



Emergency Management Plan

Address	44 Cass Street Ashburton
Contact details	Phone: 03 308 1237 Email: reception@communityhousemc.co.nz www.communityhousemc.co.nz
Community House Emergency contacts	Name: Jess Ross & Jeanette Price Role: Reception Phone 03 308 1237 Email reception@communityhousemc.co.nz
	Name: Leandra Fitzgibbon & John Driscoll Role: Community House Board Chairperson & Manager Phone 03 308 1237 Mobile 021 264 5078 & 027 538 3816 Email supervisor@communityhousemc.co.nz
Radio	Our local station for emergency information is: Hokonui 92.5FM
Last revised	14/05/2019

Introduction

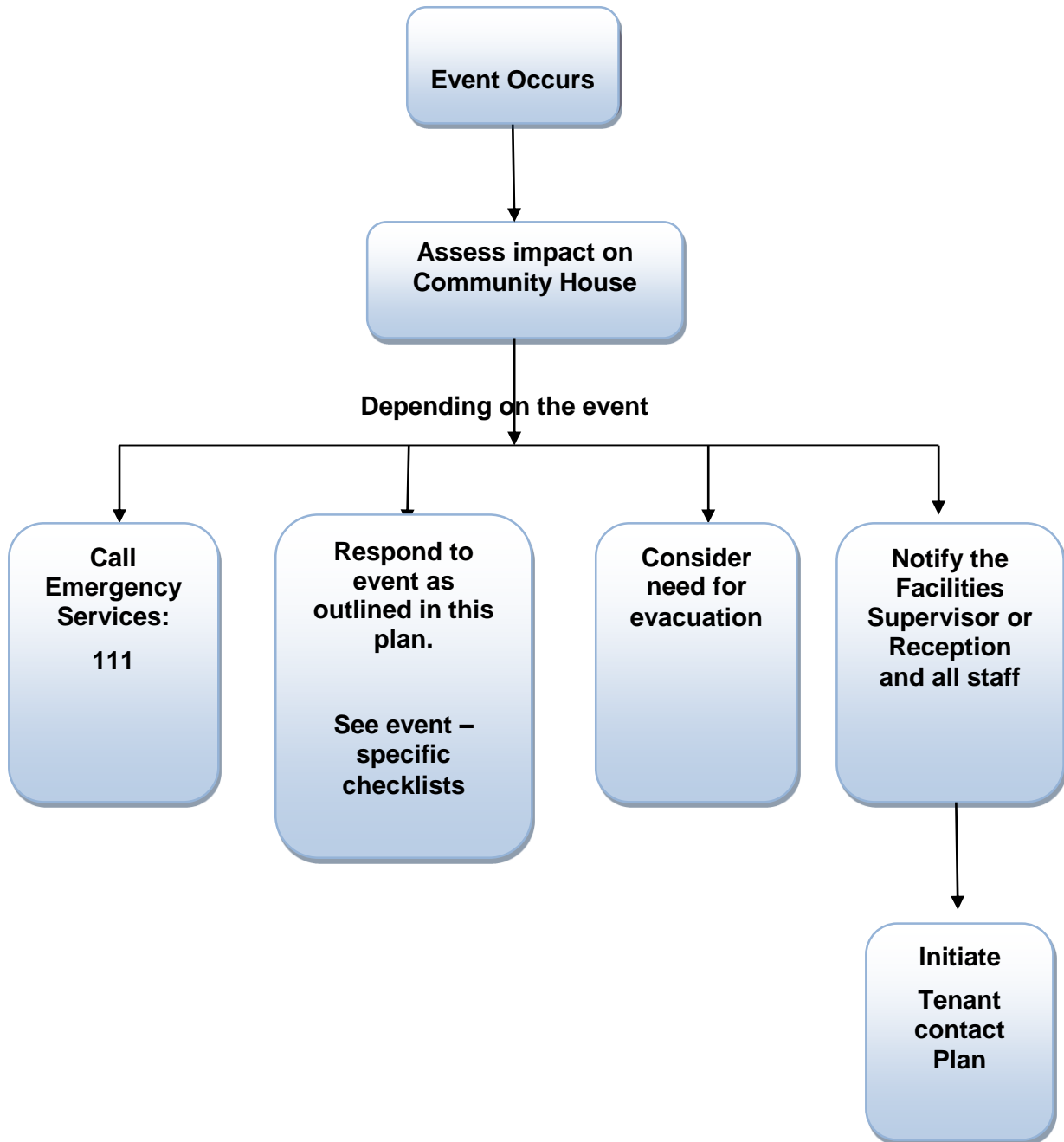
This plan outlines how Community House will respond in the event of an emergency.

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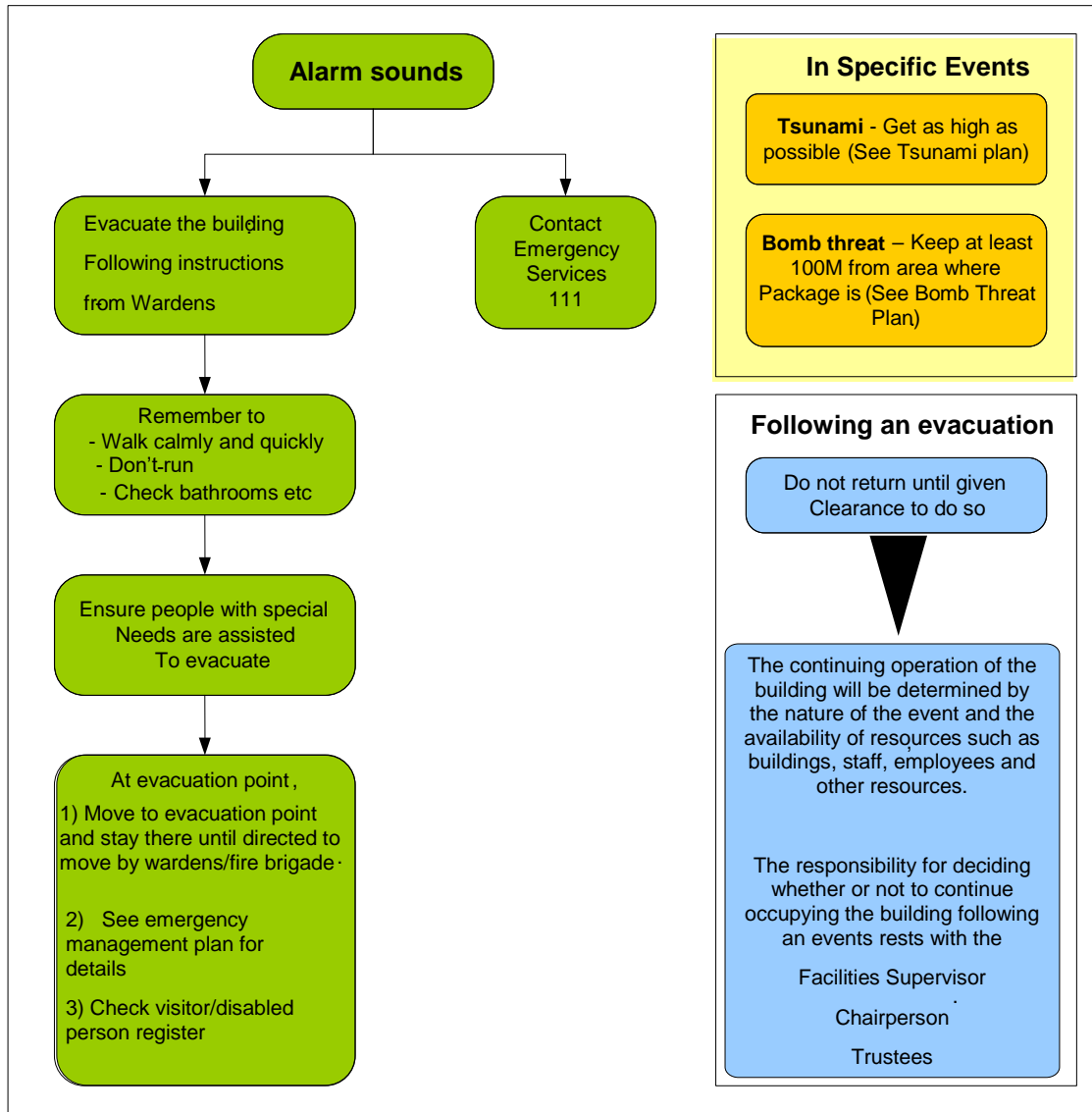
Basic emergency response process

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



General Evacuation Plan

Evacuation from the Community House may be required to ensure the safety of staff, tenants and guests in an emergency event. In all cases, evacuations need to be planned and practiced.



Assembly Point

Across Cass Street beside fence slight left with large green box with tick in it (see site map for details)



External contact lists – updated 2019

Where possible include a primary and alternate number.



Emergency services contact information

Police, Fire, Ambulance	111
Police (local station)	Phone 307 8400
National Poison centre	Urgent line 0800 764 766 Non-urgent 03 479 7227
Canterbury District Health Board – Ashburton Hospital	Phone 307 8450



Essential government contact information

Ashburton District Council	Phone 307 7700
Environment Canterbury	Ph 0800 324 636 (0800 EC INFO) Email ecinfo@ecan.govt.nz



Essential utility contact information

Power company Genesis	Phone: 0800 436 043 Email: business@genesisenergy.co.nz
Electrician – CamRoss	Phone: 021 061 1814 camross_electrical@outlook.com
Plumber- Richard Begbie	Phone: 0274 846 000

External contact lists – updated 2019



Essential security contact information

Security – Talbot Security	Phone 03 307 2409
Alarm monitoring- Talbot Security	Phone 03 307 2409
Fire alarm/equipment maintenance – Masterguard	Phone 03 307 7199

Community House contact list – Last updated 1 April 2019

Position	Name	Day Contact details	After hours
Facilities Supervisor	John Driscoll	03 308 1237	027 538 3816
Chairperson, Board of Trustees	Leandra Fitzgibbon	021 264 5078	021 264 5078
Administration Reception	Jess/Jeanette	03 308 1237	NA
Dementia Canterbury	Rachel Limbe	0800 444 776	NA
Ashburton Senior Citizens	Maxine Hooper	027 479 3196	027 479 3196
Birthright	Christine Muff	021 158 0031	021 158 0031
CanInspire	Kylie Curwood	021 265 5405	021 265 5405
CCS	Trish Davis	027 220 6789	027 220 6789
CJS Driving School	Christine Jones	027 245 2563	027 245 2563
Clare Kiamtia	Clare Kiamtia	022 310 7947	022 310 7947
Core Nutrition	Sarah MacAvoy	027 453 7579	027 453 7579
Hospice	Christine Wilson	03 307 8387	027 227 8387
Literacy Aoraki	Alison MacGregor	027 721 2002	027 721 2002
Mole Map	Alison Norton	0800 665 362	027 258 4674
Natalie Blackmore	Natalie Blackmore	027 292 9042	027 292 9042
Needle Exchange	Parris Heath	03 688 8158	027 694 0283
Paula Cannan	Paula Cannan	027 380 7392	027 380 7392
Pegasus Health	Anne Kerr	022 014 9623	022 014 9623
Rural PHO	Connie Quigley	027 599 1008	027 599 1008
Timebank	Kate White	027 779 6828	027 779 6828
The Matariki Practice	Alison Donley	021 123 5865	021 123 5865
Volunteer Mid Canterbury	Dellwyn Moylan	03 308 1237	0800 865 268

Safer Ashburton	Kevin Clifford	03 308 1395	027 296 1304
Youth Support	Jenny Reed	027 265 0963	027 265 0963
Youth Support	Brad Raukawa	027 611 3007	027 611 3007
Youth Support	Tania King	027 586 5509	027 586 5509
Rural Driving	Wendy Hewitt	027 611 3301	027 611 3301
Safe Communities	Lesley Symington	027 586 6556	027 586 6556
Attendance Officer	Struan Duthie	027 450 0741	027 450 0741
SEEDS	Marie McAnulty	027 311 1227	027 311 1227
Family Violence	Anna Arrowsmith	027 296 0001	027 296 0001
Cactus	Keri Kuru	027 296 1897	027 296 1897
Newcomers Network	Adi Avnit	027 220 8791	027 220 8791

Fire Evacuation Process

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

	Response actions (as appropriate)
Discovery of a fire	<input type="checkbox"/> Sound the fire alarm. By pressing in & pushing the switch. 4 alarm's in building: Front foyer, Rangitata room, Safer Ashburton & near back door
	<input type="checkbox"/> Call 111
	<input type="checkbox"/> If safe to do so extinguish the fire.
On hearing the alarm	<input type="checkbox"/> Evacuate the building following instructions from wardens and the automated fire evacuation system
	<input type="checkbox"/> Walk calmly and quickly and avoid panic.
	<input type="checkbox"/> Ensure tenants / visitors with disabilities are assisted by the tenant of prescribed service or organisation they are here to see
	<input type="checkbox"/> Ensure any visitors are included in the evacuation.
	<input type="checkbox"/> Check rest areas, bathrooms and common rooms on route to the designated exit point.
	<input type="checkbox"/> Ensure all staff and tenants remain at the evacuation point until clearance to leave is given
Returning to the building	Do not return to the building until given the all clear by the Fire Service.
Ongoing operations following a fire	<p>The continuing operation of the Community House will be determined by the nature of the fire and the availability of resources such as buildings, staff, employees and other resources</p> <p>The responsibility of whether or not to continue operating Community House rests with the Board of Trustees, in consultation with the Facilities Supervisor.</p>
Building Wardens	Wardens: Jess Ross & Jeanette Price Wardens: Kevin Clifford

Earthquake Response

This checklist outlines what to do in the event of an earthquake.

	Response actions
During an earthquake	<input type="checkbox"/> If indoors: <ul style="list-style-type: none"> • Ensure there are no heavy object of shelves • Drop, take cover under a desk or table and to hold onto the legs until the shaking stops • Keep away from windows • Stay indoors until the shaking stops and it's safe to go outside
	<input type="checkbox"/> If outside: <ul style="list-style-type: none"> • Keep away from buildings and power lines
When the shaking stops	<input type="checkbox"/> Ensure your personal safety first
	<input type="checkbox"/> Check those around you and offer help if necessary.
	<input type="checkbox"/> If anyone requires medical assistance, call 111 and/or administer first aid.
	<input type="checkbox"/> Evacuate if required.
	<input type="checkbox"/> Get staff and tenants away from dangerous areas
	<input type="checkbox"/> Be aware of the possible risk of Tsunami
	<input type="checkbox"/> Listen to the radio for instructions from Civil Defence.
Ongoing operations following the earthquake	<input type="checkbox"/> The continuing operation of the Community House will be determined by the nature of the emergency and the availability of resources such as buildings, staff, employees and other resources. <input type="checkbox"/> The Community House would be checked to ensure the building was safe to re-enter and repairs to damage would be undertaken immediately. <input type="checkbox"/> The responsibility of whether or not to continue Community House functions rests with the Board of Trustees, in consultation with the Facilities Supervisor.

Lock Down Policy

Because of the nature of the services provided by Community House we sometimes deal with people who can become emotional, irrational, and aggressive. To address the safety of everyone in the building there are Panic Alarms and in such a situation we advise you to activate your alarm. The alarm is silent so as not to escalate a situation further and goes to the security monitors Talbot who will be here in a very short time. Don't feel silly to activate the alarm.

Whatever the person's problem is it needs to be a priority for everyone to resolve the event.

	Response actions
	Identify where the panic button has been activated – check alarm response.
	<input type="checkbox"/> Alert building wardens (Jess, Jeanette or Kevin) <input type="checkbox"/> Alert staff/tenants (avoid using the fire alarm)
Panic button has been activated	<input type="checkbox"/> Call 111 <ul style="list-style-type: none"> • Identify yourself as Community House, including address • Details of situation • Description and location and identity of offender if known • Keep calm
	<input type="checkbox"/> If safe, move to our evacuation position across road at Radcliffs to await Police arrival
	<input type="checkbox"/> Move everyone out of hallways and into rooms.
	<input type="checkbox"/> Lock and/or barricade, or cover if possible, doors/windows.
	<input type="checkbox"/> Keep quiet and do not leave the room unless it is safe to do so.
	<input type="checkbox"/> Once police arrive, Building wardens to liaise with them to secure crime scene(s)
	<input type="checkbox"/> If you hear an increase of noise and arguing in another room, it would be okay if you knock on the door and ask if everything was OK. If they say it's OK and you are not convinced ask if you could speak to them in private, leaving the person in the room and a decision can be made in the corridor whether more help was needed or not
	<input type="checkbox"/> Consider whether to temporarily close, or continue operating.
	<input type="checkbox"/> Continue to monitor the wellbeing of staff and tenants

The aftermath of a Panic button incident will require careful management as even in the 'best case' scenario of no one being killed or injured there will be traumatised staff and tenants, chaos and confusion, disruption and media interest.

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
In general	<input type="checkbox"/> 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.
	<input type="checkbox"/> Note the location of the package and a description of it (markings etc).
	<input type="checkbox"/> Do not touch, shake or attempt to move the package.
	<input type="checkbox"/> Check with the addressee to see if they are expecting the package
	<input type="checkbox"/> Isolate the item.
	<input type="checkbox"/> As appropriate, position staff at a safe distance to direct people away from the area where package/letter is.
	<input type="checkbox"/> Consider evacuating Community House if necessary (Take police advice)
If you open a letter/package and discover powder:	<input type="checkbox"/> Put on gloves and place opened letter/package in a plastic bag
	<input type="checkbox"/> If hands or any part of the body may have come into contact with the envelope or package then wash with soap and water
	<input type="checkbox"/> If contents spilled <ul style="list-style-type: none"> • 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.
	<input type="checkbox"/> If contents are spilt on clothing <ul style="list-style-type: none"> • Select a room for changing • Remove clothing and place in plastic bag • Shower with soap and hot water • Change into other clothes.

Suspicious person (non identified) in Building

Trespassing is where a person enters Community House and either:

- does not have permission to be there, or
- their behaviour is such that the Facilities Supervisor would not give permission for them to be there.

Incident type	Response actions (as appropriate)
Become aware that there is a suspicious person on the property.	<input type="checkbox"/> Notify the Facilities Supervisor or other staff member of the description, location and activity of the trespasser.
	<input type="checkbox"/> Assess the nature of the trespasser: benign or aggressive
	<input type="checkbox"/> Ensure the offices are kept secure.
	<input type="checkbox"/> Greet the trespasser, advise them who you are, and ask them why they are there. Whenever possible, ensure that you have a colleague with you.
	<input type="checkbox"/> If the reason for the visit appears legitimate, take the person to the office where the reasons for the visit can be dealt with.
	<input type="checkbox"/> If the reason for the visit is not legitimate, explain that they have to leave the premises.
	<i>If the person leaves when requested they are no longer considered a trespasser.</i>
If the trespasser refuses to leave when requested	<input type="checkbox"/> Explain that staff will have to call the police.
	<input type="checkbox"/> If the trespasser still refuses to leave ask colleague to call the police on 111.
	<input type="checkbox"/> If it is safe, stay with the trespasser until the police arrive.
	<input type="checkbox"/> If the trespasser gives any indication of violence walk away (if possible keep the trespasser under observation from a safe distance until police arrive).
	<input type="checkbox"/> When police arrive update them on the situation.
Follow-up actions	<input type="checkbox"/> Ensure the incident is documented and filed (including providing a report to police).
	<input type="checkbox"/> Consider: <ul style="list-style-type: none"> • Debriefing staff and tenants on the incident and assess if your Emergency Management process worked correctly or needs amendments. • Debriefing staff and tenants if the incident was a public one to prevent rumours and speculation.

Note: There is no authority under the Trespass Act 1980 for the occupier to physically eject the person from the premises. If a trespasser refuses to leave when requested, he or she should be told that the police will be called. The police have the option to arrest and charge the person with an offence, however they will assess each incident and take what they think is appropriate action.

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 inquiries.

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:	<input type="checkbox"/> Male <input type="checkbox"/> 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If so who do you think it was?			
Was the caller familiar with the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Threat Language			
<input type="checkbox"/> Well spoken	<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by caller	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Taped	<input type="checkbox"/> Abusive	
Any background noises?			
<input type="checkbox"/> Street noise	<input type="checkbox"/> Aircraft	<input type="checkbox"/> Music	<input type="checkbox"/> Vehicle
<input type="checkbox"/> House noise	<input type="checkbox"/> Voices	<input type="checkbox"/> Machinery	<input type="checkbox"/> Other: _____
Call taken			
Date: __/__/____	Time:	Length of call:	Number called:

A 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.

Updated 2019