**Emergency and security management**

**This document is a template that the user will need to contextualise to fit their specific organisation.**

**Once you have amended this document please remove the name in the footer after the column ‘created by’.**

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| **Purpose** | People that are present at any of our organisation’s premises receive an appropriate and timely response during emergency and compromised security situations.  |
| **Scope** | Tangata whai ora/tangata whaikaha, employees, visitors, contractors and all premises we operate from.  |
| **Policy** | * We commit to implement robust fire safety, civil and other emergencies and security management processes.
* It is our obligation under the health and safety legislation to engage workers in planning, preparing and practicing for such events.
* Our duty of care requires us to include Tangata whai ora/tangata whaikaha who we provide a service with.
 |
| **Links** | [Auckland Civil Defence](http://www.aucklandcivildefence.org.nz/)[Be safe- feel safe](https://www.police.govt.nz/sites/default/files/publications/guide-to-crime-prevention-english.pdf)[Emergency Planning. Ministry of Civil Defence and Emergency Management](https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses/)[Get Prepared/Me takatū](https://getready.govt.nz/)[Get ready](https://getready.govt.nz/prepared/work/)[Te Whatu Ora – Health New Zealand. 2023. Heat Health Plans. Wellington: Te Whatu Ora – Health New Zealand.](https://www.tewhatuora.govt.nz/publications/heat-health-plans-guidelines/)[Local Civil Defence groups](https://www.civildefence.govt.nz/find-your-civil-defence-group)[Ministry of Civil Defence and Emergency Management](http://www.civildefence.govt.nz/get-ready/)[Resilient Organisations: Shut happens](https://www.resorgs.org.nz/wp-content/uploads/2017/07/Resilient_Organisations_Shut_Happens_online_version.pdf)[Staffed or stuffed: creating resilience through your people](https://www.resorgs.org.nz/wp-content/uploads/2017/07/Resilient_Organisations_Staffed_or_Stuffed_online_version.pdf)[Working safely in extreme temperatures.WorkSafe.](https://www.worksafe.govt.nz/topic-and-industry/temperature-at-work/working-safely-in-extreme-temperatures-gpg/) |
| **Related organisational documents** | Business contingency managementEssential notificationsHealth and SafetyInfection prevention and antimicrobial stewardshipOrganisational risk managementPandemic plan |
| Planning activities |
| Emergency status information |
| [Declared status of emergencies – Nation-wide](https://www.civildefence.govt.nz/resources/previous-emergencies/declared-states-of-emergency/) | [Emergency status for the Northland Region](http://www.nrc.govt.nz/civildefence/) |
| [Emergency status for the Auckland Region](http://www.aucklandcivildefence.org.nz/) | [We are on the mobile alert system](https://getready.govt.nz/en/prepared/stay-informed/emergency-mobile-alert) |
| [Designated staff have downloaded the Red Cross Hazard APP](https://www.redcross.org.nz/get-help/emergencies-and-disasters/hazard-app/)  | [In an emergency the radio and social media is your prime source of information](https://www.aucklandemergencymanagement.org.nz/stay-informed)  |
| **The radio frequencies for each of our locations and the evacuation records are kept in the emergency folder at each of the buildings we operate from.**  |

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| Evacuation, training and information |
| **Role responsible for organisation wide fire safety:** Click here to enter text.**Role responsible for organisation wide emergency evacuations:** Click here to enter text.**The responsible staff member will wear an orange west during trial and actual evacuations** |

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| **We implement an** [**evacuation scheme**](https://onlineservices.fire.org.nz/home/evacuationschemes) |
| **Buildings we occupy that require an approved evacuation scheme:****(Frequency of trial evacuations:** Choose an item.**)** |
| Name | Address | Purpose | Capacity |
|  |  |  |  |
|  |  |  |  |
| **Buildings we occupy that do not require an approved evacuation scheme:****(Frequency of trial evacuations:** Choose an item.**)** |
| Name | Address | Purpose | Capacity |
|  |  |  |  |
|  |  |  |  |
| **We provide emergency training and information:** |
| **Employees** | **Tangata whai ora/tangata whaikaha** | **Visitors/contractors** |
| * During on-boarding.
* During trial evacuations.
* Each building has a trained fire warden.
* When a building is occupied: at least one employee has a current first aid certificate.
* Each employee has a [Personal Workplace Emergency Plan](https://getready.govt.nz/en/prepared/household/make-a-plan) that is kept at Click here to enter text.

 | * Individuals’ information pack includes fire safety and emergency processes.
* Participate in trial evacuations.
* [Read and download resources](https://getready.govt.nz/en/emergency).
* We support Tangata whai ora/tangata whaikaha living in housing and recovery services to complete a first aid certificate.
* [Disaster preparedness for people with disabilities](http://www.bopcivildefence.govt.nz/media/1168/disaster-preparedness-for-people-with-disabilities.pdf).
 | * When signing–in we provide fire and emergency processes.
* Emergency exits are identified and/or pointed out.
 |
| **Employees** | **Tangata whai ora/tangata whaikaha** | **Visitors/contractors** |
| [**Advice for people with disabilities and special requirements.**](https://www.civildefence.govt.nz/cdem-sector/consistent-messages/readiness/disabled-people-and-people-with-special-requirements) |
| [**Resources for the blind and visually impaired**.](https://getready.govt.nz/en/prepared/advice-for-disabled-people/blind-or-visual-impairment)  |
| [**Resources for the deaf and hard of hearing.**](https://getready.govt.nz/en/prepared/advice-for-disabled-people/deaf-or-hard-of-hearing) |
| [**Video: Emergency mobile alert**](https://www.google.com/search?client=firefox-b-d&q=Emergency+mobile+alert+video#fpstate=ive&ip=1&vld=cid:6454af73,vid:dOQzGNYnr1k,st:0)**.**  |
| [**Make an emergency plan**](https://www.civildefence.govt.nz/cdem-sector/consistent-messages/readiness/make-emergency-plans)**.** |

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|  Safe environment  |
| **Organisational role responsible for ensuring the activities below are implemented:** Click here to enter text. |
| **Smoke alarms**  | **Knowing who is on site** | **Fire extinguisher** |
| Locations:* bed rooms
* offices
* lounge
* activity rooms
* garage
* any other area the fire service advises/directs.

Change batteries 6-monthly.  | * Give siren sound when activated.
* Show the alarm that is activated.

 Or * Show a red light on the activated smoke alarm.
 | * Visitors and contractors sign-in at arrival and out when leaving the premises.
* A system is in place that identifies other people who are in the building.
 | Are placed:* in kitchen (& fire blanket)
* bed room areas
* at any other area that is identified as a potential fire risk.

Ensure:* Yearly maintenance checks of the equipment.
* Staff and identified people living at the premises are trained to use the equipment.
 |
| **Electrical safety** |
| * Electrical wiring is in good condition and well maintained.
* [Electrical equipment is checked and tagged](https://www.worksafe.govt.nz/topic-and-industry/electricity/testing-and-tagging-electrical-appliances/) ([two-yearly](https://www.portableappliancetesters.co.nz/test-and-tag-frequency)).
* Power-points or multi-boards are not overloaded with appliances that use a lot of power, like heaters.
* Lights are fitted with the correct bulb size and rating (in watts).
* Electric blankets are in good condition, and not more than 5 years old.
 |
| **Safe exits** | **Information:** |
| Exits are:* Clear of obstacles at all times.
* Not locked, barred, or blocked when the building is occupied.

There are:* No rubbish or other waste in stairwells and passageways.
* no outdoor rubbish bins or skips close to the building (also a fire ri.sk)
* Security lights installed outside the building.
 | * Fire safety and evacuation flowcharts & floor plans are displayed:
	+ at the entrance
	+ at reception
	+ in corridors
	+ kitchen
	+ office area
* at exits.
 |
| **Safe kitchen and cooking** |
| * Do not drink alcohol, take substances and/or medication that makes you sleepy when cooking.
* Don’t leave the room when cooking. If you have to, always turn the stove off.
* Keep curtains, tea towels, oven mitts and any flammable items well away from the cooking area when cooking.
 | * Clean the stovetop after each use. This prevents spilled fats and burnt foods from building up.
* Clean range-hood filters regularly.
* Keep a fire extinguisher and a fire blanket in the kitchen. Make sure everyone knows how to use them.
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| Risk analysis– hazards and their consequences for the health and disability sector (National Health Emergency Plan: A framework for the health and disability sector 2015)  |
| **Organisational role responsible for completing the risk analysis:** Click here to enter text. |

| **Hazard** | **Impact on health facilities and services** | **Community impacts – response and recovery** |  **Risk mitigation** |
| --- | --- | --- | --- |
| Earthquakes | Damage to facilities and/or critical infrastructureTransportation disruption to supply chainImpact on staff and families (physical, social, homes, transport, etc)Scale: Widespread, local to regional | Death and injury (crush, fractures, lacerations, burns, abrasions, particulate inhalation)Psychosocial impactsLow risk for infectious disease from endemic pathogensEconomic impacts |  |
| Volcanic hazards | Damage to facilities and/or critical infrastructure (within eruption and associated quake zones)Ash impacts on water supplies, air quality, air‑conditioning and facilitiesLoss of staff (self-evacuating)Transportation disruption to supply chainScale: Local to regional | Illness (respiratory symptoms, exacerbations of pre-existing lung and heart disease)Potential chronic conditions due to environmental contaminationPsychosocial impactsEconomic impacts |  |
| Landslides | Damage to facilities and/or critical infrastructure (in slip zone)Transportation disruption to supply chainScale: Site to area | InjuryPsychosocial impactsEconomic impacts |  |
| Tsunami | Damage to facilities and/or critical infrastructure (in low-lying areas)Impact on staff and families (physical, social, homes, transport, etc)Transportation disruption to supply chainScale: Local to regional | Death and injury (drowning, serious crush, fractures, lacerations, wound infection)Psychosocial impactsEconomic impactsContamination of environment, water supplies, infrastructure, etc |  |
| Coastal hazards (eg, storm surge and erosion) | Inundation of health services, staff homes, etc, in low-lying areasAccess to premises/site compromised or deniedScale: Site to local | Death and injury due mainly to storm surge (drowning, serious crush, fractures, lacerations, wound infection)Contamination of environment, water supplies, infrastructure, etcPsychosocial impactsEconomic impacts |  |
| Floods | Damage to facilities and/or critical infrastructure (in low-lying areas)Loss/contamination of essential drugs and suppliesIsolation of services, staff, patients and/or communitiesLoss of staff/health workersWater supplies contaminated and/or reducedTransportation disruption to supply chainScale: Area to regional | Death and injury (from drowning, electrocutions or physical trauma)Illness (due to drinking-water contamination, wound infection, respiratory and dermatological symptoms due to mould growth)Low risk of communicable disease outbreak usually associated with heavy population displacementPsychosocial impactsEconomic impactsEvacuation-related health risks |  |
| Severe winds | Damage to facilities and/or critical infrastructureTransportation disruption to supply chainScale: Generally local | Death and injury (debris, vehicle accidents, electrocutions) |  |
| Snow | Damage to facilities and/or critical infrastructure (due to snow-loading)Isolation of services, staff, patients and/or communitiesScale: Local to regional | Injury (vehicle accidents, slips and falls)Hypothermia |  |
| Drought | Water supplies reducedScale: Regional | Illness (airborne and dust-related respiratory symptoms)Infectious disease (related to population displacement, vulnerable populations, drought-related behaviours such as reduction in hand hygiene practices)Psychosocial impacts (especially those whose livelihoods depend on rainfall) |  |
| Wildfire | Damage to facilities and/or critical infrastructure (in at-risk areas)Transportation disruption to supply chainScale: Local | Death and injury (burns, smoke inhalation, eye injuries)Psychosocial impactsEconomic impactsEvacuation-related health risks |  |
| Animal and plant pests and disease | Isolation of services, staff, patients and/or communitiesScale: Local to regional | IllnessInjuries (culling/disposal)Communities isolated |  |
| Human disease pandemic (including water-borne illnesses) | Health impacts to staffImpact on staff and families (physical, social, homes, transport, etc)Critical services compromisedBorder control and quarantineScale: Regional, national or international | DeathIllnessPsychosocial impactsCommunities isolated | Refer also to Health Emergency Plan/Influenza Pandemic  |
| Infrastructure failure | Critical services compromisedInformation security compromisedCommunication impactedTransportation disruption to supply chainScale: Site to local | Economic impactsLoss of public confidenceLoss of confidential informationIllness/injury (due to disruption to access to water, heating, power) |  |
| Hazardous substance incidents | Health impacts/injuries to responders and/or health workersScale: Site to local | Injury and illness (respiratory, eye and skin symptoms; genotoxic effects; endocrine abnormalities; headache; nausea; dizziness; and tiredness or fatigue)Chronic respiratory disordersPsychosocial impactsEconomic impactsEnvironmental contamination |  |
| Major transport accidents | Damage to or contamination of facilities and/or critical infrastructureAccess to site compromisedPatient transport compromisedImpact of managing mass casualties on clinical staff and servicesScale: Site to area | Death and injury (impact, trauma, burns, hazardous substances) |  |
| Terrorism | Damage to or contamination of facilities and/or critical infrastructureCritical services compromisedHealth impacts/injuries to health respondersImpact of managing mass casualties on clinical staff and servicesScale: Site to area | Death and injury (blast, lacerations, crushing, contamination – chemical, biological, radiological and nuclear)Illness (respiratory symptoms, including loss of pulmonary function)Psychosocial impacts |  |
| Food safety(eg, accidental or deliberate contamination) | Health service catering contaminationLoss of staff/health workersFood Act 2014 officer investigationsScale: Multi-site with regional/national implications | Illness (due to contamination) |  |
| Extreme weather incidents (heat or cold) | Critical infrastructure compromisedScale: Local to regional | Death and illness (respiratory symptoms, exacerbation of pre-existing lung and heart disease)Heat exhaustionHypothermia |  |

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| Prepare |
| **Organisational role responsible for ensuring the preparations are in place:** Click here to enter text. |
| Emergency equipment and supplies |
| Possible scenarios we will prepare for: | * Buildings are damaged.
* Staff, tangata whai ora/tangata whaikaha and visitors may be stuck in buildings or unable to take transport home for a day or more.
* People living at respite or housing and recovery services may be stuck at the premises for several days.
* People might be seriously injured.
 |
| Our civil defence storage - at each building we operate from - includes: | AA batteries | axe | blanket, foil | blanket, wool  |
| broom | brush/pan | bucket | camping stove to boil water |
| cutter/pliers | D batteries  | disinfectant | disposable gloves |
| dust mask  | first aid kit  | gloves/debris  | goggles |
| hard hat | lighter  | light sticks | matches |
| mouth guards | plastic bin bags | radio, batteries | rope, poly 30m  |
| rope, sisal 12m  | sanitary needs | saw, hack  | saw, wood  |
| sledge hammer | stretcher, board  | stretcher, foam  | storage for water |
| toilet paper | torch, batteries or manual | water purification tablets | wrecking bar |
| Utilities | Laptop batteries to be charged at all times. | Mobile phones to be charged at all times. |
| We maintain a power bank that enables us to charge mobile phones and laptops. |
| We keep vehicles at least ½ powered/fuelled.  | Contingency cooking utilities will be in place. |
| Food, food utensils and water | * We store three days of food supplies for staff working at the offices.
* We encourage staff to have their own food emergency pack.
* We store seven days of food supplies for tangata whai ora/tangata whaikaha staying at housing and recovery and respite services.
* We will use the perishable food first.
* Food items should be replaced on a Choose an item. basis.
 |
| Example of food supply for 12 people for 7 days: |
| baked beans 24 cans | cream corn 24 cans |
| tuna in water 24 cans | potato salad 24 cans |
| spaghetti 24 cans | green beans 24 cans |
| 3 bean mix 24 cans | peas 24 cans |
| soups 24 cans/packets | müsli bars 24 |
| raisins 24 mini packs | barley sugar 10 packs |
| chocolate 10 bars | whole grain food crackers 24 packs |
| paper plates | plastic forks and spoons |
| paper tissues | can openers |
| large garbage bags | Drinking water: at least 3 L per day per person for three to seven days. |

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| Staff are unable to use their usual transport to get home | * We encourage staff to have supplies in their work grab bags in case they need to walk home or to their meeting place.
* We make sure they have a

* We suggest staff keep a pair of sturdy walking shoes at their work place.
 |
| Grab bag content:* waterproof jacket
* a bottle of water
* snacks
* copies of important documents and photo ID
* medications
* first aid kit
* torch
* radio and batteries
 |
| Communication | We collaborate with others: |
| Organisation | Contact person | Contact details |
|  |  |  |
|  |  |  |
|  |  |  |
| Neighbours | Contact person | Contact details |
|  |  |  |
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| Bomb threat |
| If you discover an object that you suspect is potentially harmful, do not touch or approach the suspicious object.  |
| Confirm | * The reason why you think the object is suspicious.
* The location and description of the object.
 |
| Response | * Notify Click here to enter text.of your observation. **DO NOT USE A MOBILE PHONE in the area of the threat.**
* The Choose an item. will call 111.
* Evacuate the building or area:
	+ Evacuate the building as instructed by fire/emergency warden, senior staff member or the emergency services.
	+ **Instructions are verbal (no fire alarms are to be activated).**
	+ Meet at the assembly area.
	+ Take all your personal belongings if it’s safe
* Prevent others from going near the object.
* Cordon off the area.
* People need to be at least 100 metres away from the suspect object.
 |
| Control | * Senior staff members from the evacuated workplace must exercise control of the scene until the police or specialist agency arrive and take over.
 |
| Safety | * Principle:
	+ Preservation of life is paramount.
	+ Protection of property is of secondary importance.

Observe the following safety precautions:* No matter how harmless the item looks, treat it as lethal until it is declared safe by experts.
* Only an explosives expert can declare an item safe.
* Ensure staff, visitors and tangata whai ora/tangata whaikaha follow the instructions noted in this document.
* Be cognisant that the procedures for dealing with a suspicious object can take several hours.
 |
| Threat made by phone | * Ring the police and follow their instructions.
* Complete the [bomb threat checklist](https://www.police.govt.nz/about-us/publication/suspicious-mail-and-bomb-threat-checklists) after the phone call:
* If the threat is imminent call 111.
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| Earthquake - Ngā Rū Whenua |
| Training resources  | [Videos:](https://www.youtube.com/user/NZGetThru)* When you are driving.
* If you're near a sturdy desk or table.
* If there's NO sturdy desk or table.
* If you're in a stadium or theatre.
* If you're near the shore.
* Prepare your home – protect your whanau.

Other resources:* [Quake safe your home](https://getready.govt.nz/en/prepared/household/make-your-home-safer)

**Translated resources:*** [Drop, Cover and Hold factsheet](https://getready.govt.nz/prepared/resources/?Topic=144&ResourceType=44).
* [Long or Strong: Get Gone factsheet](https://getready.govt.nz/prepared/resources/?Topic=147&ResourceType=44).
* [Drop, Cover and Hold posters](https://getready.govt.nz/prepared/resources/?Topic=144&ResourceType=45).
* [Long or Strong: Get Gone posters](https://getready.govt.nz/prepared/resources/?Topic=147&ResourceType=45).
* [ShakeOut social media images](https://getready.govt.nz/prepared/resources/?Topic=150&ResourceType=43).
 |
| **During the quake** | Get Tsunami Ready » National Emergency Management Agency | drop cover wheelchair 600x548 | drop cover cane v 957x894px image en sep19 |
| **Do not run outside or you risk getting hit by falling masonry and glass!**  |
| Inside a building  | * Drop, Cover and Hold is the right action to take in an earthquake.
* It stops you:
	+ Being knocked over.
	+ Makes you a smaller target for falling and flying objects.
	+ Protects your head, neck and vital organs.
* Drop, Cover and Hold until the shaking is over.
 |
| * If you are in **bed:**
	+ Stay in bed.
	+ Pull the sheets and blankets over you.
	+ Use your pillow to protect your head and neck.
* You are less likely to be injured if you stay in bed.
 |
| * If you are in an **elevator:** drop, cover and hold.
* When the shaking stops, try and get out at the nearest floor if you can safely do so.
 |
| Outside | * Move no more than a few steps away from:
	+ buildings
	+ trees
	+ streetlights
	+ power lines.
* Then drop, cover and hold.
 |
| Driving | * Pull over to a clear (see above) location.
* Stop and stay there with your seatbelt fastened until the shaking stops.
 |
| If you use a cane | * Drop, cover and hold.
* Sit on a chair, bed etc.
* Cover your head and neck with both hands.
* Keep your cane near you so it can be used when the shaking stops.
 |
| If you use a walker or wheelchair  | * Lock, Cover and Hold.
* LOCK your wheels (if applicable).
* If using a walker carefully get as low as possible.
* Bend over and COVER your head and neck as best you can.
* Then HOLD on until the shaking stops.
 |
| If you are close to a coast[Long or Strong, Get Gone](https://getready.govt.nz/emergency/tsunami/#e2496) | * If the earthquake was longer than a minute or strong enough to make it difficult to stand move:
	+ Quickly to the nearest high ground.
	+ Out of all tsunami evacuation zones.
	+ As far inland as you can as there may be risk of a tsunami.
* [Know your tsunami evacuation zones](https://getready.govt.nz/emergency/tsunami/tsunami-evacuation-zones/).
 |
| After the quake | * Check yourself for injuries and get first aid if necessary.
* Check others and apply first aid if you can.
* Use social media or text messages instead of calling to keep phone lines clear for emergency calls.
* [Stay informed](https://getready.govt.nz/prepared/stay-informed/) by listening to the radio or following your local Civil Defence Emergency Management Group online.
 |
| Inside a building | * Do not run outside.
* Do not evacuate a building straight away unless it is showing obvious signs of distress.
* Look quickly for damage around you.
* Check if furniture and fittings may have become hazardous.
* Look for small fires and, if possible and safe to do so, extinguish them.
* If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if it is safe to do so.
* If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so.
* If available, put on long trousers, a long-sleeved top, sturdy shoes and heavy duty gloves to protect yourself from injury by broken objects.
* Follow the instructions of those in charge.
* Expect aftershocks. Each time you feel one, drop, cover and hold.
* Check if anyone needs your help.
 |
| Evacuate | * When you eventually evacuate take your – if it is safe to do so:
	+ wallet
	+ coat
	+ bag
	+ grab bag
	+ you are vulnerable if you leave these things behind.
 |
| Large open areas with no tall buildings, power lines or other hazards immediately adjacent are best as an evacuation assembly area. |
| Outside | * Watch out for fallen power lines or broken gas lines, and stay out of damaged areas.
 |
| Driving | * Once the shaking stops:
	+ Proceed with caution.
	+ Avoid bridges or ramps as they may have been damaged.
 |

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| Fire – Ahi   |
| If a fire starts in the kitchen | * If a frying pan is on fire, place the lid of the frying pan, a wet tea towel, or another large flat object (like a chopping board) over the pan to starve the fire of oxygen.
* Never throw water onto a frying pan that's on fire.
* Never, ever attempt to carry a burning frying pan outside.
* If there is a fire in the oven, try to turn off the power or gas, either at the stove or at the mains.
 |
| If there is a serious fireGet down!Get low!Get out! | * The fire alarm should have been activated.
* Follow the evacuation procedure and the fire warden’s instructions.
* You have around 3 minutes to get out before the fire becomes un-survivable.
* If there are others at the premises, shout 'FIRE, FIRE, FIRE!'
* Support people to follow the fire warden’s instructions.
* If there is smoke, get on your hands and knees and crawl low and fast to escape smoke. The smoke will be hot and poisonous, and if you breathe it in, it can kill you.
* If you can, close doors behind you to stop the fire spreading.
* If you can't get out of the house, close the door of the room you're in and put a towel under it to stop the smoke coming in. Go to the window and yell 'FIRE, FIRE, FIRE!’ Wait for help.
* If you can't open a window (if it has security stays, for example), consider using a chair or other furniture to break the glass. Use bedding to cover any remaining sharp pieces of glass to escape unharmed.
* As soon as it's safe, **call 111 immediately**.
* Meet at the assembly point.
* Once you're out of the premises stay out. Never go back inside.
* The fire warden will let the arriving firefighters know whether all people are safely out or if there’s anyone missing or injured.
 |
| Once the fire service has arrived | * Do not enter fire damaged premises unless an emergency services official has told you it's safe to go back in.
* The emergency service will check the water, electricity and gas supplies and either arrange to have them disconnected or let you know what to do next.
 |
| After the fireThis is the responsibility ofClick here to enter text. | * If the premises cannot be occupied, our organisation will need to activate a contingency plan.
* Inform relevant agencies and service providers of the situation, including the landlord. Refer to business contingency and essential notification policies and procedures.
* It's also important to contact anybody providing services to the property, we occupy such as:
	+ post office
	+ electricity supplier
	+ local council
	+ gas supplier
	+ phone and internet provider.
 |
| Supports available | * [Victim Support](http://www.victimsupport.org.nz/) - 0800 VICTIM (0800 842 846)
* [Work and Income](https://www.workandincome.govt.nz/) - 0800 559 009
* [Kāinga Ora](https://kaingaora.govt.nz/) - 0800 801 601
* [Skylight](http://Skylight.org.nz)
 |
| Floods - Ngā waipuke |
| Get ready before a flood | * Our organisation ensures that we are familiar with our local council’s identification if our premises are at risk from flooding and how they’ll alert us if there is a need to evacuate.
* We practice our emergency plan and evacuation route to higher ground.
* We take measures to reduce potential flood damage.
 |
| What to do during a flood | * Put safety first. Don’t take any chances. Act quickly if you see rising water.
* Floods and flash floods can happen quickly.
* If you see rising water do not wait for official warnings.
* Head for higher ground and stay away from floodwater.
* Stay out of flood water
* Never try to walk, swim or drive through flood water.
* Always assume that all flood water is potentially contaminated with farm run-off — faecal matter from animals and sewage.
* Ensure hands, clothes and property are thoroughly cleaned after contact with flood waters.
* [Stay informed](https://getready.govt.nz/prepared/stay-informed/) by listening to the radio or following your local Civil Defence Emergency Management Group online.
* Be prepared to evacuate, and keep your grab bag.
* Listen to emergency services and local Civil Defence authorities and follow any instructions regarding evacuation of your area. Turn off water, electricity and gas if advised to.
* Move valuable and dangerous items, including electrical equipment and chemicals, as high above the floor as possible.
* Use watertight containers to store important items.
* Lift curtains, rugs and bedding off the floor.
* Look out for neighbours and anyone who may needs help.
 |
| What to do after a flood | * Only return to the building after Civil Defence and emergency services have told you it is safe to do so.
* Look before you step. After a flood, the ground and floors may be slippery or covered with debris, including broken bottles and nails.
* Do not do anything that puts your safety at risk or causes more damage to the property.
* Help others if you can, especially people who may require special assistance.
 |
| Cleaning up after a floodRole responsible Click here to enter text. | * The premises need to be clean and dry including the contents.
* Floodwater can make the air in the building unhealthy. When things get wet for more than two days they usually get mouldy and there may also be germs and bugs in the building after a flood.
* Mould may make some people with asthma, allergies or other breathing problems sick.
* Wear a respirator, goggles, gloves, long pants, a long-sleeved shirt, and boots or work shoes if you enter the premises.
* Hire professional help to clean up the mould.
* Throw away anything that was wet with flood water and can’t be cleaned/disinfected.
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| Gas leak |
| If you can smell gas this means there is a gas leak which can cause a fire or explosion. |
| If you smell gas inside the premises: | * Get out of the building immediately.
* Once in a safe spot – ensure that the gas supplier or gasfitter is contacted.
* Do not turn any electrical appliances or switches on or off – a flick on or off could cause a spark and ignite the gas.
* Do not use the phone, computer or other mobile device while in the building – its use could ignite the gas.
* If it’s safe to do so – also:
	+ Keep flames and cigarettes out of the room and away from the area.
	+ Turn off all gas appliances.
	+ Turn off the gas supply at the meter or LPG cylinder.
	+ Open doors and windows.
 |
| **Beware of carbon monoxide** |
| If an appliance is poorly ventilated or faulty it can produce carbon monoxide and other unpleasant gases that are poisonous.  |
| Carbon monoxide: | Has no smell. | Is usually accompanied by other emissions. | Those emissionsmay smell like a car exhaust. | Cause eyes to water. |
| Breathing in low levels of carbon monoxide can cause: | headaches | nausea | tiredness | flushed skin  |
| dizziness | a false sense of wellbeing | vomiting |
| Breathing in high levels of carbon monoxide can cause: | collapse | unconsciousness | death |
| If exposed: | * Get outside into the fresh air.
* Get immediate medical attention.
 |
| Do not return to the premises until advised by the fire service or a licensed gas fitter.Do no use the appliance before cleared by a licensed gas fitter.  |

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| Landslides - Ngā horo whenua  |
| Heavy rainfall or earthquakes can cause a landslide. Human activities, such as removal of trees and vegetation, steep roadside cuttings or leaking water pipes can also cause landslides. Be aware of the warning signs. |
| Getting readyRole responsible:Click here to enter text. | * We have obtained information from the local Civil Defence Emergency Management Group if there have been landslides in the area before and where they might occur again.
* Our premises that are vulnerable to landslides: Click here to enter text.
* Click here to enter text. yearly inspect the property for:
	+ Small slips, rock falls and subsidence at the bottom of slopes.
	+ Stuck doors and window frames.
	+ Gaps where frames are not fitting properly.
	+ Outside fixtures such as steps, decks, and verandas moving or tilting away from the rest of the house.
	+ New cracks or bulges on the ground, road, footpath, retaining walls and other hard surfaces.
	+ Tilting trees, retaining walls or fences.
 |
| Driving | * Be alert when driving, especially where there are embankments along roadsides.
* Watch the road for collapsed pavements, mud and fallen rocks.
 |
| During a landslide or a landslide is about to happen | * Get out of the path of the landslide quickly.
* Evacuate if the building you and others are in danger — take your grab bag with you if you can do so quickly.
* Help others if you can.
* Contact emergency services and the local council.
 |
| After a landslide | * Stay alert for future landslides.
* Stay away from affected sites until they have been properly inspected and authorities give the all clear.
* Report broken utility lines to appropriate authorities.
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| Robbery |
| Preventative measures | * Are identified in the ‘Security’ part of this document.
 |
| During a robbery | * Appear calm and make no sudden movements.
* Do what the robber demands.
* People in the building who can hide should do so.
* Memorise as many details about the robber as possible.
* Notice the robber’s method and direction of escape.
 |
| Notify the police | * As soon as it is safe to do so call 111.
* Answer their questions and follow their instructions.
* Ensure you let them know if someone is injured – they will call the ambulance.
* If possible leave the phone line open until the police arrives.
 |
| Before the police arriveRole responsible:Click here to enter text. | * Apply first aid to people injured.
* Explain to everyone what has and will happen.
* Shut all outside doors.
* Ask someone who is present to stay at the door in order to let emergency services in.
* Preserve the scene and evidence. Do not touch anything the robber might have touched.
* Do not discuss the event with the people present prior to being interviewed by the police.
* Each person present at the robbery should separately note their observations. For example the robbers:
	+ height
	+ build
	+ clothing
	+ footwear
	+ speech
	+ mannerisms
	+ mane(s) used
	+ jewellery
	+ tattoos
	+ vehicle details
 |
| When the police arrive | * Help them as much as possible.
* Be aware that they will want to interview every witness.
* We confirm with the clinical responsible team member/service if some tangata whai ora/tagmata whaikaha need to be exempt from being interviewed.
 |
| After the robbery | * People having experienced the robbery (examples: tangata whai ora/tangata whaikaha, staff, visitors and the organisations leaders) need to be aware of the individuals’ and collective response to the robbery.
* Reactions to such an event can manifest immediately or later.
* Our organisation ensures that de-brief will occur no later than within one week of the event.
* We will support those affected by the robbery to attend private counselling by a registered professional.
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| Storms - Ngā āwhā |
| Storms can happen any time of the year. They can bring strong winds, heavy rain or snow, thunder, lightning, tornadoes and rough seas. Storms can affect wide areas, damaging property and disrupting services.  |
| Get ready before a stormRole responsible:Click here to enter text. | * Keep up to date with MetService weather forecasts [MetService (metservice.com)](https://www.metservice.com/national/home)
* Identify a safe place at the premises for people to gather during a thunderstorm. This should be a place where there are no:
	+ windows
	+ skylights
	+ glass doors
	+ any loose items such as branches, pot plants

 that could be broken by strong winds or hail and cause damage or injury.* Tie down heavy outdoor objects and remove anything that could become a damaging missile.
 |
| During a storm | * Stay inside. Don't walk around outside and avoid driving unless absolutely necessary.
* Close exterior and interior doors and windows.
* Pull curtains and blinds over windows. This could prevent injury from flying glass if the window is broken.
* [Stay informed](https://getready.govt.nz/prepared/stay-informed/) by listening to the radio or by following the local Civil Defence Emergency Management Group online.
* Follow the instructions of civil defence and emergency services.
* Avoid bathtubs, water taps, and sinks because metal pipes and plumbing can conduct electricity if struck by lightning.
* Use the water from your emergency supplies.
* Unplug small appliances that may be affected by electrical power surges.
* If power is lost, unplug major appliances to reduce the power surge and possible damage when power is restored.
 |
| After a storm | * Keep listening to the radio or following the local Civil Defence Emergency Management Group online for information and instructions.
* Check if anyone has an injury and provide first aid.
* Stay alert for extended rainfall, flooding, landslides and debris hazards, especially when driving.
 |
| Tornadoes | * Tornadoes sometimes occur during thunderstorms in some parts of New Zealand.
* A tornado is a narrow, violently rotating column of air extending downwards to the ground from the base of a thunderstorm.
* Warning signs for tornadoes:
	+ A long, continuous roar or rumble, or
	+ A fast approaching cloud of debris, which could be funnel shaped.
* If there is a tornado funnel nearby:
	+ Take shelter immediately.
	+ If you do not have a basement, move to an inside room with no windows or doors on the ground floor.
	+ Get under sturdy furniture and cover yourself with a mattress or blanket.
* Alert others, if you can.
* If caught outside, get away from trees if you can. Lie down flat in a nearby gully, ditch or low spot and protect your head.
* If in a car, get out immediately and look for a safe place to shelter. Do not try to outrun a tornado or get under your vehicle for shelter.
 |
| Severe weather warnings | MetService provides land-based severe weather alerts through a system of Outlooks, Watches and Warnings.  |
| Outlooks — stay alert | Watches — stay alert | Orange Warnings — take action |
| * Outlooks provide a 'heads up' that bad weather is coming in the next 3–6 days but there is some uncertainty about what might happen and where.
* Stay alert to the forecast and be prepared that you and the people around you may be affected.
 | * When a Watch is in place, stay alert and keep an eye on your local forecast for updates.
* Watches are used when severe weather is possible, but not imminent or certain.
 | * Orange warnings are used when the forecast indicates incoming severe weather.
* People need to be prepared and take action as there could be some disruption to their day and potential risk to people, animals and property.
 |
| Red Warnings — take immediate action, act now! |
| * Red warnings are reserved for only the most extreme weather events:
	+ heavy rain
	+ strong wind
	+ heavy snow
	+ tropical cyclones

 that are likely to have significant impact and disruption. * Immediate action is required to protect people and property from the impact of the weather.
* Follow the advice of official authorities and emergency services.
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| Tsunami - Ngaru taitoko |
| Training resources | * [Is it hard to stand up?](https://getready.govt.nz/emergency/tsunami/)
 |
| Get ready before a tsunami | * [Know your tsunami evacuation zones](https://getready.govt.nz/emergency/tsunami/tsunami-evacuation-zones/)
* Make sure you know where to go.
* Regularly practise tsunami evacuations by signing up for New Zealand ShakeOut, our national earthquake drill and tsunami hīkoi.
* Understand the different types of warnings: natural, official and unofficial.
 |
| **natural warning** | **official warning** | **unofficial warning** |
| * You feel a strong earthquake that makes it hard to stand.
* A long earthquake that lasts more than a minute.
* You see a sudden rise or fall in sea level.
* You hear loud or unusual noises from the sea.

(Do not wait for an official warning in those circumstances.) | Tsunami warnings are:* Published on [www.civildefence.govt.nz](http://www.civildefence.govt.nz/).
* Broadcast on radio and television.
* Given by [Emergency Mobile Alert](https://getready.govt.nz/prepared/stay-informed/emergency-mobile-alert/).
* Broadcast through siren, phone, mobile text, loud hailer or other local arrangements.
* Immediately follow the advice of any emergency warning.
* You may receive warnings from one or several sources.
* Respond to the first source.
* Do not wait for more messages before you act.
 | * You may receive warnings from friends, other members of the public, international media and from the internet.
* Verify the warning only if you can do so quickly.
* If official warnings are available, trust their message over informal warnings.
 |
| After a tsunami | * Only return to the premises once you are told it is safe to do so.
* Keep listening to the radio or following your local Civil Defence Emergency Management Group online for information and instructions.
* If there was an earthquake, expect aftershocks. Aftershocks may generate another tsunami. Be prepared to evacuate.
* Stay away from coastal water, tidal estuaries, rivers and streams for at least 24 hours after any tsunami or tsunami warning, as even small waves create dangerous currents.
* Avoid areas impacted by the tsunami. Your presence might hamper rescue and other emergency operations and put you at further risk from the residual effects of tsunami flooding, such as contaminated water, crumbled roads or other hazards.
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| Volcanic activity - Hūnga |
| **Role responsible for ensuring the processes are implemented:** Click here to enter text. |
| Volcanic activity can include hazards such as ash-fall, falling rocks, very fast moving mixtures of hot gases and volcanic rock, lava flows and massive mudflows.  |
| Before volcanic activity | * The local Civil Defence Emergency Management Group will issue a warning of volcanic activity.
* Our services in Auckland, Bay of Plenty, Gisborne, Hawkes Bay, northern Manawatu, Northland, Taranaki and Waikato, are at risk from volcanic ash fall.
* Services/offices in those locations will have additional emergency supplies:
	+ Certified disposable dust masks (rated P2 or N95) and goggles.
	+ Plastic wrap or plastic sheeting (to keep ash out of electronics).
	+ Cleaning supplies including an air duster (available at hardware stores), a broom, a shovel, and a vacuum cleaner with spare bags and filters.
	+ Heavy-duty plastic bags to dispose of ash.
 |
| During volcanic activity | * [Stay informed](https://getready.govt.nz/prepared/stay-informed/) by listening to the radio or following the local Civil Defence Emergency Management Group online.
* Follow official advice provided by the local Civil Defence Emergency Management Group, the Department of Conservation (for Tongariro, Ngauruhoe, Ruapehu or Taranaki only), local authorities, and emergency services in the area.
 |
| Ash fall has been forecast for your region | * Before ash fall starts, go home if possible, to avoid driving or walking during ash fall.
* If you are sight impaired, wear eyeglasses. Do not wear contact lenses because trapped ash can scratch your eyes.
* Close all windows and doors.
* Shut down heat pumps to limit the entry of volcanic ash.
* Set up a single entry point to the premises and place damp towels at the threshold to prevent ash being tracked indoors.
* Cover sensitive electronics. Do not remove covers until the indoor environment is totally ash free.
* Cover vehicles, machinery and spa pools to avoid ash causing damage by corroding metal surfaces and causing abrasion damage to windscreens and paintwork.
* Stay out of designated restricted zones.
* Ensure staff and tangata whai ora/tangata whaikaha and their whanau receive the required support.
 |
| During ash fall | * Listen to the radio for updates.
* Follow instructions of Emergency Services and the National Emergency Management Agency.
* Stay indoors as volcanic ash is a health hazard, especially for people who have respiratory difficulties such as asthma or bronchitis.
* Do not drive when there is ash on the road.
* Avoid unnecessary exposure to ash until it has settled.
* If you have to go outside, wear protective clothing: a properly-fitted P2 or N95-rated mask, goggles, strong footwear, gloves and long clothing.
* Do not wear contact lenses because trapped ash can scratch your eyes. Wear glasses instead.
 |
| After a volcanic eruption | * Continue to follow official advice provided by your local Civil Defence Emergency Management Group, the Department of Conservation (for Tongariro, Ngauruhoe, Ruapehu or Taranaki only), local authorities and emergency services.
* Once evacuated, do not return to the premises until told it is safe to do so.
* Water restrictions are likely after ash fall. Use water very sparingly to avoid depleting water supplies.
 |
| Cleaning up ash | * It is important to clean up ash promptly, as it is a health hazard and can cause damage to buildings and machinery.
* When cleaning up, follow advice and instructions from your local council and Civil Defence Emergency Management Group.
* Our organisation will hire a commercial cleaning firm to clean inside and outside the building and company cars.
* Any ash indoors should be cleaned up promptly to protect indoor air quality.
* Do not dispose of ash into drains as it can cause blockages and be difficult to remove.
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| Food safety during natural disasters and emergencies |
| Natural disasters and adverse events (like floods, storms, power cuts, and earthquakes) can affect your access to clean water and electricity.  |
| During an emergency | * Be aware that:
	+ Fridges, freezers, and ovens may break down.
	+ Food could spoil more quickly.
	+ Water supplies could get cut off or get polluted.
	+ Sewerage systems could get disrupted.
 |
| * How to avoid getting sick from food during emergencies:
	+ Eat foods that will expire soon first – for example, eat bread and meat first because they spoil more quickly than non-perishable food.
	+ Eat canned foods last.
	+ Open the fridge and freezer as little as possible to help keep it cooler for longer.
	+ Do not eat vegetables or fruits that have been lying in floodwater.
	+ Cover all food with plastic wrap, or store in waterproof containers.
	+ Leave bottles, drink cans and water containers in the fridge (if it’s working) to keep things cold.
	+ Throw out bad or rotting food before it spoils other food.
 |
| * Focus on hygiene when preparing and cooking food:
	+ Always wash and dry your hands before preparing food – if water is in short supply keep some in a bowl with disinfectant.
	+ Ensure all kitchen utensils are clean before use.
	+ Cook food thoroughly.
	+ Cover all food with plastic wrap or store in waterproof containers.
	+ Rubbish containing food scraps must be protected from flies and rats by wrapping the scraps or putting them in a sealed container.
 |
| * Ensure water is safe and clean.
* To cook, wash dishes, and wash your hands, you can use water from:
	+ A hot water cylinder.
	+ A toilet cistern – as long as no chemical toilet cleaner is present.
	+ A spa/swimming pool – they can be used to wash yourself and your family.
	+ You can also use bottled water.
* Boil or purify water before using it in food preparation. This helps to avoid spreading viruses and bacteria between food.
	+ Once boiled, cover and store food in a clean container and place in the fridge (if it's working) or in some other cool place.
	+ Re-boil the water if it is not used within 24 hours.
	+ If you do not have power to boil water then purifying tablets or bleach can be added to ensure its safety:
		- Add 5 drops of household bleach per litre of water (or half a teaspoon for 10 litres) and leave for 30 minutes.
		- Do not use bleaches that contain added scent or perfume, surfactants, or other additives – they can make people sick.
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| After an emergency: make sure food is safe | * Knowing what is safe to eat during the "clean-up" phase after an emergency can become a guessing game. Understand what may or may not be safe to eat to prevent you or your family becoming ill:
	+ Check the food – does it smell or look different? Has the colour changed and does it have a slimy texture? If so, it's probably unsafe to eat.
	+ If food is still visibly frozen (for example, it still has ice crystals on it), and packaging isn't damaged or open, you can still safely refreeze it.
	+ You should not refreeze food that has defrosted.
	+ You can still keep or use food that was frozen but has defrosted, you just need to keep it cold (like in the fridge).
	+ Do not use any tinned food that has been damaged (for example if the can has broken open, become deeply dented, or is heavily rusted).
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| Extreme heath and heatwaves*All information has been taken/sourced and adapted from:* [*Te Whatu Ora – Health New Zealand. 2023. Heat Health Plans. Wellington: Te Whatu Ora – Health New Zealand.*](https://www.tewhatuora.govt.nz/publications/heat-health-plans-guidelines/) |
| Definition of extreme heat and heatwaves | ‘A marked unusual hot weather (max, min and daily average) over a region persisting at least two consecutive days during the hot period of the year based on local climatological conditions, with thermal conditions recorded above given thresholds.’ (World Meteorological Organisation 2015.) |
| Current situation | No weather warnings about extremes in temperature are currently issued in New Zealand, although a system may be developed in the future. However, by recognising the early warning signs of heatwaves, and their own individual risk factors, we can prepare for such events and in this way reduce the risks to tangata whai ora/tangata whaikaha and staff. |
| Early warning signs | Some factors contributing to the development of heatwaves are:* **Day-time temperatures.** Daily maximum and average temperatures that exceed the averages at each area in New Zealand may indicate an imminent heatwave.
* **Night-time temperatures**. Elevated night-time temperatures, which may be exacerbated by the urban heat island effect (refer to the section below), can be another risk factor for heatwave conditions.
* **Humidity**. High levels of humidity can make it feel hotter (perceived heat) and negatively affect the body’s cooling mechanisms.
* **Duration**. Extended periods of hot and/or humid weather increase the risk to and impact on health.
 |
| Urban heat islands | The effects of heatwaves are more keenly felt in urban areas due to the larger area of heat-absorbing materials such as pavement, reduced evaporation and shading from a lack of plants and trees, greater inputs of heat from buildings and transport, and higher levels of air pollution (Public Health England 2015b). With the ‘urban heat island’ effect these conditions create, temperatures in cities can be as much as 10 degrees Celsius higher than in surrounding areas (Kravchenko et al 2013). The heat that buildings and pavements absorb during the day is released during the night, locally elevating night-time temperatures (Luber and McGeehin 2008; Public Health England 2015b) and further contributing to heatwave conditions. |
| Other risk factors and impacts | The factors identified may make it more difficult for us to operate at the required capacity. For example, we may need to increase workloads for staff, there can be increased staff absenteeism, and/or disruptions to supply chains.* Example of additional risk factors:
	+ Odour, dust and vermin infestations.
	+ Fires.
	+ Impacts on animal welfare.
	+ Waters shortages.
	+ Increased risk of climate-sensitive illnesses, including food-borne illness outbreaks.
	+ Disruption to transport networks when road surfaces deteriorate due to the heat.
	+ Traffic congestion, which keeps people in cars for long periods.
	+ Interruption to power supplies, particularly during times of drought or due to increased electricity use to run air conditioning units.
	+ Limited availability of and access to air conditioning.
	+ Reduced air quality with no wind.
	+ Reduced water quality due to algal blooms.
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| Preparing a Heat Health Plan | We include the following in our Heat Health Plan:* We identify representatives from affected groups and other services/organisations that will be involved in responding. For example:
* Tangata whai ora/tangata whaikaha and their whānau
* Employees
* Pharmacies
* Primary care providers
* Ministry of Social Development
* Kāinga Ora – Homes and Communities
* Unions
* WorkSafe
* Other mental health, addiction and disability service providers
* Platform Trust
* Agencies that fund our services
* We consider staff and tangata whai ora/tangata whaikaha wellbeing during an extreme heat event.
* We provide training to staff, tangata whai ora/tangata whaikaha, and their whānau explaining risks of high heat and how it can affect them.
* We take appropriate actions to minimise effects of extreme heat and the responses.
* We incorporate heat evens into communication strategies and business continuity service plans.
* We maintain continuity of care and services during an extreme heat event.
* We keep the buildings we occupy cool and shaded.
* We ensure tangata whai ora/tangata whaikaha have loos and cool clothing available.
* We have water available.
* We monitor the indoor temperatures.
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| Effects of heat on health |

| Condition | Symptoms | Cause | Treatment |
| --- | --- | --- | --- |
| Heat rash | Small, red, itchy bumps | Excessive sweating | Move to a cooler, less humid environment. Keep the affected area dry. Dusting powder may be used to increase comfort but avoid ointments or creams  |
| Heat cramps | Muscular pains and spasms, usually in the abdomen, arms or legs | Low salt level in the muscles due to dehydration and electrolyte imbalance causes painful cramps. Heat cramps may be the first sign of heat exhaustion and are often the first sign the body is having trouble with the heat | Those with heart conditions or on a low-sodium diet need medical attention. Otherwise:replenish fluids (drink water or electrolyte replacement solutions)rest in a cool environmentdo not return to strenuous activity for a few hours after the cramps subsideseek medical attention if cramps do not subside within one hour |
| Sunburn | Red painful skin that is warm to the touch. Severe sunburn may result in fever, blistering and severe pain | Overexposure to UV radiation | Sunburn leads to an increased risk of skin cancer. Severe sunburn may require medical attention. Otherwise:avoid repeated sun exposureapply cold compresses or moisturising lotion (not salve, butter or ointment) to affected areado not break blisters |
| Heat exhaustion | Heavy sweating, paleness, muscle cramps, tiredness, weakness, dizziness, vomiting, headache, fast and weak pulse, fast and shallow breathing | Dehydration. Blood flow to the skin increases while blood flow to vital organs decreases, resulting in a mild form of shock. If left untreated, may evolve into heatstroke | Medical attention is required if symptoms are severe or for those with heart problems or high blood pressure. Otherwise:replenish fluidsrest in a cool environmentcool down by taking a cool shower or bathseek medical attention if symptoms worsen or last longer than one hour |
| Heatstroke/ sunstroke | High body temperature (above 39.4 degrees Celsius), confusion, disorientation, unconsciousness, red hot dry skin (no sweating), throbbing headache, nausea, rapid strong pulse | Failure of body’s thermoregulation mechanism. Can result in cell death, organ failure, brain damage or death | Immediate medical attention required.Call for medical assistance.Cool down in whatever way possible.Monitor body temperature and continue cooling efforts until body temperature drops below 38.5 degrees Celsius. |

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| **Heat action and escalation levels** |

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| **Planning and preparation****Before summer / year round** |
| We:* Promote preparation of Heat Health Plans,
* engage with key stakeholders to raise awareness of risks of extreme heat,
* prepare or update Heat Health Plans in coordination with other services,
* we consider tangata whai ora/tangata whaikaha are vulnerable to heat and heat waves,
* consider long-term planning opportunities to reduce impacts of extreme heat,
* provide information and training to staff, tangata whai ora/tangata whaikaha and their whānau,
* prepare heat health communications and advice.
 |
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| **Heatwave monitoring****Normal summer temperatures** |
| We:* monitor weather conditions,
* carry out preparation actions.
 |
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| **Heat forecast****Period of hot (above average) temperatures forecast** |
| We:* take preparation steps in line with Heat Health Plans,
* monitor weather conditions.
 |
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| **Heatwave response****When predetermined trigger levels are reached** |
| * We respond in line with our Heat Health Plan.
* Regional organisations (i.e., [Te Whatu Ora](https://www.tewhatuora.govt.nz/our-health-system/environmental-health/climate-change), local [CDEM](https://www.civildefence.govt.nz/cdem-sector/cdem-groups) groups) take a lead role in response, including by coordinating resources and issuing communications.
* National organisations monitor and support as required (i.e., Public Health).
 |
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| **Recovery****Return to normal summer temperatures** |
| We:* provide recovery and support in line with our Heat Health Plans,
* carry out evaluations and lessons learnt,
* discuss lessons learnt to tangata whai ora/tangata whaikaha, their whānau and other services.
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| Security |
| Outside the premises | * Premises have the following safety features:
	+ doors fitted with tamper-resistant locks, catches and hinges
	+ windows locked and barred
	+ intruder alarms
	+ security lighting
	+ closed circuit television
 |
| Inside the premises | * Premises have the following safety features:
	+ alarm system
	+ camera surveillance
 |
| Access to premises | * Visitors need to identify themselves and sign-in.
* Visitors are not allowed to be in areas where confidentiality and privacy need to be maintained.
* The number of keys to the premises is controlled.
* Unoccupied premises will be locked.
* Before leaving the premises
	+ lock the windows
	+ turn off electric equipment and gas
	+ activate the alarm.
* Only staff and people who live at the premises will have access to the keys for the premises and individual rooms.
* Keys are not to be given to family members.
 |
| On call system | * A person is on call 24/7.
* The on-call roster is documented and accessible in the office and/or intranet.
* Never hesitate to call on-call staff.
* On-call staff will escalate the call in cases of a major adverse event such as:
	+ natural disaster
	+ human made disaster
	+ high risk situations
	+ staffing issues
 |
| Staff on business related activities off sitehttp://www.clker.com/cliparts/8/a/e/9/1195425637543422365Machovka_Writing.svg.hi.png | Record in the service’s diary:* destination
* expected return
* phone contact
* name of the people going out
* record the time of return
 |
| * If the return is delayed inform the person in charge.
* As soon as you return inform the person in charge of your return.
 |
| * Always take a mobile phone.
* The person in charge will call the staff member if not returned within 30 minutes of the anticipated time.
* The person in charge will call the people the staff member had an appointment with to check if the delay is explainable.
* If the staff member cannot be contacted, discuss with the manager/on-call staff what actions need to be taken.
 |