

Te Toka Tumai Auckland

# EMERGENCY PROCEDURES

## EMERGENCY RESPONSE FLIPCHART

Your location:

### Emergency Numbers:

**777** from a landline & work mobile

**09 638 0300** from a personal mobile

### NOTIFY:

- Type of emergency
- Site/ Location
- Your name

# Defibrillator locations

## Auckland City Hospital



Defibrillator

- Emergency Department
- Pharmacy (Level 5)
- Main Entrance
- Entrance to Starship & Akl Hospital (Level 1)
- Drop-off Entrance (Level 4)
- Starship Entrance
- Public Parking
- Staff Parking
- Bike Storage
- Scooter Bay
- Bus Stops
- Taxi Stand
- Cafeteria - Shops (Level 5)



# Visitor Site Map

## Greenlane Clinical Centre

**A** Main Entrance

**B** Side Clinic Entrance

**C** Side Clinic Entrance

**P** Public Parking

**P** Disability Parking

**+** Pharmacy

Bus Stops

Taxi Stand

Staff Shuttle

Staff Parking

Bike Storage

Cafeteria

- 4 Greenlane Clinical Centre
- 6 Costley Block
- 7 Clinical
- 8 Eye Clinic
- 11 Contact Centre
- 13 Staff Residence/ Admin
- 14 Admin/ Community Dialysis Unit
- 15 Cornwall Complex
- 16 Cornwall Complex
- 17 Cornwall Complex
- 19 Staff Hall
- 29 Crèche
- 30 Home Dialysis Unit





# For any incident reported or observed

- Consider personal safety and the safety of others
- Call for help and alert those nearby
- Attend to the injured

## Call:



**777** from a landline or work mobile, or  
**09 638 0300** from a personal mobile

\*Only In the event of an outage to the 777  
call 021 683 663



## State:

- **Type of emergency**
- **Site and location**
- **Your name**
- **Assistance required**

- Gather information and isolate the area if needed
- Instruct witnesses to remain
- Do not touch or move anything that could be evidence
- Wait for further instructions from the Site CNM
- Stay on duty until the 'All Clear' is announced



## Initial Action



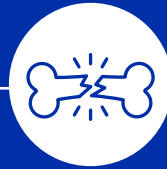
## Bleeding

Stop bleeding by applying direct pressure with a dressing and elevate the limb



## Burns

Cool by gently applying any cold fluid for no more than 20 minutes



## Breaks

Gently support the fracture to prevent movement



## Unconscious

# The Recovery Position



- **Start DRSABCD**
- **Alert other staff, call out “I need help”**
- **Use the emergency bell if available**
- **Continue Basic Life Support until help arrives**
- **Reassure the patient and their whānau**



**Call the emergency number**  
**777 or 09 638 0300**

**State: Code Blue Medical Emergency**

**H**ospital Site

**E**mergency Type

**L**ocation – Building, Level, Area

**P**atient – Adult or Child

**Nearest AED location:**

## Basic Life Support

**D**

**Dangers?**

**R**

**Responsive?**

**S**

**Send for help**

**A**

**Open Airway**

**B**

**Normal Breathing?**

**C**

**Start CPR**

30 compressions : 2 breaths

**D**

**Attach Defibrillator (AED)**

as soon as available, follow prompts

**Continue CPR until responsiveness or normal breathing return**



January 2016



# Collapse / Medical Emergency

## If you discover fire or smoke, use R.A.C.E

**R**

**Remove**

people from immediate danger only if it is safe to do so

**A**

**Alert**

others, shout "Fire!"

**Activate**

the nearest Manual Call Point



**Call the emergency number**  
**777 or 09 638 0300**



### **State: Fire or Smoke**

- Site and location
- Building, floor and service you are at
- What is burning
- Your name and contact number

**C**

**Contain**

by closing doors and windows only if it's safe to do so

**E**

**Evacuate**

in accordance with the fire warden's instructions

**Extinguish**

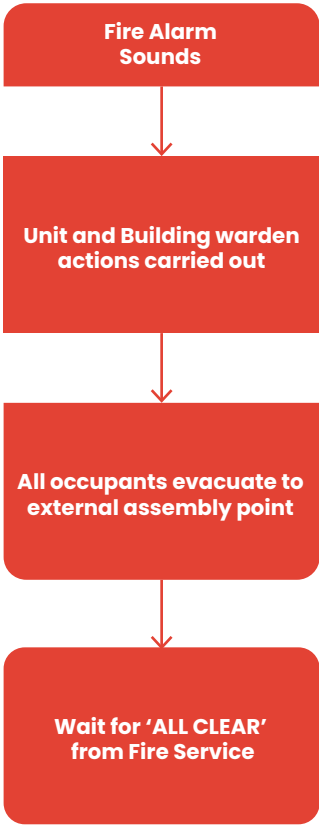
the fire only if you are trained to do so



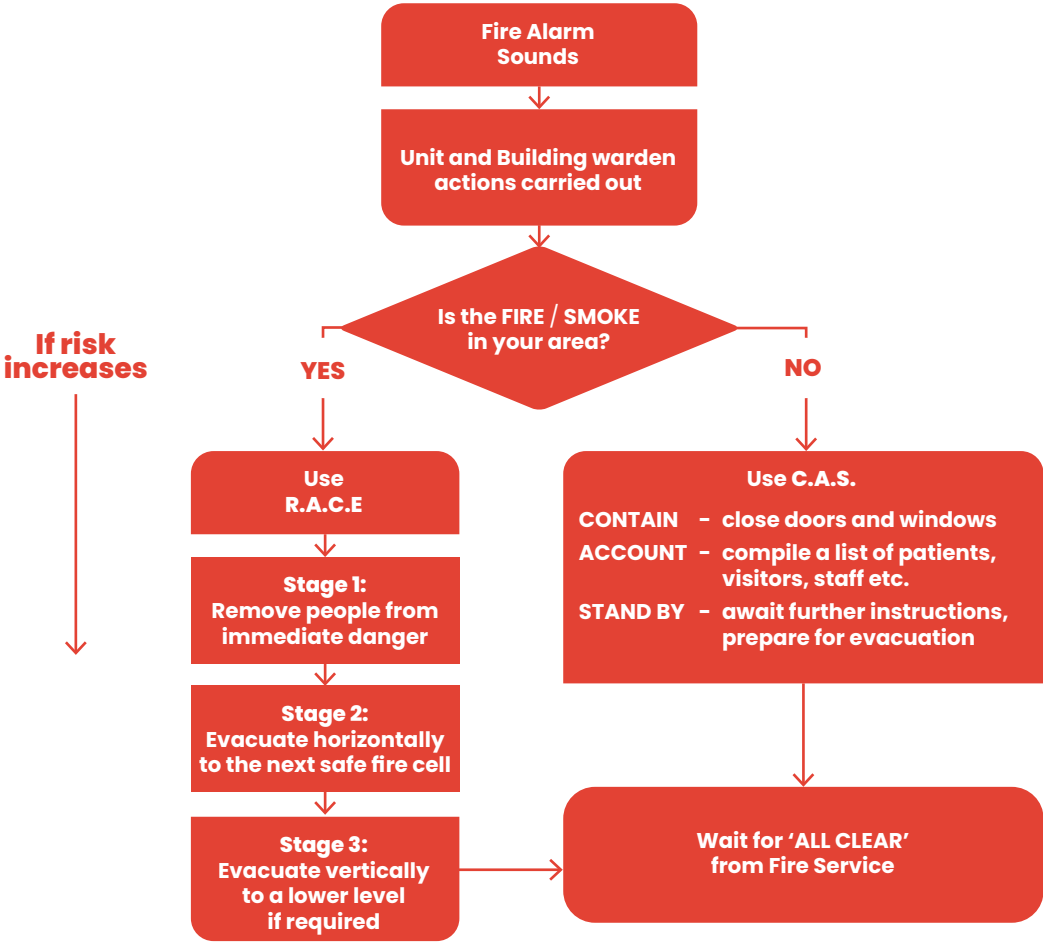
- **Do not take any unnecessary risks**
- **Do not enter smoke-filled areas**
- **Follow the instructions from the fire warden**



# Total Evacuation Buildings



# Staged Evacuation Buildings



## Loss of Essential Services

refers to any internal or external failure or disruption that impacts the delivery of services.

### **This may include:**

- Utility failures (power, water, medical gas)
- Major Leak /Flooding
- IT failure (Clinical & Operational applications outage)

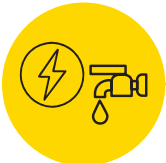
**If any disruptions occur, call 777 or 09 638 0300 and request assistance.**

**Follow your Unit Business Continuity Plan.**

## Lift failure

If you can see the lift has stopped working or is stuck with people trapped inside:

- Call 777 or 09 638 0300 and request assistance.
- Remain calm – if the person/s are inside the elevator, they may be anxious. Advise the occupants that you have summoned assistance and help is on its way.
- If possible, remain at the site until help is available.



**Power/ water**



**Leak/ flooding**



**Medical gases**



**Communications**

**Are people at risk?**

**YES**

**NO**

**Call 777 or 09 638 0300 and report:**

- Incident type
- Location
- Assistance required

**Staff escorting patients:**

- Proceed to destination if safe to do so
- Otherwise go to a safer location or return to your own service

**Call 777 or 09 638 0300 and report:**

- Incident type
  - Site/ Location
- Or log a Facilities Management Request if it's non-urgent**

**Summon assistance from adjacent units**

**Refer to your Unit Specific Business Continuity Plan**

**Await further instructions**



**Loss of Essential Services**

## Threat to personal safety prompt

**What did the person want?**

---

**Was the person known to you?**

---

**Did they use a name?**

---

**Where did they come from?**

---

**Where were they going?**

---

**Were they alone?**

---

**Were they armed?**

---

**Search “Threat to personal safety Information Sheet” on Hippo or scan the QR code to download a copy**



**Remove yourself from immediate danger**



**If you can not leave, keep calm and do as you are told  
Remove others from danger if it is safe to do so**



**Attract the attention of others, call 777 or 09 638 0300 and state:  
**Code Orange****



**Attempt to defuse escalating tension**

- Acknowledge the person's feelings and requests
- Speak quietly, slowly and calmly, move carefully and explain your actions as you move
- Have your back facing a safe exit
- Avoid provocation by careful use of words or body language



**Wait for help to arrive**



**Document description and observations immediately,  
use the checklist next page if needed**



**Threat to personal safety**

**While the most common cause of the need to evacuation will be Fire/Smoke incidents, other emergency incidents might also trigger an evacuation. Patients should be evacuated only when absolutely necessary.**

- **Shelter-in-Place principle** – in most incidents, the safest place is to remain inside the building.
- Prepare for possible movement, e.g. consider triage of patients, clinical records and medications.
- Follow the instructions from Wardens and Emergency Services, where applicable.
- All staff are to take responsibility for their clients' and visitors' safe passage to exit points and then to designated assembly points, as directed by the Warden.
- Wardens are responsible for collecting the appropriate work area staff identification records and checking local arrangements to enable cross-checking at the evacuation assembly point.
- Evacuation Priorities: **FASTEST FIRST, SLOWEST LAST (ambulant to least ambulant)**.
- If evacuating because of fire/chemicals, close all doors and windows, if safe to do so.
- If evacuating because of a bomb threat/suspicious item, open all doors and windows, and an alternative assembly point is to be used as advised by the Building Warden/Incident Controller.
- If safe to do so, ensure all areas are checked before the final staff member leaves.

# Stage 1

**Remove everyone from immediate danger**

**Dial 777 or 09 638 0300  
Describe situation**

**If risk increases**

# Stage 2

**Remove everyone to a safe area**

- If the emergency requires further movement, move everyone to the next place of safety on the same floor
- Only move to another floor on instructions from the Warden/emergency services

**Dial 777 or 09 638 0300  
Describe situation**

**If risk increases**

# Stage 3

**Total Building Evacuation**

- Total evacuation should be initiated only as a last resort
- Everyone should leave the building
- Building Wardens/emergency services will direct occupants to a place of safety

**Dial 777 or 09 638 0300  
Describe situation**



## Hospital Evacuation



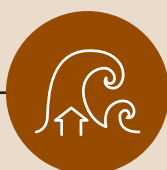
- Emergencies can happen anytime, anywhere, prepare and update your personal plan to keep you and your whānau safe.
- Know where to find your Unit Specific Business Continuity Plan and emergency resources
- Visit Auckland Emergency Management [www.aucklandemergencymanagement.govt.nz](http://www.aucklandemergencymanagement.govt.nz) for more information

### **Alert received for Natural Hazard, consider...**

- Close exterior and interior doors and windows
- Pull curtains and blinds over windows
- Move patients and equipment away from exposed rooms and windows
- Check that essential equipments is plugged in and charged.



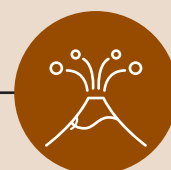
**Earthquake**



**Tsunami**



**Severe Weather**



**Volcanic Activity**



## During

### Earthquake



- Get under and hold onto a solid piece of furniture or crouch against an inside wall
- Keep away from windows and outside walls
- Do not run outside or you risk getting hit by falling bricks and glass
- Do not use elevators
- Do not run outside

### Tsunami & Severe Weather

- Shelter away from windows
- Check immediate environment for hazards

### Volcanic Activity

- Follow official evacuation orders and move to a safer area if directed.
- Remove anyone in immediate danger to a place of safety
- Protect yourself and others from inhaling volcanic dust and gaseous fallout
- People with respiratory problems may need medical attention

## After

- Be prepared for aftershocks following an earthquake.
- Turn off water, electricity and gas if advised to
- Injuries and requirements for first aid
- Report any concerns and damage
- Need to disconnect unnecessary equipment
- Need to conserve drinking water
- Stay alert for extended event

**If a serious situation exists, call 777 to report**



# Bomb, Chemical Threat and suspicious object

## Bomb Threats

**Always treat the threat as genuine and serious**

- **Keep the person talking and don't interrupt them**
- **Use their language**
- **Record the phone call if you can**
- **Ask the questions on the checklist (QR Code) and record them**
- **Attract the attention of a second person to call 777 or 09 638 0300 and state "Code Purple"**

- **Wait for instructions from the CNM and provide the bomb threat checklist**

## Suspicious object

**Suspicious item found  
(E.g. parcel, package  
or bag)**

**Letter or package  
opened containing an  
unknown substance**

**Clear and isolate the immediate area**

**Do not use radios or cell phones  
within 50 meters of the object**

**Call 777 or 09 638 0300,  
and state "Code Purple"**

**Wait at a safe distance for further advice**

**Search "Bomb, Chemical Threat and Suspicious Object Checklist" on Hippo or scan the QR code to download a copy**



# Run – Hide – Self Defend

- There is no standard response to an armed incident, but there are options available.
- Make decisions in the moment that will protect your life and that of others.
- If your swipe card stops working, the area may be in lockdown. Move to a safe place immediately.



## Tell

**Dial 777 or 09 638 0300 from a safe location, state “Code Purple”, give:**

- Exact location
- Details of the events
- Stay on the phone if you can



## Run

- This should be your first option if it's safe to do so
- Leave belongings behind, take others with you if possible
- Move away from the scene as quickly as possible and seek cover behind solid objects



## Hide

- If unable to escape the general vicinity, then hide.
- Hide behind access-controlled doors or a room that can be locked or barricaded.
- Keep people out of sight and move away from the doors and windows.
- Keep quiet and silence mobile phones and other devices.
- Stay put until told otherwise by someone in authority or you need to move for safety reasons



## Self-defend

- If you are faced with a life-or-death situation, be prepared to act
- Avoid provoking the offender
- If with others, act as a group
- Be ready to self-defend yourself

Search **“Armed offender description form”** on Hippo  
or scan the QR code to download a copy



# Toxic chemicals, fuels, biological, and radiological hazard

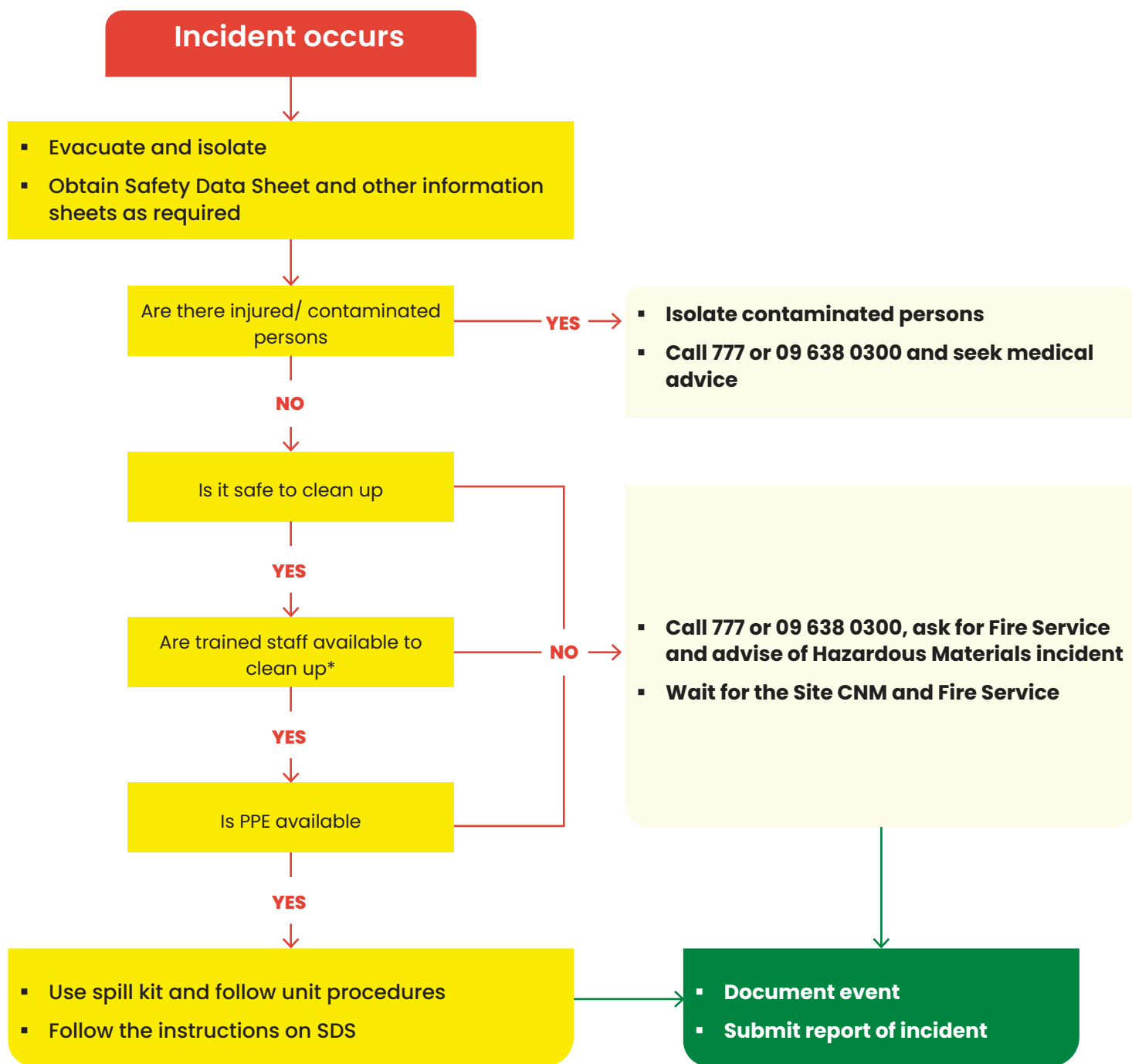
If you see, smell or suspect the release of hazardous gas vapour material that cannot be contained according to your known Health and Safety Guidelines, follow the flowchart on the next page.

(You can also attach the hazardous inventory list here)

## Location of hazardous substance in this area

## Location of Safety Data Sheet (SDS)

## Location of Spill Kit



**\*Only specially trained staff should clean up chemical spills using the Emergency Spill Kit**

For more information, visit the National Hazardous Substances Library



## Missing patient identified



**Confirm** that the patient has not been discharged.

**Search** the immediate area.

**Alert** other staff before initiating a wider search.

**Attempt** to contact the patient, next of kin (N.O.K.), or emergency contact.

**Notify** the CNM, or the Duty Nurse Manager if after hours.

### Start to make notes to provide security in the event the patient is not located, consider:

- age
- gender
- height/ build
- clothing
- ethnicity
- unique features (e.g. glasses, walking aid, etc.)
- Duration of the patient's absence

#### For our Mokopuna

If you suspect abduction then  
777 or 09 638 0300 and state  
"Code Purple"

# Medical team to access patient risk

## Patient of **some** concern

### No immediate risk:

- to themselves\*
- to others\*\* or to property.

### General risk if they:

- Do not take prescribed medications
- Are exposed to circumstances which may trigger inappropriate anti-social behaviour
- Consume alcohol or drugs

Discuss with CNM

Refer to **"Absent Without Leave (AWOL) Guideline: Mokopuna and Adults Missing from Our Care"** for further actions.

- Discuss with the medical team to ensure paperwork is completed
- Update DATIX incident report
- Update patient notes, record all actions and information.

## Patient of **great** concern

### ▪ A serious or imminent risk:

- to themselves\*
- to others\*\*
- or to property.

**All mokopuna/ young people or newborn patients under our care at Te Toka Tumai Auckland (i.e., Starship, ACH, and GCC)**

**Any inpatient receiving treatment without consent**

- under the Consumer Code of Rights or under Mental Health Act receiving compulsory treatment order under other legislation.
- OR have impaired judgement (e.g., head injury)

Call 777 or 09 638 0300 Code AWOL  
CNM notified

**Scan to access the AWOL guideline**



## Missing Patient

## Emergency Resources Location

[illegible]



# Major Incident Event

## Major Incident is defined as:

An event that results in major disruption and overwhelms the organisation and its ability to continue normal activities and functions.

## Priorities:

- Safety of workers, patients and visitors
- Continuity of care
- Respond to infrastructure risks
- Ongoing assessment

### All Personnel

- Familiarise yourself with the unit Business Continuity Plan, local Major Incident Plan on Staff Intranet.
- Wear identification card at all times as access is likely to be restricted.

### Supervisors/ Managers

- CNM initiates Major Incident and advises departments.
- Departments to follow the local Business Continuity Plan, and consider staff recall if required.
- If appropriate, the Incident Management Team will be activated. The Emergency Operations Centre is located at A+ Trust Room, Clinical Education Centre, Level 5, Building 32, Grafton.
- Major Incident Personnel report to the designated location.
- Coordinate resources and support critical hospital functions.
- Security Staff to control unauthorised access and remain vigilant.
- Access to the hospital may be restricted.

### Staff call back system

- Staff on duty may be asked to extend their hours, extra staff might be contacted.
- Do not change staff on duty in the next 24 hours as the roster must be maintained for the duration of the incident and beyond.
- Please report to your rostered shift only unless contacted.

### Rapid discharge

- Person in charge will identify potential patients for rapid discharge.
- Consider dispensing medication for the patient.
- Consider issuing the patient a discharge summary.
- The Incident Controller will advise on discharge/pick up locations.
- Prepare for rapid discharge, identify potential patient transfers.

### Media query

- Direct all queries to the communications team.
- Please do not communicate with the media, as this may be inadvertent miscommunication that can lead to distress for patients, whānau and staff.
- Please do not share or take information from social media sources.

