



West Coast District Health Board

EMERGENCY PROCEDURES (Hokitika Health Centre)

Last Reviewed _____

COMMUNITY HAZARDS

HOME VISITS:

1. Prior to visit, contact the patient/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 patients/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. Access Material Safety Data Sheet
6. Decide if appropriate to use Chemical Spill Kit
7. Dial 1-111 ask for **FIRE SERVICE** 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. Contact Facilities Co-Ordinator and/or On-Call Trades at Grey Hospital
10. Follow instructions of Fire Service
11. Complete WCDHB Accident/Incident Form

HAZARDOUS MATERIAL ALERT

FLOODING

INTERNAL: BURST WATER MAIN/SEWAGE/WASTE PIPE

1. Remove any persons in danger to a place of safety
2. Contact On-Call Tradesperson and/or Westland 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. Contact Grey Hospital (the Duty Manager or After Hours Co-Ordinator) and inform them of situation
6. Complete WCDHB Accident/Incident Form
7. If it becomes likely that an evacuation will be required, commence evacuation

EXTERNAL

1. Remove any persons in danger to a place of safety
2. Switch off and remove the plug of any electrical equipment that could be affected by the flooding
3. Move any chemicals, documents, equipment and valuables to a safe area
4. Operator will contact Incident Co-Ordinator – Grey Hospital (the Duty Manager or After Hours Co-Ordinator)
5. Follow instructions of Incident Co-Ordinator and/or Civil Defence
6. If it becomes likely that an evacuation will be required, commence evacuation

FLOODING

RESOURCE/EQUIPMENT FAILURE

*LOSS OF ELECTRICITY, WATER, SEWAGE, HEATING SYSTEM, COMMUNICATION,
FIRE ALARM, EQUIPMENT*

DURING WORK HOURS:

1. Contact **HELP DESK** on **2692**
2. Inform them of situation
3. Follow their instructions
4. Complete WCDHB Accident/Incident Form

OUT OF WORK HOURS:

1. After hours contact Grey Hospital Operator who is to contact On-Call Tradesperson
2. Complete WCDHB Accident/Incident Form

RESOURCE-EQUIPMENT FAILURE

SUSPICIOUS ACTIVITY

UNAUTHORISED VISITOR OR MEDIA

OBVIOUS CRIMINAL ACTIVITY

1. Dial **1-111** ask for **POLICE** and state **SUSPICIOUS ACTIVITY** giving **EXACT LOCATION** and **NATURE OF PROBLEM**
2. Alert other staff
3. Contact the Grey Hospital Duty Manager /After Hours Co-Ordinator
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, contact Police (1-111)
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, contact Police (1-111)
4. Complete WCDHB Accident/Incident Form

SUSPICIOUS ACTIVITY

PATIENT EMERGENCY

CARDIAC ARREST OR RESPIRATORY ARREST

1. Summon help immediately from surrounding staff.
2. Dial **1-111**, ask for **AMBULANCE SERVICE** and state **CARDIAC ARREST OR RESPIRATORY ARREST** giving **EXACT LOCATION**
3. Send someone to meet Ambulance
4. Commence resuscitation and continue until assistance arrives

DETERIORATING PHYSICAL CONDITION

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

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 1-111, ask for **POLICE** and state **VIOLENT CONFRONTATION/HOSTAGE** giving **EXACT LOCATION** and details of events
4. Contact the Grey Hospital Duty Manager /After Hours Co-Ordinator and inform them of situation
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 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
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 **1-111** ask for **FIRE SERVICE** and state **FIRE** giving **EXACT LOCATION**
4. Close all doors and windows (note Smoke Stop doors close automatically)
5. Extinguish the fire with suitable extinguisher only if safe to do so
6. Ensure all patients are accounted for – if any person missing report to Fire Chief
7. Reassure all patients/visitors
8. Follow evacuations procedures as per instructions in **WCDHB Fire Procedures Booklet**
9. Follow all instructions from Fire Chief
10. Await for all clear before re-entering any buildings

FIRE

FIRE ALARM SOUNDING

SIRENS SOUNDING

1. Close all doors and windows
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**)

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

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 **1-111** ask for **POLICE** and state **BOMB THREAT** giving **LOCATION** and **DETAILS RECEIVED**
7. Commence search for the bomb
8. 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
9. Follow instructions of Police
10. Complete WCDHB Accident/Incident Form

MAIL BOMB/SUSPICIOUS PARCEL-PACKAGE

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 and prevent re-entry
5. Dial **1-111** ask for **POLICE** and state **MAIL BOMB** giving **LOCATION** and **DETAILS**
6. Operator is to contact Police, Fire, the Duty Manager/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 all damage to facilities to Facilities Co-Ordinator
8. For any injuries, dial **1-111** ask for **AMBULANCE SERVICE** and state **WHAT PROBLEM IS** and **EXACT LOCATION**
9. Staff unable to report for work are to contact Hokitika Health Centre

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. If telephones are working do not use unless assistance is required
4. For any injuries, dial **1-111** ask for **AMBULANCE SERVICE** and state **WHAT PROBLEM IS** and **EXACT LOCATION**
5. Report all damage to facilities to Facilities Co-Ordinator
6. Do not evacuate immediate area until instructions are given to do so
7. Await instructions from Emergency Services/Civil Defence and follow them when given

**FOR FURTHER DETAILS REFER TO WCDHB EMERGENCY
MANAGEMENT PLAN**

NATURAL DISASTER