

FIRE AND EMERGENCY RESPONSE PROCEDURES MANUAL

RESIDENTIAL AND SHORT-TERM ACCOMMODATION



Fire and Emergency Evacuation Policy Statement for residences:

107 Hurd Street, Portland VIC 3305 (Ameeyk House - short term)

106 Palmer St, Portland VIC 3305

108 Palmer St, Portland VIC 3305

Kyeema's management and staff are committed to providing a high level of safety to all who live and work within the houses we manage.

The primary goal is the life and safety of residents and staff. The secondary goal is the continuity of operations and the protection of the environment and assets of the houses.

To achieve these aims, management has established a fire and emergency evacuation program that incorporates the following activities, all of which are critical for the achievement of a high level of fire safety within each house:

1. Fire and emergency training
2. Fire prevention program
3. Fire and Emergency Management Plan

The management team is committed to keeping the fire and emergency evacuation program effective and operational. This will be done by establishing, documenting and monitoring the activities in all four of the areas above.

Review of this manual

This Fire and Emergency Response Procedures Manual will be reviewed and updated as needed, particularly if the House circumstances changed in a way which would impact on the appropriateness of the procedures (for example, the property's physical configuration, staffing regime or resident profile).

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Glossary of Terms

Acronyms

CBR	Chemical, biological and radiological threat or incident
CSO	Community Service Organisation
EPC	Emergency Planning Committee
ECO	Emergency Control Organisation.
FRM	Fire Risk Management.

Assembly Area

The nominated area, external to the building, to which residents, staff and visitors are evacuated.

Building Warden

The person who assumes responsibility for the prevention of, planning for, and response to emergencies, until he/she is relieved by the appropriate external authority such as the Fire Rescue Vic or police. The primary duty of the Building Warden is to ensure the safety of residents, visitors and staff, and their orderly evacuation from a place of danger.

If only one staff member is on duty, they will perform the role of the Building Warden. If more than one staff member is on duty, the most senior staff member trained in fire emergency response is the Building Warden.

Bushfire

A generic term used to describe any unplanned fire occurring in grass, bush, forest or scrub.

Community-based house

For our purposes – residential homes for either short term accommodation or permanent accommodation for people with disabilities.

Drill

A fire or evacuation simulation, role play or case study conducted locally within a work area to train staff to identify:

- alarms
- procedures and methods of evacuation
- the location of assembly areas
- post-evacuation actions
- circumstances where evacuation may need to be modified or where it is not the most appropriate action to take
- methods of raising an alarm.

Emergency

Any event, arising internally or from external sources, which may adversely affect people or the community generally, and which requires an immediate response.

Emergency Control Organisation (ECO)

The group within the House that initiates an appropriate response to emergency situations. In most cases this may be one or two staff who are on duty at the time.

This person/these people must ensure that when an emergency occurs:

- appropriate services are notified;
- people in the house are warned;
- action is taken (if safe to do so); and
- if necessary, people are evacuated.

Emergency Planning Committee (EPC)

Kyeema has an over-arching committee responsible for:

- establishing fire and emergency response procedures across the organisation;
- implementing and ensuring arrangements are in place for house preparedness to respond to fire and other emergencies;
- establishing plans for the continued operation of a house involved in an emergency; and,
- ensuring arrangements are in place for staff training and drill and evacuation exercise regimes.

Emergency response procedures

The documented procedures for a house defining the overall control and coordination arrangements and responsibilities of all people expected to be involved.

Evacuation exercise

A theoretical or practical table-top, tactical or field exercise simulating an internal or external emergency (other than a drill), through activation of alarms and/or deployment of personnel, in order to:

- review/test the planning process and procedures;
- identify needs and planning inadequacies;
- demonstrate capabilities and communication; and,
- provide opportunities for people to work together.

Evacuation procedures

Procedures for evacuation of the house

Field Exercise

A simulation activity in which the Emergency Control Organisation and external emergency management agencies take action in a situation, with deployment of personnel and other resources to achieve maximum realism. It is conducted in real time but under controlled conditions, as though it were a real emergency.

It would normally include involvement of firefighting appliances and crews, police, ambulances and the State Emergency Service. It may involve these agencies attending under simulated emergency conditions. It may also involve residents and staff or volunteers acting as residents, participating in the exercise to add realism.

Fire Impairment Procedure

A procedure required to provide a method of mitigating the exposure to a fire when a fire protection system, or portion of a system, is impaired and out of service. An impairment procedure ensures that proper notification is given, hazards are controlled, and repairs are expedited.

When an anticipated fire impairment event is scheduled - eg sprinklers turned off for other works - 12 hours of notice must be given to the CEO and Corporate Services Manager who will then liaise with the key personnel at the relevant house/s. Additional risk management such as fire watch and monitoring should be undertaken during an impairment event.

Fire indicator panel

The fire panel to which the smoke alarms, warning devices and, where provided, fire sprinkler system and/or heat alarms are connected. It operates a local fire alarm warning whenever a smoke alarm, heat alarm or fire sprinkler activates. It may also initiate shut-down of the gas supply and air-conditioning, and release of the door strikers.

Fire Safety Plan

A document that defines the fire safety strategy for a facility in terms of the required levels of performance, design parameters and maintenance requirements for each physical or human measure/factor.

Fire Safety Strategy

A combination of physical and human measures/factors, including maintenance and management systems, that have been specified to achieve nominated fire risk management objectives.

Hazard assessment

A survey of the potential hazards. It is undertaken to identify and categorise potential risks or threats to the occupants of the House.

On-call Personnel

A manager/ supervisor/ team leader who, although not necessarily located on site, is available to the facility on an 'on-call' basis to assist the Building Warden in an emergency.

Physical factors

Fire protection equipment or systems, lining materials, architectural layout, exit provisions that may impact on fire safety.

Prevention

The actions taken to prevent an emergency occurring or to mitigate its damaging effects. They include maintenance, audits, housekeeping, training, and planning.

Recovery

The actions taken to restore normality after an emergency. Assisting people and areas affected by an emergency to return to an effective level of functioning.

Residential Facility

A Supported Disability Accommodation house or Short Term Accommodation house in which at least one staff member (employee, casual or agency) is on duty at any time when residents are in the house.

Table-top Exercise

An indoor discussion which may feature a model or projected map of the area on which a prepared scenario is played out, not in real time. The model or map may be used to illustrate the deployment of resources, but no resources are actually deployed. Responses may be prepared by individuals or groups. A facilitator may guide the exercise.

Tactical Exercise

A simulation used to relate theory and/or emergency management arrangements to a simulated operational situation. This allows emergency control personnel to be trained and tested on problem-solving and decision-making techniques as well as on how to apply operational procedures. This is done without actually deploying resources other than Emergency Control Organisation personnel to a field situation. It may also involve residents, or staff or volunteers acting as residents.

Introduction and scope

This Manual provides a structure and procedures for emergency management at Kyeema's houses and details those organisational arrangements, plans, equipment and procedures in place to deal with foreseeable emergency events.

The Manual describes the operation of the Emergency Planning Committee (EPC) and the Emergency Control Organisation (ECO) and the responsibilities of individual staff members.

Potential emergencies may include:

- Bomb Threat
- Civil disturbance
- Criminal Act
- Explosive device
- External emergency
- Fire (External)

- Fire/Smoke
- Gas incident
- Hazardous materials incident
- Internal emergency
- Personal threat

Flip charts detailing responses to these emergencies are located in each house.

Section 1 Emergency Organisation

Introduction

The emergency organisation structure required for Kyeema's houses is detailed below. The setup and activities undertaken will provide for a capacity to effectively respond to fire and other emergencies.

The Emergency Planning Committee (EPC)

The Emergency Planning Committee (EPC) is the body responsible for ensuring the effectiveness of the emergency arrangements in place.

The EPC develops the emergency procedures or ensures that arrangements are in place to develop them.

Membership

Kyeema has an overarching EPC for the organisation. Membership aims to be drawn from representative from different sites of the organisation.

Responsibilities

The EPC responsibilities for the Residential Facilities cover three key areas:

1. *Development and completion of the Fire and Emergency Response Procedures Manual.*
 - a. The EPC is responsible for ensuring the development and completion of the Fire and Emergency Procedures Manual for each house for which it has responsibility
 - b. Accept the Hazard Assessment to identify the emergencies to be included in the Fire and Emergency Response Procedures Manual.
 - c. Monitor implementation of the emergency procedures.
 - d. Ensure that the likely fire scenarios for the site are appropriately considered.
 - e. Determine and implement any other provisions for the house in relation to evacuation, including a plan showing the location and methods of operation of all firefighting equipment, the location of all exits, and the procedure for the evacuation of the house.
2. *Capacity to respond to fire and other emergencies.*

The EPC, with involvement from house supervisors is to ensure initial implementation and on-going monitoring of fire and emergency response arrangements for the house. These responsibilities include:

- a. Ensuring that the Fire and Emergency Response Procedures Manual is reviewed and updated as needed. If the house circumstances change which would impact on the appropriateness of the procedures they must be upgraded (for example, when

there are changes to the property's physical configuration, staffing regime or resident profile).

- b. Ensuring the availability of timely fire safety training for all staff of the house, including arranging, or ensuring arrangements are in place for, training of staff in the role and description of an Emergency Control Organisation ECO.
- c. Arranging, or ensuring arrangements are in place for, the conduct of evacuation drills and exercises.
 - a. Reviewing the effectiveness of evacuation drills and exercises and arranging for improvements to be implemented.
- d. Ensuring that the house's management are aware whether staff who will be required to lead an evacuation are capable of performing the tasks of Building Warden. The staff members must:
 - be physically capable of performing their duties
 - be familiar with their areas of responsibility
 - be competent in the knowledge or use of the communication equipment (i.e. fire alarms and telephones)
 - have a good knowledge of the layout of the building.

3. Operation of a house following an emergency.

The EPC is responsible for establishing a plan for the continued efficient operation of a house involved in an emergency by:

- Establishing and maintaining liaison with senior executives;
- Ensuring that the media is dealt with in a manner consistent with the media management policy – in Kyeema's case referring to senior management.
- Providing briefings for relatives as necessary; and
- Preparing announcements to staff.

Emergency Control Organisation (ECO)

The ECO is the formal term for the staffing structure in the house that provides the response to an emergency. *This may consist of as few as one person if there is only one on duty.*

In Kyeema's houses, the ECO comprises:

- The staff member on duty at the time. This person is titled the **Building Warden**. If more than one person is on duty, the most senior staff member who has been trained in fire emergency response is nominated as the Building Warden. If two staff are present with the same seniority, one is to assume the role of Building Warden, at the commencement of the shift;
- The House Supervisor, who may not be on site but may be available when called. This person will assist the Building Warden in the event of an emergency.

Building Warden (most senior trained person)

The role of the Building Warden is to plan for an emergency and assume control of a house during an emergency or alarm.

Planning

The House Supervisor, in conjunction with the Building Warden(s) and the Manager, shall ensure an Evacuation Management Plan for each resident is documented, either on the Participant Information Form or another place if more detail is needed.

Discuss with permanent residents the actions they are to follow in the event of an alarm or emergency. Short-term accommodation participants must have information regarding probable responses to an emergency documented in their Participant Information Form and available to staff on site.

If a resident's evacuation characteristics change, the Evacuation Management Plan for that resident is to be reviewed and amended as necessary.

The House Supervisor is to ensure an Evacuation Management Plan is developed and documented for new residents prior to, or on their arrival at the house. This is noted in the Participant Information Form CCF-40.

Emergency or Alarm

In the event of an emergency or alarm, the Building Warden is to:

- Assume control of the house until the emergency service arrives.
- Assist, as necessary, in the removal of the residents.
- Ensure the relevant emergency service is notified.
- If it is safe to do so, check that all areas have been cleared.
- Ensure a headcount of all residents, staff and visitors is carried out and the results are recorded.
- Provide a situation report to the emergency service(s) on their arrival and provide specific emergency information if applicable.
- If necessary, relocate residents to a more appropriate assembly/holding area.
- Where necessary, brief the On-call personnel or the EPC. If other staff members are on duty and available during an emergency or alarm, the role of the Building Warden includes delegating tasks to those staff members, along with seeking the assistance of neighbours or other available people.

Authority

During emergency situations or exercises, prior to the arrival of the Fire Rescue Vic, police or other emergency services, the Building Warden has absolute authority including issuing instructions to evacuate everybody.

Identification

The Building Warden will put on a yellow vest that must be available at each house, stored near the Evacuation Bag.

On-call Personnel

In an emergency, On-call personnel may assist the Building Warden on an 'as-needs' basis. This includes, but is not limited to, attending the site, delegating tasks, obtaining more help or seeking the assistance of neighbours or external agencies.

The On-call personnel will most likely be the House Supervisor, otherwise whoever is monitoring Kyeema's 'on-call' phone. Staff should phone their designated supervisor or after-hours On Call number

When advised of a house emergency, the On-call Personnel will:

- Provide advice to the Building Warden.
- Assist the Building Warden as necessary.
- If necessary and possible, attend the site and assist the Building Warden.
- Complete an Incident Report that will be reviewed by the EPC and the OH&S Committee.

Identification

The On-call personnel may not be wearing any identification. They will make themselves known

Section 2 - Fire Safety Plan

Introduction

The Fire Safety Plan defines the physical and human measures/factors, including maintenance and management systems, that have been specified to achieve nominated fire risk management objectives for the House.

For each physical or human measure/factor, it details design parameters, required levels of performance and maintenance requirements.

This House, **107 Hurd Street**, Portland VIC 3305 is used as a Short Term Accommodation providing accommodation for a maximum of five (5) participants.

The minimum number of staff on duty at any time is one (1)

Building fire systems

The building fire systems for the houses are:

Fire detection and alarm system

The fire detection and alarm system in the houses consists of:

- A residential fire indicator panel;
- Smoke alarms in all bedrooms and common areas; and,
- Smoke alarm sounders, and an outside fire alarm bell.

The fire detection and alarm system will:

- Detect the presence of smoke inside the house;
- Sound all smoke alarms;
- Ring the outside fire alarm bell;
- Release the electronic door strikes; and,
- Shut down the air conditioners.

Note: The fire detection and alarm systems at Ameeyk House and the permanent accommodation houses at 106 Palmer St and 108 Palmer St are all connected. Staff require training regarding this.

The system will not automatically call Fire Rescue Vic unless the sprinkler system is activated.

Thus, staff must call 000 in the event of emergency.

Fire sprinkler system

The fire sprinkler system installed in this House consists of:

- Fire sprinklers in each main room (below the ceiling);

A fire sprinkler only operates when it senses heat.

When a fire sprinkler operates:

- The outside fire alarm bell rings;
- Sound all smoke alarms;
- Release the electronic door strikes; and,
- Air conditioners shut down.
- Fire Rescue Victoria is automatically called (although not when smoke alone)

Fire extinguishers and fire blankets

Portable fire extinguishers of the ABE type are provided in this House.

Fire blankets are provided for each kitchen area where cooking is performed.

The Building Warden or staff may attempt to extinguish a fire using the correct extinguisher or fire blanket if:

- It is safe to do so;

- It is a small fire (e.g. a smouldering waste paper bin, overheating/smouldering electrical equipment, frying pan);
- Residents have been moved from the danger area, and, preferably, evacuation has commenced;
- The fire rescue service has been called; and,
- The person using the extinguisher or fire blanket has been trained in their use.

Emergency lighting

Emergency lighting is installed to provide illumination of the exit paths.

Other fire systems

Other fire systems provided in the House are as follows:

- Electric door strikes.
- Strike gate at north side of house (courtyard side) at Ameeyk House

Fire safety management

The main objective of fire safety management is to ensure that, in the event of an emergency incident, the safety measures provided will be available and that residents are assisted to either move away from the emergency or to evacuate. The key items are:

- Inspections and audits.
- Fire safety maintenance.
- The fire safety management structure (the EPC and ECO).

As part of fire safety management a procedure is required to ensure that planned outages of fire safety systems are known by key personnel and additional monitoring can take place, as below.

Fire Impairment Procedure

A procedure required to provide a method of mitigating the exposure to a fire when a fire protection system, or portion of a system, is impaired and out of service. An impairment procedure ensures that proper notification is given, hazards are controlled, and repairs are expedited.

When an anticipated fire impairment event is scheduled - eg sprinklers turned off for other works - 12 hours of notice must be given to the CEO and Corporate Services Manager who will then liaise with the key personnel at the relevant house/s. Additional risk management such as fire watch and monitoring should be undertaken during an impairment event.

Staff orientation and training

Orientation

Before assuming direct care of residents in this House, staff (including casuals and relievers) must receive orientation on the Fire and Emergency Procedures, fire equipment and the arrangements in place for the evacuation and care of residents. This applies even if the person has been previously trained in fire safety.

Training

Fire safety training is to be completed by all the House direct care staff/supervisors prior to their undertaking care (or as soon as practicable thereafter).

Resident orientation and training

Orientation

As a minimum, residents are to be advised of the procedure(s) to be followed in the event of an emergency, any individual evacuation measures and the name(s) of the Building Warden.

Training

The resident's fire and emergency response procedures training shall be provided to residents based on their:

- Evacuation management plan;
- Assessed level of disability and capabilities; and,
- Ability to understand and apply the content of a resident training program.

Drills and evacuation exercises

Drills

Each House must conduct at least one drill every three months for every shift, so that each worker participates in at least one drill every six months. At least one drill each year shall be carried out when all residents are in bed.

Evacuation Exercises

Each House must conduct at least one evacuation exercise every 12 months. A field exercise should be conducted in each House every three years with emergency services.

Resident participation

Residents are to participate in drills and exercises as appropriate. They are to be advised of the drill or exercise no more than eight hours prior to the sounding of the alarm, unless a written clearance has been previously given for the residents to take part in unannounced exercises.

Emergency Evacuation Plan

The Emergency Evacuation Plan must be displayed at each designated primary exit, staff desk, fire indicator panel, and nominated secondary exit doors.

The Emergency Evacuation Plan is to be printed in colour on A3 paper, correctly aligned (oriented) and positioned to allow the person reading the plan to quickly determine their location and the direction of travel to the exit, bedrooms or emergency equipment.

The Emergency Evacuation Plan details the following information:

- Location and type of firefighting equipment (including extinguishers, fire blankets, fire hose reel).
- Location of the Evacuation Pack.
- Location of the Fire Indicator Panel.
- Primary and, where nominated, secondary assembly area(s).
- Primary and secondary House exits.
- Exit doors and their opening direction.
- Street orientation.

Also included on the emergency evacuation plan are the 'Standard Fire Orders' that provide a five-step guide that emphasises the priority of life safety through immediate evacuation.

Fire Rescue Vic response

When the emergency number "000" is dialed Fire Rescue Vic will respond with the nearest fire appliance in the shortest possible time.

Remember to dial an extra 0 when using the house landline, for a line out where that is applicable.

Section 3 - Evacuation procedures

The following general evacuation procedures apply to these Houses. Resident's individual measures are specified in their Evacuation Management Plan in their Participant Information Forms

All staff (including casuals/relievers) are to be informed of the general evacuation procedures, and the more specific Emergency Procedure information at the commencement of their first day at the House. Residents are to be advised, at the commencement of their occupancy (as appropriate), of the general evacuation procedures and their individual measures.

The specific emergency procedures in Section 5, contains information of importance to all staff.

Building Warden (most senior trained person) responsibilities General

(Please note that the sequence of the steps set out below can be varied according to the circumstances of the emergency, but the life safety of residents and staff is always the paramount priority.)

When an evacuation is necessary, the Building Warden shall:

- Rescue and/or move resident(s) in immediate danger, but only if it is safe to do so.
- Close doors to seal off the area if fire or smoke is observed, but only if it is safe to do so.
- Call Fire Rescue Vic on **000 (+ another 0 if landline)** or other appropriate emergency service.
- Evacuate the House, starting with the most ambulant residents and those who are able to self-evacuate.
- Evacuate remaining residents who need assistance, and any resident requiring special help.
- **Follow any nominated measures specified in each resident's Evacuation Management Plan which is usually part of their Participant Information Form.**
- Collect the evacuation pack, and the mobile phone.
- If it is safe to do so, search rooms to ensure that everybody has evacuated from the building.
- Ensure that all residents proceed directly to the Primary Assembly Area for the building
- Remain at the Assembly Area and conduct a headcount to ensure that all occupants and staff are present.
- Advise the Officer in Charge (OIC) of the emergency service if someone is missing.
- After all occupants are evacuated and accounted for, wait for the 'all-clear' from the OIC of the emergency service before returning residents to the building.

Staff actions in an evacuation

Each staff member not assuming an Emergency Control Organisation position on their shift will:

- Assume the role of the Building Warden if the Building Warden is not readily available;

- Assist the Building Warden during an evacuation;
- Ensure all residents are evacuated;
- Follow any nominated measures specified in each resident's Evacuation Management Plan; and,
- Lend support to residents who may be limited in their ability to evacuate quickly and independently.

Resident actions in an evacuation

- If located close to fire, smoke or emergency condition, quickly move to the Exit door.
- When a fire or smoke alarm sounds, stay calm. Carers will inform residents what to do next.
- Follow any instructions given by carers.
- If assistance to evacuate is needed, ask a carer for help.
- Move quickly to the Assembly Area if told to and stay there until advised by a support worker that it is safe to return to the house.
- If a carer is not present, evacuate from the house and move quickly to the Assembly Area.

Evacuation pack

The evacuation pack is located in the sleepover room and contains:

- the evacuation procedure
- an Emergency Evacuation Plan for the building (including the location of the Assembly Area)
- resident details - (including details of medication and any particular client management issues associated with an evacuation or waiting at the assembly area/s)
- first-aid kit
- torch
- telephone numbers required for emergency use
- pen and paper.

Assembly areas

Residents and any other occupants are to evacuate to the designated Assembly Area where a headcount is to be conducted.

A secondary assembly area may also be designated and judgement is to be used as to a safe place.

If circumstances require residents and any other occupants to move to another location, this is to be carried out after everyone has been evacuated from the house and all are accounted for. The police or Fire Rescue Vic may assist the Building Warden in making this decision.

Section 4 'All-clear' and Recovery

'All-clear' instructions

In the event of a fire, the Officer in Charge (OIC) of Fire Rescue Vic will issue the 'all-clear' to the Building Warden who will authorise the return to the House.

For emergencies other than fire, the OIC of the relevant emergency service or the On-call personnel will give the 'all-clear', (for example, police for a bomb threat).

Residents must not go back into the House until the OIC of the responding emergency service has issued the 'all-clear'. If this officer is not available, the Building Warden should make contact with the On-call personnel.

On advice of the 'all-clear', the Building Warden, will return residents to the building and conduct a further headcount.

Recovery

Recovery is broadly classified as:

- Resumption of occupation and support services to residents (normal operations), or
- Relocation.

Resumption

When the Fire Rescue Vic or another responding emergency service provides the 'all clear', the Building Warden will return the residents to the House.

On return to the House, the Building Warden will conduct a headcount and account for all residents, visitors (if appropriate), and staff. The On-call personnel and police must be immediately advised of any missing residents so that follow-up action can be initiated.

When the headcount has been completed and all residents are accounted for, normal operations can be resumed.

Relocation

If declaration of the 'all-clear' is to be delayed for any reason, the Building Warden will need to make an assessment about the viability of returning to the House and the possible need to relocate residents and staff.

Under these circumstances, the Building Warden will contact the On-call personnel and together they will decide, based upon the facts, on a course of action.

If moving residents to another location, the Building Warden will conduct a headcount and account for all residents and staff. The On-call personnel and police must be advised immediately of any missing residents so that follow-up action can be initiated. Once residents have been relocated, the On-call personnel must consult with members of the EPC and senior officers regarding staff or client support such as emergency funding for purchase of personal items for residents.

Reporting and follow-up actions

In conjunction with members of the EPC and senior officers, the On-call personnel and/or the Building Warden will report details and outcomes of each emergency incident and undertake any follow-up action.

Debriefing

After an emergency incident, the On-call personnel and/or the Building Warden will, as soon as possible, consult with members of the EPC and senior officers to determine debriefing action.

Questions and Suggestions

Staff are urged to communicate training needs or updates, ask questions and make suggestions for improvement where possible. Direct these to the direct supervisor or in the absence of that person, to the Training Officer.
