



Emergency

MANAGEMENT PROCEDURE

Mount Sports Centre

Cnr Maunganui & Hull Rd
Mount Maunganui
Tauranga 3116
PH: 07 577 8565

Please ensure the following people are advised of an emergency

Centre Manager: John Waretini **022 362 9920**



Dial 1 to get an outside line.

Customer Version

HEALTH & SAFETY MANUAL			
SECTION	VERSION	ISSUE DATE	REVIEW DATE
HS7-8	1.0	1/10/16	1/10/18
Approved By	BP Manager & HSQE Advisor		

EVACUATION PROCEDURE

UPON HEARING THE FIRE ALARM OR ON INSTRUCTION

- Evacuate the building IMMEDIATELY via the nearest fire exit – unless instructed otherwise.
- Take your belongings only if they are in reach. Do not go back to get personal items.
- Follow the instructions of the Wardens at all times – assist people with disabilities if asked.
- If anyone refuses to evacuate, leave them behind & report them to the Chief Fire Warden.
- Move quickly and calmly – keep noise to a minimum.
- DO NOT carry food or drink.
- Assemble at designated assembly point.
- Advise a Warden if anyone you know is unaccounted for.
- DO NOT re-enter the building until the ALL CLEAR has been given by the Chief Fire Warden & Fire Service.

AFTER HOURS ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as Warden.
- Know the location of the nearest fire alarm call point, emergency exit, and fire alarm panel and assembly areas.
- Make a **111** (Fire) call, confirm fire alarm is sounding & give physical address.
- Check their area/ floor is clear and report to the assembly point to await the arrival of the Emergency Services.

ALL CLEAR

- Remain at the Assembly Area until the ALL CLEAR is announced by the Emergency Services or the Chief Fire Warden.
- **If the Fire Alarm stops, it does not mean the emergency is over.**
- Normal routine may resume once the ALL CLEAR is received.

TORNADO

IF CAUGHT OUTSIDE

- Avoid areas with many trees.
- Lie down flat in a nearby gully, ditch or low spot on the ground. Tornadoes cause a lot of debris to be blown at very high speeds. Dangerous flying debris can be blown under overpasses and bridges, and the structures themselves could be destroyed. You will be safer lying flat in a low-lying area where the wind and debris will blow over you.

IF CAUGHT INSIDE

- For added protection, get under something sturdy such as a heavy table or workbench; & protect your head with your hands.
- Stay away from windows and exterior doors.
- Evacuate any rooms that are on the top floor.
- If you are in such a building, stay away from windows and get to the lowest level of the building.
- If there is no time to get to a lower level, try to get under a door frame or get up against something that will support or deflect falling debris.
- Do not use elevators during or after tornadoes.

AFTER A TORNADO

- Taking care of yourself first will allow you to help others safely until emergency responders arrive.
- Turn on the radio or call your local emergency services to get the latest emergency information.
- Do not touch downed power lines or objects in contact with downed power lines.
- Isolate water and electricity supply. Call electrician/plumber where required.
- Be aware of hazards from exposed nails and broken glass.

IF CAUGHT IN A VEHICLE

- Do not try to outrun a tornado in your car. Instead, leave it immediately.
- Do not get under your vehicle.
- Follow instructions above for 'outside'.

If you see a funnel nearby, take shelter immediately.

If you spot a tornado that is far away, help alert others.

UTILITY FAILURE. LOSS OF POWER.

MINOR FAILURE MINOR DISRUPTION TO ROUTINE

Contact your Centre Manager.

COMPUTER ISSUES

Office hours: Email itsupport@bayvenues.co.nz

After hours: 027 807 9145

ALL OTHER ISSUES
Call your Centre Manager



MAJOR FAILURE MAJOR DISRUPTION TO ROUTINE

IF THERE IS POWER OR WATER FAILURE WITHIN THE BUILDING

1. Contact your Centre Manager.
2. Ensure that any equipment and taps being used at the time of the outage are turned off and/or disconnected.



VEHICLE COLLISIONS

Call 111 (Ambulance).

Follow instructions from the ambulance call taker.

If there are other people to help, send them down the road to wave at traffic to slow them down. Remind them to be safe, especially on fast moving roads.

Check the scene is SAFE before approaching the vehicle/s.

If power lines are down & the vehicle is touching them, DO NOT approach the vehicle.

The people inside the vehicle are safe from electrocution as the vehicle's tyres are grounding the vehicle.

If you touch the vehicle, there is the possibility (if lines are live) that you will be electrocuted.

Advise the ambulance of the situation. They will organise the power to be switched off.

Look for other signs of danger to ensure your safety.

Switch off engines.

Impose a NO SMOKING ban.

Keep children at a safe distance.

Assess injuries: The quiet casualties are probably the worst injured. Reassure the noisy ones that help is on the way.

Don't move casualties: You may cause further injury. (Only move casualties if their life is in danger or to perform effective CPR).

Check for breathing: If the casualty is **not breathing**, clear the mouth (false teeth, chewing gum etc.). Preferably have someone first aid trained begin CPR.

Stop bleeding: Firm pressure on a wound will stem bleeding. DO NOT remove foreign bodies if embedded in the wound.

Don't give casualties anything to eat or drink: This can cause complications for medics and delay lifesaving treatment.

FIRE

1. Activate fire alarm.
2. Call **111 (Fire)**.
3. Walk, **do not run**, to the nearest safe exit.
4. Do not push.
5. Do not carry food or drinks.
6. Proceed to designated Assembly Area.
7. If you have to open a closed door, feel the bottom to top of doors for heat using the back of your hand. **If hot** do not open door. **If not hot**, open the door slowly standing behind and to one side.

IF SAFE TO DO SO:

1. Rescue/remove people in immediate danger.
2. Contain the fire in an area by closing doors after exiting.
3. Use fire blanket to contain fire. Make yourself familiar with instructions on packet.

IF CAUGHT IN SMOKE: Drop to your hands and knees and crawl to the exit. Stay low to the floor as smoke will rise to the ceiling. Hold your breath as much as possible. Breathe shallowly through nose and use dry clothing (shirt, jacket, etc.) as a filter.

IF TRAPPED IN A ROOM: Place cloth material around or under door to prevent smoke from entering. Close as many doors as possible between you and the fire. Be prepared to signal from a window but do not break the window unless absolutely necessary.

IF FORCED TO ADVANCE THROUGH THE FLAMES: Hold your breath and move quickly. Cover head and hair. Keep your head down and eyes closed.

IF CLOTHING CATCHES FIRE, IMMEDIATELY:



BOMB THREAT

FOLLOW THESE STEPS

Listen carefully and get information. **DO NOT** interrupt the caller. Report the threat immediately to the Police **111** and then call your Centre Manager.

1. Note **EXACT** wording of threat from caller.

Keep the person talking and note answers to:

- **WHEN** will the bomb explode?
- **WHERE** did you put the bomb?
- **WHAT** does it look like?
- **WHAT** kind of bomb is it?
- **WHAT** will make it explode?
- **HOW** long has the bomb been in position?



2. **Call Police 111. State that you have received a bomb threat**

- State your name and physical location & address.
- State location of bomb and time set to explode, if known.
- Answer the questions as best as you can, and follow the instructions given by Police.
- Notify and evacuate staff and customers verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- **Do not use cellphones or radio transmitters (walkie talkies).**
- Do not touch or move any suspicious object!

PANDEMIC

Wide-spread disease outbreak

Wash and dry your hands when: handling food, using the bathroom, wiping a child's nose, looking after sick people.

Use tissues to cover coughs and sneezes.

Throw used tissues in a bin then **wash your hands.**

Give fluids to people with a fever and/or diarrhoea

Paracetamol can be used to bring down high fevers.

See the Ministry of Health website: www.health.govt.nz/infuenza

If you are sick. Stay home.

Keep away from other people, avoid visitors.

SEVERE STORM

IF WARNED OF A SEVERE WEATHER EVENT

Listen to the radio for updates and advice.

Move people & equipment away from exposed rooms and windows.

Close curtains/blinds.

DURING A SEVERE WEATHER EVENT

IF OUTSIDE: Move inside a building if possible. If not, take shelter in a protected, or low lying area if safe to do so. Avoid falling and flying hazards. Protect your head and neck. Follow directions of emergency personnel.

IF INSIDE: Stay inside. Keep away from exposed windows until the storm passes. Shelter in the strongest part of building e.g. central corridors, stairwells, windowless rooms. If power fails, remain calm. Stay clear of large glass atriums and roofs.

VOLCANIC EVENT

WHEN A VOLCANIC ERUPTION THREATENS

Listen to the radio for updates and advice. Be prepared to evacuate quickly if necessary.

Water supplies can be affected so store as much drinking water as possible.

Check on customers & neighbours who may require special assistance. Bring animals inside to protect them from volcanic ash.

DURING A VOLCANIC ERUPTION

IF YOU ARE OUTSIDE: Seek shelter in a car or a building. If caught in volcanic ash falls, wear a dust mask, or use a handkerchief or cloth over your nose and mouth. If you must go outside use protective gear such as masks and goggles and keep as much of your skin covered as possible.

IF YOU ARE INSIDE: Stay indoors. Volcanic ash is a health hazard, especially if you have respiratory difficulties such as asthma or bronchitis. Close all windows and doors to limit the entry of volcanic ash. Place damp towels at thresholds. Do not tie up phone lines with non-emergency calls.

FLOOD

DURING A FLOOD, OR IF A FLOOD IS IMMINENT

Listen to the radio for updates and advice. Ensure you have a getaway kit.

Be prepared to evacuate quickly if necessary.

Move critical equipment and documents to higher levels. Switch off electrical equipment. **Water supplies can be contaminated so store as much drinking water as possible.**

Check on customers & neighbours who may require special assistance. Do not attempt to walk or drive through flood waters, unless absolutely necessary and it is safe to do so.

ROBBERY / ARMED HOLDUP

DON'T be the hero. **DON'T** resist. **DON'T** make sudden movements, talk to, or stare at the offenders. **DON'T** chase the offenders. **DON'T** touch anything the offenders may have touched.

WHAT TO DO

Stay calm. Do what you are told. Carefully note the offenders' description, but don't stare. If it is safe, note direction offenders leave in & description of their vehicle. Stop people entering the area used by the offenders. Ask witnesses to wait until Police arrive and speak with them. Separate witnesses into different areas from each other if possible.

As soon as offenders have gone, Call 111 (Police).

ACTIVE SHOOTER

IF THE SHOOTER IS INSIDE YOUR BUILDING - ESCAPE

Escape by the nearest exit or window. Notify anyone you encounter to exit the building immediately.

Evacuate to a safe area away from danger, and take protective cover.

If you get out of the building and do not see a Police Officer, **phone 111 immediately.**

IF YOU ARE UNABLE TO ESCAPE THE BUILDING – HIDE

Move out of hallways & into an office or room & lock the door. Close the blinds. If the door will not lock, barricade it with whatever is available. Turn off the lights. Stay away from the doors & windows. **If possible, call 111.**

Silence cellphones. Wait for the Police to come & find you. Do not answer the door or respond to commands until you are certain they are issued by a Police Officer.

IF THE SHOOTER ENTERS YOUR OFFICE OR ROOM – NEGOTIATE/ FIGHT

If possible, call 111. If you cannot speak, leave the line open so Police can hear what's going on. If you are hiding & fight is impossible, attempts to negotiate with the offender may be successful. Playing dead is also a consideration. Attempting to overcome the offender with force is a last resort, but could be used in extreme circumstances.

IF YOU ARE OUTSIDE WHEN A SHOOTING OCCURS

Drop to the ground immediately, face down as flat as possible. If within a few metres of a safe place or cover, duck & run to it. Move or crawl away from gunfire, trying to utilise any obstructions between you and the gunfire. When you reach a place of relative safety, stay down & do not move.

If possible, call 111. Wait & listen for directions from Police.

EARTHQUAKE

IF YOU ARE INSIDE:

DROP down on the floor. Take **COVER** under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall or doorway and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, temporary partitions, tall furniture. If you take cover under a sturdy piece of furniture, **HOLD** on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move. Do not run outdoors. Do not use elevators. Follow directions of Wardens.

IF YOU ARE OUTSIDE:

Move to an open clear area if safe to do so. Avoid falling hazards. Drop, Cover and Hold. Protect your head and neck. Follow directions of emergency personnel.

IF YOU ARE IN A VEHICLE:

Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards. Stay in your vehicle.

TSUNAMI

IF YOU ARE INSIDE:

Do not evacuate your workplace unless instructed to do so.
If told to evacuate, do so immediately.
Follow the instructions of your Wardens at all times.
Move inland to high ground.
Do not go down to the waterfront.
If there is no time to evacuate, all occupants must move as far up the building as possible.

IF YOU ARE OUTSIDE:

Move inland to high ground.
Go at least 2km inland, or 35 metres above sea level.
Do not go down to the waterfront under any circumstances.



MISSING CHILD

- If a child is not accounted for at any time, the staff member responsible for the child should **search the premises for him/her**. Each area that a child could potentially hide should be searched, as well as the outdoor areas of the facility.
- If the child is not located after all potential hiding spots and immediate outdoor areas have been searched, the **manager should be notified** that the child is missing.
- A staff member should also **double-check** to confirm the child such was **not picked up by a parent** or guardian.
- **Begin lockdown procedures**, monitoring all exits and letting no one in or out of the facility.
- The staff member responsible for the child will **call 111**, since he/she will have the best knowledge of what the child was wearing that day, along with other distinctive features.

The following information should be written down:

- Child's name, age, height, weight, date of birth, and hair colour.
- Child's clothing that he/she was wearing that day, along with any other identifying features.
- The time at which the child was noticed missing.
- The manager will notify the parents/guardians of the child that the child is missing from the facility.

While Police are en route to the facility, **staff will continue to search the facility** for the missing child. The staff should look in every cabinet, closet, cubby and location where a child might hide. Search/contact neighbouring properties, especially if they are familiar to child.

The **manager will stay on the facility premises** at all times to be the contact person for law enforcement as well as the missing child's parent/guardian.

CHILD ABDUCTION

If child abduction is suspected, Call Police immediately on 111.

Begin lockdown procedures, monitoring all exits and letting no one in or out of the facility.

Preventing child abductions: Do not release a child to anyone without parental permission and photo ID. Call 111 and report any suspicious individual. Encourage parents to advise you of any custody disputes and provide you a copy of court documents stating protection orders. Include the facility on the court order for additional protection.