

North West Residential Support Services Inc.  
Policies & Procedures  
**EMERGENCY PROCEDURES**

Number: <1>  
Effective From: <October> <2016>  
Replaces: <#>  
Review: NWRSS Board  
Contact: Neal Rodwell, General Manager  
Review Date: <January> <2018>

NWRSS aims to protect its employees' and clients' health and welfare by ensuring that they are all aware of the way in which emergencies are handled.

**Emergency Phone Numbers**  
**Life threatening emergencies – 000**  
**Poisons Information Centre – 13 1126**

**IF IN DOUBT CALL 000**

Management

- All issues and queries relevant to workplace health and safety should be referred to the Direct Service Coordinator
- All shared homes have an evacuation plan on display
- All staff must ensure that they are aware of the evacuation plan

Serious Injury

- Do not panic
- Do not move injured persons unless they are in a life-threatening situation
- Make sure injured persons are in no further danger and make them comfortable
- Phone **000**
- When phoning for help be prepared to answer the following questions:
  - The address of the emergency
  - Who is calling
  - What is happening
  - What is being done
- Do not hang up before being told what to do
- Keep injured persons calm and warm if possible
- Follow your first aid training – Ensure airway is clear – Apply CPR if necessary

Evacuation

When the need for evacuation arises:

- Do not panic

- Put on the white wardens vest hanging on the evacuation plan displayed on the wall
- Move quickly but do not run
- Assist disabled residents and visitors out of the building to the holding area
- Once out of the building account for all residents, staff and visitors
- Do not re-enter the building under any circumstances to retrieve personal belongings
- Wait for directions from Police and emergency services personnel

### Fire Emergency

- Staff should know and be aware of:
  - How the alarm systems work
  - How to use fire extinguishers and fire blankets
  - Where emergency exits are
  - Where fire extinguishers and fire blankets are
  - How to operate the fire equipment
- In the event of fire:
  - Evacuate the area according to the evacuation directions
  - Fight the fire only if it is safe to do so with the equipment at hand
  - Phone **000**

### Reporting injuries and incidents

Complete the INCIDENT/ACCIDENT/NEAR MISS REPORT FORM with someone from the management team

### Debriefing

A member of the management team will arrange debriefing discussions with all staff and clients involved

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