



West Coast District Health Board

**EMERGENCY  
PROCEDURES  
(Home Based Support  
Workers)**

**Last Reviewed  
May 2006**

# COMMUNITY HAZARDS

## HOME VISITS:

1. Prior to visit, contact the client to confirm appointment and details – address, location, access, road conditions, animals/pets, persons who will be present.
2. Before leaving for a community visit, staff members ensure destination & estimated time of return have been documented
3. Upon arrival identify the most appropriate place to park the vehicle, taking into account ease of access and departure.
4. Make a quick check for hazards as entering clients home

## CAR ACCIDENTS

1. If you come across an accident or are involved in an accident:
  - a. Ensure your own safety - Assess situation - Call for help
  - b. Do not do anything for victims beyond your capabilities
  - c. Assess everyone for back injuries prior to moving
  - d. Check for breathing – Apply pressure to bleeding areas
  - e. Do not admit liability
  - f. Complete WCDHB Accident/Incident Form

# COMMUNITY HAZARDS

# HAZARDOUS MATERIAL ALERT

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

1. Identify the chemical/gas (*if possible*)
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. Dial 111 ask for **FIRE SERVICE** and state **HAZARDOUS MATERIAL ALERT** giving **EXACT LOCATION** and **TYPE OF HAZARDOUS MATERIAL INVOLVED** (if known)
6. If possible provide Operator with Material information
7. Follow instructions of Fire Service
8. Complete WCDHB Accident/Incident Form

**HAZARDOUS MATERIAL ALERT**

# FLOODING

## **BURST WATER MAIN/SEWAGE/WASTE PIPE**

1. Remove any persons in danger to a place of safety
2. Contact Tradesperson and/or District Council
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. Complete WCDHB Accident/Incident Form
6. If it becomes likely that an evacuation will be required, commence evacuation

**FLOODING**

# **SUSPICIOUS ACTIVITY**

## **UNAUTHORISED VISITOR**

### **OBVIOUS CRIMINAL ACTIVITY**

1. Dial **111** ask for **POLICE** and state **SUSPICIOUS ACTIVITY** giving **EXACT LOCATION** and **NATURE OF PROBLEM**
2. Alert other staff
3. Observe situation
4. Complete WCDHB Accident/Incident Form

**SUSPICIOUS ACTIVITY**

# CLIENT EMERGENCY

## CARDIAC ARREST OR RESPIRATORY ARREST

1. **111**, ask for **AMBULANCE SERVICE** and state **CARDIAC ARREST OR RESPIRATORY ARREST** giving **EXACT LOCATION**
2. Send someone to meet Ambulance
3. Commence resuscitation and continue until assistance arrives

## DETERIORATING PHYSICAL CONDITION

1. Where you are concerned at your client's status:
  - a. Telephone client's GP to discuss changing physical status
  - b. If condition is life threatening, dial **111**, ask for **AMBULANCE SERVICE** and state **WHAT PROBLEM IS** and **EXACT LOCATION**

## PSYCHIATRIC EMERGENCY

1. Alert others, ensure own safety and all other persons
2. Contact TACT (**0800 757 678**)
3. Notify Senior Person
4. If necessary, dial **111**, ask for **POLICE** and state **WHAT PROBLEM IS** and **EXACT LOCATION**

**CLIENT 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 **111**, ask for **POLICE** and state **VIOLENT CONFRONTATION/HOSTAGE** giving **EXACT LOCATION** and details of events
4. If possible secure immediate area. Remove any unaffected persons. Close doors
5. Instruct any witnesses to remain until Police arrive and speak to them.
  - Restrict entry to area until Police arrive
  - Write down all you observed and complete a WCDHB Accident/Incident Form
  - Do not speak to any member of the media
  - Do not touch anything within the scene
6. Ensure staff stay with clients 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. Dial **111** ask for **FIRE SERVICE** and state **FIRE** giving **EXACT LOCATION**
3. Close all doors and windows (note Smoke Stop doors close automatically)
4. Extinguish the fire with suitable extinguisher only if safe to do so
5. Ensure all clients are accounted for – if any person missing report to Fire Chief
6. Reassure all clients/visitors
7. Follow all instructions from Fire Chief
8. Await for all clear before re-entering any buildings

**FIRE**



# NATURAL DISASTER

## **GALE FORCE WINDS**

1. Tape windows from corner to corner
2. Close all curtains, blinds and drapes
3. Move all clients 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. For any injuries, dial **111** ask for **AMBULANCE SERVICE** and state **WHAT PROBLEM IS** and **EXACT LOCATION**
8. Staff unable to report for work are to contact Field Worker

## **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, clients, visitors
3. If telephones are working do not use unless assistance is required
4. For any injuries, dial **111** ask for **AMBULANCE SERVICE** and state **WHAT PROBLEM IS** and **EXACT LOCATION**
5. Do not evacuate immediate area until instructions are given to do so
6. Await instructions from Emergency Services/Civil Defence and follow them when given

# NATURAL DISASTER