



Riverina Community College

EMERGENCY RESPONSE PROCEDURE

September 2020

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EMERGENCY RESPONSE PROCEDURE

1. PURPOSE

The following Emergency Response Procedure is to be adopted in the event of any emergency which may require partial or total evacuation of the Riverina Community College building located at:

90-98 Murray Street
WAGGA WAGGA NSW 2650

Evacuation from the building may be necessary as a result of fire, explosion, chemical leak, structural fault, equipment failure, bomb threat, severe weather event and/or natural disaster.

2. EMERGENCY RESPONSE TEAM (ERT)

The Emergency Response Team (ERT) is established to, as far as reasonably practicable, facilitate the safe and orderly implementation of these Emergency Response Procedures, including the evacuation of the building where required.

The Emergency Response Team for the Riverina Community College is:

Role	Incumbent	Contact Number	Identifier
Chief Warden	Jim Cloutman	0428 335 509 / Ext 501	White Hat
Deputy Chief Warden	Kylie Pearse	0429 204 100 / Ext 570	White Hat
Deputy Chief Warden	Karl Kelly	Ext 582	White Hat
Deputy Chief Warden	Caitlin Grant	02 6933 5555	White Hat
Warden	Jackson Griffin	Ext. _____	Red Hat
Warden	Brittany Harrison	Ext. 514	Red Hat
Warden	Lisa Douglas	0423 503 688 / 6933 5541	Red Hat
Warden	Mindy Rutland	Ext 580	Red Hat
Warden	Mel Livermore / Kirby Perry	ext 528 / Ext 588	Red Hat
First Aid Officer	Brooke Whitehead	Ext 523	Green Hat
First Aid Officer	Leanne Dyer	Ext 549	Green Hat

3. AUTHORITY OF WARDENS

During emergencies, instructions given by members of the Emergency Response Team shall take precedence over the normal management structure. Wardens have the authority to evacuate occupants and visitors of the facility.

During an emergency situation, life safety takes precedence over asset protection, environmental consideration, production operations and business continuity.

4. CONTACTING EMERGENCY SERVICES

At the earliest opportunity, in the event of an employee becoming aware of an emergency situation:

- **Contact Emergency Services on Triple Zero – 000**

5. EMERGENCY RESPONSE PROCEDURE

Chief / Deputy Chief Warden

The Chief / Deputy Chief Warden should:

- Be capable of performing the duties outlined in this procedure
- Be capable of leading and taking command
- Display effective decision-making skills
- Demonstrate the capacity to remain calm under pressure
- Be available to undertake their appointed duties
- Be capable of effectively communicating with occupants and visitors
- Be familiar with the facility, and
- Be able to undergo relevant training

Pre-emergency

- Maintain a current register of ERTmembers
- Replace ERT members when a position becomes vacant
- Conduct regular exercises
- Keep the Emergency Response Procedures up to date
- Attend training and emergency exercises as required
- Ensure personal ECO identification is available

Emergency

- Respond and take control of the incident – we do not expect staff to fight fires though fire extinguishers are available if required.
- Ascertain the nature of the emergency and implement appropriate action
- Dial 000 - Ensure that the appropriate Emergency Service has been notified
- Ensure that Wardens are advised of the situation, as appropriate
- Notify neighbouring businesses sharing or neighbouring the building, where appropriate
- If necessary, after evaluation of the situation, initiate an action plan in accordance with the Emergency Response Procedures and control entry to the affected areas
- Monitor the progress of the evacuation and record any action taken in an incident log
- Brief Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of evacuation and act on Emergency Services' instructions
- Any other actions as considered necessary or as directed by Emergency Services

Post-emergency

- When the emergency incident is rendered safe, or Emergency Services returns control, notify the ECO members to have occupants return to the facility, as appropriate
- Conduct a debrief with the ECO members and, where appropriate, with any attending Emergency Service personnel
- Prepare a report for management

The Deputy Chief Warden will act in the position of Chief Warden in their absence.

Wardens

Wardens should:

- Be capable of performing the duties outlined in this procedure
- Have leadership qualities and the ability to command authority
- Demonstrate the capability to remain calm under pressure
- Be available on-site to undertake their appointed duties
- Be capable of communicating with occupants and visitors
- Be capable of deputising for other positions where required, and
- Be able to undergo relevant training

Pre-emergency

- Make staff and visitors aware of the Emergency Response Procedures
- Carry out safety practices (for example clear egress paths, access to first attack equipment and disposal of rubbish)
- Ensure personal ECO identification is available

Emergency

- Act as Area Warden
- Check that any fire doors and smoke doors are properly closed
- Search allocated area to ensure all people have evacuated
- Ensure an orderly flow of people through evacuation areas, such as exit doors and stairwells
- Assist occupants with disabilities
- Act as the leader of groups moving to the assembly area
- Report status of required activities to the Chief Warden

Area Wardens can delegate Trainers and/or Program Supervisors to act as Wardens in the event of an emergency during class times. Wardens will be responsible for ensuring the orderly flow of people of their training room through evacuation areas, including assisting occupants within their training rooms with disabilities.

Post-emergency

- Attend a debrief with the ECO members and, where appropriate, with any attending Emergency Service personnel

First Aid Officers

First Aid Officers should:

- Ensure a first aid kit is taken to the assembly area
- Administer first aid where required until emergency services arrive

Employees

In the event of an employee becoming aware of an emergency situation, they should:

- Alert the Chief Warden or an Warden of the situation
- Remain calm and follow instructions from the Chief Warden or Warden
- Cease all activities
- Leave the building immediately by the emergency exits or as directed by the Chief Warden or Warden
- Only take personal possessions that can be easily carried, eg handbags, wallets or mobile phones
- Close doors behind you but do not lock the doors. If evacuating in the event of a bomb threat, doors and windows should be left open
- Proceed to the designated assembly area and stay in this area until instructed otherwise by the Chief Warden. DO NOT re-enter the building or leave the assembly area until instructed to do so by the Chief Warden
- Notify an Warden of any occupants of the building that are missing from the assembly area that are expected to attend
- Do not speak with the media or post any matters relating to the emergency event on social media
- Follow the directions of the Chief Warden and Wardens at all times

6. ASSISTANCE FOR PEOPLE WITH A DISABILITY

Employees should remain aware of employees and visitors on site that may require assistance or additional time to evacuate the building. Personal evacuation plans have been provided to supervisors and trainers for those identified as persons requiring assistance. There may be additional visitors at the College that require assistance – these persons need to be identified to the Chief Fire Warden in the event of an emergency.

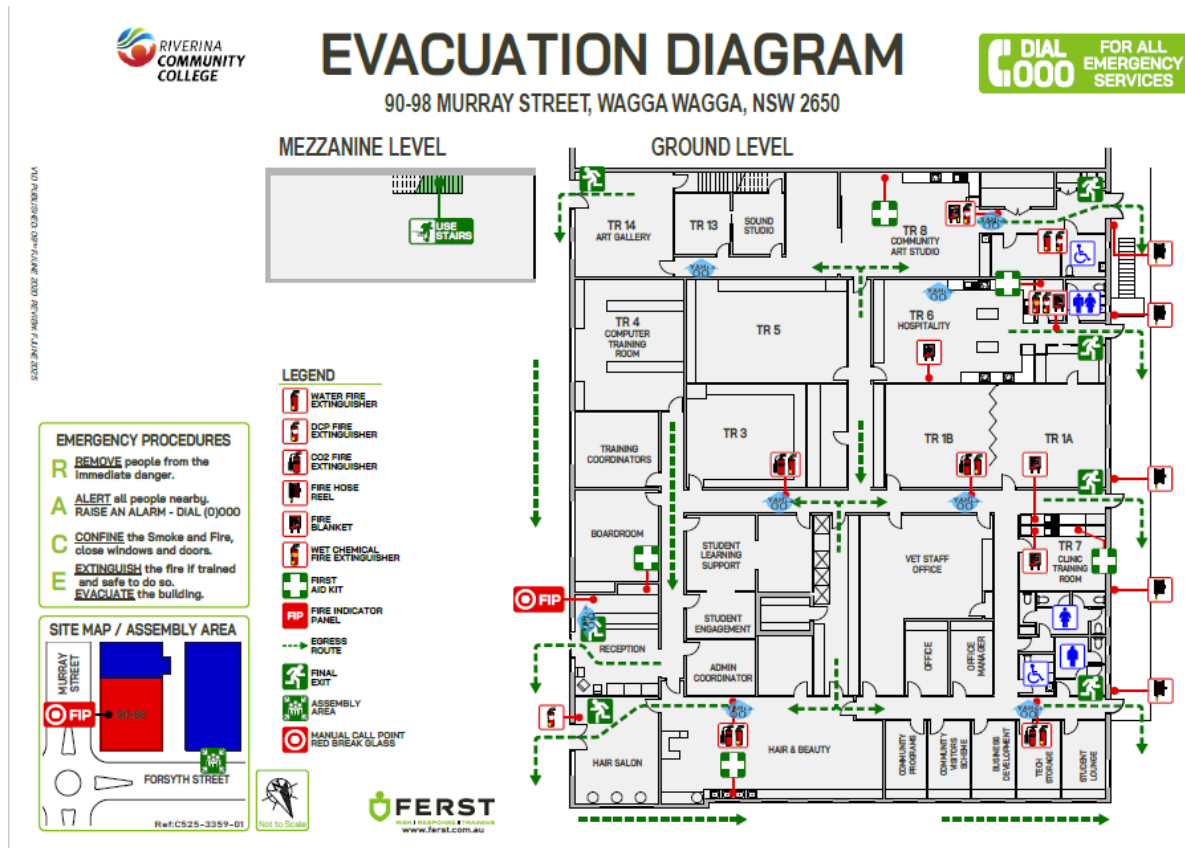
In an emergency event, arrangements should be made for a person to be assigned to support occupants with a mobility (or other) impairment. This may be someone working in close proximity to the occupant.

Wardens should inform the Chief Warden of the number of people with a disability and their location on completion of their general evacuation of the area. The Chief Warden should inform Emergency Services of the situation. Emergency Services will determine any further action to be taken for the safety of all occupants of the building.

7. TESTING OF EMERGENCY RESPONSE PROCEDURES

Testing of these Emergency Response Procedures will occur at least six monthly and may include varying types of actual evacuation such as; fire, bomb threat, violent person, pandemic, chemical threat or spill. Opportunities for improvement identified during each test exercise will be documented for actioning.

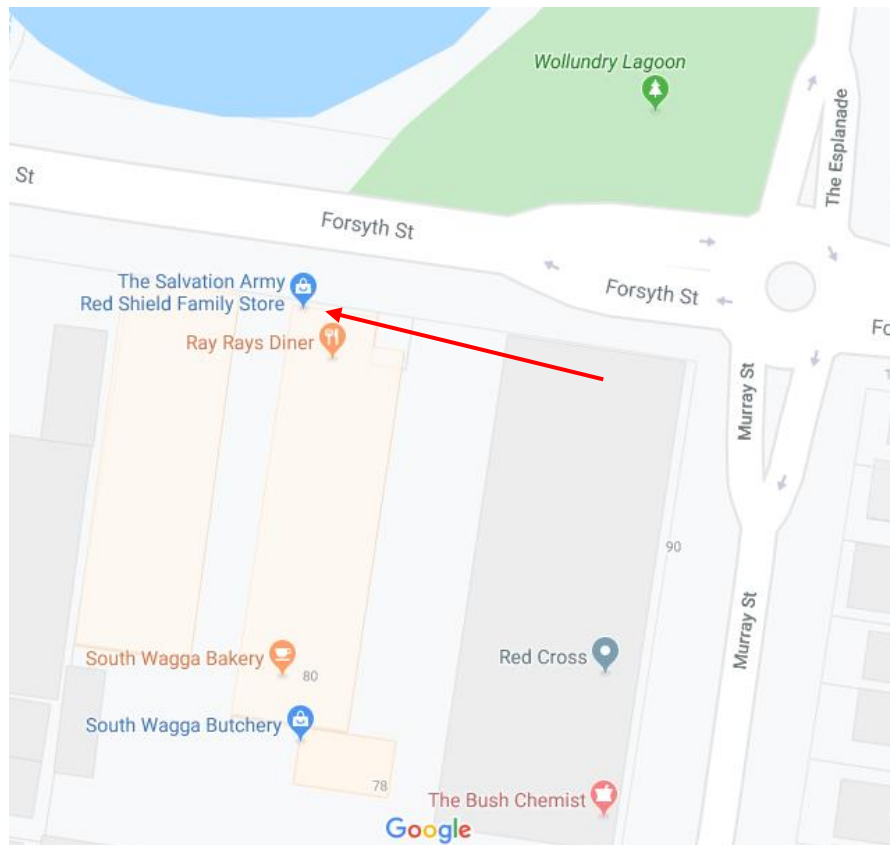
8. EVACUATION PLAN



9. ASSEMBLY POINT

In the first instance, the assembly point for evacuations will be the footpath in front of Wattyl Paints on Forsyth Street.

The Chief Warden may change the assembly point as required based on the nature of the emergency.



10. AFTER HOURS - EMERGENCY RESPONSE PROCEDURE

Warden – (person facilitating course / session / room hire after hours)

Emergency

- Respond and take control of the incident– we do not expect staff to fight fires though fire extinguishers are available if required.
- Ensure that the appropriate Emergency Service has been notified
- Clearly state to emergency services that a full sweep of the building has not been undertaken – only the areas occupied for afterhours training have been cleared. State which rooms to emergency services.
- Ensure that all present are advised of the situation, as appropriate
- Notify neighbouring businesses sharing or neighbouring the building, where appropriate
- If necessary, after evaluation of the situation, initiate an action plan in accordance with the Emergency Response Procedures and control entry to the affected areas
- Monitor the progress of the evacuation and record any action taken in an incident log
- Brief Emergency Services personnel upon arrival on type, scope and location of the emergency and the status of evacuation and act on Emergency Services' instructions
- Any other actions as considered necessary or as directed by Emergency Services

Post-emergency

- When the emergency incident is rendered safe, or Emergency Services returns control, notify the ECO members to have occupants return to the facility, as appropriate
- Conduct a debrief with the ECO members and, where appropriate, with any attending Emergency Service personnel
- Prepare a report for management

The facilitator/trainer on duty will act in the position of Warden

Pre-emergency

- Make staff and visitors aware of the Emergency Response Procedures
- Carry out safety practices (for example clear egress paths, access to first attack equipment and disposal of rubbish)
- Ensure personal ECO identification is available

Emergency

- Act as Warden
- Check that any fire doors and smoke doors are properly closed
- Ensure an orderly flow of people through evacuation areas, such as exit doors and stairwells
- Assist occupants with disabilities
- Act as the leader of groups moving to the assembly area
- Report status to Emergency Service – Notify ‘No sweep completed only room cleared’

Post-emergency

Attend a debrief with the ECO members and, where appropriate, with any attending Emergency Service personnel

BOMB THREAT CHECKLIST

If you find a suspect object

Assess the current situation:

- Is the object - Hidden / Obviously a bomb / Typical of its environment?
- Has there been unauthorised access?

If so, **DO NOT TOUCH, TILT, MOVE or TAMPER** with the suspect object.

Advise your Chief Warden or management. Secure the area. Try to prevent other people from going near the object. Dial 000 – notify emergency services.

If you receive a threat

Remain calm and **DO NOT HANG UP THE PHONE**

Try to record the exact wording of the threat

Important questions to ask

1. What is it?
2. When is the bomb going to explode?
3. Where did you put it?
4. What does it look like?
5. When did you put it there?
6. How will the bomb explode?
7. Why did you put it there?

If the threat is chemical or biological, also ask

1. What kind of substance is in 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?

CHECKLIST OF THE CALLER

Voice

- | | | | |
|-------------------------------|---------------------------------|---------------------------------|------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female | <input type="checkbox"/> Accent | <input type="checkbox"/> Age |
|-------------------------------|---------------------------------|---------------------------------|------------------------------|

Speech

- | | | | |
|--------------------------------|-------------------------------|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Fast | <input type="checkbox"/> Slow | <input type="checkbox"/> Impeded | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Taped | <input type="checkbox"/> Read | <input type="checkbox"/> Uneducated | <input type="checkbox"/> Well Spoken |

Manner

- | | | | |
|----------------------------------|-----------------------------------|-------------------------------------|--------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Angry | <input type="checkbox"/> Soft/Quiet | <input type="checkbox"/> Loud |
| <input type="checkbox"/> Rasping | <input type="checkbox"/> Pleasant | <input type="checkbox"/> Emotional | <input type="checkbox"/> Other |

Background

- | | | | |
|---------------------------------|-----------------------------------|------------------------------------|---------------------------------|
| <input type="checkbox"/> Street | <input type="checkbox"/> Office | <input type="checkbox"/> Machinery | <input type="checkbox"/> People |
| <input type="checkbox"/> Music | <input type="checkbox"/> Aircraft | <input type="checkbox"/> Traffic | <input type="checkbox"/> Other |

VIOLENT OR ARMED INTRUDER PROCEDURE

Staff procedure in the event of threatening, violent, armed or dangerous intruder/s.

For ALL types of personal threat, the emergency action to be taken is:

1. Quickly assess the situation and call 000 police when it is safe to do so.
2. Follow directions given by the police
3. Follow the standard procedures, as outlined below, for each type of emergency.

1. ACTIVE ARMED OFFENDER

In the event of an armed intruder ('armed' can include knives, pepper sprays, guns or explosives or any other weapon that could be used to inflict harm) you should:

>> ESCAPE, HIDE, TELL <<

- If it is reasonably possible, escape from the situation and exit the building
- If it is not possible to exit the building, hide.
- Call 000, requesting police - clearly state that an armed intruder is on the premises. They will respond immediately to armed intruders.

If you are faced with an armed intruder and unable to escape, follow these guidelines:

- Do exactly as asked
- Avoid eye contact
- Talk calmly to the intruder at all times
- Observe their:
 - physical features
 - clothing
 - distinguishing features including voice, hair, tattoos
 - scars
 - any weapons
 - anything touched, or taken
 - escape route, vehicle
- When safe and if this event is taking place within the building, particularly in a classroom, contact reception and use the code '**Black Jellybeans**' to indicate to the receptionist that you have an active intruder in the classroom and that the police need to be called.
- If safe, call 000, requesting police and state "Armed hold-up", giving exact location and details of events
- Request all witnesses to remain on site
- Restrict entry to the area until the police arrive
- Do not touch anything within the scene
- Write down all you observed as soon as possible

2. DEALING WITH AGGRESSION

- Do not place yourself at risk.
- Obey the offender's instruction.
- Attempt to de-escalate the situation – avoid getting into an argument by being empathetic and agreeable.
- Keep a safe distance between yourself and the offender.
- Take note of exits or other possible escape routes and try to get as close as possible.

- Call 000 - requesting Police and/or report as appropriate
- Call for assistance from another staff member as soon as possible.
- Observe continuously any objects touched by the offender and their physical appearance.
- Record description of offender, what was said, touched etc, as soon as possible.
- Isolate the area until Police arrive.

3. LOCKDOWN PROCEDURES (FOR AN EXTERNAL THREAT)

An emergency lockdown will be implemented in situations where it may be safer for occupants to shelter inside a building, to ensure they are protected from an external threat including, but not limited to, violent incidents, civil disturbances etc.

During a lockdown staff, students and visitors should:

- Remain calm. Try to encourage others to remain calm.
- Lock the doors and windows into the room if possible.
- Restrict entry to the room including:
 - placing furniture and equipment in front of the door, and
 - covering any glass panels in the doors and any windows if possible.
- Move away from doors and windows. Get down and stay close to the floor. Stay under furniture.
- Assist any individuals with a disability to take cover and hide.
- Remain quiet so that those who may be intending entry will believe that no one is in the room.
- Turn off any lights where possible.
- Turn off any audio/visual equipment.
- Follow the instruction of Police or Emergency Services personnel.
- **Do not respond to requests to open the door.** Police and Emergency Services personnel will have their own means to access the room if required.