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# Procedure

The Diocese of Palmerston North and its Parishes are committed to ensure there are effective Emergency Plans in place to manage all types of emergencies likely to occur, and to comply with legislative requirements.

Emergency planning processes are required to provide information and procedures to protect people in sites during an emergency.

Procedures relevant to sites need to be in place to ensure that if an emergency event occurs, our Employees are prepared to deal with the situation with minimum risk to health and property.

The types of emergency can be as diverse as:

 Bomb threat;

 Chemical spills and leaks;

 Earthquake;

 Assault;

 Flood;

 Fire;

 Gas leak/explosion (e.g. Ammonia);

 Storm;

 Structural collapse;

 Civil Disturbance or Illegal Occupancy; and

 Medical.

It is recommended that parishes have operational continuity or disaster recovery plans in place to manage the quick and effective return to operations as usual after an emergency event.

## Coverage

The Diocese is a Person Conducting a Business or Undertaking (**PCBU**).

Each Parish is also separately a Person Conducting a Business or Undertaking (**PCBU**).

## Definitions

**Emergency Warden -** The person(s) responsible for ensuring that their respective area of responsibility is evacuated and that the necessary duties are performed that relate to an evacuation.

**Disabled Person -** Any person with some type of physical disability or impairment, physical or psychiatric illness, intellectual or psychological disability or impairment, any other loss or abnormality of psychological, physiological, or anatomical structure or function, or reliance on a guide dog, wheelchair, or other remedial means.

**Site Emergency Plan -** This is each building’s Emergency Plan.

**Approved Fire Evacuation Scheme -** This is the Evacuation Scheme that has been approved by the New Zealand Fire Service. Refer to New Zealand Fire Service – www.fire.org.nz

**Chemical Leaks and Spills -** Any item or package that has spilt its contents and those contents could be hazardous to a person. These could include: powders, liquids or gases.

## Responsibilities

PCBU Managers/Health & Safety Coordinator

* Utilise the Risk Management Procedure to identify any potential risks that may require an Emergency Procedure. Once these have been identified:

1. **Identify** all types of emergencies likely to occur with-in the organization
2. **Develop** an **Emergency Plan** that covers all parish sites (see Appendix A for a template)
3. **Maintain** a current listing of First Aiders, locations and contact numbers and attach to, or near, the first aid kits;
4. **Ensure** first aid kits are replenished with stock as required
5. **Complete** contact details for key people etc. on the **Emergency Plan** and display on notice boards and in other prominent locations.
6. **Train** staff and volunteers as appropriate. This could range from:

* A briefing of all staff and volunteers likely to be affected by the identified potential emergency;
* Training of Building/Emergency Wardens, First Aiders etc. on their responsibilities for each emergency identified:
* Emergency training for designated staff and volunteers at a more specific level than for general emergency response if required (E.g. management of spills, co-ordination of the response when dealing with aggressive people, etc.).

1. **Hold** trial emergency drills at least every 6 months**.**
2. **Review** evacuations or any other emergency situations (practice, false alarm, actual or otherwise). These reviews must be documented and if any improvements are identified during the review, the Emergency Plan will be updated as appropriate and any changes communicated to Employees.
3. **Review,** annually, emergency plans and procedures with Employees. Minutes of the discussion will be kept and Emergency Plan updated as required.
4. **Refresher training** will be carried out with designated Employees e.g.:
   1. Emergency / Building Wardens - annually.
   2. First Aiders - two yearly.

This will be demonstrated by minutes of meetings through to formal training certificates.

All personnel who are responsible for responding in an emergency situation (e.g. First Aiders and Floor Wardens) will have their names, contact details and work area posted in work areas.

Fire Wardens

* Ensuring, in the event of an emergency, that their respective work area is evacuated according to developed procedures and that the necessary duties are performed that relate to an evacuation.
* Advise the Building Warden that the area is clear, or not as the case may be.

Trained First Aiders

* Provide initial emergency workplace first aid when requested;
* Refer an injured person to the nominated medical practitioner, or hospital, if medical assessment of the injury is needed;
* Observe standard precautions at all times to protect against exposure to the blood or other bodily fluids of the injured person;
* Keep the details of a person’s injury confidential, however the circumstances of a serious injury will need to be extensively investigated; and
* Follow the first aid procedures.

Employees and volunteers:

* Understand the Emergency Plan; and
* Know who their emergency personnel are (e.g. Emergency Wardens, First Aiders).

## Documentation

A template Emergency Plan for parishes to complete is provided as Appendix A.

## Approval and Review

This Procedure was approved by the Diocese of Palmerston North on 18 May 2017

This Procedure was ratified by the Parish of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_on \_\_\_\_\_\_\_\_\_\_\_\_\_ (date)

This Procedure will be reviewed by the Diocese of Palmerston North on 1 May 2018

# APPENDIX A- Emergency Management Plan Template

[Your parish name]

|  |  |
| --- | --- |
| Office Address |  |
| Contact details | Phone       Fax  Email  Website |
| Parish Emergency contacts | Name  Role  Phone       Mobile |
| Name  Role       (eg: Principal, Manager etc)  Phone       Mobile |
| Radio | Our local station for emergency information is: |
| **Parish sites** | Site A Address  Site B Address  Site C Address  Site D Address  Site E Address |
| Last revised |  |

# Introduction

This plan outlines how [insert name of parish] will respond in the event of an emergency.

# Basic emergency response process

While every event is unique, there are some basic steps to follow when responding to any emergency, which are outlined below:

Insert flowchart of the basic steps staff are follow including who to contact and when, in any emergency situation.

# Site map

Insert a copy of your site map on this page.

The Site Map should include (potentially in different highlight colours):

* On site evacuation areas
* Off site evacuation areas
* Fire extinguishers
* First aid kits
* Gas cut-off valve
* Main electrical switchboard

# Evacuation

Evacuation from the parish site may be required to ensure the safety of staff, volunteers and visitors in an emergency event. In all cases, evacuations need to be planned and practiced.

## General evacuation plan

Insert flowchart showing general process to be followed including who makes decisions and when

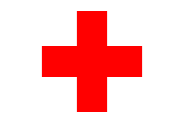
|  |
| --- |
| **Our evacuation areas**  Record these here |

# Emergency contact plans

In any emergency event, you will need to contact family members for staff and volunteers. If the site is used for youth events a process for contacting parents and caregivers will be required, to advise them of the situation and advise how they can collect their child(ren).

|  |
| --- |
| **Our emergency contact plan for staff and volunteers**  Note here:   * How you will advise family members in the event of an emergency (eg text alerts, phone tree etc) * Your method to monitor and record when people are on site. |
| **Our emergency contact plan for parents and caregivers of those attending youth events**  Note here:   * How you will advise parents and caregivers in the event of an emergency (eg text alerts, phone tree etc) * Your Parish’s method to monitor and record when attendees are picked up by parents / caregivers. * Cellphone use amongst young people may mean they are quickly in contact with their parents. Document protocols about the use of cellphones in an emergency and make sure young people know that they are to advise their leader if they have made contact with their parents or caregivers (and remind them of this when running drills). |

# External contact lists – last updated:

Where possible include a primary and alternate number.

## Emergency services contact information

|  |  |
| --- | --- |
| Police, Fire, Ambulance | 111 |
| Police (local station) | Phone |
| National Poison centre | Urgent line 0800 764 766 Non-urgent 03 479 7284 |
| Med Centre | Name       Address       Phone       Mobile |

****

## Essential government contact information

|  |  |
| --- | --- |
| Child, Youth and Family (CYF) | 0508 326 459 |
| Local council | Phone |
| Local Emergency Management office/group | Point of contact:       Phone       Mobile |

Image of a light bulb. 

## Essential utility contact information

|  |  |
| --- | --- |
| Power company | Account number        Phone |
| Gas company | Account number       Phone: |
| Electrician |  |
| Builder / handyman |  |
| Plumber |  |

# External contact lists – last updated:

Image of a padlock. 

## Essential security contact information

|  |  |
| --- | --- |
| Security |  |
| Alarm monitoring |  |
| Fire alarm/equipment maintenance |  |

## Miscellaneous logo. Other miscellaneous contact information

|  |  |
| --- | --- |
| **Other** | **Contact details** |
| Bus company / Transportation |  |
| Lawyer |  |
| Insurance |  |

## 

# Parish contact list – Last updated:

Replace this list with your staff list if more appropriate.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Position** | **Name** | **Day Contact details** | **After hours**  **Contact details** | **Comment** |
|  |  | land line and mobile | land line and mobile | Note if staff member is a first aid holder |
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# Event attendee list / parents and caregivers (and alternate) contact list – Last updated:

For use at Youth Events - Add in your parents and caregivers emergency contact list (including alternate contact)

Key: P = Primary, A = Alternate

| **Participant name** | **Parent / Caregiver** | **Day Contact details** | **After hours  Contact details** | **Comment** |
| --- | --- | --- | --- | --- |
|  |  | Land line and mobile | Land line and mobile |  |
|  | P: |  |  |  |
| A: |  |  |  |
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Date for use: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

# Fire

This checklist outlines what to do in the event of fire. You can also use it when practicing a fire drill.

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **Discovery of a fire** | 🞏 Ring the fire alarm. |
| 🞏 Call 111 |
| 🞏 If safe to do so extinguish the fire. |
| **On hearing the alarm** | 🞏 Staff and volunteers move to the designated assembly point(s). |
| 🞏 Walk calmly and quickly and avoid panic. |
| 🞏 Ensure persons disabilities are assisted by a responsible person. |
| 🞏 Ensure any visitors are included in the evacuation. |
| 🞏 Assigned wardens should check rest areas, bathrooms and common rooms en route to the designated exit point. |
| 🞏 Ensure all persons remain at the evacuation point until clearance to leave is given. |
| **Returning**  **to the building(s)** | Do not return to the building(s) until given the all clear by the Fire Service. |
| **Ongoing operations following a fire** | The continuing operation of the site will be determined by the nature of the fire and the availability of resources such as buildings, staff, employees and other resources  The responsibility of whether or not to continue site functions rests with the Parish Priest |

# Earthquake

This checklist outlines what to do in the event of an emergency. You can also use it when practising an earthquake drill.

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **During an earthquake** | 🞏 If indoors:   * Drop, take cover under a desk or table and to hold onto the legs until the shaking stops * Keep away from shelves containing heavy objects and other large items of furniture * Keep away from windows * Stay indoors until the shaking stops and it's safe to go outside |
| 🞏 If outside:   * Keep away from buildings and power lines |
| **When the shaking stops** | 🞏 Ensure your personal safety first |
| 🞏 Check those around you and offer help if necessary. |
| 🞏 If anyone requires medical assistance, call 111 and/or administer first aid. |
| 🞏 Evacuate if required. |
| 🞏 Move other persons away from areas that are dangerous. |
| 🞏 If the site is located near the coast line or a large body of inland water, be aware of the possible risk of Tsunami |
| 🞏 Listen to the radio for instructions from Civil Defence. |
| 🞏 Turn off the gas if it may be leaking. |
| 🞏 If there is time, and it is safe, recover your disaster survival kit and any important documents with you (such as contact details). |
| **Ongoing operations following the earthquake** | 🞏 The continuing operation of the parish will be determined by the nature of the emergency and the availability of resources such as buildings, staff, employees and other resources.  The responsibility of whether or not to continue parish functions rests Parish Priest. |

# Tsunami

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **When a tsunami threatens** | 🞏 Listen to your radio or TV for advice and information |
| 🞏 Don’t wait to be told to evacuate if a strong earthquake occurs and your parish is located in an area at risk of a tsunami (eg near the sea, rivers or large body of water). Evacuate if instructed to by Civil Defence.  Describe here your tsunami evacuation arrangements:   * where you will evacuate to (go at least 1 kilometre inland and 35 metres above sea level) * how you will get there (transportation) * how you make sure all students and staff are accounted for * how you will notify parents/caregivers * any other site specific information important to note in the event of a tsunami (eg: if you have insufficient time to evacuate, consider the availability of school or nearby buildings for their height) |
| 🞏 If there is time, take your disaster survival kit and any important documents with you (such as contact details). |

# Flooding

Flooding can happen quickly and have serious impacts. Flooding may be caused by heavy rain, overflowing creeks and rivers and high tides or tsunamis in coastal and low-lying areas.

Floods within a building can also be caused by normal wear and tear failures of pipe joints, vandalism, or be the result of earthquakes.

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **Flooding reported or sighted** | 🞏 Check source of the flood and that no persons are in danger |
| 🞏 Evacuate if required (and get to higher ground) |
| 🞏 If safe to do so, move records and equipment onto higher floors or onto furniture as high as possible |
| 🞏 If flood is due to burst pipes etc, turn off the water at the mains if possible. |
| 🞏 If there is time, take your disaster survival kit and any important documents with you (such as contact details). |

# Volcanic eruption and ashfall

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **When a volcano threatens** | 🞏 Listen to your radio or TV for advice and information |
| 🞏 Contact your local Civil Defence Group for advice. |
| 🞏 Check that staff know what to do. Revise with students. |
| **Large eruption** | 🞏 Evacuation: If the parish is in the path of potential lava flows, pyroclastic flows, surges or lahars be prepared to evacuate when asked to by controlling authorities (i.e. police, civil defence etc). |
| **Ash Fall** | 🞏 Ensure that persons stay indoors. Have dust masks available. |
| 🞏 Close windows and doors. In heavy ash falls, windows and doors may need additional sealing to avoid ash entering the school buildings. |
| 🞏 Turn off air-conditioning units and any other equipment that draws in or blows air. |
| 🞏 Protective clothing (especially if working in the ash fall) should be worn by anyone who has to work outside in an emergency and goggles used to protect the eyes. |
| 🞏 Monitor the amount of ash on roofs. Roofs may collapse under the weight of ash causing injury to the occupants. Evacuate buildings which show signs of roof sagging. |
| 🞏 Disconnect roof-fed water supply only when ash fall is occurring or during the clean up to stop ash entering the storage tanks. |
| 🞏 If possible have outdoor equipment, cars etc parked under-cover or cover them. |
| **Cleaning up after an ash fall** | The local council and Civil Defence Emergency Management group will provide advice on cleaning up and disposing of ash. |

# Gas leak

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **If gas leak is suspected** | 🞏 Turn off the main valve |
| 🞏 If possible and safe to do so open windows to allow the gas to dissipate. |
| 🞏 Rescue any person in immediate danger but only if safe to do so. |
| 🞏 **Do not:**   * operate any electrical switches, including lights or alarms. * use cell phone in area where leak is occurring – even if outside of building * allow anyone to smoke in the vicinty |
| 🞏 Warn others in the immediate area |
| 🞏 Call emergency services (111) if required |
| 🞏 Call our local gas company:  Company:  Ph:  Our account number: |
| 🞏 Consider evacuating the area. Do not re-enter building or outside area until cleared by authorised personnel |

# Chemical spill

All chemical spills must be treated as toxic and dangerous. They can be in liquid form, solids, powder or gas.

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **Become aware of chemical spill** | 🞏 Move all people in the vicinity to a safe area. Consider:   * evacuation of entire site if required and safe to do so * alternatively, it may be safer to stay indoors and seal doors, windows, other openings and switch off any air intake units. |
| 🞏 If required, contact emergency services on 111 |
| 🞏 Give appropriate first aid to anyone in contact with the spill |
| 🞏 Notify other persons on site |

# Dealing with a suspicious letter or package

When dealing with suspicious packages the utmost caution must be exercised and no attempts must be made to touch, move or examine the package.

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **In general** | 🞏 Note the location of the package and a description of it (markings etc). |
| 🞏 Do not touch, shake or attempt to move the package. |
| 🞏 Check with the addressee to see if they are expecting the package |
| 🞏 Isolate the item. |
| 🞏 Call the police (111) and advise them of the circumstances, the description of the package and its location. Note: If a suspected bomb - Do not use a cell phone or other radio device anywhere near the package. |
| 🞏 As appropriate, position staff at a safe distance to direct people away from the area where package/letter is. |
| 🞏 Consider evacuating the area or the site (Take police advice) |

|  |  |
| --- | --- |
| **If you open a letter/package and discover powder:** | 🞏 Put on gloves and place opened letter/package in a plastic bag |
| 🞏 If hands or any part of the body may have come into contact with the envelope or package then wash with soap and water |
| 🞏 If contents spilled   * Do not clean up or wipe spilt contents * Avoid breathing the powder or spores * Clear and isolate the area * Switch off air conditioning * Wash hands with soap and hot water. |
| 🞏 If contents are spilt on clothing   * Select a room for changing * Remove clothing and place in plastic bag * Shower with soap and hot water * Change into other clothes. |

# Bomb threats

**Keep calm. Do not hang up.** A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police with further inquires.

Let the caller talk, ask the questions as the opportunity arises and avoid being confrontational

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Questions** | | | | | **Answers** | | |
| When is the bomb going to explode? | | | | |  | | |
| Where is the bomb? | | | | |  | | |
| What does the bomb look like? | | | | |  | | |
| What kind of bomb is it? | | | | |  | | |
| What is the explosive type and quantity? | | | | |  | | |
| Why did you place the bomb? | | | | |  | | |
| What is your name? | | | | |  | | |
| Where are you? | | | | |  | | |
| What is your address? | | | | |  | | |
| Exact wording of the threat: | | | | |  | | |
| **The Caller** | | | | | | | |
| Sex: | | | | | 🞏 Male 🞏 Female | | |
| Estimated age: | | | | |  | | |
| Any speech impediment (specify): | | | | |  | | |
| Accent (specify): | | | | |  | | |
| Voice- loud – soft etc: | | | | |  | | |
| Speech – fast – slow etc: | | | | |  | | |
| Manner, calm emotional etc: | | | | |  | | |
| Did you recognise the voice? | | | | | 🞏Yes 🞏No | | |
| If so who do you think it was? | | | | |  | | |
| Was the caller familiar with the area? | | | | | 🞏Yes 🞏No | | |
| **Threat Language** | | | | | | | |
| 🞏 Well spoken  🞏 Incoherent | 🞏 Irrational  🞏 Taped | | 🞏 Message read by caller  🞏 Abusive | | | | 🞏 Other: \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Any background noises?** | | | | | | | |
| 🞏 Street noise  🞏 House noise | 🞏 Aircraft  🞏 Voices | | 🞏 Music  🞏 Machinery | | | 🞏 Vehicle  🞏 Other: \_\_\_\_\_\_\_\_\_\_\_\_\_ | |
| **Call taken** | | | | | | | |
| Date: \_\_/\_\_\_/\_\_\_\_ | | Time: | | Length of call: | | Number called: | |

*This checklist for bomb threats should be kept by the phone. Staff who would normally answer the phone should be briefed on the questionnaire to ensure some familiarity with it. A pre-printed version of the check list is available from police and may be preferred over this list for convenience.*

# Trespasser on the site

Utilise the Disruptive Persons Procedure to develop a site specific plan:

# Serious injury or death

All parishes need to be prepared and know how to manage a traumatic incident involving death or serious injury. The sudden death (or serious injury) of a person on our site has the potential to create significant risk to the physical and emotional wellbeing of people within a community, especially those who are constantly present on site, such as staff.

The event also has the potential to cause sudden and/or significant disruption to the effective operation of a parish office and their community. If the aftermath is poorly or insensitively handled, it can impact on those affected and attract adverse media or public comment.

|  |  |
| --- | --- |
|  | **Response actions (as appropriate)** |
| **Death / serious injury occurs at parish site** | 🞏 Ensure your own safety. Assess area for danger (eg: live wires, poisonous substances etc) |
| 🞏 **Do not assume death has occurred – give immediate first aid** |
| 🞏 Call emergency services |
| 🞏 Notify Parish Priest; isolate and contain the area. |
| **Action after medical personnel have taken over** | 🞏 Parish Priest to advise (as soon as possible):   * Staff and volunteers * The diocese |
| 🞏 Consider accompanying police to advise families. |
| 🞏 Complete incident form (see Incident management procedure) with all known details |
| 🞏 Ensure the designated media person for the diocese/church in New Zealand is fully briefed, if applicable |