OPP126

AMBULANCE COMMUNICATIONS CENTRE (ACC) EVACUATION AND ESCALATION PLAN

LINK TO POLICY

LINK TO PROCEDURES & FORMS

Table of Contents

1. POLICY INTRODUCTION

The Ambulance Communications Centre (ACC) provides vital functions that are essential to the daily operations of National Ambulance and form an integral part of the UAE Ministry of Interior response to emergencies.

On occasions it might be necessary to evacuate ACC due to internal or external emergencies or incidents, whilst maintaining operational effectiveness of Control Services and minimizing impact on core operational functions. This plan is to provide the framework for guidance on escalation and evacuation procedures for staff in the evident of an emergency or incident. The goal is to restore ACC back to normal operations as quickly as possible. This plan is to ensure ACC staff are prepared for any incident and to provide services in an abnormal situation without disruption.

During any emergency all ACC staff must be prepared to evacuate the building when instructed to do so by emergency alarm systems and/or instruction by the ACC Team Leader. Should the ACC Team Leader become incapacitated the responsibility for the evacuation process falls to the ACC Shift Leader. In the case that both the ACC Team Lead and Shift Leader are incapacitated staff will follow the instruction of the most senior EMD on shift. It is everyone's responsibility to adhere to emergency instructions when given and evacuate when told to.

2. PROCEDURE

2.1. Procedure Level 1 – Local IT Failure

2.1.1. Loss of Internet in Aldar HQ or Ajman

- Should the loss of internet occur, ICCC and location search functions will be unavailable.
- Use the mobile internet dongles and connect to the laptop computers and VPN in order to gain internet access. See Laptop VPN Set Up procedure, Section 3 procedure 2.
- Manual Call taking process should be followed until the ICCC is running again.
- Manual call taking forms are available in the evacuation bag.
- If mobile internet dongles fail to work it will be necessary to relocate to Kizad or Ajman Police Call Centre (APCC) depending on where the fault is present.
- IT should be contacted for assistance on 0564173155/678/ 02 596 8678 and IT must give ACC priority due its critical function.

2.1.2. Loss of AVAYA Phones in Aldar or Ajman

- Once an Avaya fault has been recognized it should be determined if the fault is dual sited or only Aldar HQ or Ajman. If it is single sited, then 998 call taking should be maintained at the functioning site.
- If some Avaya phones are not working in HQ only then unplug the LAN cable and plug it back in to ensure the Avaya phone rebooted.
- Once the Avaya phone system has been determined as being down and the above step has not helped then the CISCO phone system shall be initiated. See CISCO phone procedure in Section 3 Procedures, Procedure 1.
- If the Avaya phone system and the CISCO phone system fail to work the ACC will fall back to mobile phones.

- If mobile phones have to be utilized this will mean the 998 system and contract direct dial systems will not work.
  - Immediately the ACC TL and/or the ACC SL must phone all external stakeholders (police, MOH, etc.) to notify them of the failure and the number they should contact.
- IT should be notified immediately should any phone system error occur and a timeline for repair must be obtained. IT notified on 0564173155/678 /02 596 8678.

2.1.3. Loss of 998

- If the 998 incoming line fails, then the backup line will take over however calls from this backup line can only be received via CISCO phone. As described in Procedure 1.
- Call takers need to log into their CISCO phones on their desks which will become the primary method of receiving incoming 998 Calls
- If the 998 phone system fails and the backup on CISCO does not function, Police Operations in each emirate need to be contacted immediately and advised of the failure and request that they use the fallback mobile phones to pass any ambulance calls they receive.
- IT to be called immediately to establish the source of the problem and anticipated downtime.

2.1.4. Returning to Normal Operations

- Once it is believed the ICCC is functioning normally again, the ACC TL will coordinate a test case to be entered.
- Once it is confirmed that the test case using the ICCC performed normally the ACC TL will instruct all EMDs to return to using the ICCC as the primary system for Call Taking and Dispatch
- The ACC TL will update the ACC Manager/Director of the return to normal service by phone or by email whichever the ACC TL see as appropriate.
- The ACC TL will appoint a member of staff to enter all calls into the ICCC , ensuring outcome and relevant information is recorded. The Manual Call Taking Forms are to be scanned and saved in the appropriate folder on the N drive.
- The ACC TL will complete summary of the incident and email to QHSE.

2.2. Radio Network Outage

2.2.1. Outage

In the event of a partial or complete outage of the radio network, the primary method of communication between the ACC and field units will change to mobile phones.

- All National Ambulance ambulances have vehicle mobile phones issued to them.
- If Mobile phone communication is not effective or the mobile phone network fails, units in the Northern Emirates (that are based on Civil Defense bases) can also be dispatched by the ACC informing the Civil Defense Operations Centers at each of these bases.
- Civil Defense will then dispatch the ambulance directly from the base.

2.2.2. Process

Once it is determined that there is a possible radio network outage the following actions should be followed and the "ACC Radio Network Outage Checklist" should be completed:

- Dispatchers immediately inform the ACC Team Leader (TL)

- Dispatchers perform radio checks to all field units and phone them on mobile phones to determine the extent of the radio outage
- This radio check will be across all field units working on all National Ambulance contracts to ascertain if it affects one particular geographical area or if it is more widespread
- If the extent of the radio outage will make ongoing communication by radio difficult, then the ACC TL will change the primary method of communication with field units from radios to mobile phones
- Once this decision is made, Call Takers will phone all ambulance mobile phones to inform the crews of the radio outage and instruct them that all communication will be via ambulance mobile phones until informed otherwise by the ACC
- Field Units will also be told to ensure their personal mobile phones are switched on and carried with them as communication back up
- Field Units will be instructed to only contact the ACC with essential information to keep phones calls to a minimum
- All dispatch and follow-up communication will then be via Mobile Phones
- The ACC TL will inform the ACC Manager and the Duty Manager of the affected area or areas
- On direction of the ACC TL, all Police and Civil Defense Operations Centers will be contacted to check their radio status and to determine if the radio network outage is widespread across all emergency services, or only involving National Ambulance. They will be told of the National Ambulance radio outage and they will be asked to log our outage and escalate it through their escalation system
- SMS to be sent out to appropriate senior managers to inform them of the radio outage
- The ACC TL will continue to check radio network functionality on an hourly basis by performing radio checks and update the ACC Manager with results as appropriate
- On return of normal radio service, the dispatchers will update all field units to return to using the radio as the primary method of communication
- ACC TL will inform the ACC Manager of the return to service
- SMS to be sent out to appropriate senior managers to inform them of the radio transmission resuming

2.3. Evacuation

Local Evacuation

In the evident that ACC requires evacuating for a short period of time (< 120 minutes) for example during building work, cleaning or a localized incident, then the following procedure should be followed. A vacant training/meeting room can be used as a temporary ACC for the duration.

Full Evacuation

Any incident that extends beyond 120 minutes or has the potential to extend beyond 120 minutes as identified in the early stages of the incident should be considered to become a full evacuation. At no time should a full evacuation be delayed just to wait 120 minutes.

The decision to move staff to Kizad or APCC ultimately lies with the on duty ACC TL, although a discussion with the ACC Manager or on call Duty Manager is advised.

Once the decision to move all staff to APCC or Kizad is made, the ACC TL will arrange transport for staff and equipment.

ACC TL will liaise with staff at APCC or Kizad to ensure operations continue as normal.

ACC TL to request IT operative to travel with ACC Staff to APCC or Kizad to assist with IT issues during fall back start up processes.

Possible Reasons to undertake full move:

- Fire or emergency evacuation that is protracted
- Power failure
- Loss of phones or internet
- Environmental issues (infestation or AC break down)
- Structural failure of building/floor
- Flood

Evacuation Evaluation Table:

Scenario	Description	Redundancy Plans	Evacuation Plan
HQ loss of power	Mains power outage in HQ.	UPS power for ACC.	>120mins, evacuate to KIZAD. <120mins, evacuate to KIZAD assuming KIZAD has power.
Ajman loss of power	Loss of mains power to Ajman ACC room.	UPS power for ACC.	Relocate Ajman staff to APCC.
HQ loss of Internet	ACC computers unable to access ICCC server and/or internet.	Laptops and dongles to connect to VPN.	>120min, evacuate to KIZAD <120mins, evacuate to KIZAD assuming KIZAD has power.
Ajman loss of Internet	Computers unable to access ICCC server and/or internet.	Laptops and dongles to connect to VPN.	Relocate Ajman staff to APCC.
HQ loss of 998	Failure of incoming 998 truck line into HQ.	Failover to KIZAD 998.	Relocate HQ staff to KIZAD.
Ajman loss of 998	Failure of incoming 998 truck line into Ajman.	Failover to HQ 998.	Relocate Ajman staff to APCC.
Total loss of 998	Total phone outage on external phone networks.	Failover to CISCO and mobile phones. Notifications to police/CD in all areas & all contracts.	Not required.
HQ loss of Avaya phones	Avaya server and/or IP phones in ACC failure.	DR continue call taking. Dispatch from ACC & CISCO phones/mobile phones.	Not required. Relocate some call takers to KIZAD or additional staff to KIZAD.
Ajman loss of Avaya phones	Avaya server and/or IP phones in Ajman failure.	ACC resumes all call taking/dispatch functions.	Relocate Ajman staff to APCC.
Total loss of Avaya phones	Total loss of Avaya phones on both sites.	CISCO or softphones if working or mobiles	Not required.
HQ environmental issue	Fire, water leak, gas leak etc.	Nil.	Immediate evacuation to KIZAD.
Ajman environmental issue	Fire, water leak, gas leak etc.	Nil.	Immediate evacuation to APCC.
Loss of ICCC server	ICCC is unavailable for both sites.	Manual call taking / dispatch Laptops with dongle to access tracking/google maps.	Not required.
Loss of radio	Partial or full radio failure.	Mobile phones.	Not required.

2.3.1. Team Leader Responsibilities

- Notify ACC Team on duty of intention to relocate and ask staff to prepare items.
- If due to fire alarm, call Aldar HQ (80060160) or Security (025570527) to confirm if actual or false alarm, IF IN DOUBT TREAT AS REAL INCIDENT AND EVACUATE.
- Notify ACC unit not involved in emergency (Ajman or ACC Aldar HQ) of intent to evacuate and ask EMDs to record all current ICCC information with photos in case the ICCC system and servers become unusable.
- Complete evacuation check list (Appendix 1).
- Evacuation bags should contain all contents as described in Appendix 2; routine checks will be done to ensure contents are stocked every Monday.
- Delegate staff member not affected by the event to contact ACC staff to see if any off duty staff members can assist during the transition.
- Switch on back up mobile phones.
- Notify Dispatchers to logout from AVAYA in case of building evacuation
- Each member of staff will forward their Avaya phone to the designated cell phone they are given. Any unused cell phones can be used as additional numbers any Avaya phone can be forwarded to if additional call taking phones are needed.
- Should the reason for evacuation cause the phone systems or ICCC system to no longer work; ACC TL shall designate individuals to call each Police Operations Center and explain the evacuation and ask them to call the mobile phones directly.
- Inform all Duty Managers and ACC Manager of evacuation.
- Inform IT of evacuation
- Send out notification SMS to all Gold, Silver, and Bronze groups if it is safe to do so.
- Forward TL phone to TL mobile phone.
- Grab Evacuation checklist and check if everything is available.
- Collect medical equipment and CSD back up laptop (staff to assist with carrying).
- Only take urgent CSD calls – deceased patient confirmation.
- Organize transportation to KIZAD or APCC using any available car
- TL must assign a driver.
- Should the incident extend over multiple shifts each shift will submit a QHSE report on the progress of the evacuation and the status of ACC so that the incident can be tracked.

2.3.2. EMD Responsibilities

- Logout of Avaya phones
- Collect laptops and mobile phones.
- Collect manual call taking packs (mobile phone, manual call taking forms, pens, CBD books, laptops and maps).
- Collect spare radio batteries place in evacuation bag.
- General Broadcast on each channel the "ACC is being evacuated please restrict radio traffic and phone calls unless urgent, all crews to change channel to G4C1." Dispatcher in Ajman can take over all dispatch operations until dispatchers arrive in Kizad. If Ajman is evacuated, dispatchers in HQ to take over dispatching responsibilities until staff arrive in APCC.

2.3.3. ECT Staff During Evacuation Phase

Staff during the evacuation need to ensure that they have all the equipment they require and then leave. They will not be answering calls during the evacuation phase. Upon being notified of the evacuation from either site they will ensure:

- Logged out of the phone.
- Assist in getting to either KIZAD or APCC depending on the situation.
- If not driving, to assist by calling members of ACC that aren't on duty to see if they are able to assist.
- Carry out tasks asked of the team leader.
- Upon arrival at either APCC or Kizad log in as quickly as possible to assist with any calls.

2.3.4. Ajman Staff During Evacuation Phase of HQ

The call taking staff at Ajman will take over the process of call taking and dispatch until either a temporary ACC is established at Aldar HQ or the staff from HQ arrive in Kizad and establish operations.

- 3 x staff members on call taking.
- 1 x staff member dispatching.
- Any additional off duty staff who are available to assist.

2.3.5. Driver Responsibility

- must be a safe driver.
- doesn't do call taking or dispatching while driving .
- ensure that all staff are wearing seat belts .
- for the location ,open google maps and type: (national ambulance warehouse facility (KIZAD),or Ajman Police Call Centre (APCC)   depending on the location.
- drive in speed 100-maximum in order to have good connection and signal .
- dont take the first exist to kizad due to no signal

2.3.6. Actions on Arrival at Kizad

2.3.6.1. When arrived to kizad

- Notify the Manager that they arrived to kizad
- The driver and Team Leader only must enter the secondary room and make sure that the room is ready with all equipment's needed ,meanwhile everyone must be waiting in the car continuing their normal work .
- Shift Leader must search for the strongest radio signal connection and setup a table for the dispatchers in that area.
- After ensuring that the room is ready, Then the driver and Team Leader and shift leader must assist the dispatcher one at a time to enter the room and set it up .No more than 1 dispatchers allowed to leave the car to ensure safety and business continuity

2.3.6.2. Dispatcher Responsibilities

- Set up Laptop in the secondary room and ensure connected to the Wi-Fi or through Ethernet cord connection.
- Check handheld radio is on the correct channel with good reception.
- Take a handover from the EMD undertaking dispatch duties during the transition.
- Undertake a radio check.
- Resume normal dispatch function.

2.3.6.3. Call Taker Responsibilities

- Log into the Avaya phones in the fallback room.
- One call taker to be assigned task of writing up any manual call taking forms and adding them to ICCC .

2.3.6.4. Returning to Normal Operations

- Once it is confirmed that the emergency or cause of evacuation is over and the ACC effected can be inhabited all staff can return on the instruction of the ACC TL or ACC Manager.
- If the ICCC was effected and is now functioning normally again, the ACC TL will undertake a test case to test ICCC functionality.
- Once it is confirmed that the test case using the ICCC performed normally the ACC TL will instruct all EMDs to return to using the ICCC as the primary system for Call Taking and Dispatch.
- The ACC TL will update the ACC Manager/COO of the return to normal service
- The ACC TL will appoint a member of staff to enter all calls into the ICCC, ensuring outcome and relevant information is recorded. The Manual Call Taking Forms are to be scanned and saved in the appropriate folder on the N drive.
- Phone system will be tested and all phones that are forwarded shall be taken off forward once verification has been made that the system is working properly.
- The TL will insert the USB flash drive into the computer and save all files on the N drive that were recorded during the evacuation.
- The ACC TL will complete summary of the incident and email to QHSE.

2.3.6.5. HQ Staff During Evacuation Phase of Ajman

The call taking staff at HQ will take over the process of call taking and dispatch until either a temporary ACC is established in Ajman or the staff from Ajman arrive in APCC and establish operations.

- 3x staff members on call taking.
- 2x staff members dispatching.
- 1x shift leader assisting with either call taking or dispatching as required.

2.4. Actions on Arrival at APCC

2.4.1. When arrived to APCC
- Notify the Manager that they arrived to APCC

- The driver and Team Leader only must enter the secondary room and make sure that the room is ready with all equipment's needed ,meanwhile everyone must be waiting in the car continuing their normal work .
- Shift Leader must search for the strongest radio signal connection and setup a table for the dispatchers in that area.
- After ensuring that the room is ready, Then the driver and Team Leader and shift leader must assist the dispatcher one at a time to enter the room and set it up .No more than 1 dispatchers allowed to leave the car to ensure safety and business continuity

2.4.2. Team Leader/Shift Leader Responsibilities

- Ensure back up laptops are set up at assigned desks and that all are working and connected to Wi-Fi.
- Once all call takers and dispatchers are ready send an update SMS to state that Ajman is being evacuated and fallback control is running.
- Notify ACC Manager or Duty Manager.
- Notify on coming staff members of the requirement to attend APCC due to ongoing issues.

2.4.3. Dispatcher Responsibilities

- Set up laptop at the assigned desk and ensure it is connected to the Wi-Fi or through Ethernet cord connection.
- Check handheld radio is on the correct channel with search for a good reception spot .
- Assist with any channel required during the transition period.
- Resume normal dispatch functions.

2.4.4. Call Taker Responsibilities

- Log into the Avaya phones in HQ.
- One call taker to be assigned task of writing up any manual call taking forms and adding them to ICCC .

2.4.5. Returning to Normal Operations

- Once it is confirmed that the emergency or cause of evacuation is over and the ACC effected can be inhabited all staff can return on the instruction of the ACC TL or ACC Manager.
- If the ICCC was effected and is now functioning normally again, the ACC TL will undertake a test case to test ICCCfunctionality.
- Once it is confirmed that the test case using the ICCC performed normally the ACC TL will instruct all EMDs to return to using the ICCC as the primary system for Call Taking and Dispatch.
- The ACC TL will update the ACC Manager/Director of the return to normal service (during office hours).
- The ACC TL will appoint a member of staff to enter all calls into the ICCC, ensuring outcome and relevant information is recorded. The Manual Call Taking Forms are to be scanned and saved in the appropriate folder on the N drive.
- Phone system will be tested and all phones that are forwarded shall be taken off forward once verification has been made that the system is working properly.
- The TL will insert the USB flash drive into the computer and save all files on the N drive that were recorded during the evacuation.
- The ACC TL will complete summary of the incident and email to QHSE.

2.5. Fall Back Preparations

- Every week on Monday all laptops must be placed on charge until a full batter is obtained.
- Monthly all laptops must be turned on to ensure they are updated and functioning.
- Every week on Saturday all cell phones must be placed on charge.
- Monthly all cell phones must be switched on and a test call must be performed to ensure functionality and SIM cards are working.
- Each week all evacuation bags are to be inspected and its contents matched with Appendix 2 Evacuation Bag Checklist.

3. **Procedures and Forms**
    3.1. PROCEDURE 1-CISCO IPT PHONES

Steps for ACC users to login in cisco IPT Phones

- Before going for the steps, please check the buttons below which will be used frequently:-
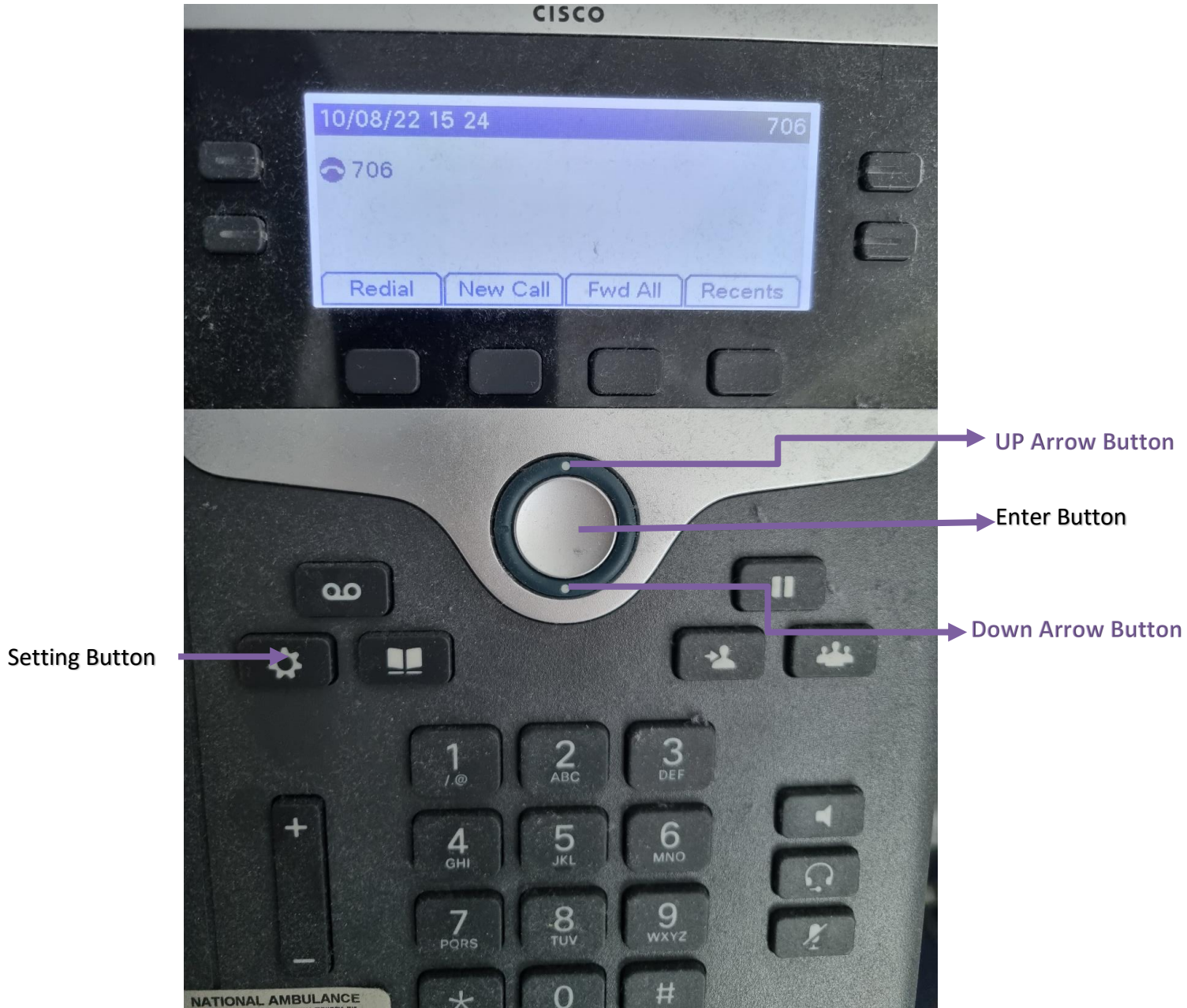
1) **First press the "Setting" button and Go to the Extension Mobility by pressing Down Arrow Button and Press Enter Button**
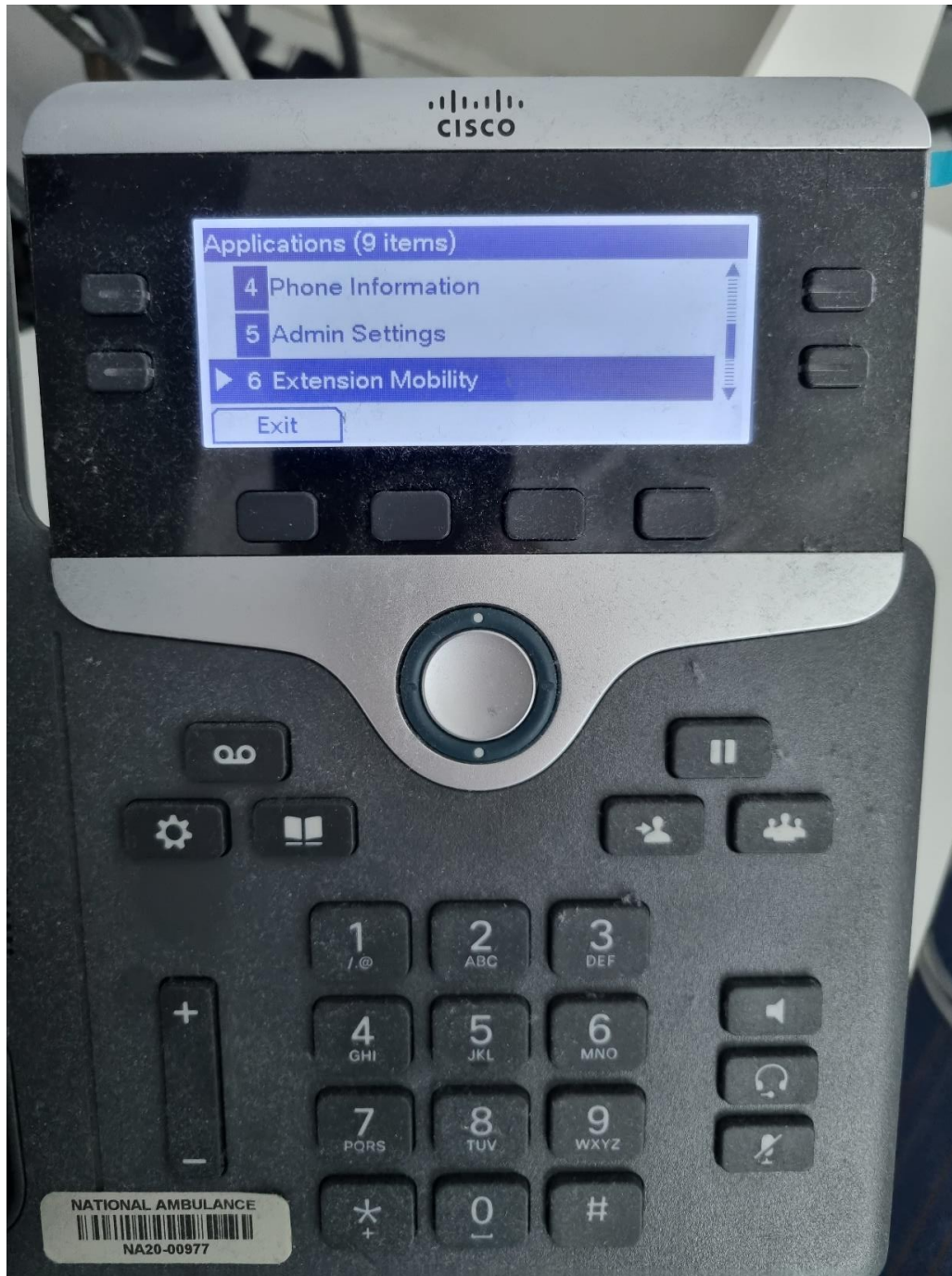
2) **Then press the "Drop down arrow" button till you get the "Extension Mobility" option and then press the "Enter" button as Shown below:-**
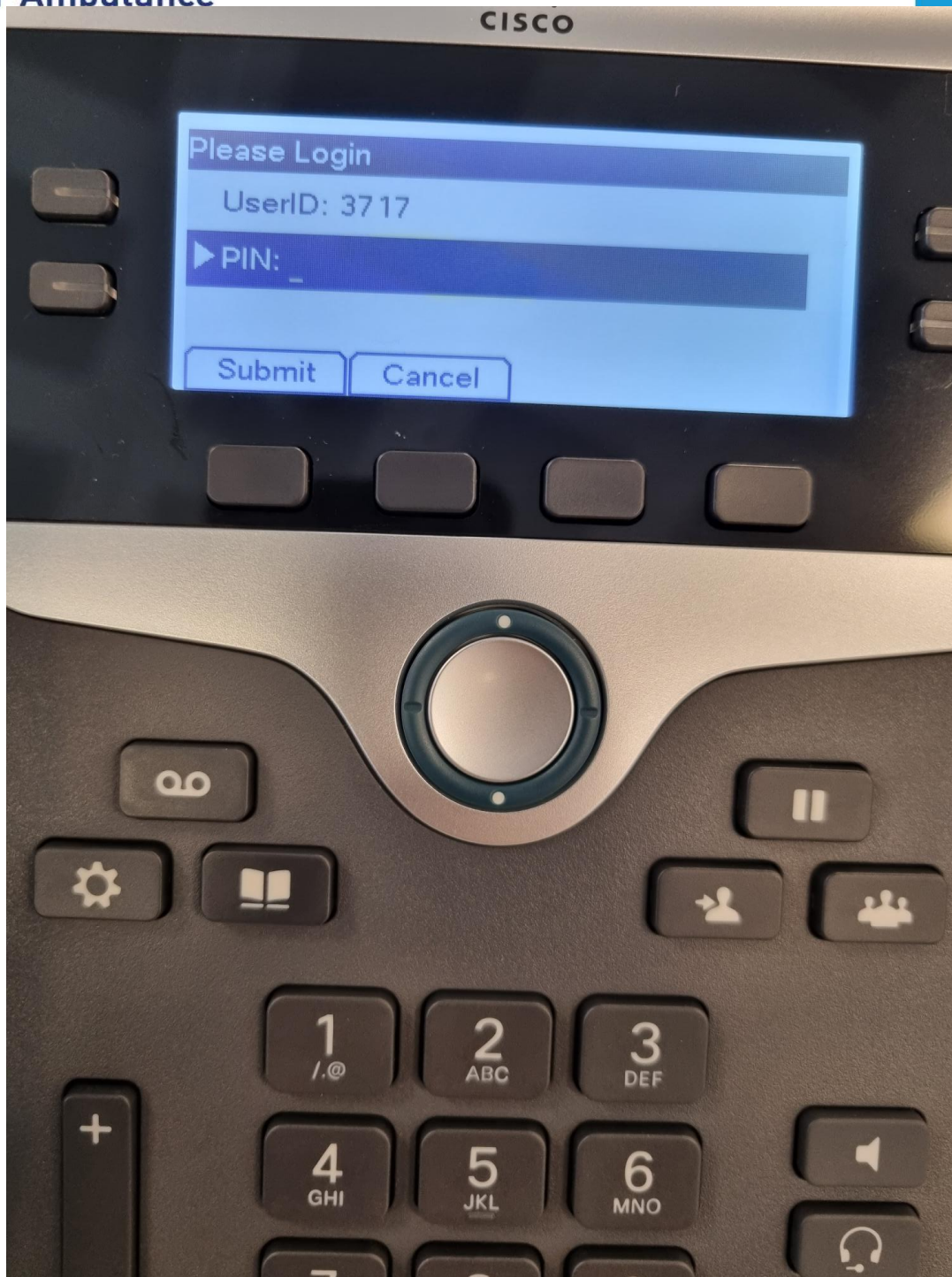
3) Then enter the preferred "User ID" (Agent ID) through the "Number" buttons on the phone (e.g.: 3717 Agent ID)

Note: - **If you want to enter a different "User ID" (Agent ID), then use the "Arrow" button to erase the existing number.**

4) After entering the "User ID" (Agent ID) use the "Drop down arrow" button to bring the cursor to the PIN option, which will allow you to enter the "PIN number" (Password code)
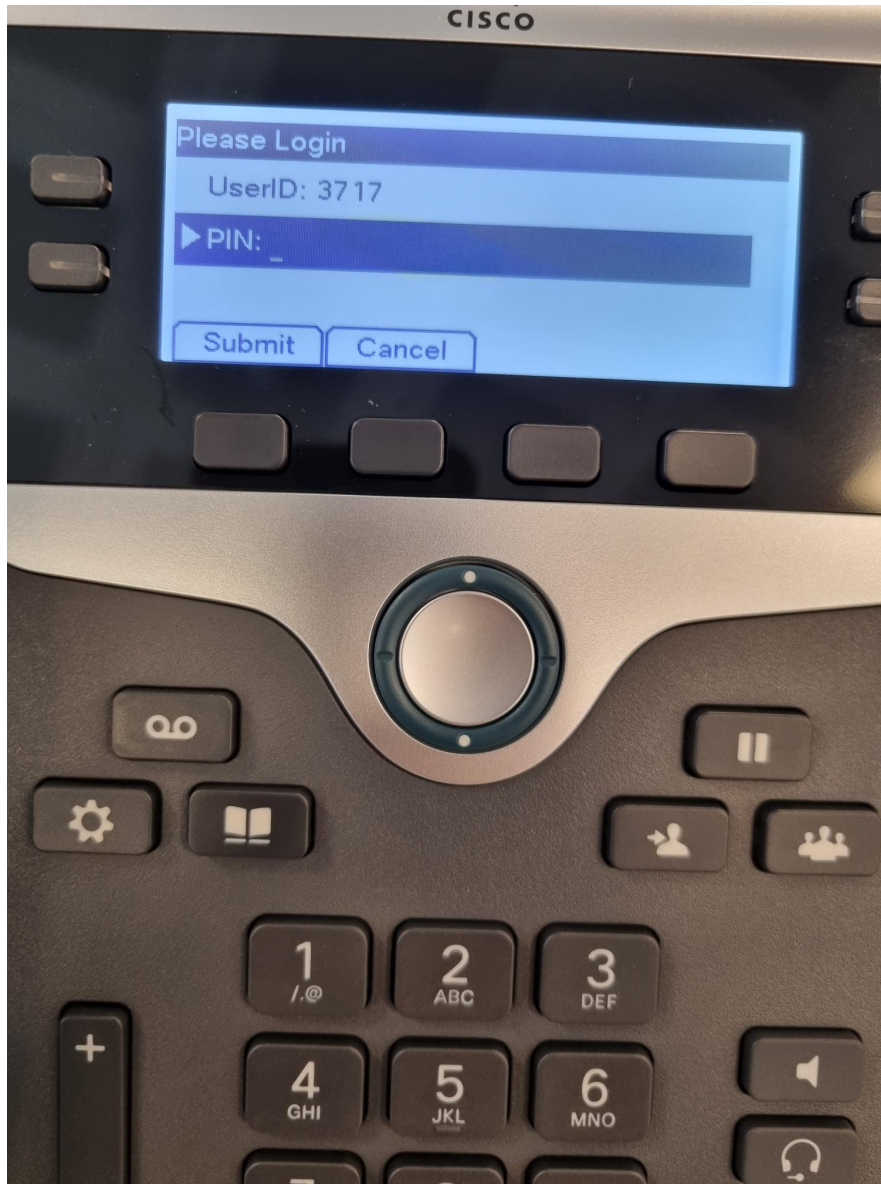
The Passcode is "<u>123456</u>"

5) Then press the "Submit" button and wait for "10 seconds" for setting the system.

6) After Login as agent you should see below screen:
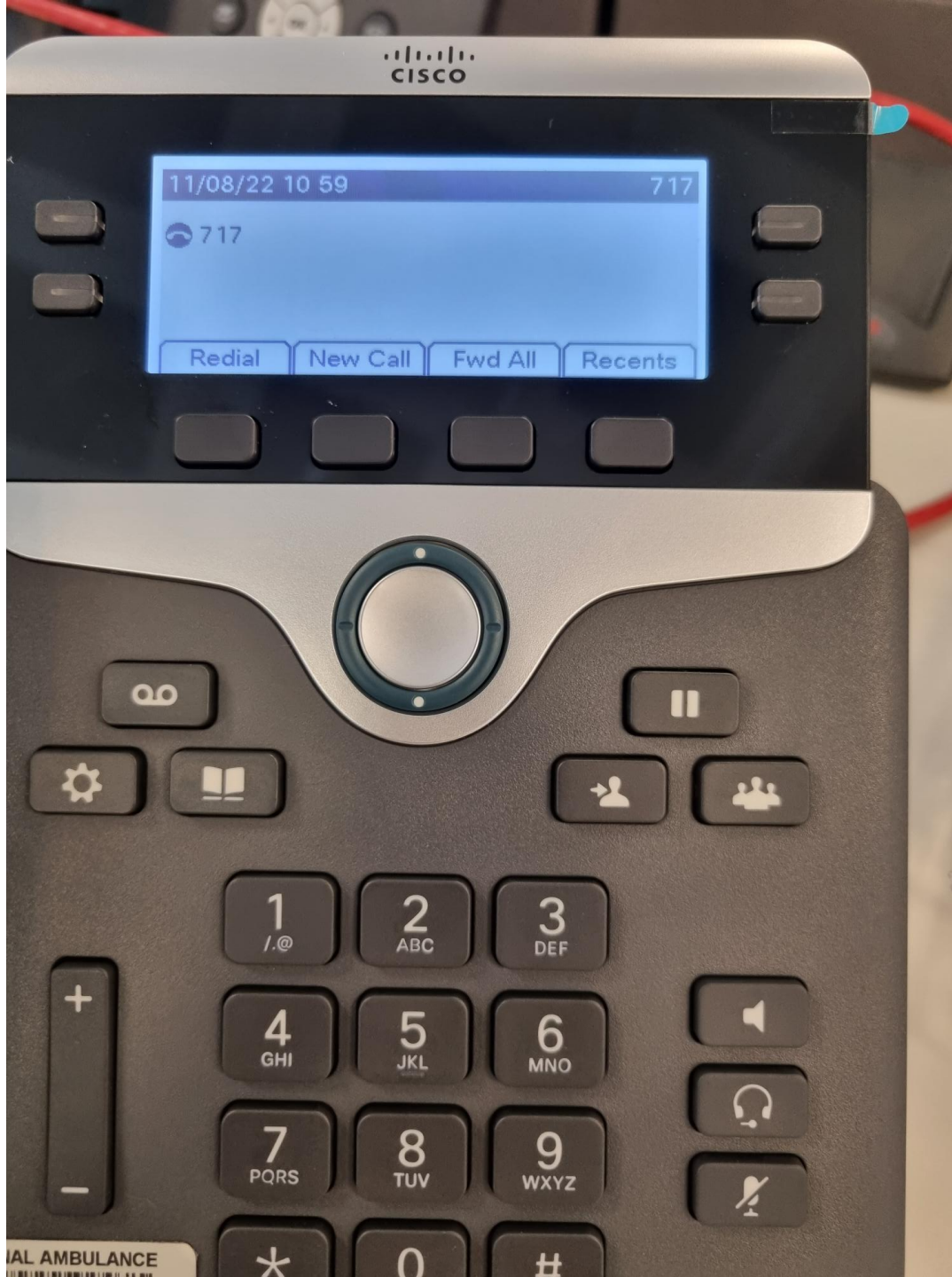
7) **Now you must make agent available for 998 calls, Go to Settings and Press Down Arrow and select IPCC and Press Enter as seen below:**
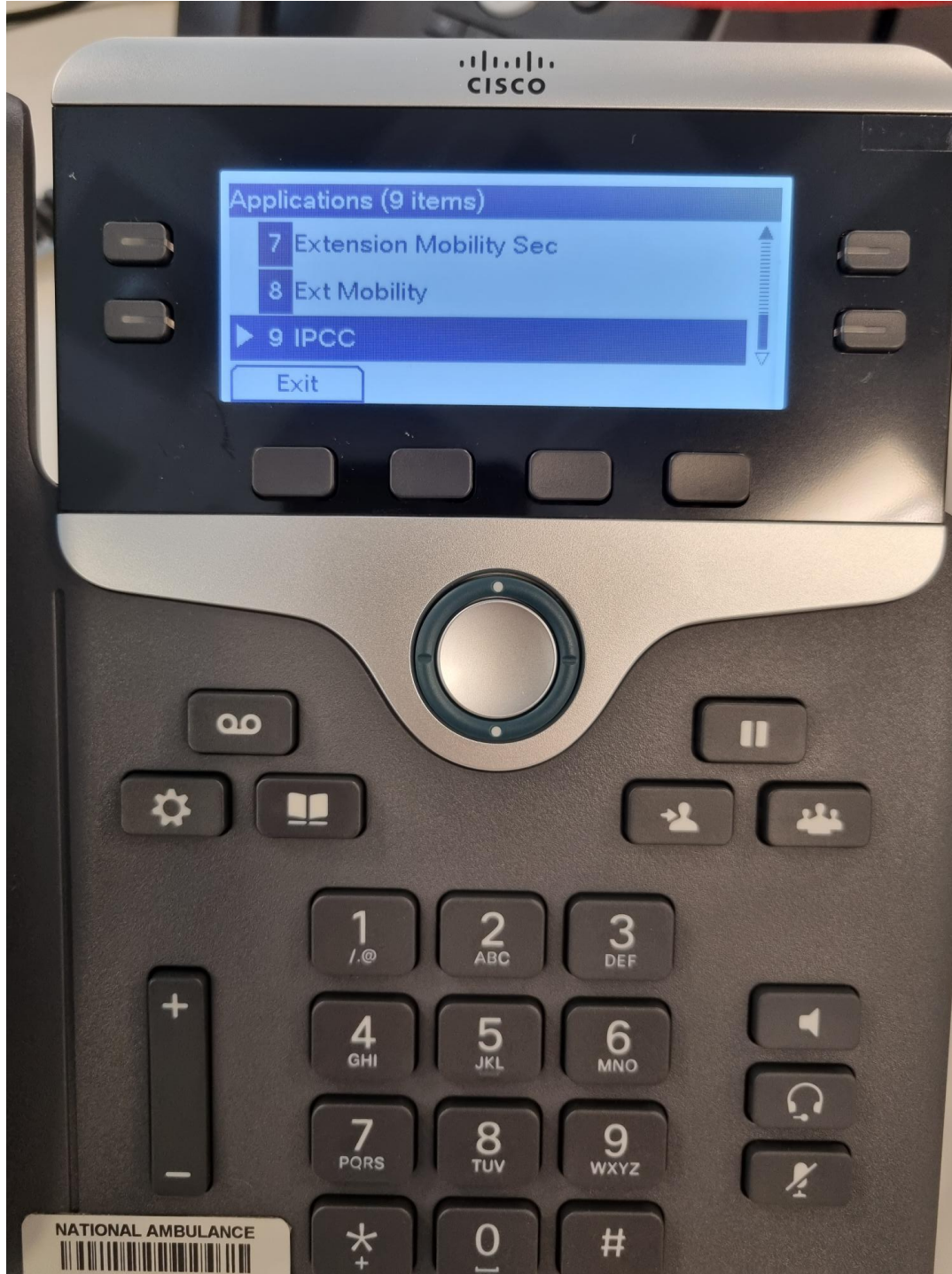
8) Once you Press Enter on IPCC you will see below screen:
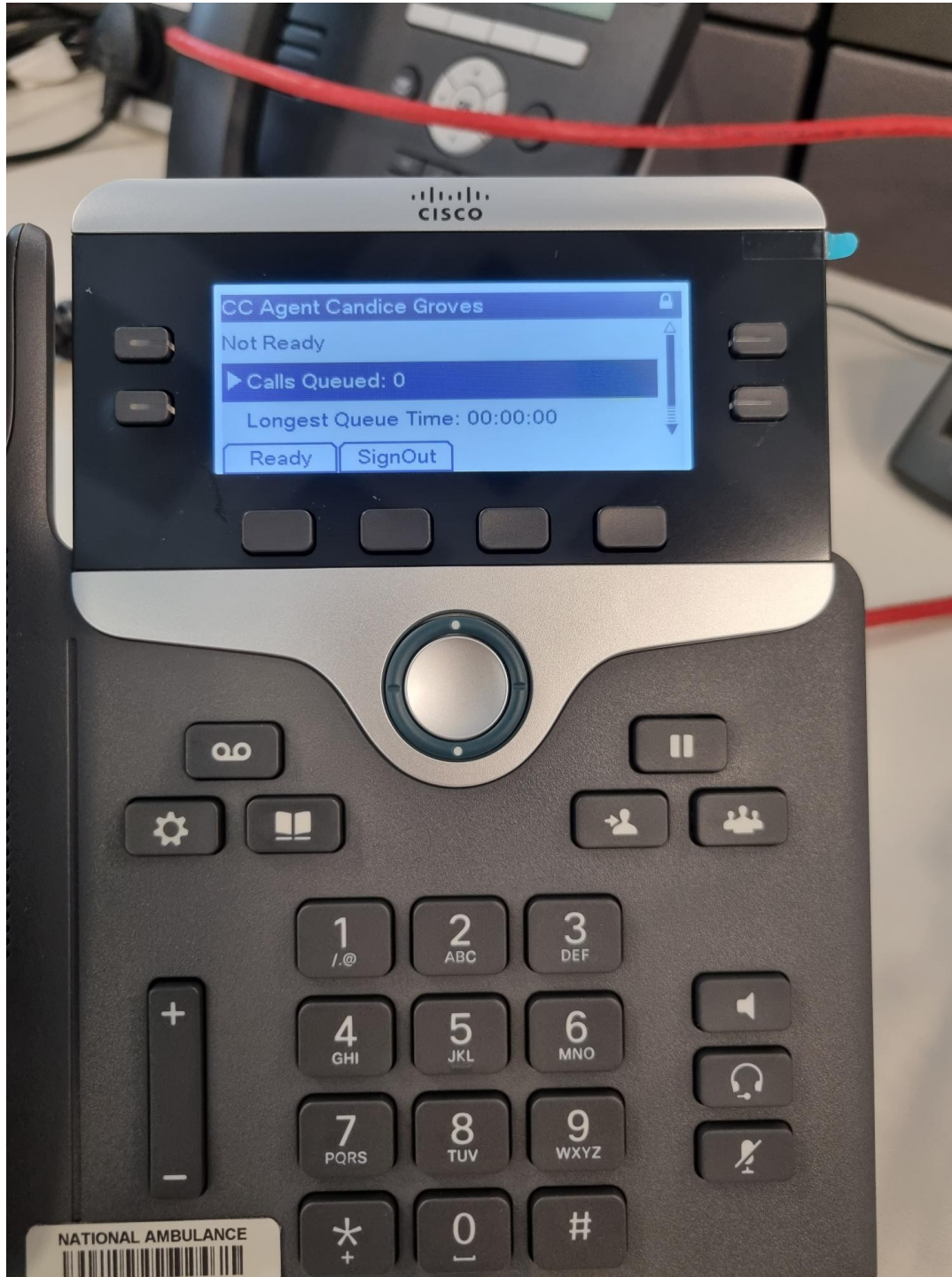
9) **Press Ready from above screen and agent is available to take 998 calls.**

10) **Once agent is Ready you will see below screen and if agent wants in Not Ready, just press Not Ready from below screen.**
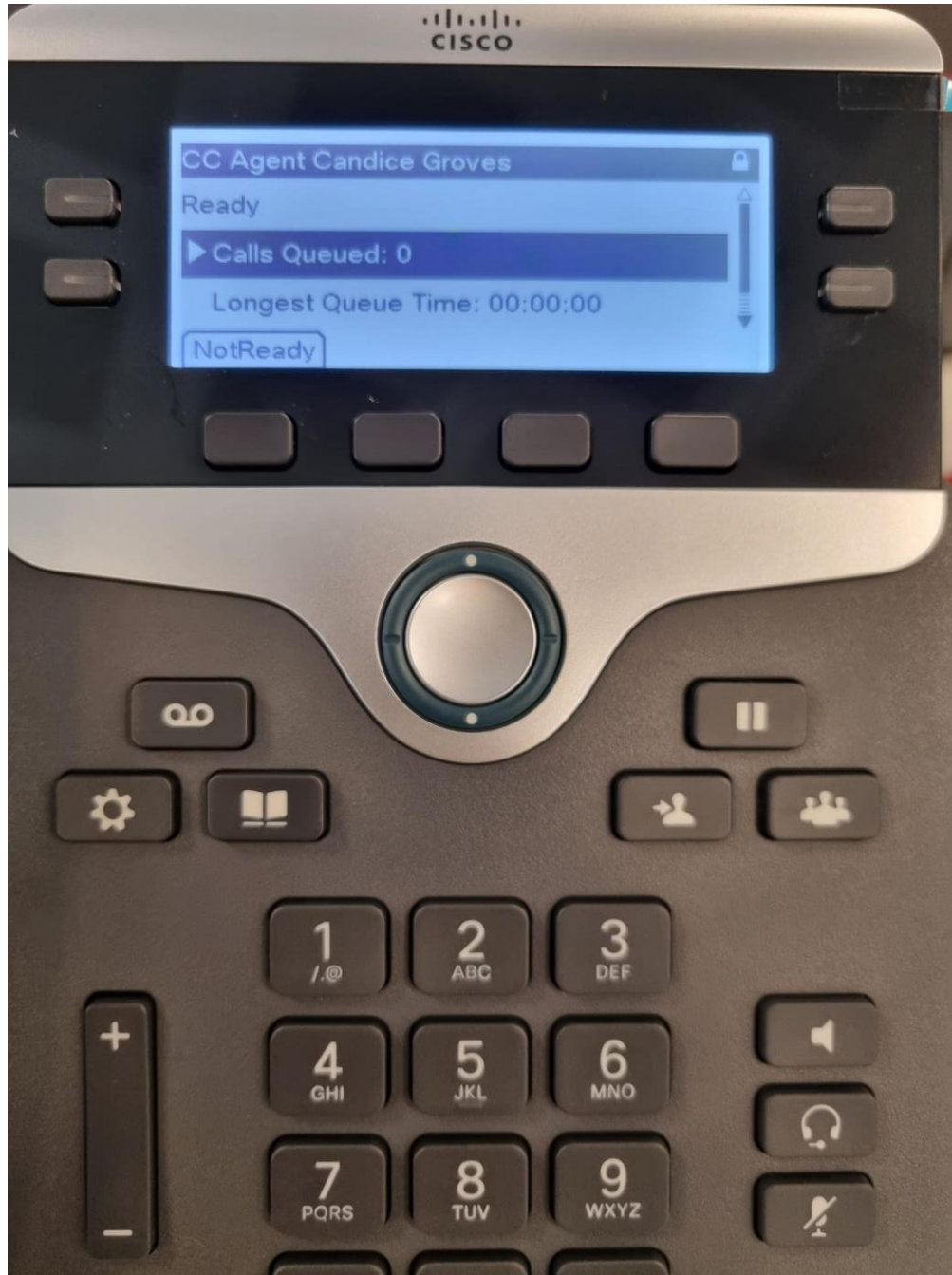
- **<u>Steps how to logout from "Agent login"</u>**

11) To log-out as agent Press Signout from below screen:
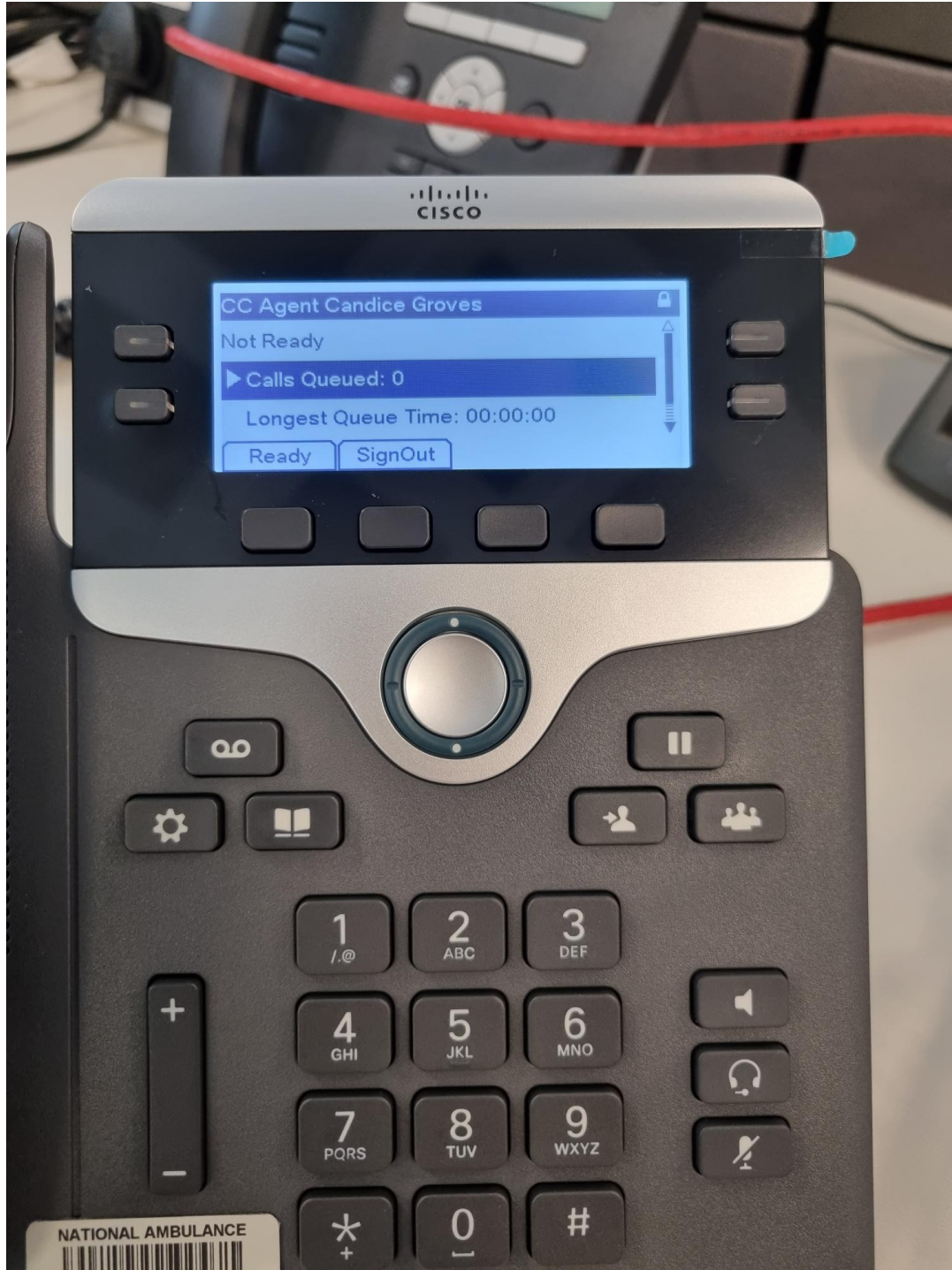
12) Once you log-out as agent you can see below screen and there is no agent is logged IN currently as there is no name of the agent seen on screen:
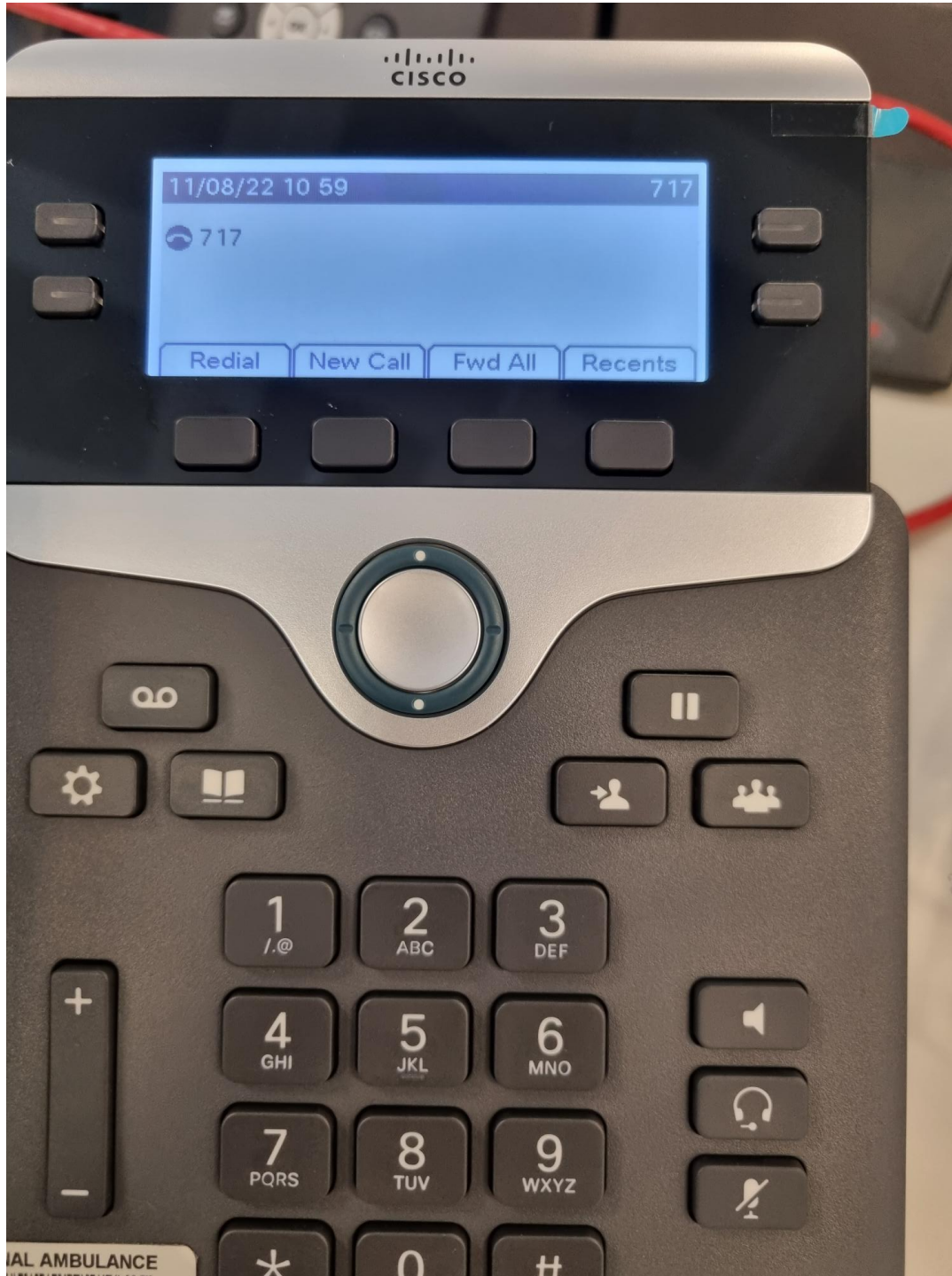
--------xxxxxxxxxxxxxxx-----------**End of Document**----------xxxxxxxxxxxxxxx---------

3.2. PROCEDURE 2-LAPTOP VPN SET UP

3.2.1   The laptop back up system is to be used when there is a complete failure of the local area network within Aldar HQ. The laptops allow user to connect to a different internet provider via a dongle and can be connect to the National Ambulance network via a VPN. This process is to be started at the decision of the Team Leader on duty.

3.2.2   How to set up the laptops.

- Log in using the user name and password labelled on the laptop.
- Check the USB dongle is plugged into the laptop
- Click on the Wifi icon on the right bottom side.
- Turn WIFI off
- Turn celluar on
- Select "Etisalat" from the list of connections.

3.2.3   Connecting to the VPN

- Click on "FortiClient" on the desktop or Task Bar.
- Enter your username and password. (This is your network login information)
- Also enter the one-time password token received in your registered mobile number or NA email.
- Select the "auto connect" option and click "connect".
- You will receive a token number by email and sms to your personal phone .(add pics)
- Add this number to the "FortiClient" screen , this will allow you to login

FortiClient login Page


Fortitoken received by Email & SMS

Avaya one-X Agent

3.2.4   Opening Avaya Soft Phone.

- Before opening Avaya, be sure that your head set is plugged in.
  *Note: if you missed this set,your headset wont work *
- Open "Avaya One-X Agent" application from the shortcut on the desktop.
- Once loaded click "OK".
- Enter your extension number and password
- Enter you "Agent ID".
- Enter the password (should be 123456).
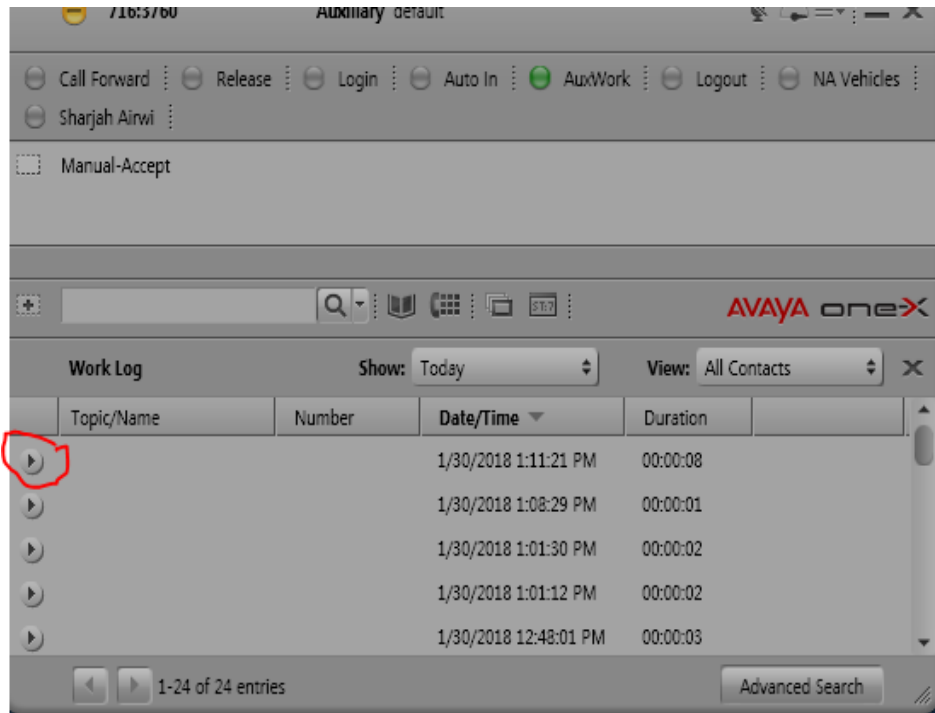- Once logged in you should see this screen.
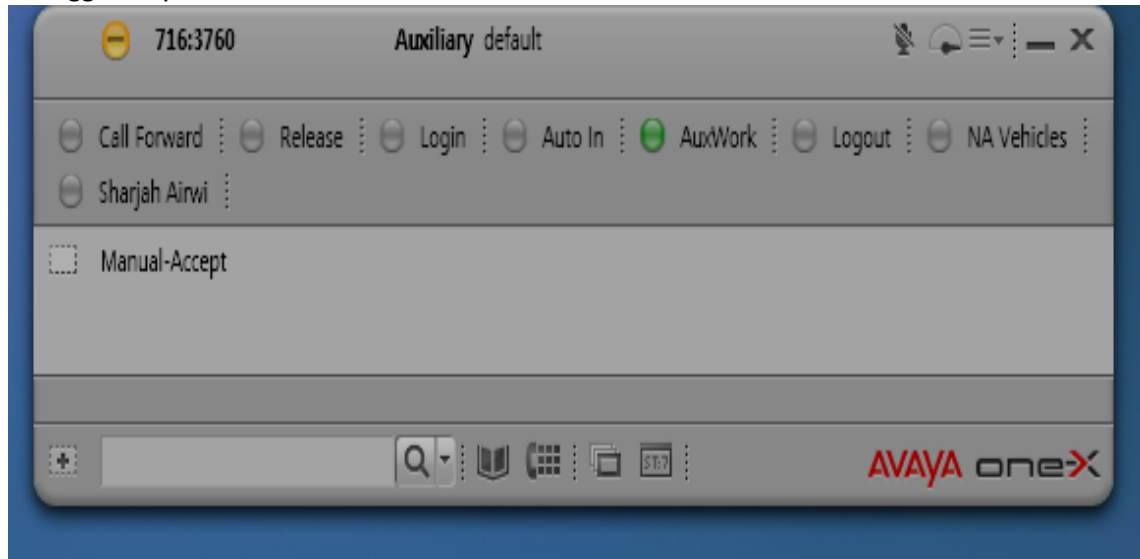
3.2.5   Searching for dropped calls.

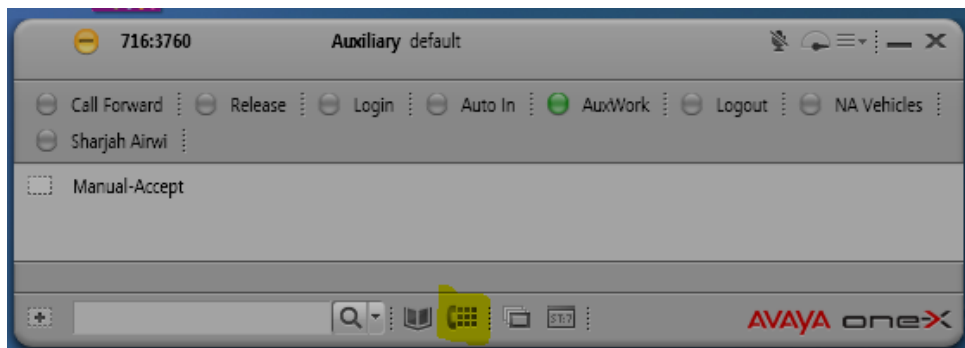- To view the call history click on the icon circled in red as shown.
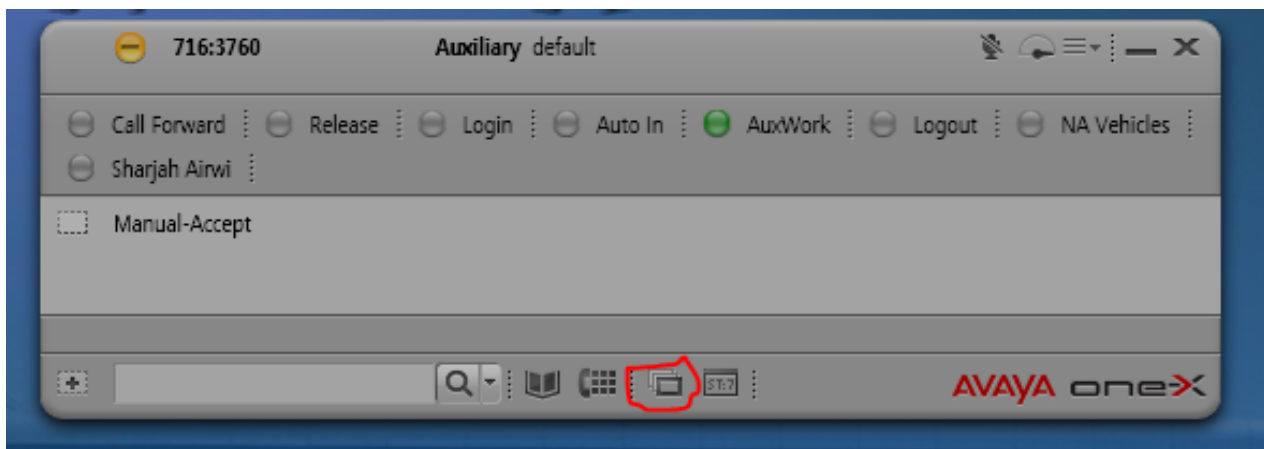
- Click on the chevron icon circled in red as shown to get the phone number of a past call.

3.2.6   Speed Dial

- If you need all the speed-dial numbers you can click on the 'dial pad' icon.

4. RELATED POLICIES AND FORMS

List related policies and procedures to the created/updated policy.

Procedures relevant to this Policy
Appendix 1 Evacuation Checklist
Appendix 2 Evacuation Bag Contents

5. FEEDBACK

Any feedback or suggestions for improvement to this Policy, Processes or Procedures can be submitted to
qhse@nationalambulance.ae

6. DOCUMENT CONFIGURATIONS CONTROL DATE

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing is identified as:

- Operation Director

Change Brief

Version No.	Date	Changes
1	November 2016	New Document
2	August 2017	Updates to policy
3	January 2019	- Major Changes to the Policy - Multiple changes to location with reference to Etihad changed to Aldar - Addition of more procedures and processes used due to certain system failures. - Addition of ACC DR failure and actions HQ will take - New CISCO back up phone process - Addition of VPN set/log in for laptops
4	September 2021	- Changes to locations with regards to Ajman ACC, and inclusion of Kizad as fallback room for HQ staff and Ajman Police Call Centre as fallback room for Ajman staff. - Included IT as a party that needs to be informed of evacuations.

5	August 2022	*- Changes to locations with regards to Ajman ACC, and inclusion of Kizad as fallback room for HQ staff and Ajman Police Call Centre as fallback room for Ajman staff.* *- Included IT to be notified when evacuation .* *-changed CAD to ICCC ,* *-added manual call taking form to be inside the evacuation bag ,* *-updated CISCO Features base on the new CISCO* *- changed all IT pictures and added some new steps due to change in laptop and apps.* *- Added driver responsibilities* *-Added procedure when arriving to Kizad* *-added TL/SL responsibilities due to changes in when arriving to the Kizad* *-VPN set up changed due to new laptops*

Review & Approval:

_____

(Enter final approver title here)

Ambulance Communications Centre - Evacuation Checklist

Date: **Team Leader:**   **Watch:**

Key Timings	Time	Comments					
Reason for evacuation							
Aldar HQ (80060160) or Security (025570527) to confirm if fire or drill.							
Back Up Mobile Phones switch on							
Police Operations Centers informed of back numbers		Sharjah	Ajman	UAQ	RAK	FUJ	
Test calls from Police Operations centers received		Sharjah	Ajman	UAQ	RAK	FUJ	
Dispatchers switch to portable radios							
3 x extra Portable Radios collected with 5 x spare batteries							
Evacuation bag ready							
Print screen shot of Unit status screen							
Maps distributed (in SL Evac bag)							
CBD Books distributed							
All EMDs have blue clip boards with 20 x Manual CT forms							
Switch to Manual							
Notify field crews that ACC in in process of evacuation							
Evacuate with following items: - 5 x portable radios - 6 x mobile phones - 1 x TL Evac bag - 5 x laptops - 6 X CBD BOOKS - 5 X Map books - Personal mobile phones							
Evacuation started - Time							
Notify Duty Managers and IT *(by phone) – they will escalate from there*							
Time moving to Fallback centre – if required							
Initiate start up procedure for offsite ACC. *(see procedure)*							

Ambulance Communications Centre - Evacuation Bag and Attachments

Beside the ACC Team Leaders (TL) desk is black evacuation backpack and other important items to allow for continued Call Taking and Dispatch functionality during a building evacuation. In the event of an evacuation these items should be taken with staff out of the building

Evacuation Bag and Attachments

Item	Quantity
Evacuation Backpack (contents below)	
Mobile Phone Chargers	1
Portable Radio Chargers	4
Map Books	5
Blue/Black Pens	2 boxes
Manual CT Forms	100
ACC – Key Document Folder (Refer to document checklist)	1
Other Items	
Portable lamps	2
Laptop Computers	5
Torches	2