Procedure 6.05.2

Emergency management and First Aid

<table>
<thead>
<tr>
<th>Directorate</th>
<th>Business &amp; Governance</th>
</tr>
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<tbody>
<tr>
<td>Responsible Officer</td>
<td>Executive Manager</td>
</tr>
</tbody>
</table>

Contents

Emergency management and First Aid
Introduction 1
Glossary of terms 2
Scope 2
Objective 3
Duties & Responsibilities 3
Emergency Control Organisation 4
Emergency Management Roles 4
Authority 6
Duty Cards 6
Emergency Management Exercises and Training 7
Assembly Areas 8
  Emergency Management Information 8
  Emergency Management Manuals 8
Emergency Management Instructions 8
Emergency Evacuation Diagrams 8
Emergency Management at other Council Sites not manned by BVSC Employees 8
First Aid Requirements 9
Record-keeping 12
Emergency Management Media Response 12
Emergency Management and First Aid Consultation 13
References and Associated Documents
Introduction

Bega Valley Shire Council is committed to establishing an effective systematic process for the management of emergency situations to protect life, property and plant.

Due to the complex nature of emergency preparedness, it is critical that all Bega Valley Shire Council Staff understand what they must do to preserve the life of not only themselves but also work colleagues in the event of an emergency.

This emergency management and first aid procedure aims to clearly establish the emergency preparedness requirements for all Council worksites.

Glossary of terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ECO</td>
<td>Emergency Control Organisation (ECO) is a structured organisation that will initiate an appropriate response to emergency situations e.g. chief emergency officer, area warden, emergency warden, first aider</td>
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<tr>
<td>Emergency Situation</td>
<td>For the purposes of this procedure an emergency situation may be caused by:</td>
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<tr>
<td></td>
<td>• Fire or explosion</td>
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<td>• Equipment failure</td>
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<td></td>
<td>• Escape of toxic or combustible materials</td>
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<td>• Electric power failure</td>
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<td></td>
<td>• Industrial sabotage, bomb threat, civil disorder, armed hold up</td>
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<td></td>
<td>• Any incident threatening life or plant and equipment</td>
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<td>EPC</td>
<td>Emergency Planning Committee (EPC) is a committee responsible for establishing emergency plans, procedures and relevant ECO for Council buildings and facilities</td>
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<td>First Aid</td>
<td>First aid is the immediate treatment or care given to a person suffering from an injury or illness until more advanced care is provided or the person recovers</td>
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<td>Designated First Officer</td>
<td>The Designated First Officer is a person who has successfully completed a nationally accredited training course or an equivalent level of training that has given them the competencies required to administer first aid. Designated first aid officers are required to maintain a first aid kit and administer first aid to other people in the event of an emergency situation.</td>
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<tr>
<td>First Aid Equipment</td>
<td>First aid equipment includes first aid kits and other equipment used to treat injuries and illnesses</td>
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<td>First Aid Facilities</td>
<td>First aid facilities include first aid rooms, health centres, clean water supplies and other facilities needed for administering first aid</td>
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<tr>
<td>High Risk Workplace</td>
<td>High risk workplace means a workplace where workers are exposed to hazards that could result in serious injury or illness and would require first aid.</td>
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<tr>
<td>Council Worksite</td>
<td>A Council workplace includes any Council building, structure, workplace or facility that is occupied by Council controlled employees, contractors, volunteers, visitors</td>
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Scope

This procedure applies to all Council employees, volunteers and contractors within any Council facility, including buildings; parks; reserves, or operating vehicles; plant; or any physical asset, owned or controlled by Council.
Objective
The Emergency Management and First Aid Procedure has been developed to ensure that Council fulfils its obligations under the NSW Work Health and Safety Act 2011, to ensure the health, safety and welfare of employees and others.

Duties & Responsibilities
The following general duties and responsibilities apply to all staff as indicated below:

Managers
Managers are required to:
- Ensure obligations and requirements of relevant legislations are met
- Ensure adequate resources to ensure effective implementation of this Procedure
- Ensure the effective implementation of this Procedure
- Discipline employees for breach of emergency preparedness and management procedures

Supervisors and Team Leaders
Supervisors and Team Leaders are required to:
- Ensure the requirements of this Procedure are adhered to by relevant workgroup and persons deemed to be under their control.
- Carry out site specific role in emergency preparedness if required.
- Ensure all emergency equipment within their relevant workgroup is in good working order.
- Communicate specific emergency preparedness and management issues, updates and other relevant information to their specific workgroup.
- Implement relevant procedures should employees breach any of the emergency preparedness and management procedures.

Employees/Contractors/Volunteers
Employees / Contractors / Volunteers are required to:
- Notify the appropriate personnel immediately upon discovering a fire, bomb or threatening situation.
- Follow the designated routes from the building to avoid congestion at the exits if evacuation is necessary.
- Keep close to the floor (where there is most oxygen) if escaping through a smoke filled area.
- Evacuate with the staff in the area if not at normal work station.
- Proceed to designated assembly area once clear of the building.
- If trapped, go to an outer room where the door can be shut and try to attract attention from the window.
- Remain at the assembly area until all clear is given.
- Do not go back into the building for valuables.
- Not undertake any emergency task or duty that they are not trained, competent or inducted to do
- Not through act or omission tamper with any emergency equipment
- Not through act or omission hinder any emergency personnel whilst undertaking their specific duties
• Notify immediate supervisor immediately of any emergency preparedness and management control breaches

• Ensure compliance to this Procedure

Emergency Planning Committee

An emergency planning committee (EPC) will be established at Bega Valley Shire Council and the EPC will meet every six months to review Council’s Emergency Management Systems. Membership of the EPC will be determined by Senior Management and should be representative of the whole organisation.

The EPC will be a sub-committee of the WHS Committee and will refer any opportunities for improvement of Council’s Emergency Management Systems to the WHS Committee for consideration.

EPC Duties & Responsibilities

The following duties are promulgated for the EPC:

• Identify events which could reasonably produce emergency situations.

• Ensure emergency plans exist for all work sites.

• Request emergency management resources as required.

• Nominate validity period and endorse emergency plans to the WHS Committee.

• Review emergency plans.

• Promulgate yearly exercise schedule.

• Report emergency management matters as relevant to the WHS Committee.

Emergency Control Organisation

The Emergency Control Organisation (ECO) is the body of personnel who undertake specific duties in the event of an emergency situation. The ECO can consist of either pre-determined emergency management staff (i.e. Wardens) or for remote/low attendance sites staff trained to follow a duty card.

It should be clearly understood the primary duty of wardens/duty card responders is not to combat emergencies but as far as practicable, to organise and supervise the safe movement of the persons within the workplace during a simulated or real emergency situation.

Persons required to form part of an emergency control organisation should:

• Be physically capable of undertaking such duties.

• Have relevant demonstratable leadership qualities.

• Have clear diction and be able to communicate clearly.

• Have maturity or judgement, good decision making skills and capable of remaining calm under pressure.

Emergency personnel detailed to carry out specific duties under these procedures will respond to that duty when an emergency situation arises. No emergency personnel shall stand down from their duty until such time as the senior officer of the responding emergency service or the Chief Warden gives the “All Clear”.

Emergency Management Roles

The following emergency management roles are required to safely coordinate the evacuation of staff during an emergency situation (NOTE – further duties and instructions will be provided in site specific emergency management manuals):
Chief Warden and Deputy Chief Warden (White Helmet)
Staff selected to perform the roles of Chief Warden and Deputy Chief Warden are expected to carry out the following duties:

- Determine in conjunction with the Area Warden if the building has to be evacuated.
- Ensure that relevant emergency authority (as required) is notified by calling 000.
- Raise alarm and give direction to evacuate the building (if required).
- Determine if motor vehicles have to be removed from the area.
- Have manifest available for fire brigade.
- Meet fire brigade/police/ambulance and direct to area concerned.
- Brief senior management on the current state of the situation.

The Deputy Chief Warden will also act as the Communications Officer and should be competent in the use of the communication equipment within the workplace.

The Chief Warden and Deputy should have a good knowledge of the entire workplace.

If the Chief Warden and Deputy Chief Warden are absent from the workplace or those roles have not been assigned due to the size/occupation of the worksite then a DUTY CARD system shall apply to ensure their duties are conducted in the event of an emergency.

Area Wardens (Yellow Helmet)
Staff selected to perform the role of Area Warden are expected to carry out the following duties:

- Determine with Chief Warden if fire brigade/police/ambulance are required.
- Determine with the Chief Warden if the building or area has to be evacuated.
- Warn staff of the emergency evacuation and to proceed in a calm and orderly manner to their designated assembly area.
- Carry out a “search and remove” operation of their area including toilets, etc.
- Ensure that doors and windows are closed after evacuation (if required).
- Arrange for roll-call of area staff at designated area.
- Ensure that all doors and escape routes are kept free of obstructions at all times.

If the Area Wardens are be absent from the workplace or those roles have not been assigned due to the size/occupation of the worksite then a DUTY CARD system shall apply to ensure their duties are conducted in the event of an emergency.
Wardens (Red Helmet)

Wardens are responsible through coordination from their respective Area Warden for overseeing the evacuation of their areas in an emergency situation. Staff selected to perform the role of Warden are expected to carry out the following duties:

- Warn staff of the emergency evacuation and to proceed in a calm and orderly manner to their designated assembly area
- Carry out a "search and remove“ operation of their area including toilets, etc.
- Wardens are responsible for implementing all operations necessary to safeguard life and property within their area during any emergency.

Once at the Emergency Assembly area, Wardens will assist with:

- Redirecting and preventing non-emergency service vehicles from entering workplace grounds, maintaining clear driveway access for emergency service vehicles and directing emergency services to location.
- During an emergency Wardens or responsible staff members may be assigned to assist in the execution of a Warden’s duties as required.

If the Wardens are be absent from the workplace or those roles have not been assigned due to the size/occupation of the worksite then a DUTY CARD system shall apply to ensure their duties are conducted in the event of an emergency.

First Aid Officers (Green Helmet)

The first aid officer/s shall collect the necessary first aid equipment and proceed to the assembly area and be prepared to render first aid as required. Staff selected to perform the role of First Aid Officer are expected to carry out the following duties:

- Dispense and control items from the first aid kit
- Treat minor wounds and injuries
- Carry out resuscitation
- Arrange further assistance if required
- Assist other Area / Emergency wardens with evacuation as required

If the First Aid Officers are be absent from the workplace or those roles have not been assigned due to the size/occupation of the worksite then a DUTY CARD system shall apply to ensure their duties are conducted in the event of an emergency.

Authority

During emergencies, instructions given by the emergency control organisation (ECO) personnel shall take precedence over the usual management structure. This authority will ensure that, during an emergency situation, life safety takes precedence over asset protection, environmental considerations production operations and business continuity.

Duty Cards

A set of emergency DUTY CARDS has been developed for the workplace - these duty cards are to be used in the event that the Emergency Planning Committee is absent or not assigned for that particular worksite and other staff are required to full fill their roles.
In the unlikely event of key personnel being absent during an emergency the most senior member of the emergency planning committee will assign any available staff member to fulfil the missing team member duties by issuing them a duty card. Alternatively in the unlikely event of all members of the EPC being absent during an emergency situation any available staff member can fulfil the various EPC roles by using a Duty Card.

**Emergency Management Exercises and Training**

**Evacuation Drills**

Evacuation drills will be conducted annually; these will be coordinated through the Emergency Planning Committee and shall be run by Council’s WHS Officer.

Pre incident and post incident briefs will be conducted with the relevant nominated emergency personnel at each location to communicate requirements and results of the evacuation and to identify actions required to ensure efficiency of evacuations and protection of building or facility occupants. All observations and actions shall be recorded on Emergency Exercise Evacuation Observer Checklist and Record. These records shall be tabled at the Emergency Planning Committee with the relevant asset owner or representative for review and actions that need to be addressed.

**Emergency Management Training**

All staff will receive emergency management training relevant to the emergency management role they fulfil.

**Emergency Management Checks**

Monthly emergency management checks are conducted on a regular basis by an employee nominated by Senior Management. The following dot points provide guidance on what should be examined:

- Corridors, aisles and walkways remain clear of obstructions.
- Exit doors remain clear and unlocked whilst the premises are occupied.
- Excess quantities of combustible materials are not permitted to accumulate anywhere on the premises.
- There is not an accumulation of litter which may increase the danger of fire.
- There is correct storage of flammable liquids.
- Fire and smoke doors are kept shut except during use; self-closing mechanisms are in operational order; doors close automatically and are not being held open with wedges or chocks.
- Fire stairs are kept clear at all times and are not used for storage.
- The keeping of flammable liquids on the floor is permitted only in special circumstances and then only in minimal quantities.
- Check that where fire extinguishers (where they are provided) are clear from obstruction, within test date and show no obvious visible signs of damage.

Personnel nominated to conduct emergency management checks will be required to conduct and complete an Emergency Management Housekeeping Checklist on a monthly basis and forwarded completed forms to the WHS Officer.

**Occupants/Visitors with a disability**

All efforts will be made to ensure that any visitors or occupants on any BVSC facility are able to safely evacuate from a building/facility under our control. All BVSC staff that have a special need will therefore have a personal emergency evacuation plan developed and communicated to all relevant staff.
Assembly Areas

Emergency Assembly Areas will be established for all Council facilities and will be identified on relevant Evacuation Diagrams. Emergency assembly areas in high risk areas shall also be signposted at relevant location(s).

Emergency Management Information

In order to effectively (and safely) coordinate emergency situations Emergency Management Information will be developed and available at all Council worksites. BVSC will ensure that all staff are made aware of information relating to emergencies and the specific duties that staff will have in relation to these situations.

Emergency Management Manuals

Emergency management manuals must be available at all Council Worksites and they must provide clear instruction for all staff on what to do should an emergency situation occur.

The emergency management manual should be site specific and should consist of the following as a minimum:

- Emergency Guidelines
- List of Facility Wardens and duties (or if not applicable relevant duty card duties)
- Emergency Evacuation Diagram
- Emergency Management Instructions
- Site specific emergency communications
- Contact details for relevant emergency personnel and services.

Emergency management manual kept on site must be available in hard copy format – electronic versions may also be provided.

Emergency Management Instructions

Emergency Management Instructions (EMI) will be developed for all identified emergency and first aid situations. There is a requirement to ensure EMI’s relevant to individual worksites are included in the Emergency Management Manual at individual sites.

Emergency Evacuation Diagrams

All Council buildings occupied by direct Council employees, contractors and or volunteers shall have an emergency evacuation diagram.

Building evacuation diagrams used at all BVSC Sites shall conform to Australian Standard AS3745 Planning for emergencies in facilities. A separate evacuation diagram will be developed for each floor of a building.

Any changes to the layout of any building, emergency equipment or exit routes that change the plan must be notified to the WHS Officer to enable the plan to be reviewed.

Emergency Management at other Council Sites not manned by BVSC Employees

All Council buildings that are leased to other organisations or groups are responsible for the implementation of their own emergency procedures, implementation and training.

Hirers of Council’s halls or auditorium venues are responsible for evacuating the location in the case of an emergency and shall:

- Inform attendees on arrival what to do in an emergency (i.e. exit points, assembly area, etc.)
• Arrange for attendees to leave the building in the case of an emergency
• Ensure that attendees proceed to the nearest designated assembly area
• Conduct a head count to make sure all attendees have evacuated the building
• Ensure that attendees do not return until advised by the Fire Brigade

Council shall supply Emergency Evacuation Diagrams at these locations.

First Aid Requirements

Providing immediate and effective first aid to workers or others who have been injured or become ill at the workplace may reduce the severity of the injury or illness and promote recovery. In some cases it could mean the difference between life and death

First aid kits

All workers must be able to access a first aid kit. This will require at least one first aid kit to be provided at their workplace.

First Aid Kit Contents

The first aid kit should provide basic equipment for administering first aid for injuries including:

• Cuts, scratches, punctures, grazes and splinters
• Muscular sprains and strains
• Minor burns
• Amputations and/or major bleeding wounds
• Broken bones
• Eye injuries
• Shock

The contents of first aid kits should be based on a risk assessment and additional equipment may be needed where the risk assessment defines a specific need. The recommended content of a typical first aid kit and information on additional equipment is provided in a separate emergency management instruction and is based on the requirements of Safe Work Australia’s Model Code of Practice - First Aid in the Workplace.

First aid kits can be any size, shape or type to suit your workplace, but each kit should:

• Be large enough to contain all the necessary items
• Be immediately identifiable with a white cross on green background that is prominently displayed on the outside
• Contain a list of the contents for that kit
• Be made of material that will protect the contents from dust, moisture and contamination.

Location of First Aid Kits

In the event of a serious injury or illness, quick access to the kit is vital. First aid kits should be kept in a prominent, accessible location and able to be retrieved promptly. Access should also be ensured in security-controlled workplaces. First aid kits should be located close to areas where there is a higher risk of injury or illness.
A portable first aid kit should be provided in the vehicles of mobile workers if that is their workplace. These kits should be safely located so as not to become a projectile in the event of an accident.

**Restocking and maintaining kits**

A person in the workplace should be nominated to maintain the first aid kit (usually a designated first aid officer) and should:

- Monitor access to the first aid kit and ensure any items used are replaced as soon as practicable after use
- Undertake regular checks
- Ensure that items are in good working order, have not deteriorated and are within their expiry dates and that sterile products are sealed and have not been tampered with.

**First Aid Kit Audit (commuter/lease back vehicles)**

An audit is to be conducted every two years on all Council commuter/lease back vehicles where a kit is required but no designated first aid officer. The audit is to ensure that the vehicle contains a first aid kit and all out of date first aid material is replaced.

Commuter/lease back vehicle staff has a responsibility to contact Work Health and Safety when stock is used or if find that stock is out of date during the two year period.

**Designated First Aid Officer Duties**

Designated First Aid Officers are expected to:

- Provide First Aid treatment to the level of their qualifications, experience.
- Recommend further treatment as required and if necessary call an ambulance or arrange alternative transport for an injured or ill person to a hospital or other medical facility.
- Keep an up to date record of local emergency contact information (noted in the Field folder for outdoor worksites).
- Have knowledge of hazardous substances used in their work area together with a general knowledge of First Aid treatment recommended in the relevant Material Safety Data Sheets.
- Record details of each person treated and provide a copy of the record to the injured person and if referred for further treatment, provide a copy to the treating doctor via the Return to work co-ordinator (HR).
- Be familiar with Council’s First Aid procedures.
- Ensure a current content list is kept in allocated First Aid kits.
- Ensure allocated First Aid kits are re-stocked after use and maintained including carrying out a quarterly (minimum of every three months) check of contents (including expiry dates of items with a limited life).
- Re-order first aid kit contents from the store as required by completing a First Aid Kit checklist and restock request form.
- Forward First Aid treatment and inspection records to the Work Health and Safety Officer on a quarterly basis.
- Ensure their First Aid qualification is current by notifying their relevant manager and the training co-ordinator of their training needs.
- Participate in any review of the First Aid procedures.
On an annual basis sign (and agree to the terms) of a Designated First Aid Officer Application Form.

In the event that a designated First Aid Officer is not available due to being on leave another accredited first aid trained staff member may provide such treatment and will be eligible to claim first aid allowance. If an employee is required to fill in as a designated first aid officer they must indicate this on their timesheet which their manager will approve.

If a designated first aid officer fails to carry out a quarterly check of the first aid kit (using the appropriate paperwork) or arrange for re-stock of the first aid kit as appropriate then the first aid allowance will be cancelled and the employee will be required to submit in writing to their manager a request for the first aid allowance to be re-instated. In this circumstance management may choose to nominate another employee to take over duties of designated first aid officer.

The number of Designated First Aid Officers for a particular workgroup or section shall be determined by the relevant manager in consultation with their staff and based upon a first aid risk assessment.

Employees wishing to become a Designated First Aid Officer must discuss the matter with their Manager and complete a Designated First Aid Officer Application and Annual Declaration Form.

First aid signs

Displaying well-recognised, standardised first aid signs will assist in easily locating first aid equipment and facilities. First aid signs may be constructed to suit individual requirements but should comply with AS 1319: 1994 - Safety Signs for the Occupational Environment.

Eye wash and shower equipment

Eye wash and shower equipment may be permanently fixed or portable, depending on the workplace. Eye wash equipment should be provided where there is a risk of hazardous chemicals or infectious substances causing eye injuries.

Immediate access should be provided to shower equipment in workplaces where there is a risk of:

- Exposure to hazardous chemicals resulting in skin absorption or contamination from infectious substances
- Serious burns to a large area of the face or body (including chemical or electrical burns or burns that are deep, in sensitive areas or greater than a 20 cent piece).

Shower facilities can consist of:

- An appropriate deluge facility
- A permanently rigged hand-held shower hose
- A portable plastic or rubber shower hose that is designed to be easily attached to a tap spout—for small, relatively low risk workplaces where a fixed deluge facility would not be reasonably practicable but the risk of serious burns is still foreseeable (for example, a fish and chip shop).

Portable, self-contained eye wash or shower units have their own flushing fluid which needs to be refilled or replaced after use. Further guidance is available in AS 4775 – Emergency eyewash and shower equipment.

First Aid Training

First aiders should hold nationally recognised Statement/s of Attainment issued by a Registered Training Organisation (RTO) for the nationally endorsed first aid unit/s of competency.

First aiders should attend training on a regular basis to refresh their first aid knowledge and skills and to confirm their competence to provide first aid. Refresher training in CPR should be undertaken annually and first aid qualifications should be renewed every three years.
First aiders may also need to undertake additional first aid training to respond to specific situations at their workplace. For example, where workers have severe allergies, first aiders should be trained to respond to anaphylaxis if this topic has not been covered in previous first aid training.

Information about first aid must be provided to all employees so that they know what to do and who to contact if they are sick or injured.

The information and instruction on first aid should include:

- The location of first aid equipment and facilities
- The names and location of persons trained to administer first aid
- The procedures to be followed when first aid is required.

The information and instruction should be provided as part of workers’ site specific induction or whenever there are any changes to the first aid systems, for example in the location of first aid facilities or in the names, locations or contact details of first aiders.

Record-keeping

A record of any first aid treatment given should be kept by the designated first aid officer and reported to the relevant manager using Council’s incident reporting process to assist reviewing first aid arrangements. First aid treatment records are subject to requirements under Health Records legislation.

Emergency Management Media Response

All media enquiries to staff regarding an emergency management situation should be directed to Council’s Communications Coordinator who will then contact the relevant person in the best position to comment. Under no circumstance is any staff member (unless they have been given specific authority to do so) permitted to provide details of an emergency management situation to anyone. If approached by the media be polite but insist they contact Council’s Communications Coordinator. If any person external to the organisation is attempting to gain access to a Council site where an emergency situation is underway report the trespass to a building warden or manager immediately – under no circumstances should a staff member re-enter an evacuated site in order to prevent trespass by a member of the public/media outlet.

Emergency Management and First Aid Consultation

Managers and Supervisors are to ensure that this procedure shall be applied to all workplaces and facilities within Bega Valley Shire Council.

The Executive Manager | Organisational Development and Governance is allocated overall responsibility for the implementation of this procedure and all documents prepared for inclusion into the WHS Management System.

The WHS Officer is assigned ownership to ensure the procedure is maintained and updated.

This procedure shall be reviewed every three years or earlier. Early review of this procedure shall occur in response to changes in Legislation, Australian Standards, Codes of Practice and/or Council’s Work Health and Safety Management System (WHSMS).
References and Associated Documents


NSW Work Health and Safety Regulation 2011.

AS 2675:1983 Portable First Aid Kits for use by consumers.

AS 3745: 2010 Planning for Emergencies in Facilities

WorkCover NSW – First Aid in the Workplace.

Safe Work Australia Model Code of Practice - First Aid in the Workplace


AS 4775 – Emergency eyewash and shower equipment.