAIN/SEWAGE/WASTE PIPE

1. Remove any persons in danger to a place of safety
2. Contact Facilities Co-Ordinator or On-Call Tradesperson
3. Switch off and remove the plug of any electrical equipment that could be affected by the flooding
4. Move any chemicals, documents, equipment and valuables to a safe area
5. If it becomes likely that an evacuation will be required, dial **777** and state **FLOODING – EVACUATION REQUIRED**
6. Operator will contact Incident Co-Ordinator (General Manager – Operations or After Hours Co-Ordinator)
7. Commence evacuation
8. Follow instructions of Incident Co-Ordinator
9. Complete WCDHB Accident/Incident Form

EXTERNAL

1. Remove any persons in danger to a place of safety
2. Contact Facilities Co-Ordinator or On-Call Tradesperson
3. Switch off and remove the plug of any electrical equipment that could be affected by the flooding
4. Move any chemicals, documents, equipment and valuables to a safe area
5. If it becomes likely that an evacuation will be required, dial **777** and state **FLOODING – EVACUATION REQUIRED**
6. Operator will contact Incident Co-Ordinator (General Manager – Operations or After Hours Co-Ordinator)
7. Commence evacuation
8. Follow instructions of Incident Co-Ordinator

FLOODING

RESOURCE/EQUIPMENT FAILURE

LOSS OF ELECTRICITY, MEDICAL GASES, WATER, SEWAGE, AIR CONDITIONING, VENTILATION, HEATING SYSTEM, COMMUNICATION, FIRE ALARM, FOOD, LAUNDRY, LABORATORY, MORTUARY, RADIOLOGY, EQUIPMENT

MAJOR FAILURE – LIFE THREATENING SITUATION

(Major disruption to Ward/Department/Unit)

1. Dial **777** and state **RESOURCE/EQUIPMENT FAILURE** giving **NATURE OF PROBLEM** and **EXACT LOCATION**
2. Summon help from adjacent Wards/Departments/Units
3. If normal communication systems are inoperative, use **RUNNERS**
4. Operator will notify the Duty Manager or After Hours Co-Ordinator, Facilities Co-Ordinator, Orderlies
5. Complete WCDHB Accident/Incident Form

MINOR FAILURE – NOT LIFE THREATENING

1. Contact **HELP DESK** on **2692**
2. After hours contact After Hours Co-Ordinator who is to contact On-Call Tradesperson
3. Complete WCDHB Accident/Incident Form

RESOURCE-EQUIPMENT FAILURE

SUSPICIOUS ACTIVITY

UNAUTHORISED VISITOR OR MEDIA

OBVIOUS CRIMINAL ACTIVITY

1. Dial **777** and state **SUSPICIOUS ACTIVITY** giving **EXACT LOCATION** and **NATURE OF PROBLEM**
2. Operator is contact General Manager-Operation/After Hours Co-Ordinator and Police
3. Alert other staff
4. Observe situation
5. Complete WCDHB Accident/Incident Form

UNAUTHORISED VISITOR

1. If visitor is causing distress to patient(s), they are to be asked to leave
2. Anyone wishing to sell goods must have prior management approval
3. Politely challenge person and if they do not provide satisfactory explanation, ask them to leave
4. All staff are issued with official identification. Any staff member with no official identification must be asked to leave
5. If there are any problems, dial **777** and state **UNAUTHORISED VISITOR**
6. Complete WCDHB Accident/Incident Form

UNAUTHORISED NEWS MEDIA

1. Do not provide information or engage in conversation
2. Politely ask them to leave
3. If there are any problems, dial **777** and state **UNAUTHORISED VISITOR**
4. Complete WCDHB Accident/Incident Form

SUSPICIOUS ACTIVITY

PATIENT EMERGENCY

CARDIAC ARREST OR RESPIRATORY ARREST

1. Summon help immediately from surrounding staff. If possible ring patient's call bell **3 TIMES**
2. Dial **777** and state **PATIENT EMERGENCY** giving **EXACT LOCATION**
3. Operator will page relevant staff
4. Put pillow outside door
5. Commence resuscitation and continue until assistance arrives

OTHER PATIENT EMERGENCIES

1. Dial **777**, state **NATURE OF EMERGENCY** and ask Operator to page relevant staff for patient emergency

PSYCHIATRIC EMERGENCY

1. Alert staff, ensure own safety and all other persons
2. Dial **777** and state **PSYCHIATRIC EMERGENCY** giving **EXACT LOCATION**
3. Operator is to contact TACT, After Hours Co-Ordinator, Orderlies, Police

PATIENT EMERGENCY

VIOLENT CONFRONTATION AND HOSTAGE

REMEMBER CO-OP – Calm, Obey, Observe, Pressure

1. Do exactly as asked ensuring personal safety
2. **OBSERVE:**
 - a. time, age, height
 - b. gender, hair colour, skin colour
 - c. eye colour
 - d. what they are wearing
 - e. other distinguishing features
 - f. any weapons
 - g. hostages taken
 - h. escape route
 - i. vehicle
3. **WHEN SAFE** dial **777** and state **VIOLENT CONFRONTATION/HOSTAGE** giving **EXACT LOCATION** and details of events
4. Operator is contact the Duty Manager/After Hours Co-Ordinator
5. If possible secure immediate area. Remove any unaffected persons. Close doors
6. Instruct any witnesses to remain until Police arrive and speak to them.
 - Restrict entry to area until Police arrive
 - Write down all observed
 - Do not speak to any member of the media
 - Do not touch anything within the scene
7. Ensure staff stay with patients to reassure them

BECOMING A HOSTAGE

1. Do everything the captor demands
2. Be especially careful during first 5 minutes of the capture
3. Speak only when spoken to and do not make wisecracks
4. Be as calm as possible as the captor will use your emotions to his advantage
5. Sit down, if possible to avoid appearing aggressive
6. Do not make any suggestions to the captor
7. Weigh very carefully, any chance of escape to be sure that escape and will not endanger you or anyone else.

VIOLENT CONFRONTATION-HOSTAGE

FIRE

IF YOU SEE OR SUSPECT A FIRE:

1. Remove anyone in immediate danger to a temporary place of safety
2. Activate nearest Fire Alarm (break glass and press switch)
3. Dial **777** and state **FIRE** giving **EXACT LOCATION**
4. Close all doors and windows (note Smoke Stop doors close automatically)
5. Shut off all gas supply valves
6. Extinguish the fire with suitable extinguisher only if safe to do so
7. Ensure all patients are accounted for – if any person missing report to Fire Chief
8. Reassure all patients/visitors
9. Follow evacuations procedures as per instructions in **WCDHB Fire Procedures Booklet**
10. Follow all instructions from Fire Chief
11. Await for all clear before re-entering any buildings

FIRE

FIRE ALARM SOUNDING

RED FIRE ALARM LIGHT SHOWING/SIRENS CONTINUOUS

1. Close all doors and windows (note Smoke Stop doors close automatically)
2. Shut off all gas supply valves
3. Account for all staff, patients and visitors
4. Evacuate to Assembly Point (as per **WCDHB Fire Procedures Booklet**)

ORANGE FIRE ALARM LIGHT SHOWING/SIRENS INTERMITTENT

1. Close all doors and windows
2. Shut off all gas supply valves
3. Account for all staff, patients and visitors
4. Follow instructions given by Fire Warden
5. Stand by for further instructions

IF FIRE ALARM CHANGES FROM ORANGE LIGHT-SIRENS INTERMITTENT TO RED LIGHT-SIRENS CONTINUOUS TOTAL EVACUATION IS REQUIRED

ALL CLEAR

1. The All Clear is indicated by Alarm/Sirens ceasing and instructions from Fire Chief
2. No one is to re-enter buildings until All Clear has been given

FIRE ALARM SOUNDING

BOMB THREAT

KEEP CALM AND TREAT AS GENUINE ALL THREATS

RECORD ALL INFORMATION

1. Be calm and courteous and do not interrupt caller
2. Record exact wording of threat
3. Keep caller talking
4. Ask and record answers to:
 - a. Where is the bomb ?
 - b. What time is it to explode ?
 - c. What does it look like ?
 - d. What will cause it to explode ?
 - e. What kind of bomb is it ?
 - f. Why did you place the bomb ?
5. Note anything significant about the caller:
 - a. Age, gender, ethnicity
 - b. Speech
 - c. Accent
 - d. Background noises
6. Dial **777** and state **BOMB THREAT** giving **LOCATION** and **DETAILS RECEIVED**
7. Operator is to contact Police, Fire, General Manager-Operation/After Hours Co-Ordinator
8. Commence search for the bomb
9. If bomb is located:
 - a. **DO NOT TOUCH**
 - b. Report find
 - c. Clear area of all persons to a minimum of 100 metres
 - d. Close all doors and windows in vicinity of bomb
10. Follow instructions of Police
11. Complete WCDHB Accident/Incident Form

MAIL BOMB

1. Do not open or cut strings
2. Gently lower package onto a level surface and do not disturb further
3. Do not place in confined space or water/sand
4. Evacuate all persons in immediate area closing all doors
5. Dial **777** and state **MAIL BOMB** giving **LOCATION** and **DETAILS RECEIVED**
6. Operator is to contact Police, Fire, General Manager-Operation/After Hours Co-Ordinator
7. Ensure person who identified mail bomb/suspicious parcel-package is available to talk to Police when they arrive
8. Complete WCDHB Accident/Incident Form

BOMB THREAT

NATURAL DISASTER

GALE FORCE WINDS

1. Tape windows from corner to corner
2. Close all curtains, blinds and drapes
3. Move all patients and staff away from windows
4. Shelter in strongest part of the building
5. Open windows slightly on opposite side of the building from direction of wind
6. Stay inside
7. Report any major damage/injuries sustained to **777**
8. Staff unable to report for work are to contact Hospital

EARTHQUAKE – DURING EARTHQUAKE

If Inside

1. Stay inside and keep self safe
2. Do not use lifts, stairs or leave immediate area
3. Take shelter in doorway
4. Keep away from windows, outside walls or objects that could fall

If Outside

1. Stay outside
2. Take shelter clear of buildings, trees, power lines or anything that could fall

EARTHQUAKE – AFTER EARTHQUAKE

1. Check and record signs of fire, flood, hazardous material spill, major structural damage
2. Account for all staff, patients, visitors
3. Treat any minor injuries
4. Do not evacuate immediate area until instructions are given to do so
5. Await instructions and follow them when given
6. If telephones are working do not contact Operator unless assistance is required