



Emergency procedures flip book

Contacts
Fire
Evacuation
Medical emergency
Internal building emergency
External building emergency
Bomb or substance threat
Personal threat

For all emergencies contact your Chief Warden
or for emergency services **phone 000**

	Name	Number
Emergency Warden		
Church Contact Person / Congregation Leader		
Minister		
Church chairperson		
Presbytery office		
Poisons information	Poisons Information Centre	13 11 26 (VIC & TAS)
Emergency Services	Police, Fire, Ambulance	000
Electricity emergency		
Gas emergencies		

1. **RESCUE** any person in immediate danger if capable and it is safe to do so.
2. Activate **ALARM; ALERT** other people in the immediate area.
3. **INFORM** Chief Warden of:
 - Location of fire (building name and floor).
 - Extent of fire (nature of incident).
 - Information about any injured persons.
 - Name of person reporting the fire or incident.
4. **CONTAIN** and **ISOLATE** the fire by closing doors.
5. **FIGHT** the fire if safe and you have been trained to do so.
6. **EVACUATE**
 - Assist any person with a disability.
 - Do not return to your workstation or desk.
 - Leave the building from the nearest exit.
 - Proceed to the designated emergency assembly area.

If you are instructed to evacuate your building for any emergency situation:

1. Cease all activity.
2. Comply with all instructions given by the Warden.
3. Leave the building via the nearest safe emergency exit.
4. Go to the designated assembly area.
5. Remain at assembly area until otherwise advised.

Never re-enter the premises unless directed to.

Never use a lift during an evacuation.

1. Quickly assess situation (do not enter danger area).
2. Remove threat to self or injured persons if safe to do so.
3. Raise the alarm – Dial 000. DO NOT HANG UP UNTIL INSTRUCTED TO DO SO. Notify the First Aid Officer.
4. Provide details of
 - Location of incident (Street address, exact location within the premises (*e.g. first floor*), nearest intersection.
 - Type of injury or illness
 - Cause of injury or illness
 - Status of injured person
5. Administer First Aid if appropriate; follow any instructions given by the Emergency Service operator.
6. Send someone to the main entrance to meet and guide emergency services personnel to your location.
7. Comfort and remain with injured person until emergency services attend.

Do not leave the injured person unattended.

Chemical spill or hazardous substance

- If spill is a flammable solvent, toxic or suffocating substance, notify all persons in immediate area, turn off all flames and electrical outlets and evacuate the area.
- Go to the nearest area free of vapour and raise the alarm by contacting the Chief Warden.
- Do not re-enter the affected area.

Gas or water leak

- Turn off the tap or valve if possible (and safe to do so).
- Notify all persons in the immediate area, turn off all flames and electrical outlets.
- Raise the alarm by contacting the Chief Warden.
- Keep people away from affected area.

Gas leak, civil disturbance, vehicle accident, natural disaster

1. Quickly assess the situation (do not enter danger area).
2. Secure building as required.
3. Raise the alarm by contacting the Chief Warden.
4. Administer First Aid as appropriate.
5. Seek refuge as appropriate to emergency.
6. Remain in building until / unless directed otherwise.

Receiving a phone threat

1. Do not hang up the phone, even after the caller has hung up.
2. Try to keep the caller talking.
3. Fill out the bomb threat checklist.
4. Remain at the phone until relieved.
5. Raise the alarm by calling the Chief Warden and follow further instructions.
6. Do not discuss the matter with others. . Be prepared to be interviewed by Police or other Emergency Services' personnel.

Package or Substance Threat

1. Do not touch or move anything.
2. Move away and prevent anyone from entering the area – isolate the threat.
3. Raise the alarm by calling the Chief Warden.
4. Remain calm and follow instructions from the Chief Warden or Police.
5. Do not evacuate the building unless directed to do so by Emergency Services.

- 1. Try to calm the person down**
 - Acknowledge their feeling of frustration.
 - Ask them to explain their needs in a civil manner to enable you to help them.
- 2. Get help**
 - If the behaviour continues, withdraw and seek assistance from persons nearby. Do you have duress alarms at Reception or other similar areas?
- 3. Withdraw**
 - If the person is becoming increasingly aggressive or threatens violence, withdraw from the situation immediately.
 - Do not put yourself or others at risk or make the situation worse.
- 4. Take refuge**
 - Try to establish a physical barrier between yourself and the offender, such as a counter or room that can be locked.
 - Try to get to a safe and secure place.
- 5. Protect yourself**
 - If you cannot withdraw, you are entitled to use reasonable force to protect yourself.
 - Allow the offender to leave the premises.
 - Lock doors to prevent the offender from re-entering the premises.
- 6. Get medical assistance**
 - Initiate *Medical Emergency procedures* if required.
 - Seek First Aid if required.
- 7. Report the incident**
 - Report the incident to your Supervisor and the Chief Warden. (Will they call Police or emergency services?)
 - Complete an *Offender Identification Form*.

Always consider your safety (your #1 priority)