



## Emergency Action Plan

### Lords Recreation Centre



**Royal Life Saving**  
THE ROYAL LIFE SAVING SOCIETY WESTERN AUSTRALIA INC.

## Contents

Introduction	3
Emergency Planning Committee	4
Lords – Site Map	5
Communication	6
Reception Public Address	6
Two-way Radios	6
Manual Communication	6
Centre Alarms	6
Procedure 1: Minor Emergency	7
Procedure 2: Major Emergency (Non Evacuation)	8
Procedure 3: Major Emergency – Evacuation Plan	10
Evacuation Flow Chart	11
Step 1: Emergency Discovered and Assessed	12
Step 2: Alarm Raised Initial Response – Operations Supervisor	13
Step 3: Evacuate to safe assembly areas	14
Step 4: Isolate services, commence shut down & re-direct internal traffic.	15
<b>Zone Evacuation Maps &amp; Checklist</b>	
<b>Liaison with Emergency Services</b>	<b>24</b>
<b>Key Contacts</b>	<b>25</b>
Step 5: End of Emergency & Debrief	26
Appendix 1: Fire Procedure Guidelines	27
Appendix 2: Gas Leak (Chlorine) Procedure	29
Appendix 3: Bomb Threat Procedure	31
Appendix 4: Civil Disorder Procedure	35
Appendix 5: Armed Hold-Up Procedure	36
Appendix 6: Loitering Procedure	39
Appendix 7: Earthquake Emergency Procedures	40
Appendix 8: Operation of Public Address	41
Appendix 9: Rescue Equipment	42
Appendix 10: Dangerous Good Manifest	43
Appendix 11: Emergency Procedure Training	44
Appendix 12: Minor Emergencies – Specific Procedures	46
Appendix 13: Major Emergencies Specific Procedures	52
Appendix 14: Crowd Control	52



## Introduction

This document details emergency procedures for Lords. The objective being to protect patrons, members, visitors and staff, minimise damage to property, minimise harm to the environment and reduce disruption to operations in the event of an emergency.

The procedures provide a framework for staff to appropriately respond in an emergency, no matter how unique.

It is important that all staff recognise that an emergency can occur at any time despite their best intentions and actions in prevention.

### Definitions

#### **Emergency**

Any event which arises internally or from external sources which may adversely affect the safety of persons, patrons or staff in or around Lords, harm property or the environment.

#### **Minor Emergency**

A minor emergency can be defined as "non-life threatening". An emergency of this type will require prompt actions to ensure that a potentially more serious outcome does not occur. Examples include -

- cuts/minor bleeding
- sporting competition injuries
- sprain
- exhaustion/effects of exercise

#### **Major Emergency (non evacuation)**

A major emergency can be defined as any situation which provides an immediate threat to life and will require an urgent response. Examples include -

- drowning
- sudden unconsciousness
- heart attack
- life threatening bleeding

#### **Major Emergency (evacuation)**

Examples include -

- fire
- chemical spill/leak
- bomb threat
- prolonged power outage

## Emergency Planning Committee

It is essential that all levels of management and staff at Lords accept and participate in the implementation and maintenance of the emergency procedures. Emergency procedures are of no value if they are not understood and accepted.

### Duties

The Emergency Planning Committee (EPC) shall meet regularly, at least annually, to;

- Establish and implement emergency plans and emergency procedures,
- Determine the number of EPC personnel consistent with the nature and risk of the buildings, structures and workplaces,
- Ensure that the personnel are appointed to all positions on the EPC but particularly, the chief warden,
- Arrange for the training of personnel,
- Arrange for the conduct of evacuation exercises,
- Review the effectiveness of evacuation exercises and arrange for procedure improvements,
- Determine who will implement emergency procedures.

### EPC Composition

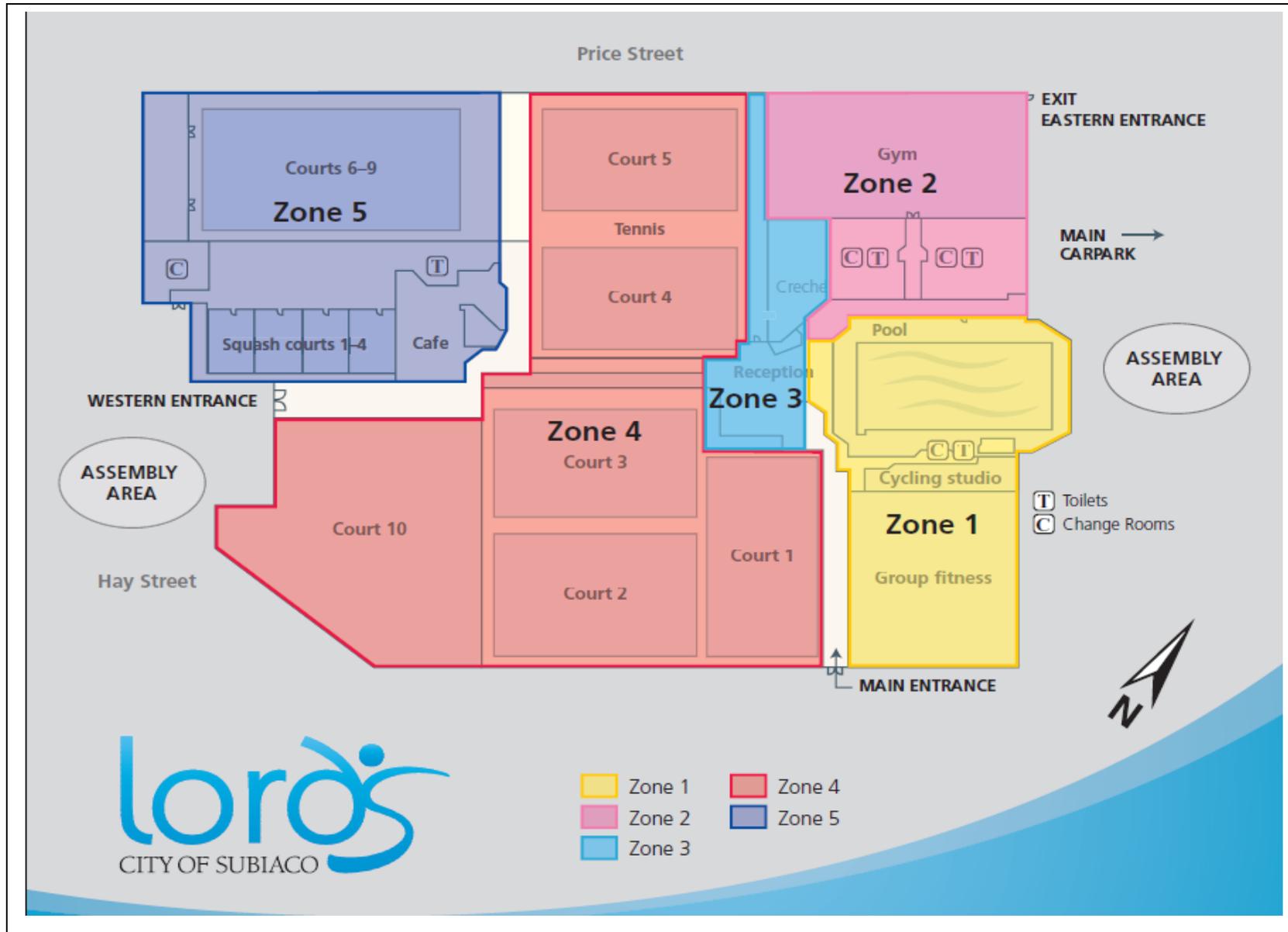
City of Subiaco - Manager Recreation Services

Lords - Coordinator Facilities, Health and Fitness

Lords - Occupational Health and Safety Representative

Lords - Duty Mangers

# Lords – Site Map



Assembly area is in main car park away from the pool plant room

## Communication

Lords is equipped with a multi-modal communication system to ensure continuity of communication even in the event of a failure in the primary communication system.

The system consists of:

- Telephones (internal and external lines)
- Public Address System
- Amplified megaphone
- Two-way radios
- Emergency Exit and Safety Signs

All staff are to be made aware of the communication system and instructed on the operation of specific equipment. Regular tests provide the opportunity for staff to practice and identify any system faults.

### Reception Public Address

The main form of communication within Lords is the Public Address (P.A.) system located at the main reception desk. The PA should be used for important announcements to everyone in the centre (or particular zone of the venue).

See Appendix 8 – Operation of Public Address for details.

### Manual Communications

Should the P.A. System be inaccessible or out of action, an important announcement will be signalled by **the amplified megaphone** repeated at intervals. Megaphone is located with fire warden packs under stairs.

### Two-way Radios Protocol

There are eight (8) two ways and chargers are allocated in the following areas:

1. 4x Sports desk (upstairs admin)
2. 1 x Reception
3. 1 x Gym Desk
4. 1 x Crèche desk
5. 1 x Café office

During Monday to Friday weekdays 5.45am - 5.00pm a two way is located in the following areas:

1. Coordinator Facilities, Health and Fitness (or delegated person if on leave or off site)
2. Reception area - CSO
3. Gym – Gym instructor
4. Café – café assistant
5. Crèche – crèche assistant
6. Sports desk (not in use)
7. Sports desk (not in use)
8. Sports desk (not in use)

In the evenings after 5pm the following allocations occur:

1. Duty Manager
2. Reception area - CSO

## Lords – Emergency Procedures

3. Gym – Gym instructor
4. Café – Café assistant
5. Crèche – Crèche assistant (Crèche closed not in use)
6. Court 2/3 - Sports umpire table
7. Court 4/5 – Sport umpire table
8. Court 11 – Sports umpire

On Weekends the following allocation occur :

1. Duty Manager
2. Reception area - CSO
3. Gym – Gym instructor
4. Café – café assistant
5. Crèche – crèche assistant
6. Sports desk (not in use)
7. Sports desk (not in use)
8. Sports desk (not in use)

The operation of two-way radios at Lords will operate in the following manner:

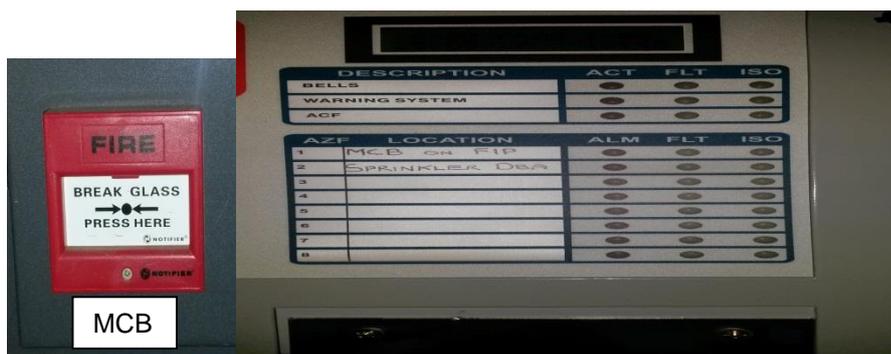
1. All communication on Channel (8). This is the dedicated Lords Channel.
2. Channel (7) is the dedicated "ALL CALL" (Emergency) for the City of Subiaco.
3. Two Way Radio number (1) (allocated to the CFHF & Duty Manager) has a small LCD screen which indicated who is communicating. This two -way also is able to communicate to the following COS departments.
  1. Building & Health
  2. Infrastructure
  3. Waste and Fleet
  4. Parks & Environment
  5. Field Services
  6. Lords
4. When contacting another staff member with a two way use the phrase "(name) are you receiving? Over" Always sign off with "over" when you have finished your message as this signals the respondent that it is their turn to respond.
5. When responding to a two way call your first response is "Receiving. Over"
6. To finish a conversation always finish with "over & out" This signifies that no further response is required.
7. At the end of shift all two-ways are to be returned to their respective chargers to be charged overnight in preparation for the following day.

### Fire Alarms

There are number of explanations that will cause the fire alarm to sound.

1. A drop in pressure in the fire sprinkler system. This can be cause by a number of reasons for example mechanical fault in the system or a drop in pressure from the town water mains coming in.
2. An actual fire – The sprinkler heads on the red water lines throughout the building have a thermal rating. The heat of fire will cause the sprinkler head to melt and water will then begin to flow to combat the fire. Given the located of the sprinkler heads in high level positions it is likely that a fire will be visibly be detection first.
3. Damage to a sprinkler head – A ball or object may strike a sprinkler head causing damage that will activate the alarm.
4. MCB – The MCB can be physically be activated by breaking the glass. This is located on the FIP. (See below)
5. EWIS (Emergency Warning Information System) – Physical activation of the EWIS by manually pressing the evacuation button.

The fire sprinkler system is connected to the Fire Indicator Panel (FIP). The FIP is located in the western fire control room adjacent number 4 squash court or the western emergency exit. You will need to enter through the two red doors in the pictures below.



The FIP is also connected to the EWIS system (Emergency Warning Information System) located at reception. The EWIS system operates a two tone alarm system. The first alarm is an "Alert" tone which will sound for a 5 minute period (300 seconds). The alarm will then automatically go into the evacuation sound after this elapsed time. To cancel the alarm the EWIS needs to set into manual mode and the white cancel button needs to be pressed.

Please see appendix 8 for further instructions on how to operate the EWIS panel.

The FIP system is connected directly to FESA, Perth Central that will notify the emergency services.

**Please note: Lords has no smoke alarms operating within the complex. Therefore there is no earlier detection of a fire to enable the fire alarm . The sprinkler system heads are thermal rated and are activated by a heat source i.e Fire.**

## Procedure 1 - Minor Emergency

A minor emergency is one to which the nearest staff member responds. Examples of Minor incidents include but are not limited to:

- Cuts and abrasions
- Insect bites and stings
- Slips and falls
- Theft and vandalism (Police to be called if required)
- Assault (Police to be called if required)

If the incident will result in a staff member not being able to perform their duties (e.g. continue surveillance of the gym or pool) immediate assistance should be gained from the Duty Manager (Senior Sports Officer) or Coordinator Facilities, Health and Fitness.

### Responsibilities of Staff

- Assess the incident
- Alert other staff to the situation
- Ensure your work area is suitably supervised or secure safety of other guests under your responsibility
- Respond to incident as required
- Render First Aid if required
- Seek assistance of the Duty Manager or Coordinator Facilities, Health and Fitness if assistance is required
- Call Emergency Services if deemed necessary
- Fill out First Aid Report Form if applicable (for first aid treatment rendered to a patron)
- Fill out Incident Report form if applicable (for incidents which may have been caused from facility defects or for injuries that may require paramedic or hospital treatment)
- Ensure the Lords OSH representative receives all relevant reports

See Appendix 12      Minor Emergency – Specific Procedures for details.

## Procedure 2 – Major Emergency (Non Evacuation)

A major emergency – non evacuation is implemented when there is no threat to the whole building/guests.

### First Person on the Scene

- Signals to second staff member(s) using two way radio communication (and voice to attract attention if necessary).
- React immediately to the accident scene as required (e.g. implement DRSABCD)
- Ensure continued monitoring and support of victim.
- Communicate further with fellow staff

**Note: The first person on the scene must not be diverted from the monitoring and support of the victim.**

### Second Person on the Scene

- Go immediately to the assistance of the 1<sup>st</sup> responder
- Provide assistance with supporting the person in difficulty and, if necessary, assist with airway management or life threatening bleeding
- Initiate secondary assessment and first aid treatment and relay information to other staff

**Note: In the event that only two staff members are on duty in the whole facility, the responsibilities of the Third Person on the Scene must be implemented by the Second Person on the Scene. Bystanders may be used to assist where appropriate**

### Third Person on the Scene

- Complete the evacuation of the local area if necessary
- Obtain current information about the condition of the victim
- Contact emergency services or direct receptionist to do so (mobile phone or two way radio)
- Bring first aid supplies to the emergency scene
- If necessary, assist the first or second responder with treatment
- Obtain information from witnesses or friends of the casualty
- Perform crowd control

In the event that other staff members are not in the direct vicinity of the incident, staff may be required to send a bystander to seek further assistance. **Remember: Always ensure bystander returns to the scene to advise the task has been completed.**

## Major Emergency Checklist

- RECOGNISE the emergency quickly
- CHECK for dangers
- ASSESS the emergency
- RESPOND with action
- ACTIVATE the emergency procedure
- CLEAR the area if possible and practical
- COMPLETE the initial assessment of the person
- TREAT the person for injury or illness as appropriate, including treatment for shock
- MAINTAIN control of others
- COMMUNICATE with Operations Supervisor
- COMPLETE appropriate reports
- UNDERGO appropriate debriefing

See Appendix 13      Major Emergency – Specific Procedures for details

## Procedure 3 – Major Emergency – Evacuation Plan

The Chief Warden is in charge of the emergency operation of Lords. As such, the allocated Chief Warden at the time of the emergency is responsible for implementing the **evacuation plan** if required.

Should it seem likely that the Major Emergency will damage the health of people in the facility the Chief Warden will order the full or partial evacuation of the Centre.

Each emergency will have its own peculiarities and must be dealt with on an individual basis. At times, emergencies may occur simultaneously or one emergency may result in a number of related incidents. As such the Chief Warden must be able to remain calm and analyse each emergency as they arise and take appropriate and immediate action.

The most likely scenario is thought to be a fire in the Centre or a chemical leak. Lords may have to be evacuated for any of the following emergency situations:

- Fire or Explosion in the Building
- Gas Leak
- Ventilation System Contamination
- Building Sustaining Structural Damage
- Hazardous Materials Leak
- Bomb Threats
- Earthquake
- Armed Offender
- By direction of the Emergency Services.
- Prolonged Power Failure

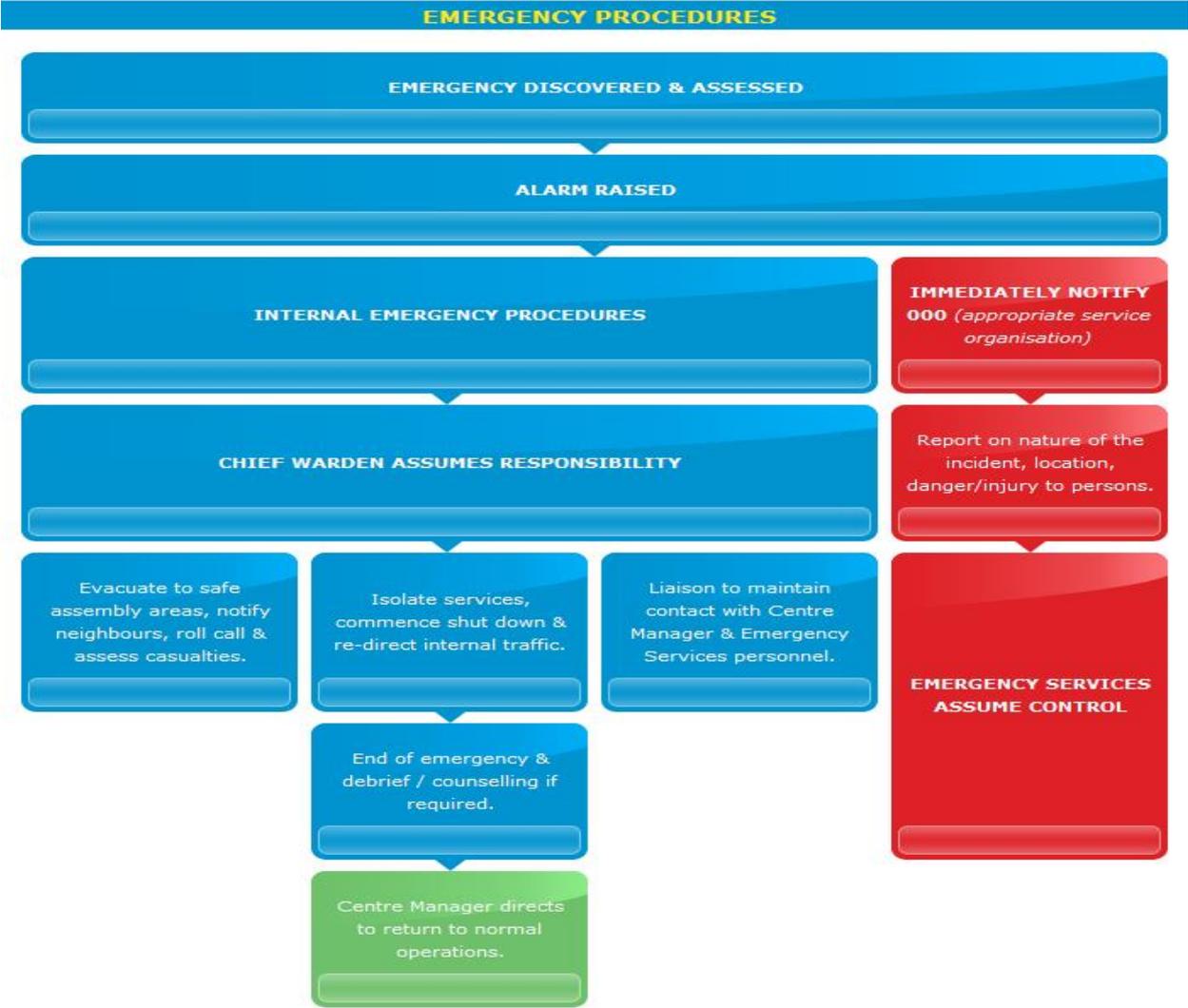
Partial evacuation may also be used if the Chief Warden is of the opinion that the whole complex does not need to be evacuated.

### Emergency Control Organisation

Chief Warden		CFHF or Duty Manager
Communications Officer		Receptionists, Sports Officers, Gym Instructors
Area Wardens:	Zone 1:	Group Fitness Area
	Zone 2:	Gym Area and changing rooms
	Zone 3:	Reception, Creche & Upstairs Administration
	Zone 4:	Basket Ball & Tennis Court Area
	Zone 5:	Squash Court Area
Wardens		All other Lords Employees

In the event one of the above officers is not present, the next most senior employee will assume responsibility

# Evacuation Flow Chart



## Step 1: Emergency Discovered and Assessed

- See Appendix 1 Fire Procedure Guidelines
- See Appendix 2 Chemical Leak Procedure
- See Appendix 3 Bomb Threat Procedure
- See Appendix 4 Civil Disorder Procedure
- See Appendix 5 Armed hold-up Procedure
- See Appendix 6 Loitering Procedure
- See Appendix 7 Earthquake Emergency Procedures

### Emergency Procedures CODE System

Lords staff use a CODE system when controlling emergency situations. The purpose of the CODE system is to allow communication between staff (and emergency services) without causing undue panic or concern amongst the general public.

<b>CODE RED</b>	<b>Fire or Explosion</b>	<b>CODE BLUE</b>	<b>Medical/Aquatic Emergency</b>
<b>CODE ORANGE</b>	<b>Evacuation</b>	<b>CODE YELLOW</b>	<b>Chemical/LPG Gas Leak</b>
<b>CODE PURPLE</b>	<b>Bomb Threat</b>	<b>CODE BROWN</b>	<b>External Emergency/ Severe Weather</b>
<b>CODE BLACK</b>	<b>Personal Threat</b>		

## Step 2: Alarm Raised Initial Response – Chief Warden

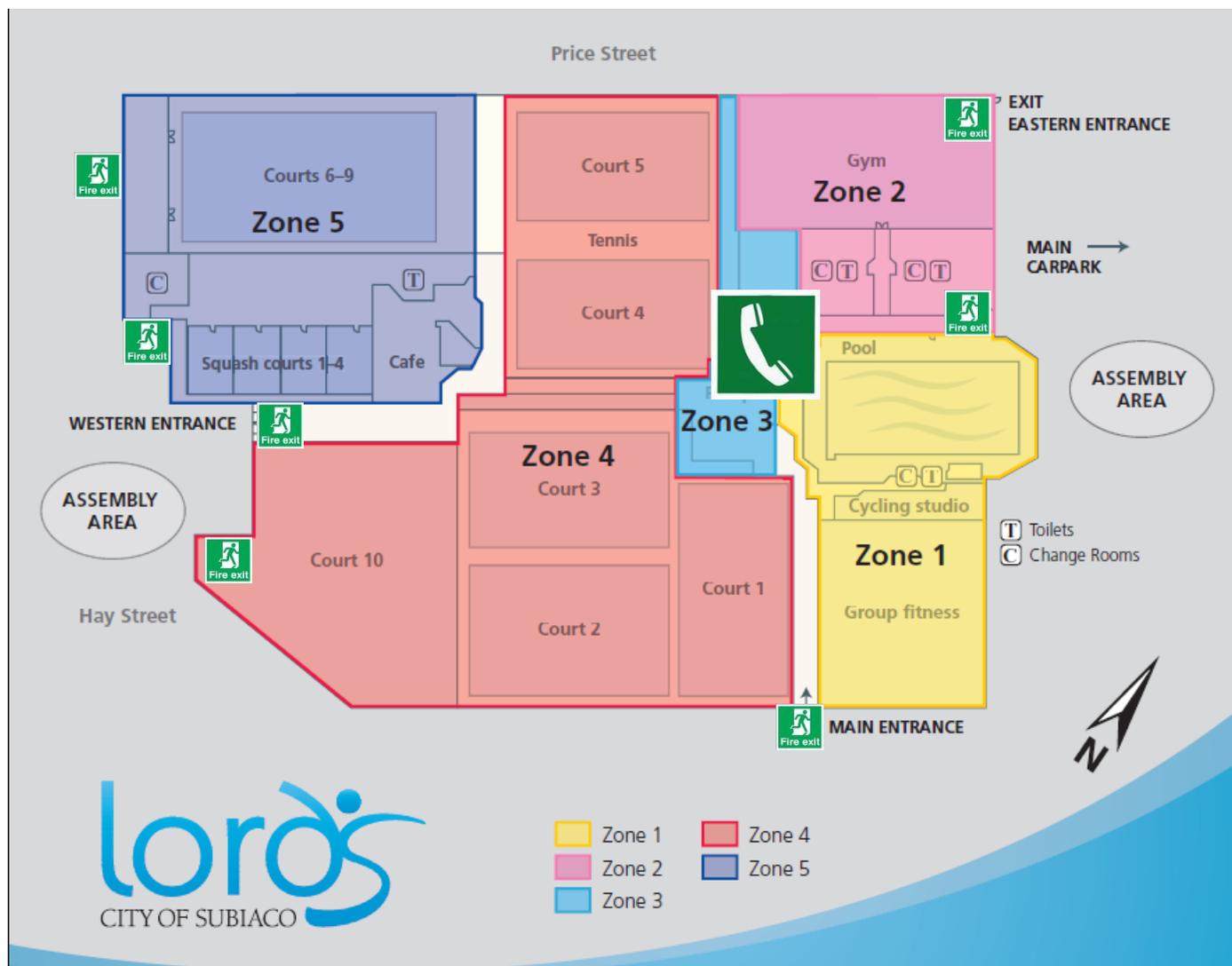
On becoming aware that a major emergency requires the evacuation of people from the facility, the Chief Warden will:

- Step 1: Use the PA System to instruct all staff.  
Use the two way radio system and ask all staff to **switch to Channel 8.**
- Step 2: Use the PA System or two-way radios to notify all staff:  
**"Attention all staff, this is a Centre Evacuation. Staff please clear the Centre immediately. Staff commence evacuation procedure and evacuate through <<INSERT EXIT POINT>> (name exit and muster point)."**  
(The above is repeated then followed by)
- Step 3: Use the PA to notify all patrons and guests:  
**"Attention all venue patrons, we have an emergency situation. Please follow the directions of the staff in your area. Stay calm. Proceed to (as required) exit as directed by the Lords staff. Please remain calm.**  
(The above is repeated)

It will be vital that instructions that are given over the Public Address are clear and precise.

Should the Emergency Control Area PA system or evacuation alarm be inaccessible or out of action (power failure), any emergency will be signalled by the **amplified megaphone.**

## Step 3: Evacuate to safe assembly areas.



Depending on the emergency, all guests and staff should be evacuated to one of two evacuation points.

1. outside in the centre of the Main Car park
2. outside Western Entrance

### Selection of Evacuation Point

The nominated assembly point shall be far enough away from the building, structure and workplace to ensure that, where practicable, everyone is protected.

Ideally the area selected should allow for further movement away from any possible source of danger.

The movement of large numbers of people has its inherent risks, particularly in heavy traffic. Careful thought should be given to determine the safest routes from the structure to the nominated places of assembly, including alternatives, and to ensure access for emergency vehicles is not hindered.

### Consideration of Special Needs

Special consideration may be required for mobility - impaired persons. This may require prompt evacuation (first before others are evacuated) or special supervision / accompaniment by a staff member.

### Personal Belongings

Guests should be asked to leave all belongings in the Centre during an evacuation.

The only exception to this rule is in the event of a Bomb Threat when items need to be removed to assist in the check of the building by emergency services. Staff and guests will be advised via public announcement to remove all personal belongings when evacuating.

## **Step 4: Isolate services, commence shut down & re-direct internal traffic.**

### **Chief Warden - CFHF / Duty Manager**

### **White Helmet/ Yellow Vest**

On becoming aware of an emergency, the Chief Warden shall take the following actions:

- Ascertain the nature of the emergency and determine appropriate action.
- If necessary, initiate evacuation and control entry to the affected areas.
- Co-ordinate evacuation from the control point at main reception area
- Ensure that Area Wardens are advised of the situation (refer to CODE system).
- Organise for all allocated exit doors and external gates to be opened.
- Organise the shutdown of power and all equipment that may hinder the emergency response
- Ring/notify emergency service if required/or delegate (see Communications Officer role)
- Check to ensure all staff have checked out.
- Make final check to ensure facility is empty.
- Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the Senior Officer's instructions.
- Supply technical information to Emergency Services including dangerous goods manifest, location water main power board/water mains and location of any specialised equipment kept on site
- Ensure the progress of the evacuation and any action taken is recorded in an incident log.
- Complete all reports as required after the incident.

**Area Warden(s) –**

**Red Helmet /Yellow Vest**

- Responsible for the group under their direct control (ensure group remains together at all times)
- Assist people leaving the facility from the appropriate exit. (See Appendix 14 – Crowd Control)
- Areas cleared must have a post it note positioned on the door.
- Ensure the portable "Muster Area" sign are collected
- Assembly at the evacuation point and stay with the group.
- Count the number of persons and communicate to Chief Warden via Two Way Radio.
- Attend to any injured persons.
- Ensure no people re-enter the facility until they are advised to do so.

Special consideration may be required for mobility - impaired persons. This may include prompt evacuation (first before others are evacuated) or special supervision / accompaniment by a staff member. Area Wardens can delegate this task to another staff member.

# Emergency Procedures

## Lords Subiaco – Zone 1 Warden Work Sheet

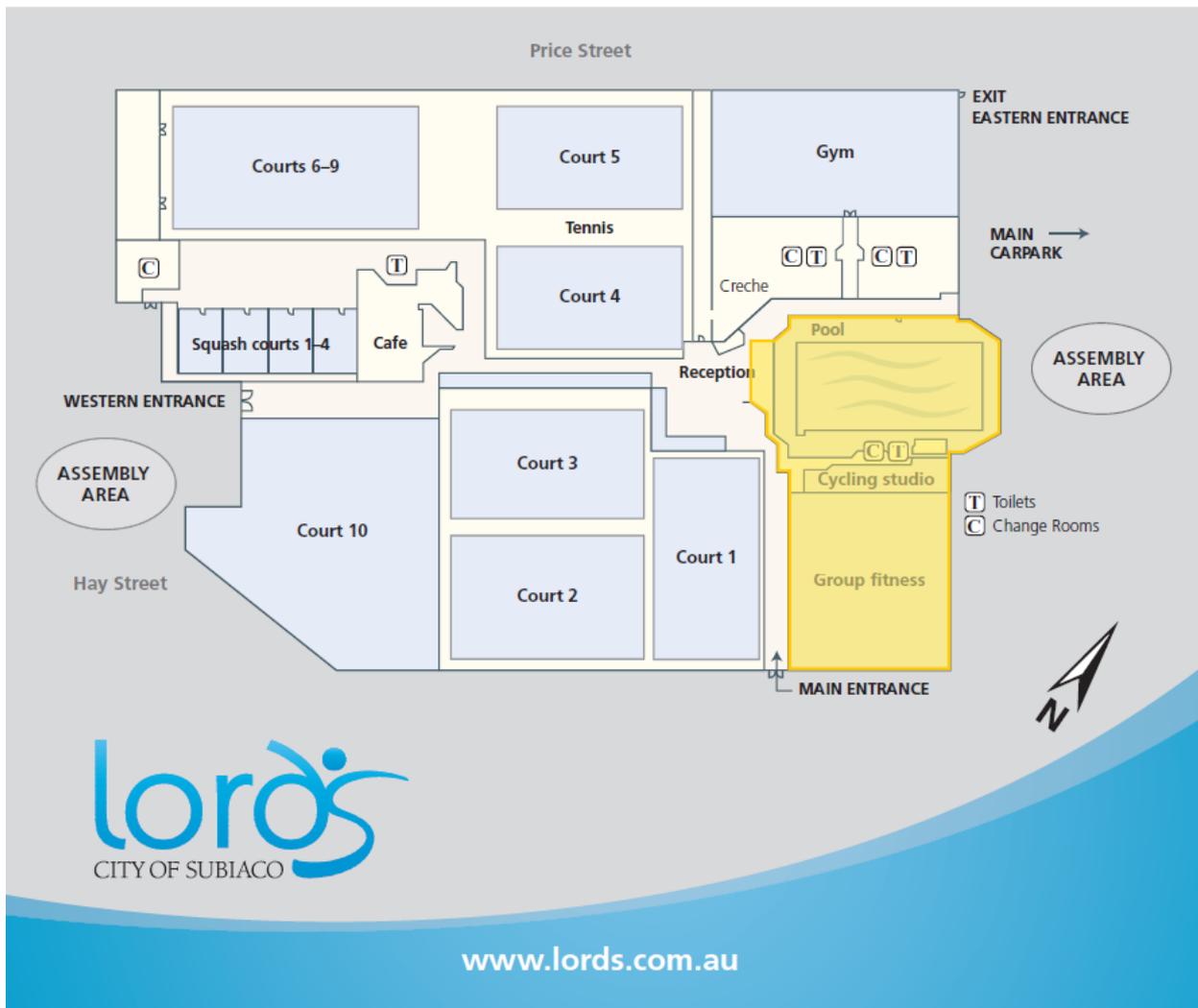
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- Ground floor Studio
- Upstairs Studio
- Pool Area
- Change Rooms

Remember to check:

- Plant Room in the Pool Area
- Store Rooms in the 2 Studios



# Emergency Procedures

## Lords Subiaco – Zone 2 Warden Work Sheet

'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- Gym
- Change Rooms
- Offices

Remember to check:

- Saunas in each Change Room
- Appraisal Rooms



# Emergency Procedures

## Lords Subiaco – Zone 3 Warden Work Sheet

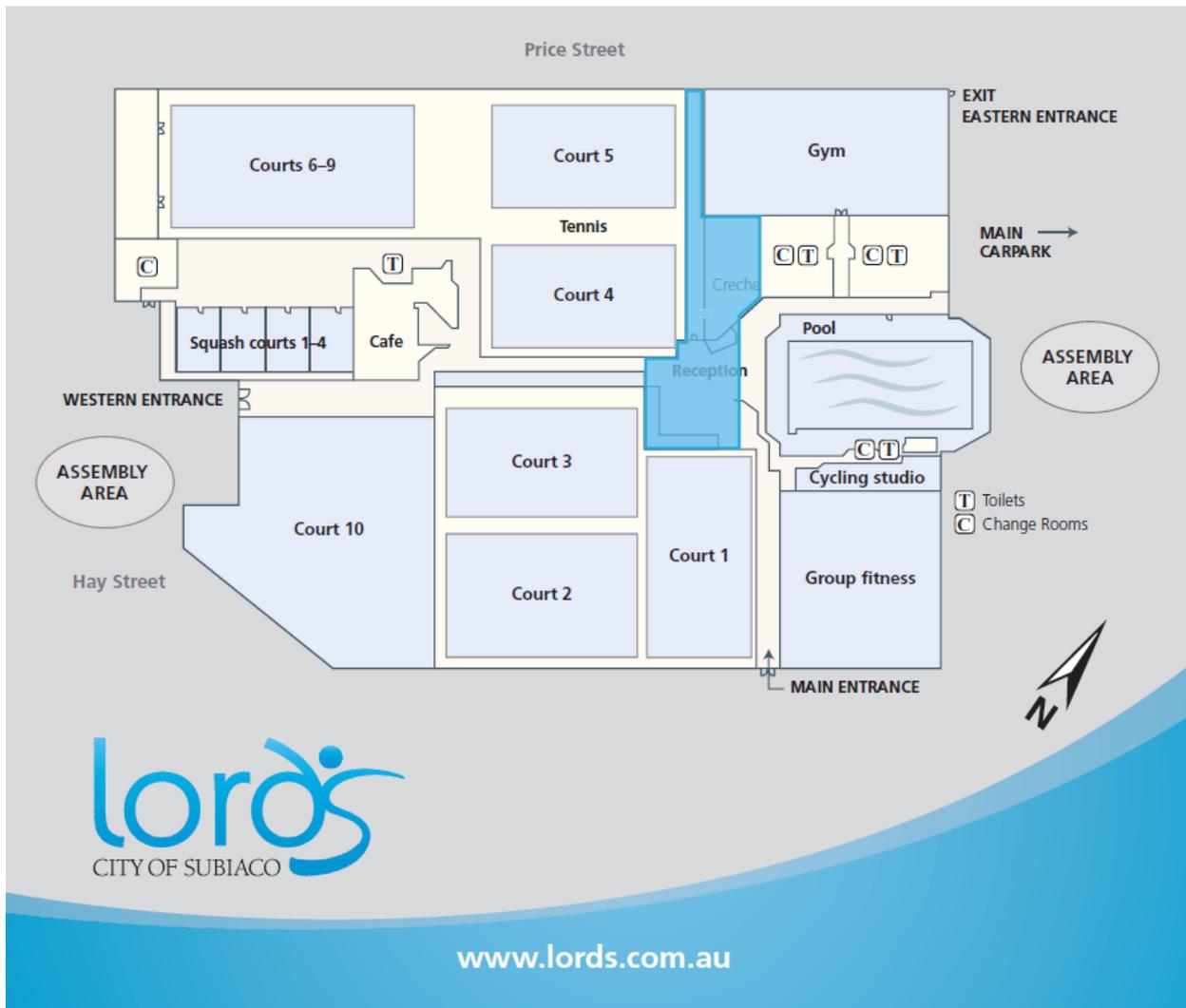
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- Reception
- Crèche
- Upstairs Offices

Remember to check:

- Toilets in the Crèche
- First Aid Room



# Emergency Procedures

## Lords Subiaco – Zone 4 Warden Work Sheet

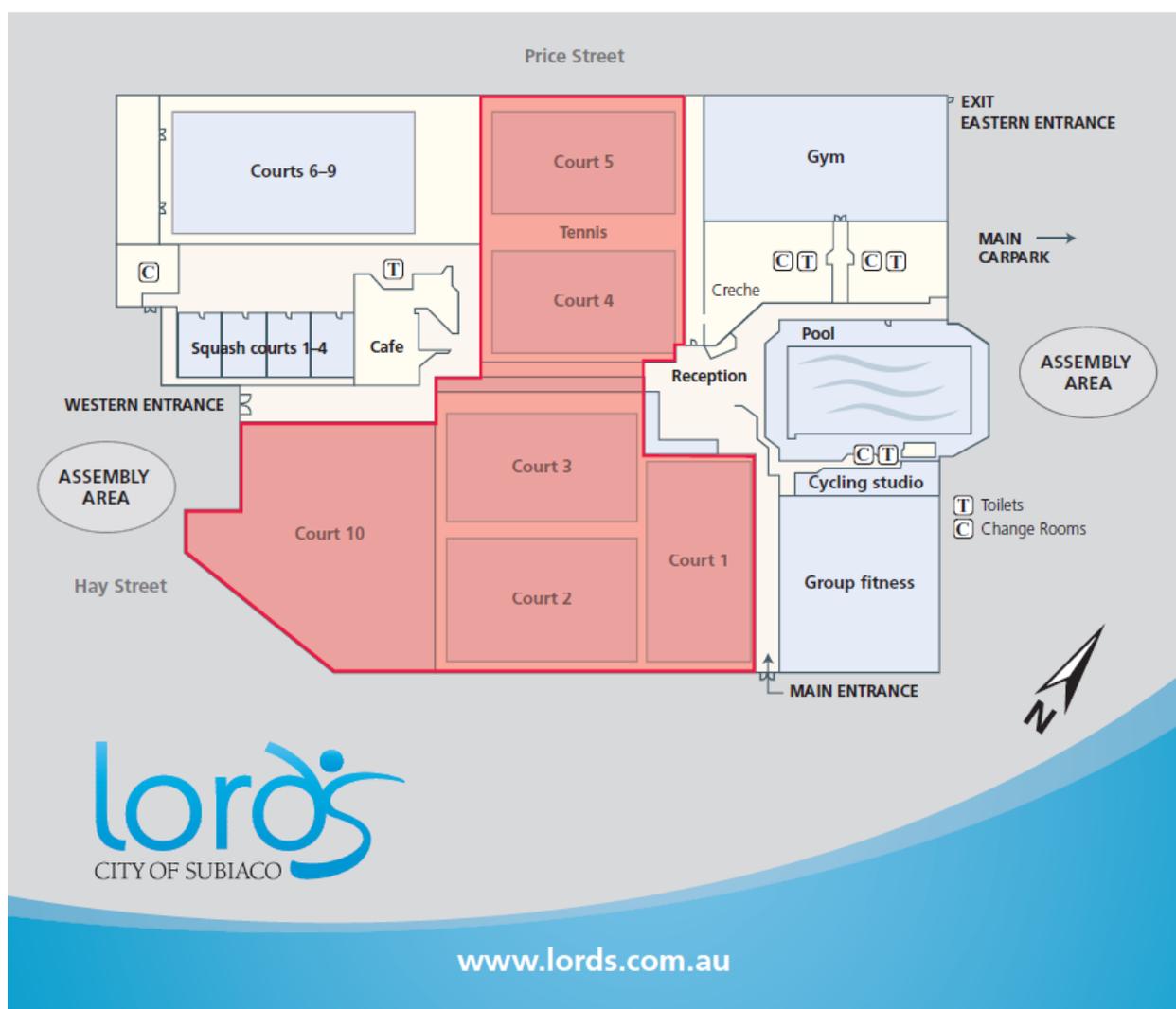
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- ▶ Courts 1–3
- ▶ Tennis Courts
- ▶ Training Centre

Remember to check:

- ▶ Sports Store



# Emergency Procedures

## Lords Subiaco – Zone 5 Warden Work Sheet

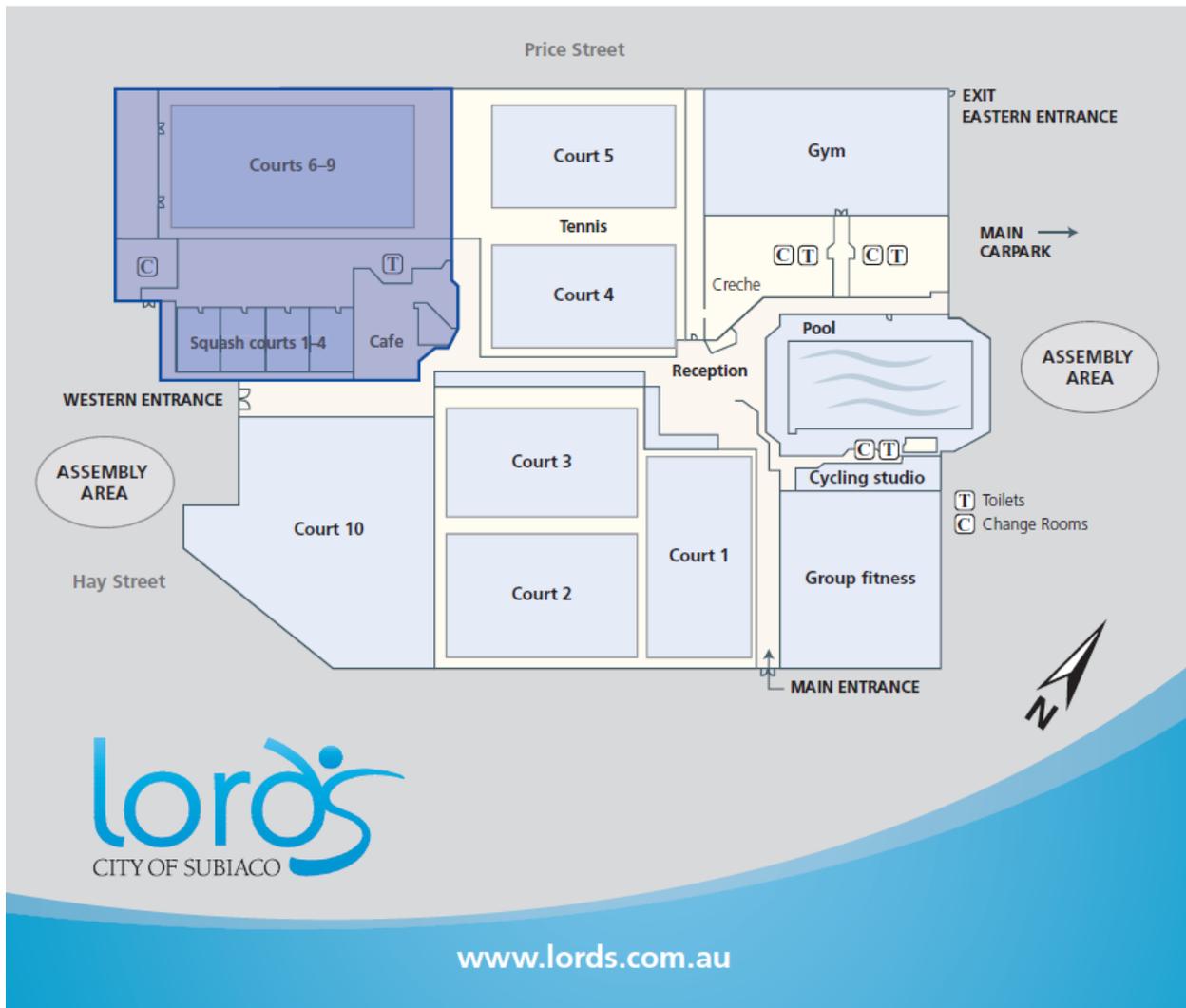
'Zone Wardens' are to clear their zone of all staff and clients and report back to the Chief Warden at either the front or rear Assembly Area.

The Key areas in this zone include:

- Café
- Courts 6–9
- Squash Courts
- Café toilets
- Change rooms

Remember to check:

- Back sports storage area
- Staff toilet in Café



**Communications / Administration Officer**

**White Helmet/ Yellow Vest**

The Communications Officer will be responsible for maintaining open lines of communication between all Wardens and outside agencies by phone. The Communications Officer will:

- Initiate contact with Emergency Services
- Contact MRS, DCDS, CEO
- Contact neighbours and advise of situation and the need to initiate their own Emergency Action Plans if required
- Relay any information received to the Chief Warden

**Contacting Emergency Services**

The designated Communications Officer on receipt of an Alarm shall provide Emergency Services with the following information:

- Your Name
- Contact Number (08) 6229 6600
- Name of Facility Lords
- Address of Facility 3 Price Street, Subiaco
- Nature of Emergency
- Emergency Services required
- Current status of Emergency
- Any other relevant information that the operator requires

All information given must be communicated precisely to ensure that the response time by emergency services is optimised.

**Crisis Communication Checklist;**

1. Most senior person available establishes and tells the truth as soon as possible
2. Centralise and control flow of information- so it leaves through one source only, diminishes confusion, information remains factual and accurate
3. At no stage are staff to liaise with the media, unless they are nominated as a spokesperson.
4. Crisis team to have contact numbers readily available
5. Keep channels of communication open
6. Inform significant stakeholders of crisis and keep them up to date
7. Establish your own communication arrangements to stakeholders
8. Communicate regularly with the media- give them what they want: 'what is the story? Who is going to rectify/repair the situation?'
9. Prepare factual messages in advance (prevent media creating own bias opinion, more favourable to organisation).

## Lords – Emergency Procedures

### **Spokespersons**

1. Don Burnett: Chief Executive Officer (CEO) - City of Subiaco
2. Kathy Bonus: Director Community and Development Services (DCDS)
3. Rohan Klemm: Manager Recreation Services (MRS)
4. Alex Sare: Coordinator Communications (CC)

- Have more than one spokesperson should one become unavailable.
- Spokespersons never say 'no comment'
- Spokesperson statement must be accurate, factual and honest
- Spokesperson must not apologise, instead empathise

### **Spokesperson statement to media:**

- Lords regrets the crisis, is extremely concerned and all is being done to contain the effects of the emergency.
- Existing emergency / safety / environmental procedures are in place.
- All relevant details are not at hand at present, but investigation is underway.
- An update will be given at (give specified time).

## **Liaison with Emergency Services**

### **Control and coordination points (Emergency Operation Centre)**

The Chief Warden shall co-ordinate the evacuation from the Main Reception (primary point).

Depending on circumstances the Chief Warden may have to control the situation from outside this area.

### **Access Roads**

Emergency Services shall be advised to access the Lords via Price Street.

A staff member should be sent to greet the emergency services personnel upon arrival and direct them to the designated Control Point.

### **Information for Emergency Services**

Emergency Services will expect the following:

- Map of facility
- Master key
- Manifest of dangerous goods on site and location (Appendix 10 and Chief Wardens pack)
- Location of switch board
- Update on type, scope and location of the emergency and the status of the evacuation.

## Key Contacts

<b>Organisation</b>	<b>Contact Name</b>	<b>Phone Number</b>
Ambulance/ fire / police emergency		000
Daglish Fire Station		9381 1222
FESA		9323 9300
FESA ComCen (False Alarm Notification)		9323 9333
Police (central)		9222 1111
Police (Wembley)		9387 6777
Poisons Information Centre		13 11 26
Gas		13 13 53
Gas 24 hour emergency		13 13 52
Water and Sewerage		13 13 75
Electricity(Western Power)		13 13 51
Health Department of WA		9222 4222 1800 022 222 (a/h)
Department of Mineral and Petroleum Resources (Dangerous Goods Division)		9358 8001
<b>Hospitals</b>		
Royal Perth		9224 2244
Princess Margaret		9340 8222
Sir Charles Gardiner		9346 3333
King Edward Memorial		9340 2222
Doctor		9346 6191 (a/h)
Dental Emergency		9313 0555 9325 3452 (a/h)
City of Subiaco		9237 9222
Security		
Telephone Interpreter Service		
Post-trauma counselling Service		

## **Step 5: End of Emergency & Debrief**

Following a complete facility check and the all clear is given by Emergency Services, the Coordinator Facility Operations will ensure a debriefing session is organised as soon as possible after the evacuation to identify any positive or negative facets of the procedures.

### **Reports and Record Keeping**

The Chief Warden should complete an Incident and Hazard Report.

Other staff should also complete a report on their involvement in the incident.

The Incident Investigation should include:

- Determination of the sequence of events leading to the emergency.
- Actions of persons to prevent the emergency.
- Actions of persons during the emergency.
- Actions to prevent similar emergency situations re-occurring.
- Re-training and disciplinary methods (if any).

### **Post Trauma Counselling**

In the event of a major incident occurring at the Lords, staff will be provided with post trauma Counselling. This will be organised by the COS People and Organisational Development.

### **Emergency Plan Review**

To ensure the emergency plan remains up to date and is known by all staff, management should:

- Ensure the emergency procedures are introduced to staff at induction.
- Review the plan annually.
- Include emergency procedures in staff training.
- Undertake mock evacuation training twice annually.

## Appendix 1: Fire Procedure Guidelines

Fire procedures embrace the following four essential steps, which in most cases will need to be initiated concurrently:

- 1. Life safety** Ensuring the immediate safety of anyone within the vicinity of the fire.
- 2. Call the fire brigade** Calling the fire brigade in all incidents of fire or suspicion of fire (e.g., smell of smoke). There should be no criticism of any person who uses initiative in this respect nor should such action need another person’s permission.

NOTE: Where the fire brigade has been called by automatic means or by breaking a manual call point, a telephone call should follow to confirm receipt of alarm and provide further information.

- 3. Evacuation Plan** A detailed assessment should be made of escape paths, and normal exits and the effect that any emergency condition (e.g. smoke) may have on these, and appropriate allowances made in any planning. The air is freshest close to the ground, avoid ridge tops (fires travel “up hill” up to 4 times faster than on flat ground).

- 4. Fight the fire** Lords has hose reels and portable fire extinguishers. Where these are installed, information is provided to cover their selection, use and operation. However, immediately it becomes obvious that there are unnecessary risks associated with attempts to control a fire, occupants should withdraw, closing but not locking doors behind them.

### Fire Extinguishers

#### KNOW YOUR FIRE EXTINGUISHER COLOUR CODE

Water	Dry powder	Foam	CO <sub>2</sub> Carbon dioxide	Vapourising liquids	Wet chemical
For use on Wood, Paper, Textiles etc.	For use on Wood, Paper, Textiles etc. Flammable liquids Common fire	For use on Wood, Paper, Textiles etc. Flammable liquids	For use on Flammable liquids Live electrical equipment	For use on Flammable liquids Live electrical equipment	For use on Wood, Paper, Textiles etc. Cooking oil fires
Do not use on Flammable liquids Live electrical equipment	Do not use on Live electrical equipment	Do not use on Live electrical equipment	Do not use in a confined space		

- Select right type of extinguisher.
- If in doubt, READ THE INSTRUCTIONS.
- Have another person back you up with another extinguisher.
- Where possible, keep the doorway at your back or behind you.
- Keep low to avoid smoke.
- Do not get too close to the fire.
- Direct extinguisher agent at seat of the fire NOT at smoke

LOCATION OF FIRE EQUIPMENT



## Appendix 2: Chemical Leak (Gas) Procedure

### Description of Chemical Emergencies

Emergencies involving chemicals at the Lords would normally occur as a result of spillage or leaks of pool chemicals.

In the event of a major Chemical leak, all relevant Authorities and Emergency Services need to be notified immediately and all centre patrons evacuated to a safe place.

### Emergencies Within Control of Lords

- All low level events that will require immediate action from staff i.e. leaks from bulk acid storage vessels
- In all instances, authorized , trained staff will wear all appropriate PPE, correct respiratory equipment and clothing as per the appropriate Australian Standards when dealing with emergencies within the Lords Subiaco.

### Emergencies Outside of Lords Control

In the event of a Major Chemical, Gas leak (or explosion) the centre must be immediately evacuated upwind of the leak and the appropriate Emergency Services called to attend immediately.

### Notification of Authorities

- Inform the Emergency Services that Lords Subiaco has a: CHEMICAL LEAK
- Notify the chemical supplier and give information as requested.

### Evacuation of Lords

Upon being notified of a Chemical leak of a magnitude that warrants an evacuation. The procedure outlined below should be followed:

- Evacuate any people likely to be in danger to upwind of the source of the leak. (Chlorine gas is heavier than air therefore evacuate to an uphill position as well)
- Personnel should be moved across-wind until clear of the gas-laden air, then upwind to a position of greater safety. Wind direction should be closely monitored throughout the emergency.
- Depending on the emergency, all guests and staff should be evacuated to one of the two assembly points.
  - 1. Middle of Main Car park  
Away from pool plant area
  - 2. Western Entrance  
Middle of tenant car park
- When moving through an area affected by chemicals, only shallow breaths should be taken and a water-wetted cloth pad should be held over the nose and mouth.
- If it is impossible to leave the area, advise personnel to remain indoors, with doors and windows tightly closed. Gaps under doors and windows should be blocked with wet towels and all ventilation or air conditioning systems, or gas heaters, should be turned off.



### Communication with Neighbours

Lords Subiaco is bordered by residential housing which may be affected by a chemical leak.

The evacuation plan incorporates the following communication with neighbours .

- City of Subiaco staff (rangers) will be called to door knock residential homes affected by the leak
- City of Subiaco staff (admin) will telephone residential homes affected by the leak

<b>Tenants</b>	<b>Location</b>	<b>Contact</b>
WA Performance School	First floor SW corner of Lords – Court 10	Cameron Lynch 0422 851 587
Australian College of Sport & Fitness	Ground floor - Court 10	Irwin Swinny 9388 3153
Peak Trampoline	Court 10	Nikki Wood 0417 955 319

<b>Special Needs Groups</b>	<b>Location</b>	<b>Contact</b>
Lords Creche	Adjacent main reception	Beth Oldfield

## Appendix 3: Bomb Threat Procedure

### Introduction

A bomb threat could be a cruel prank or a warning of an impending bomb attack. Usually, they are committed to individuals seeking to inflict alarm and confusion on an otherwise peaceful organisation.

### THREATS

The threats may be in one of the following forms:

**1. Written threat.**

If a bomb threat is received in writing, it should be kept, including any envelope or container. Once a message is recognised as a bomb threat, further unnecessary handling should be avoided. Every possible effort has to be made to retain evidence such as possible fingerprints, handwriting or typewriting, paper and postmarks. Such evidence should be protected by placing it in an envelope (preferably a plastic envelope).

**2. Telephone threat.**

An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigation. The person receiving the bomb threat by telephone will not disconnect the call and, as soon as possible, will complete the information required on the Bomb Threat Checklist. The Bomb Threat Checklist is held by reception and administration who regularly accept incoming telephone calls.

**3. Suspect object.**

A suspect object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances.

### EVALUATION

Following an analysis of information received, the Manager Recreation Services or Coordinator Facilities, Health and Fitness will categorise the bomb threats which may be either specific or non-specific as follows:

**(a) Specific threat.**

In this case the caller will provide more detailed information which could include statements describing the device, why it was placed, its location, the time of activation and other details. Although less common, the specific threat is the more credible.

**(b) Non-specific threats.**

In this instance an individual may make a simple statement to the effect that a device has been placed. Generally very little, if any, additional detail is conveyed before the caller terminates the conversation.

## Lords – Emergency Procedures

The non-specific threat is the more common, but neither can be immediately discredited without investigation. **In other words, every threat has to be treated as genuine until proven otherwise.** Evaluation involves assessing one of four possible alternatives:

- take no further action
- search without evacuation
- evacuate and search
- evacuate (without search)

Each of these options will have advantages and disadvantages related to safety, speed of search, thoroughness, productivity and morale, and has to be assessed against the potential risk.

### SEARCH

The aim of the search is to identify any object which is not normally to be found in an area or location, or for which an owner is not readily identifiable or becomes suspect for any other reason. E.g. suspiciously labelled - similar to that described in the threat - unusual size, shape and sound - presence of pieces of tape, wire, string or explosive wrappings, etc.

If the decision to evacuate and search is made, **persons should be requested to remove all personal belongings, e.g. handbags, brief cases, bags, clothing, etc, from the Venue when evacuating.** This will facilitate the identification of suspect objects. Cars parked in the car park should be left in an evacuation.

General priorities for searching follow a set sequence as follows:

- (a) Outside areas including evacuation assembly areas.
- (b) Centre entrances and exits and particularly, paths of travel people will use to evacuate.
- (c) Public areas within the Centre.

NOTE: These are areas in most buildings, which are accessible for the placements of an 'object'. Also they usually provide a means of exit which evacuees have to pass through, or be in proximity to, during an evacuation.

- (d) Other areas. Once external and public areas have been cleared, a search should be conducted beginning at the lowest levels and continuing upwards until every floor including the roof, has been searched. Once a floor or room has been searched, it should be distinctively marked to avoid duplication of effort.

### ON LOCATING A SUSPECT OBJECT, SEARCH PERSONNEL SHOULD NOT TOUCH OR MOVE IT

The location should be conspicuously marked E.g. a paper trail to the nearest exit is most suitable. Ensure there are no other suspect objects in the vicinity; then evacuate and isolate the area. Search of other areas should continue to ensure that there are no other suspect objects.

## **EVACUATION OPTIONS**

### **Limitations of total evacuation.**

At first thought, immediate and total evacuation would seem to be the most appropriate response to any bomb threat, as it is in the case of fire. However, the evacuation procedures in response to a bomb threat do not necessarily follow those for a fire, E.g. doors and windows should be opened and not closed as in the case of fire. Additionally, there are significant safety and economic factors associated with a bomb threat that may weigh against an immediate evacuation as follows:

- (a) Risk of injury  
As a general rule, the easiest area in which to plant an object is in the shrubbery found outside the Centre, the car park or in an area to which the public has the easiest access. Immediate evacuation through these areas might increase the risk of injury and the car park should not normally be used as assembly areas.
- (b) Response impairment  
Total and prompt evacuation will remove personnel who may be required to make a search.
- (c) Panic  
A sudden bomb threat evacuation may cause panic and unpredictable behaviour, leading to unnecessary risk of injury.
- (d) Loss to business services  
While the protection of life should outweigh any economic loss, repeated threats may increase loss of business and interruption of services to an unacceptable level.

Thus, there are some conditions which make immediate total evacuation an undesirable response to the bomb threat. Further, total and immediate evacuation, whilst risky, is the easy decision. After taking the easy way, the hard decision of when to return still has to be made.

### **Partial Evacuation**

One alternative to total evacuation is a partial evacuation. This response is particularly effective when the threat includes the specific or general location of the placed object or in those instances where a suspicious object has been located without prior warning.

Partial evacuation can reduce risk of injury by removing non-essential personnel. Personnel essential to a search can remain, critical services can be continued and in cases of repeated threat, loss of output is minimised. However, partial evacuation requires a high degree of planning, training, supervision, co-ordination and rehearsal.

## **NOTIFICATION**

Upon receipt of a threat or discovery of suspect object, the local police should immediately be advised, but it should not be assumed that local police will conduct bomb searches.

**Phone Threat Checklist**

**KEEP CALM**

**Recipient**

**Name (print)**

**Telephone Number**

**Signature**

**General Questions**

- What is your name?
- What is it?
- When is the bomb going to explode?  
OR
- When will the substance be released?
- Where has it been placed?
- When did you put it there?
- How will the bomb explode?

**Caller's Voice**

Accent  
 Any impediment?  
 Voice                      LOUD              NORMAL              SOFT  
 Speech                     FAST                NORMAL               SLOW  
 Diction                    CLEAR              NORMAL               MUFFLED  
 Manner                    CALM              NORMAL               EMOTIONAL  
 Did you recognise the caller?

If so, who do you think it is?

Was the caller familiar with the area?

**Chemical/Biological Threat Questions**

1. What kind of substance is it?
2. How much of the substance is there?
3. How will the substance be released?
4. Is the substance a liquid, powder or gas?

**Threat Language**

Well Spoken	YES	NO
Incoherent	YES	NO
Irrational	YES	NO
Taped	YES	NO
Message read by caller	YES	NO
Abusive	YES	NO
Other		

**Bomb Threat Questions**

1. What type of bomb is it?
2. What is in the bomb?
3. What will make the bomb explode?

**Background Noises**

Street Noises  
 House Noises  
 Aircraft  
 Voices  
 Music  
 Machinery  
 Other

**Exact Wording of Threat**

**Sex of Caller: M/F**  
**Estimated Age of Caller:**

Local Call  
 STD Call

**Call Taken**

Date:  
 Time:  

Duration of Call:	
Number Called:	

**Notes**

**Action Required**

Call Reported  
 Immediately to:  
**Phone Number**

## **Appendix 4: Civil Disorder Procedure**

### **GENERAL**

There have been many examples where unrest, an emotional situation or an unpopular decision have led to civil disorder.

### **RESPONSE**

As soon as the Duty Manager is aware of civil disorder occurring in, or in the vicinity of, the premises, the imminence of such an event, or an unauthorized entry into the premises by a disaffected person or group, the Duty Manager should take the following action:

- (a) Notify the Police and request assistance.
- (b) Alert other members of staff.
- (c) Initiate action to—
  - (i) restrict access to and egress from the building;
  - (ii) confine presence to the ground floor; and
  - (iii) restrict contact between the demonstrators and the building occupants.
- (d) Notify nominated managers.

Managers can contribute in a practical way to the satisfactory resolution of these emergencies by ensuring withdrawal of their staff where necessary, supervising the locking up of offices, securing records, files, cash and other valuable property while at the same time promoting an air of confidence and calm.

## **Appendix 5: Armed Hold-Up Procedure**

**Warning: Under no circumstances should staff, visitors or clients place themselves in further jeopardy.**

### **If you are confronted by an armed or unarmed offender:**

- Obey the offender's instructions, but do only what is told and nothing more, and do not volunteer any information.
- Stay out of danger if not directly involved, and to leave the building if it is safe to do so, and then raise the alarm. Call the police and notify Management.
- Be deliberate in one's actions, if ordered to hand money to the offender. The money is to be given with due consideration to one's safety in the following order: as much coin as possible, followed by smaller denomination notes.
- Phone the police emergency number if able to do so without danger, and to keep the phone line open. Alternatively, to ask some other responsible member of the staff, by way of pre-determined gesture/s or key word/s, to phone the police if it is safe to do so.
- Carefully observe any vehicle used by the offender/s, taking particular note of its registration number, type and colour, and number of occupants and their description.
- Mark off with chalk or some other suitable marker, the areas where the offender/s stood or touched, immediately the offender/s has left, and do not allow anybody in these areas until the police have checked the areas for fingerprints and other clues.
- Observe the offender/s as much as possible. In particular, to note the speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos, and to record these observations in writing as quickly as possible after the hold-up, as the police will want individual impressions of what happened, uninfluenced by others.
- Ask all witnesses to remain until the police arrive, and explain to the witnesses that their view of what happened, however fleeting could provide vital information when placed together with other evidence.
- Exclude all members of the media from the tenancy and allow only the person in overall charge of the tenancy, the Manager Recreation Services (MRS) or authorised person to make statements.

### **During The Hold-Up**

- Tell yourself to stay calm!
- Do exactly what the bandits tell you!
- Try to be observant!
- Only if safety permits – operate the alarm.
- If told to hand over money – give out small notes and coins first.
- Notice the bandit's mannerisms, clothing, and speech.
- Try not to involve other staff in the hold-up.

## Lords – Emergency Procedures

If you ARE an unfortunate victim of crime, it is important to remember that help is at hand! The most common effect of crime is for the victims to blame themselves for its occurrence. Generally, we have a perception of being invulnerable, and when our vulnerability is successfully confronted by the advent of violent crime, then it is far easier to accept that we were somehow the cause and, therefore, to blame.

Statements such as “I should have done this” or “I could have done that” certainly empower us to give us back control over our invulnerability. They do not, however, put the responsibility where it belongs – with the person who committed the offence!

Remember – you are a victim NOT the criminal.

One of the first issues to confront the victim is a feeling of being totally alone and not understood. Often struggling with the acceptance of what has happened, victims allow bureaucratic systems, such as a police investigation, to take over their lives. These procedures, whilst necessary, often leave the victim feeling helpless and confused and resentful of others doing things to and for them.

It is all right to be scared and it is imperative for you to remember that you are not on your own.

If you prefer to handle the problem on your own, remember that the Victims of Crime Association have a free-call number of 1800 818 988.

### **Precautions**

Nine steps towards your safety!

1. Be aware of people loitering.
2. Advise your Manager if you see anyone acting strangely or suspiciously.
3. Keep rear and side doors locked at all times.
4. Keep cash in till drawer to a minimum.
5. Till drawers should be locked when moving away and the key must be in your control at all times.
6. Do not discuss cash requirements or value of cash clearance with anyone other than centre staff
7. Record the telephone numbers of the **Security Company** and the **Police Emergency** near the telephone.
8. Keep bandit and weapon descriptions form available and learn how to complete them correctly.
9. Be knowledgeable about the location and operation of all security and duress alarms.

### **After The Hold-Up**

- As the bandit leaves, gauge height-using markers on door, if provided.
- Lock yourself in!
- If safe, observe which direction bandit uses – type of car – colour – registration number.
- Do not touch any areas the bandit touched!
- Cordon area off.
- Keep witnesses there until police arrive.
- Post sign on front door **Closed Due to Robbery**.

**Complete Bandit and Weapon Description Forms**

Armed robbers are not commonly apprehended while committing the crime, so Police rely heavily on factual information supplied to them by eyewitnesses. Working to a system is always effective and staff should develop a systemized approach to observing the offender.

**Armed Hold-Up Checklist**

**KEEP CALM**

**Recipient**

NAME OR NICKNAME USED: _____				SEX: _____						
APPROX AGE: _____	NATIONALITY: _____		HEIGHT: _____	WEIGHT _____						
COMPLEXION:	fair	dark	BUILD:	thin	stout					
	fresh	pale		medium	nuggetty					
VOICE:	ruddy	sun-tanned	WALK:	quick	slow					
	clear	loud		limp	springy					
HAIR:	thick	slangy	EYES:	colour	squint					
	colour			starry						
	curly	wavy	GLASSES:	colour	_____					
	thick	straight		shape	_____					
EARS:	bald	long	NOSE:	size	_____					
	crew			shape	_____					
	size	_____		GLOVES:	type	_____				
LIPS:	shape	_____	SCARS:	colour	_____					
	size	_____		tattoos	_____					
TEETH:	shape	_____	HANDS:	scars	_____					
	good	uneven		size	_____					
	spaced	bad		callused	soft					
JEWELLERY:	missing	protruding	BEARD:	hairy	missing					
	_____			colour	deformed fingers					
	_____			type	_____					
DISGUISE:	_____			_____						
	_____			_____						
	_____			_____						
MOUSTACHE:	colour	_____								
	type	_____								
CLOTHING	hat	_____	tie	_____	shirt	_____	coat	_____	trousers	_____
	dress	_____	skirt	_____	shoes	_____	sweater	_____	shoes	_____
DIRECTION OF TRAVEL _____					VEHICLE TYPE/COLOUR _____					

## Appendix 6: Loitering Procedure

Staff need to be vigilant in relation to people behaving suspiciously in or around Lords. In the end the process of dealing with a suspicion is straightforward:

### 1. SEE SOMETHING

#### What to look for?

- Keep in mind that the Lords has a large physical area, with multiple “blind spots”. If you hear unusual noises, such as glass breaking or banging noises, this might mean people are up to no good.
- Watch for groups “hanging around” the Centre grounds. This should not occur and can be one of the starting points for crime to occur.
- Look for vehicles parked at the Centre at unusual times. (particularly when opening/closing the venue)
- Look for person(s) behaving strangely, doing something unexpected, or someone whom you don’t know somewhere that only people you know should be.
- Be aware of any person who appears to be taking photographs or video of competitors which might be considered ‘unwarranted or obtrusive’.

### 2. TELL SOMEONE

- With Lords there may only be a few staff members on duty (possibly female).. Consideration should be given to gaining assistance from City of Subiaco or Police (see Key Contacts) rather than approaching a suspicious person alone.
- Management need to be informed if ‘actual’ criminal activity has occurred so that a decision made as to whether or not Police are notified.

### 3. DO SOMETHING

- Staff should not endanger themselves and care should be taken in approaching a suspicious character.
- If you decide to approach the person to enquire what they are doing you should at all times behave courteously in these situations and not make presumptions.
- If person refuses to leave premises after being requested to do so then notify the Manager who may call Police (not 000 unless it is an emergency).

## **Appendix 7: Earthquake Emergency Procedures**

The SAFEST PLACE to be is in the OPEN – away from buildings. However, if you are in a building when an earthquake strikes, you should NOT attempt to run from the building. Outside the building, you may be met with falling debris and power lines. It is much safer for you to remain in the building.

Basic guidelines for earthquakes are as follows:

- Try to remain calm/
- Move away from windows and outside walls.
- Keep away from mirrors, light fittings, bookcases and other furniture, which may fall or slide.
- If possible, take cover under a desk from falling debris or move to an internal corner of a room, sit down and protect your face and head.

### **REMEMBER – DO NOT ATTEMPT TO RUN FROM THE BUILDING**

Once the tremor has stopped, look around for injured persons and reassure others in your area.

The Chief Warden or his Deputies should call the building's Emergency Control Organisation into action, as soon as possible after the earthquake. The duties of this Organisation will include:

- Assessing damage in the area.
- Ensuring First Aid is given to those injured.
- Notification of the relevant authorities.
- Shutdown of electric power to appliances, if safe to do so.
- Initiating controlled evacuation by Area Wardens and Wardens.
- It is important that Area Wardens account for all persons by conducting a search of the floor, if safe to do so.

## Appendix 8: Operation of Front Desk PA Procedure

To activate the microphone set the toggle switch to page or Lock on for continuous talk:

- Press "All Call" to speak to all zones or select specific zones by pressing the appropriate number for the zone.
- Announcements should be brief.
- Speak slowly and clearly in a normal voice at a distance of about 100mm from the microphone head
- Repeat message if necessary.
- Once completed message press the cancel button to reset system.



The PA is set to broadcast to ALL zones in the Emergency paging red button. Only to be used in an emergency situation. Dance and Physio can only be contacted by the emergency button or the "All Call"



The amplifier can be used to direct the broadcast to a particular zone/s.

**Please note: these zones are different to the fire warden zones.**

Zone 1:	Court 10 (Peak)
Zone 2:	Tennis/Squash
Zone 3:	Gym
Zone 4:	Pool
Zone 5:	Group Fitness/Cycle Studio
Zone 6:	Administration Offices
Zone 7:	Muster Areas east/west
Zone 8	WAPS/ ACSF tenants

### EWIS System

**The EWIS system is set on automatic by the key at all times.**

- When contractors come to do any maintenance on the emergency fire system or FIP the EWIS must be placed into manual setting by the key. Failure to do so will result in the alarms being activated.
- In the event of mock evacuation training the system must be placed into manual setting.
- Pressing the orange button will commence the alert tones. The alert tone will run for 5 minutes (300sec) and then will automatically go to the red button evacuation alert sound.

## Lords – Emergency Procedures

- Pressing the white button will cancel the alert tones.
- The green button is a bell sound that can be used to call patrons to alert prior to commencing any announcements.

## Appendix 9: Emergency Care & Rescue Equipment

### Internal Resources available on Site

The Lords Subiaco carries the following first aid and rescue equipment at all times:

#### Emergency Care and First Aid

- 1 x Spine board equipped with head immobilizer, spider straps
- 2 x stiff neck select cervical collars
- 1 x set of stiff neck cervical collars for different key dimensions
- 4 x fully equipped small First Aid Kits located throughout the building
- 1 x large First Aid kit
- Assorted replenishment stock for First Aid Kits
- 1 x foldable Stretcher
- 1 x Oxy Sock
- 1 x Air Bag Resuscitator

All First Aid and Rescue Equipment can be found in the First Aid Room which is located directly adjacent to the Main Reception except for the following items:

- 4 x Small First Aid kits – 1 at reception, 1 in the café, 1 in the group fitness room and 1 in the crèche.
- 2 x Throw ropes located in the 25m pool

## Appendix 10: Dangerous Good Manifest

Lords Subiaco stores the following quantity of chemicals on site:

### Swimming Pool Plant Room

Product Name	Hazardous Description.	Class	Packing Group	UN No.	Hazchem Code	Maximum Quantity
Sodium Hypochlorite (liquid chlorine)	Highly corrosive Toxic Alkali Liquid	8	II	1791	2X	150 litres
Sulphuric Acid (No fume Acid)	Highly corrosive Toxic Acidic Liquid	8	II	1789	2R	100 litres
Calcium Hypochlorite (Aqua cure granular chlorine)	Highly Corrosive - Toxic Powder	5.1	II	2880	2W	40kg

All of the above chemicals must be used as per instructions on the Safety Data Sheets (SDS) for the applicable chemical.

SDS's are located in the following locations:

- Facility Operations Drive (Electronic)
- Swimming Pool Plant Room, Gym store, Cleaners store, Crèche, Café, Reception and upstairs Group Fitness

All SDS must be regularly updated to ensure the most up to date information is available about each chemical. **All SDS must be read before you use a product/ chemical.**



## Appendix 11: Emergency Procedure Training

### General

All staff members, including nominated deputies, shall be trained to develop the skills and knowledge necessary to undertake the duties set out in the emergency response procedures.

There shall be sufficient personnel trained in all positions to allow for projected absences.

NOTE: Re-training should be conducted following a revision of the emergency response procedures.

### Content

The training shall address, but not necessarily be limited to, the following:

- The duties of staff as described in the emergency response procedures and emergency plan.
- Procedures for the specific emergencies contained in the emergency plan.
- Responding to alarms and reports of emergencies.
- Reporting emergencies and initiating the installed emergency warning equipment.
- Communication during emergencies.
- Pre-emergency activities
- Emergency activities.
- Post-emergency activities.
- Occupants and visitors with disabilities.

NOTE: This may need to include training on personal emergency evacuation plans.

- Human behaviour during emergencies.
- The use of installed emergency response equipment.
- The performance of the building and its installations during a fire or other emergency.

NOTE: Examples include fire doors, emergency lights, exit-signage, sprinklers.

The training shall include exercises and assessment.

### Chief warden, deputy chief warden, communications officer

In addition to the training for all staff members, persons appointed to the positions of chief warden, deputy chief warden and communications officer, along with the nominated deputies for each position, shall have additional training, including but not limited to the following:

- Their roles and responsibilities within the emergency plan.
- Duties of the Emergency Planning Committee.
- Duties of the Emergency Response Team, where it exists, as described in the emergency response procedures.
- Decision-making, command and control.
- Record keeping.
- Actions for the specific emergencies contained in the emergency response procedures.

### **Emergency response skills training**

Response skills training shall address but not necessarily be limited to the following:

- Command and control.
- Safe, effective actions to take control of workplace emergencies.
- Pre-emergency planning.
- Reacting safely to emergencies.
- Emergencies that may occur.
- Procedures for specific emergencies.
- Specialized equipment use.
- Pre- and post-emergency servicing requirements
- Responding to identified emergencies

### **Skills Retention**

- Staff members, including nominated deputies, shall attend a skills retention activity at intervals not greater than 12 months.
- Emergency response team members shall attend a skills retention activity in their specific procedures at intervals not greater than one year.
- Regular practice of the communication system (PA) should be carried out, either at monthly intervals, or as determined by the Emergency Planning Committee.
- Records shall be retained

### **Emergency Response Exercises**

- A program of site-specific emergency response exercises shall be developed for Lords.
- A program of evacuation exercises shall be included. These may be conducted either as partial emergency response exercises or a total emergency response exercise covering the entire facility.
- All areas of a facility shall participate in two emergency response exercise in each 12-month period.
- All area(s) involved in the emergency response exercise shall take part, unless the Emergency Planning Committee grants a written exemption prior to conducting the emergency response exercise.

## Appendix 12 Minor Emergency – Specific Procedures

### 1. Overcrowding

In the event the number of patrons and their behaviour make it difficult to supervise and control, the following action must be taken:

- Perform a headcount to confirm numbers
- Do not allow further entries
- Call in any available staff to rectify
- Once additional staff have arrived, allow entries to continue
- Fill out Incident Report

### 2. Disorderly Behaviour

Disorderly behaviour of any type will not be tolerated in any instance. Education is the key to ensure that all patrons understand and respect the Centres behaviour code. Behaviour that is deemed to be disorderly includes but is not limited to:

- Running on the pool concourse
- Jumping into the pools with other swimmers in perilously close proximity
- Diving, rough play, back flips and the like
- Intimidation of fellow patrons or staff members
- Abusive or Offensive language

Depending on the severity and/or frequency of the antisocial behaviour, staff members can use the following as tools to help curb the swimmers behaviour:

**Education/First Warning** – Pull the patron aside and politely inform him/her of the centres rules and behavioural expectations. Also warn the patron that continued acts of bad behaviour will result in consequences.

**2<sup>nd</sup> Warning** – Patron will be again reminded of centre rules and informed that if the behaviour continues he/she will be asked to sit out for an amount of time decided by the staff member

**3<sup>rd</sup> Warning** – Patron asked to exit for an amount of time. Continue to reinforce the rules with the patron and explain that continued poor behaviour will result in the eviction from premises.

**Eviction** – Inform the patron that their continued poor behaviour has left you no choice but to evict them from the Centre. Escort the patron to their belongings and then out of the building. If the patron becomes verbally or physically abusive, inform the Facility Operations Coordinator who can then either try to persuade the patron from the building or call the police for assistance. In the event that the police are called to the facility, a mandatory 3 month ban will be enforced on the unruly patron. If a member of staff is assaulted criminal action can be taken as well as banning the patron from the facility for an extended amount of time to be enforced by the City of Subiaco. A full incident report must be submitted and a statement given to police if required.

## Lords – Emergency Procedures

All staff have the right to defend themselves in the event that they set upon but they must be mindful of the amount of force used to restrain a patron. Excessive force is not permitted.

### **3. Lack of Water Clarity**

In the event that the water clarity of the pool becomes so that a Matt Black Disc 150mm in diameter cannot be seen from the deepest part of the pool from a distance of 15m away, the pool must be closed immediately and action taken to rectify the problem.

In this situation, the Facility Operations Coordinator must be informed immediately of the problem and a corrective course of action taken. This may include backwashing and super chlorination.

City of Subiaco Environmental Health Manager should be informed as water samples may need to be taken for analysis.

The pool/s shall not be re-opened until the Environmental Health Manager is happy that the water is safe to for public swimming.

### **4. Chemical Irregularities**

#### **a) High Free Chlorine Level**

Free chlorine levels should remain constant in a range between 1.5ppm and 5ppm. In the event that the free chlorine reaches a reading of between 5ppm and 10ppm, a level still deemed to be safe by health department regulations, backwashing the pool will be required to reduce the chlorine level back to its normal range.

Any free chlorine level reading taken of over 10ppm is deemed as dangerous and requires that the effected pools be closed immediately until the normal chlorine range has been re-instated. Backwashing of pool filters as well as the use of a chlorine destruction chemical like Sodium Thiosulphate can be used to combat the high chlorine levels.

The City of Subiaco Environmental Health manager should be informed of the high level of chlorine and will be able to help with the corrective actions that need to be taken.

#### **b) Low Chlorine Level**

In the event that, during normal operating hours, free chlorine levels drop below 1.5ppm, adjustments must be made immediately to raise the level back into the normal operating range.

If the level drops below 1ppm the pool/s must be cleared until the chlorine level is raised back to 1ppm.

If the circulation system breaks down for a period of time exceeding 8 hours and the chlorine level in the pool drops below 1.0 ppm, super chlorination of the pool/s will be required to ensure any likely bacterial growth is destroyed. The pool/s shall remain closed until the chlorine level has been regulated and the City of Subiaco Environmental Health manager is content that the water is safe for swimming.

**c) High or Low pH**

The Department of Health states that the pH range for public swimming pools be in the range of 7.2 – 7.6. Small deviations from this range only require corrective action to be taken.

The pH correction system installed at the MAC is unlikely to ever overdose the pool with an alkali to the point where closure is required as the system only has a small bulk storage container, however, if the pH of the pool/s has been deemed dangerous the pool/s must be closed immediately and not re-opened until readings return to the specified range.

## Appendix 13 Major Emergency – Specific Procedures

### 1. Suspected Drowning

Any person found floating in the water with no response will need to be assessed as a suspected drowning and dealt with as per the procedures in the staff response section of this plan. Typically, a person found submerged near the bottom of the pool should be firstly suspected of drowning and further assessment should take place after the casualty has been removed from the water

#### Chain of Survival



The emergency care procedure, often referred to as the ‘primary survey’, follows the acronym:

#### DRSABCD

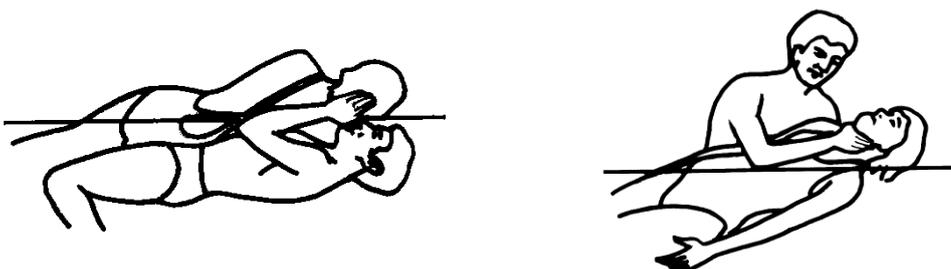
<b>D - DANGER</b>	<b>Check for danger to yourself, bystanders and the casualty.</b> Can whatever caused the problem harm you or others?
<b>R - RESPONSE</b>	<b>Assess the level of consciousness.</b> Check if the casualty is conscious by asking questions and squeezing their shoulders. If no response, get bystander to call for help.
<b>S - SEND for help</b>	<b>Call “000”</b>
<b>A - AIRWAY</b>	<b>Check, clear and then open the airway.</b> <b>(Head tilt/Chin lift)</b> Open the mouth and look inside for any obstructions. Roll onto side & remove any foreign matter by scooping downwards with fingers.
<b>B - BREATHING</b>	<b>Check breathing: look, listen, feel( 10 seconds)</b> Look down the chest, listen for breath and feel it on your cheek. Rest your hand on the person’s diaphragm and feel for breathing. If they are not breathing start CPR. If the casualty is breathing but unconscious, place in the recovery position and monitor ABC. Seek emergency assistance.
<b>C - COMPRESSIONS</b>	<b>If not Breathing Normally, commence CPR.</b> 30 compressions: 2 breaths.
<b>D - DEFIBRILLATION</b>	<b>Attach an AED as soon as possible.</b> Follow the directions of the AED.

## 2. Suspected Spinal Incident

As with a drowning, a person with a suspected spinal injury can be identified as a person submerged underwater with no visible movement, but more commonly found in shallow water. In any case of an unconscious casualty, the casualty's airway becomes the most important part of the rescue and all efforts to revive the casualty become the number 1 priority. If the casualty is conscious and breathing, then the procedures for spinal management in the staff response section must be followed.

### Immobilisation Techniques – The Vice Grip

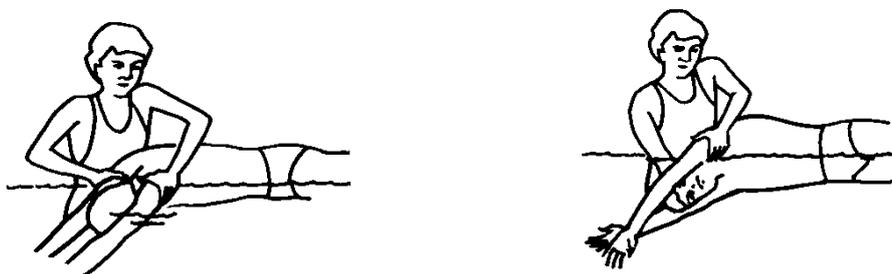
Immobilisation is best done by using the vice grip and it is also possible to turn a person over using this grip if the water is deep enough for the rescuer to go under the casualty. The points to remember with



this grip are:

- To keep the back hand where it supports both the head and the neck whilst staying parallel with the spine.
- The front hand should be placed on the chin with the pistol grip and remain central down the chest.
- The rescuer should ensure that the pistol grip is in the correct position and not press on the soft tissues of the neck.
- The support is provided by squeezing with the elbows.
- The technique of the roll is for the rescuer to go under the casualty, without lifting them out of the water, lifting may cause movement of the spine.

### Extended Arm Rollover



If the water is too shallow for the vice grip to be performed the extended arm rollover should be used. This grip can also be used if the rescuer is by themselves and there is the possibility that E.A.R. needs to be performed on the casualty.

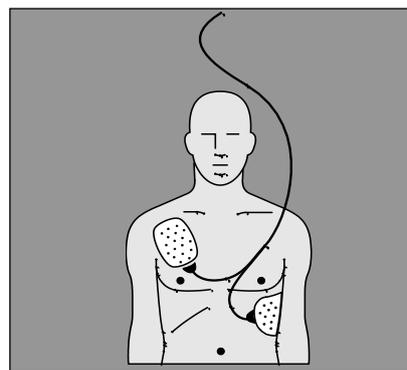
Remember that if the extended arm rollover is used to turn a casualty then Guard 2 must take over immobilisation by applying the vice grip. Guard 1 then becomes the hip support. This is necessary to allow the fitting of a Stiff-necked collar on the casualty

### 3. Cardiac Incident

A person who appears to be suffering from some type of cardiac problem will typically complain of feeling a crushing type pressure in the chest and may also feel pain through the left arm and up into the jaw. In any instance of suspected cardiac trouble emergency service should be called immediately and the casualty treated as per a heart attack. If the casualty lapses into unconsciousness and suffers total cardiac arrest, CPR must be commenced immediately.

#### Steps to use a defibrillator:

- Open the case and pull up the green handle or press the ON button. Some models turn on automatically when you open the case.
- If not already done, plug in the pads, remove them from their protector sheets and apply to the casualty's bare chest.
- The machine will begin to analyse the rhythm of the casualty's heart.
- When told to stand clear, step back from the casualty. You will be prompted to press the 'shock' button if a shock is required.

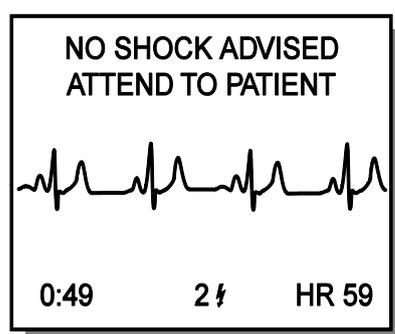
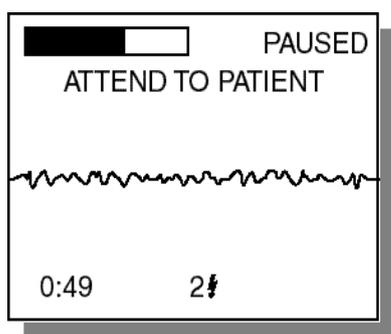


Once the shock is delivered, you will be prompted to continue with CPR if necessary (if no signs of life are present).

Continue to follow the directions of the AED.

#### PAUSE FOR CPR

The unit will automatically pause after 1 shock to allow rescuers to perform two minutes of CPR. The unit will prompt you at the completion of the 2 minutes and re-analyse rhythm



#### VOICE PROMPTS

The Heartstart provides clear visual and audible prompts to guide the operator through the emergency. The Heartstart will also provide feedback to the operator regarding errors in the operation or set up of the.

**Remember - Stay calm and follow voice prompts.**

## Appendix 14 Crowd Control

### Human Response To Evacuation Alarms

Research indicates that people unfamiliar with alarms, e.g. occupants and visitors, will usually react in the following manner:

- Ignore the alarm in the hope that it may be a false alarm or the situation will resolve itself.
- Complete what they are doing when the alarm occurred. E.g. people will remain in shopping queue, continue with a phone call or task or continue eating a meal
- Locate any family or friends before trying to evacuate
- React in a similar way to those around them
- Most people will not panic. This usually occurs only when a person thinks they have no way out of a dangerous situation and are desperate to escape.
- They will usually maintain a passive role, expecting to be told what to do by someone in authority.

It is this last feature that enables a Warden to control crowds providing they follow these guidelines.

### Positioning Of Wardens

Warden's responsible for the movement of people out of a danger area should, in the first instance, position themselves so that they are:

- Clearly visible
- Not exposing themselves or any other person to danger
- Able to exercise control over persons leaving the area

### Movement Control

Wardens should direct persons towards the exits using:

- A calm but firm voice
- Smooth and commanding hand signals

In directing crowds, wardens should use such terms as:

- 'This way please'
- 'Move quickly outside'
- 'Quickly move that way'

### Summary

Words such as 'HURRY', 'FASTER', 'BOMB, and 'TRAPPED' should be avoided at all costs. Jerky hand signals, such as beckoning people towards you in a rapid and continuous manner should also be avoided.

People will obviously be bewildered and curious as to the cause of the evacuation, however, Wardens must not engage in lengthy explanations with people at exit points. The object is to quickly, calmly and safely move people out of the building.

Exits must not be obstructed by persons stopping to ask questions or attempting to manhandle bulky items through an exit door.

