



Waikato Hospital and Henry Rongomau Bennett Centre

EMERGENCY PROCEDURES

99777

MASS CASUALTY PLAN

This mass casualty plan will be implemented when an incident involving many casualties occurs.

- **EMERGENCY DEPT-** Implement ED mass casualty plan
- **DUTY MANAGER** Initiate hospital mass casualty response plan
- **VOICE COMMUNICATIONS** Initiate mass casualty Call Tree as instructed by Duty Manager
- **INPATIENT WARDS /DEPARTMENTS -** Staff remain on duty, await instructions
If you need to leave to be with family/whanau please inform the person in charge of your area. They will inform the Duty Managers/Operations Manager

● **EMERGENCY
OPERATIONS
CENTRE**

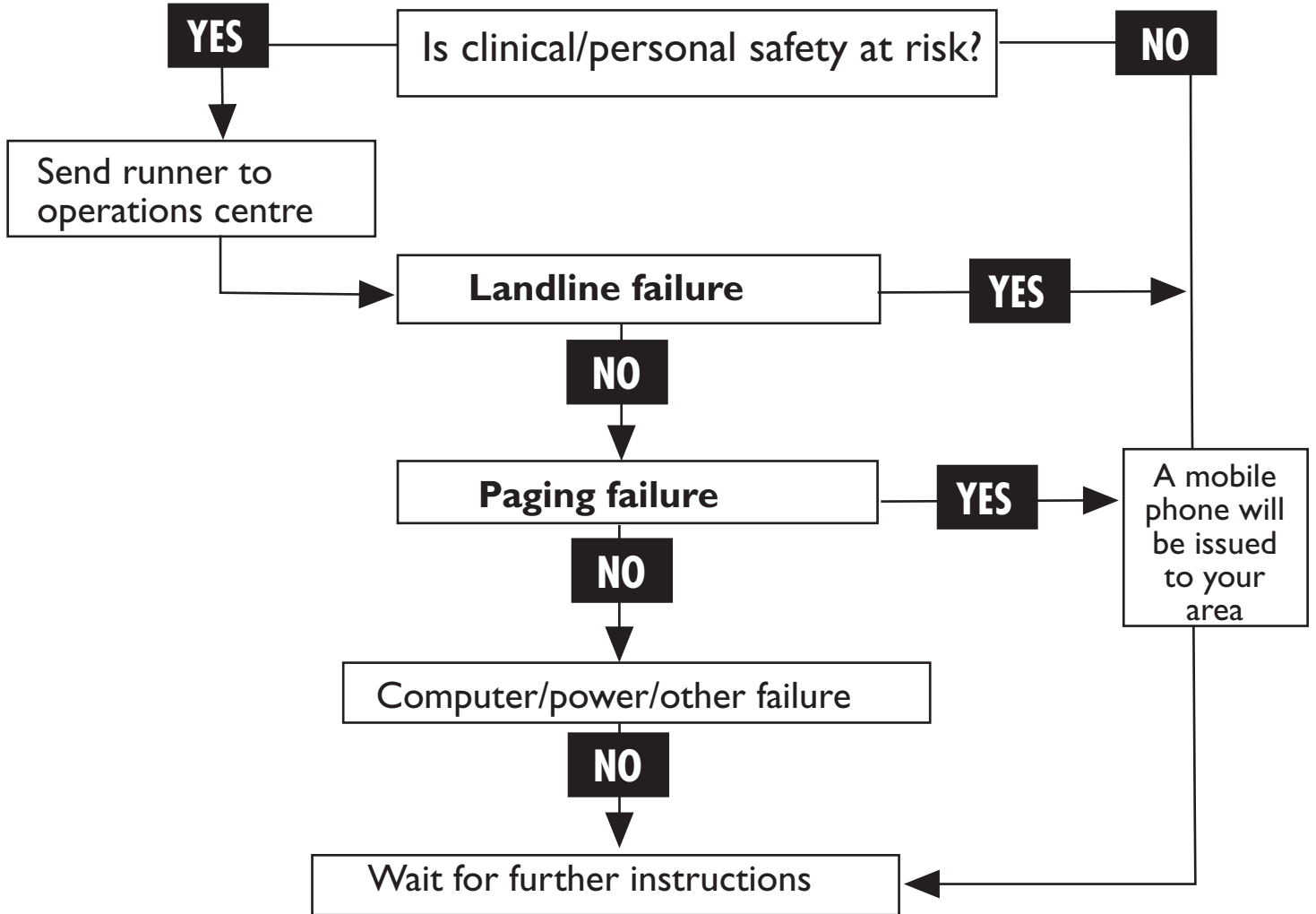
The Emergency Operations Centre and response CIMS structure will be established by the Duty Manager / Nurse Manager

The incident management team will provide further instructions

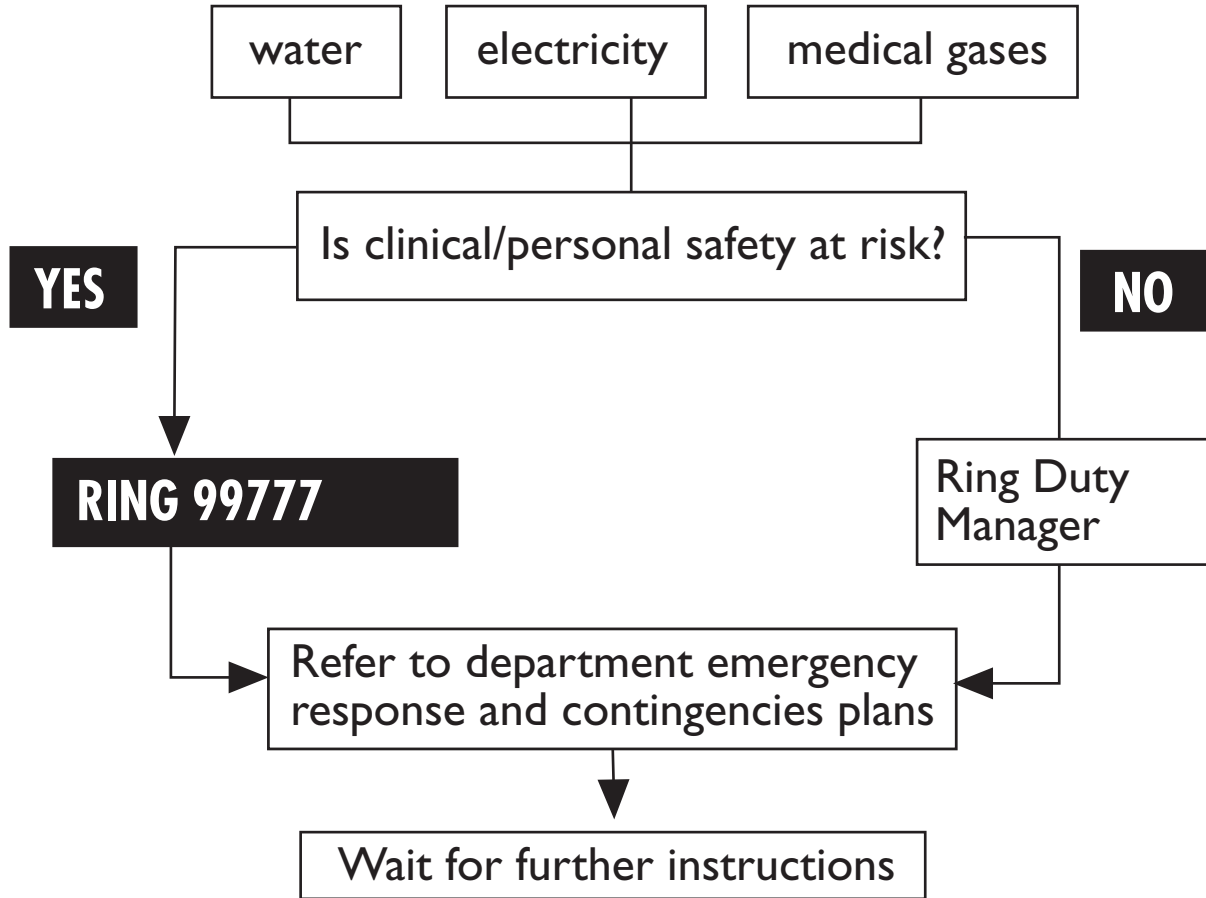
The stand down/all clear instruction will be communicated to you via the incident management team

ALL STAFF
**This incident response will continue until the
Incident Controller issues the
'ALL CLEAR / STAND DOWN'**

COMMUNICATIONS FAILURE



UTILITY FAILURE



CARDIAC ARREST

Check safety

Check responsiveness

Get Help - ring three bells or
- call 99777

**ask for cardiac arrest team,
stating where you are**

Lie patient on firm flat surface

AIRWAY

Open airway (head tilt and chin lift)



**BREATHING
AND
CIRCULATION**

Check breathing



START CPR - if A.E.D. is available begin use



30 compressions / 2 breaths

Continue until medical assistance arrives

unexpected collapse

Check responsiveness
Call for help or
Ring 3 bells

Throw
pillow into
corridor

Commence CPR

**2nd person
RING 99777**

STATE: Cardiac Arrest
& exact location
eg Wd, room, building

**Continue CPR until
trained help arrives**

99777 CARDIAC ARREST

EARTHQUAKE

Keep away from windows & objects which may move

IF INSIDE
Get under heavy piece of furniture or under doorway, crouch low against inside wall or corner

When tremors have ceased check self & others for injury

- Assess scene safety
- Account for all patients, staff, visitors
- Assess injury to persons
- Assess requirement for first aid

Respond to any injuries as able.

RING 99777
or send runner to Operations Centre only if critical situation exists

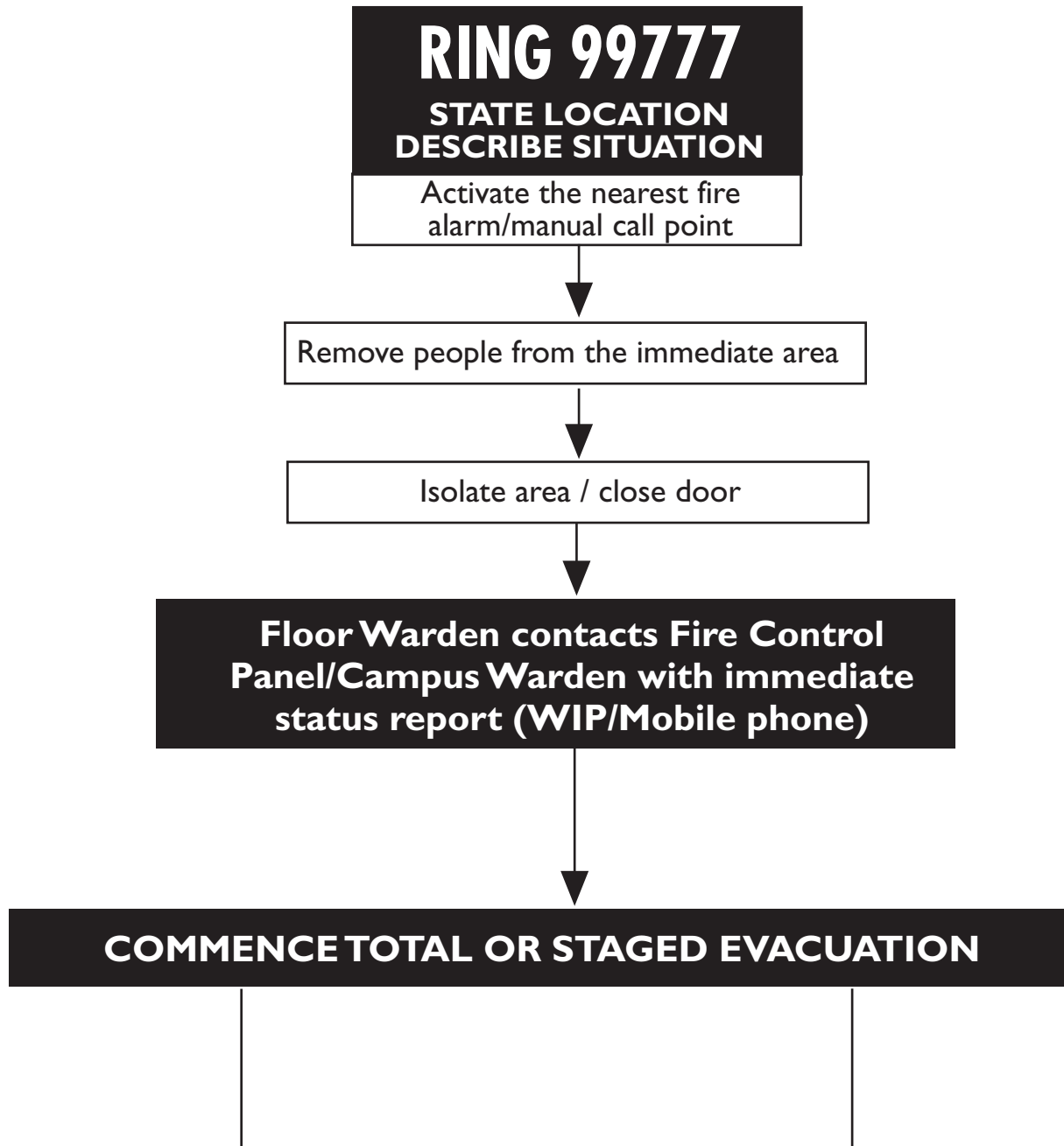
Have this information available for Duty Manager/ Incident Controller when contacted.

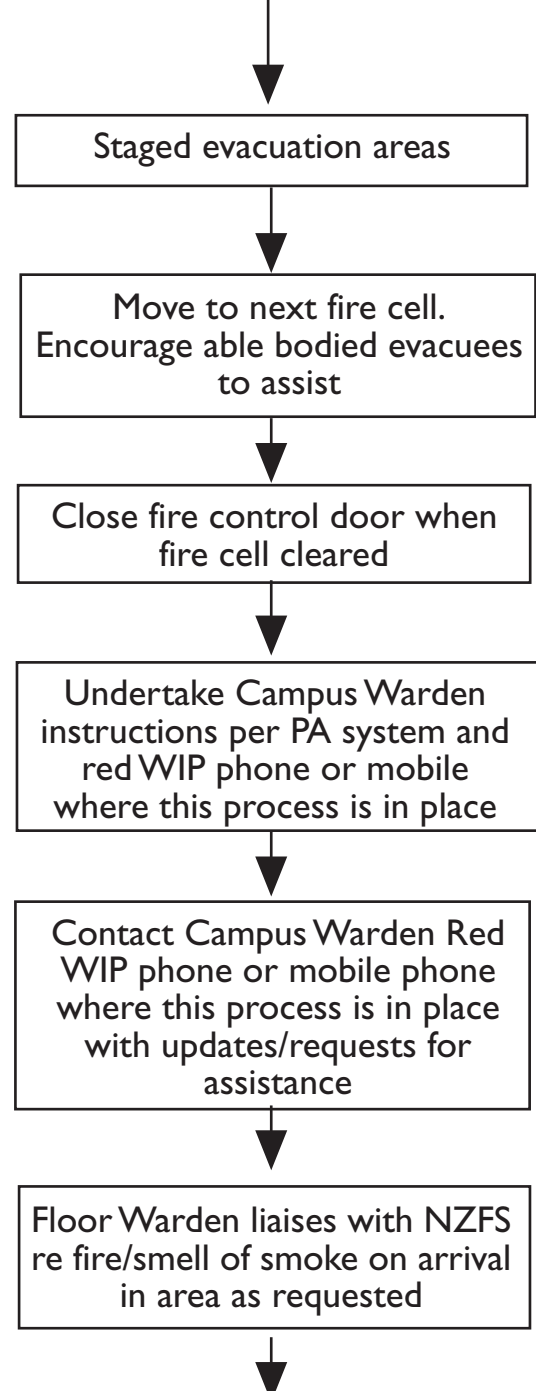
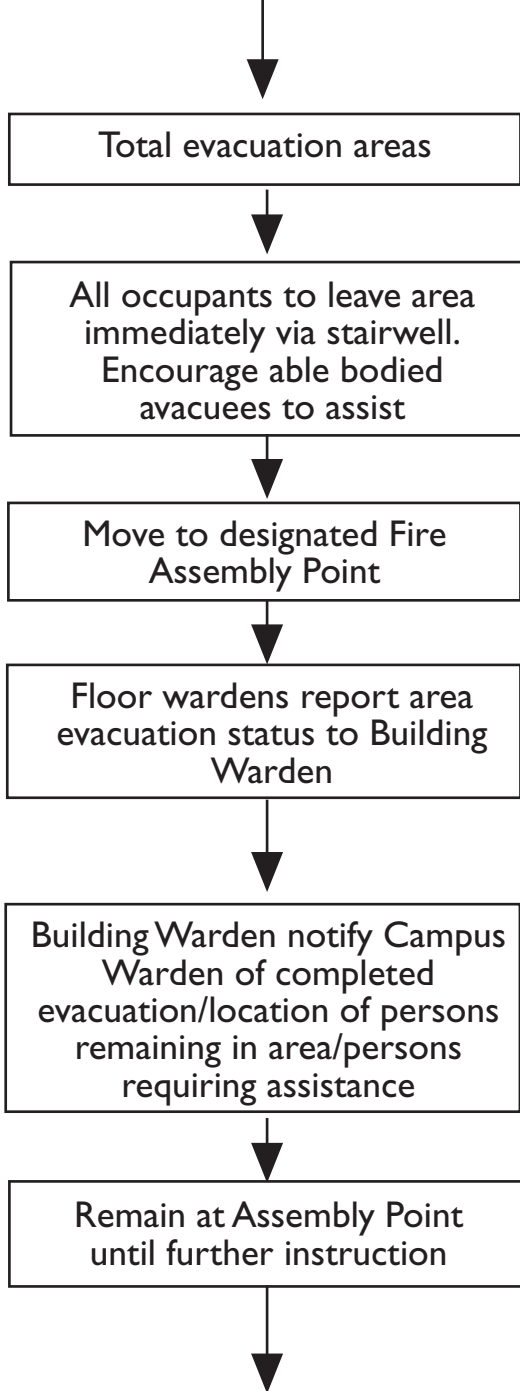
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- ```
graph TD; A[] --> B[Assess structural damage
Be aware of after shocks
Conserve water for drinking
Maintain communication]; B --> C[AWAIT FURTHER INSTRUCTIONS]; B --> D[Have this information available for Duty Manager/ Incident Controller when contacted.];
```
- Assess structural damage
  - Be aware of after shocks
  - Conserve water for drinking
  - Maintain communication

Have this information available for Duty Manager/ Incident Controller when contacted.

**AWAIT FURTHER INSTRUCTIONS**

# FIRE/ SMELL OF SMOKE





**Remain at evacuation assembly point/s until ALL CLEAR issued by Campus Warden**

# HAZARDOUS SUBSTANCE SPILL

Spill occurs or an  
unidentified substance is  
found

Evacuate and isolate area. Close door behind you

If people have  
been splashed

Wash under copious  
running water for  
15-20 minutes

**SEEK MEDICAL  
ADVICE**

Is it safe to clean up?  
If unsure call 99777

**YES**

Are trained people immediately  
available in the area?

**YES**

Is Spill Kit available in the area?

**YES**

**UTILISE SPILL KIT**

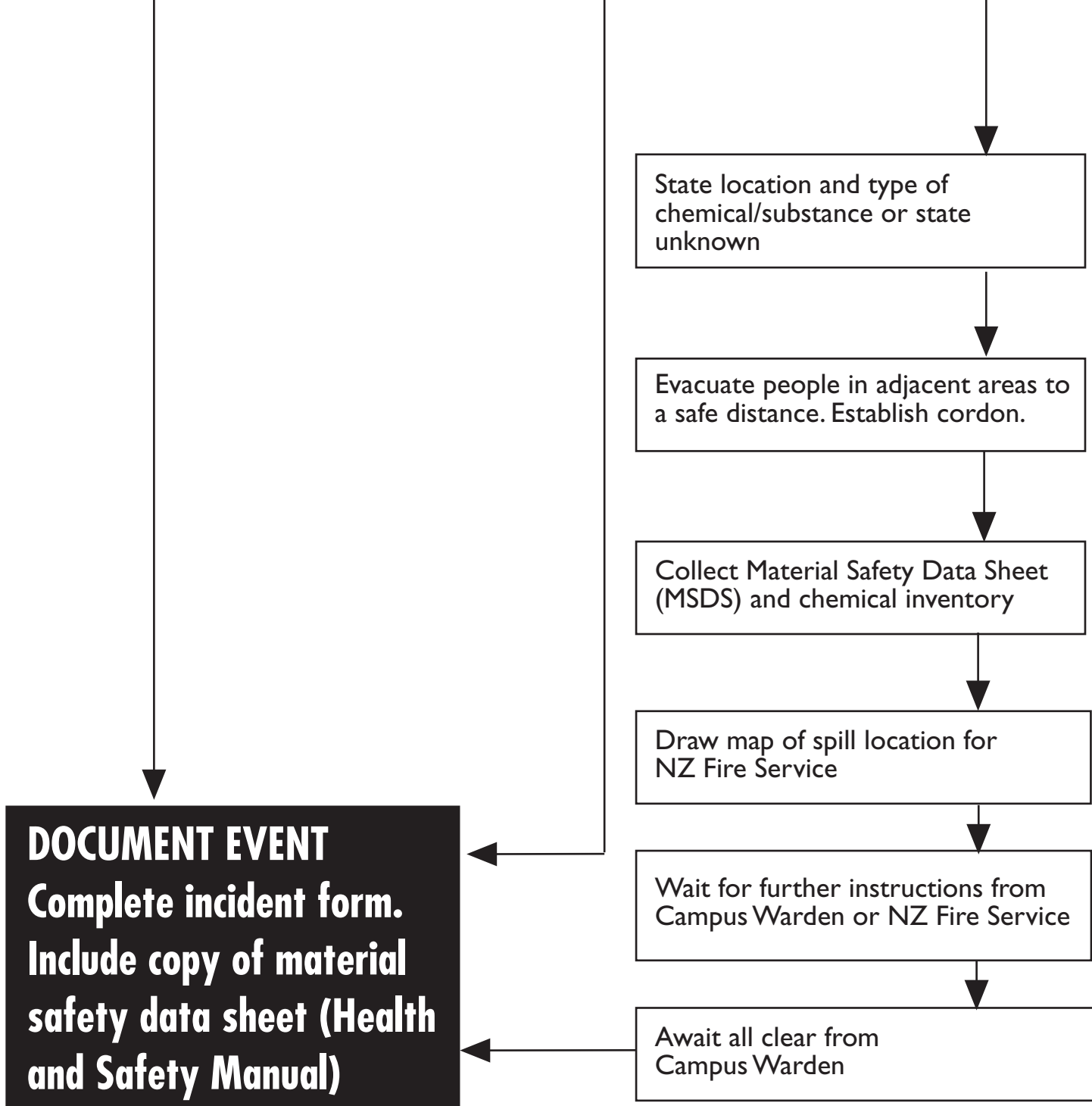
**No**

**RING 99777**

**No**

**No**

**RING 99777**



# THREAT TO PERSONAL SAFETY CHECKLIST

## CHECK LIST QUESTIONS

What did this person want?

Was this person known to you?

Did they use a name?

Which direction did they come from?

Which direction did they go in? eg took lift to third floor  
- went to toilet; took stairs.

Were they alone?

Did they have a weapon? Describe it.

What was their mental state?  
(eg calm, aggressive, confused)

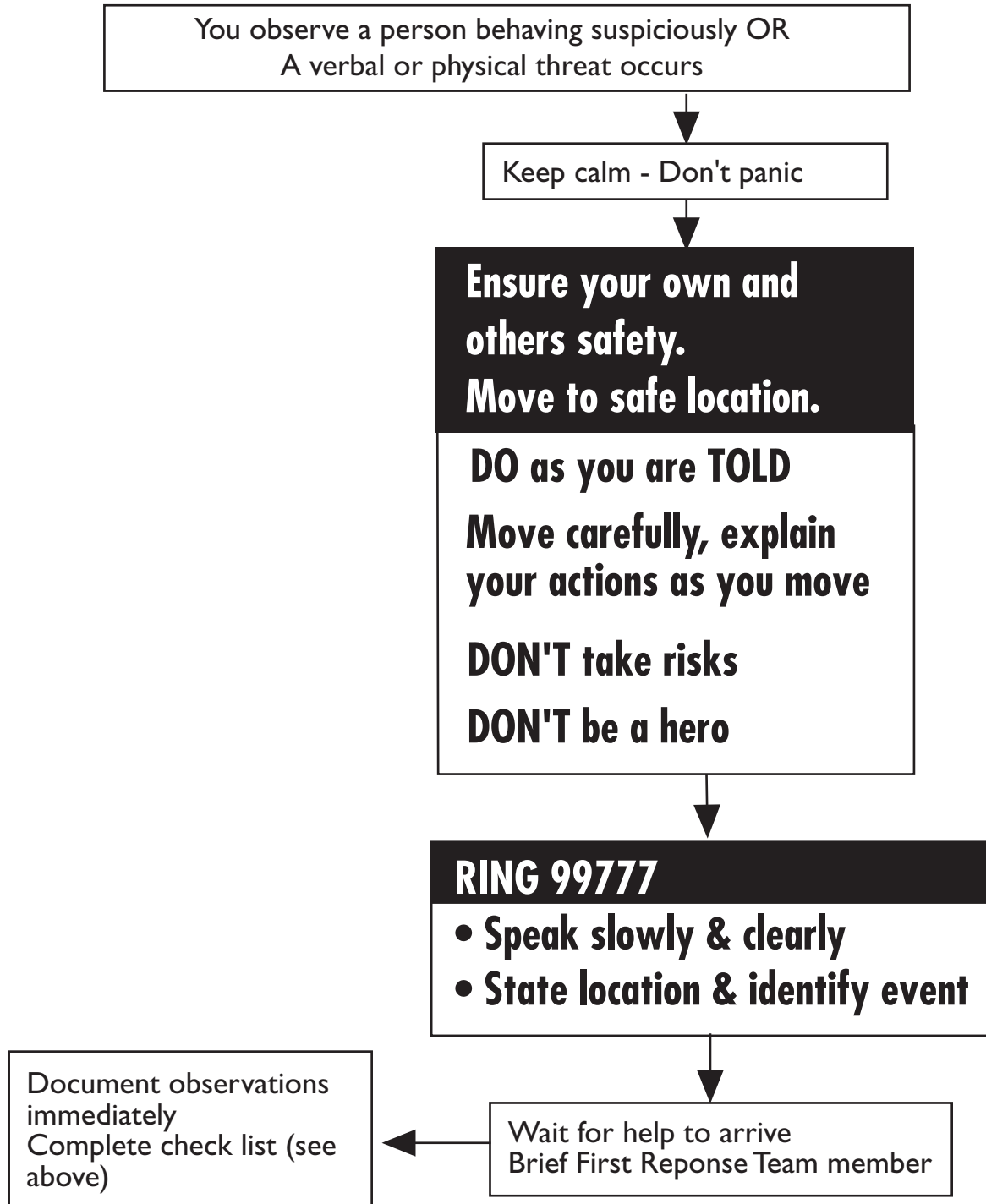
Were they showing signs of being under the influence  
of drugs, alcohol or solvents? Please describe.

## PLEASE TICK APPROPRIATE BOXES

|                                              |           |         |               |                   |            |         |
|----------------------------------------------|-----------|---------|---------------|-------------------|------------|---------|
| Intruders Appearance Size                    | Med       | Fat     | Skinny        | Tall              | Short      |         |
| Hair                                         | Short     | Long    | Curly         | close cropped     | Straight   |         |
|                                              | Dark      | Fair    | Multicoloured | Grey              | Kempt      | Unkempt |
| Clothing - colour                            | Shorts    | Jersey  | T/Shirt       | Hat               |            |         |
|                                              | Longs     | Jacket  | Open shirt    | Hospital clothing | Other      |         |
| Race                                         | Caucasian | Maori   | Asian         | Islander          | Unknown    |         |
| Sex                                          | Male      | Female  | Other         | Unknown           |            |         |
| Age Group                                    | Approx    |         |               |                   |            |         |
| Distinguishing Marks<br>(identify body part) | Scars     | Tattoos | Marks         | Glasses           | No glasses |         |
|                                              |           |         |               |                   |            |         |
| Facial Hair                                  | Moustache | Beard   | Other         |                   |            |         |

**ALWAYS PROTECT OWN SAFETY**

# THREAT TO PERSONAL SAFETY



# LETTER THREAT

If a letter is discovered that contains a threat to the organisation, employee or patient the following action should be taken:

- Put letter/package down: do not touch again.
- Seal area. Move from room if able. Minimise contact with other staff.
- Call 99777. Explain nature of threat.
- Await further instructions

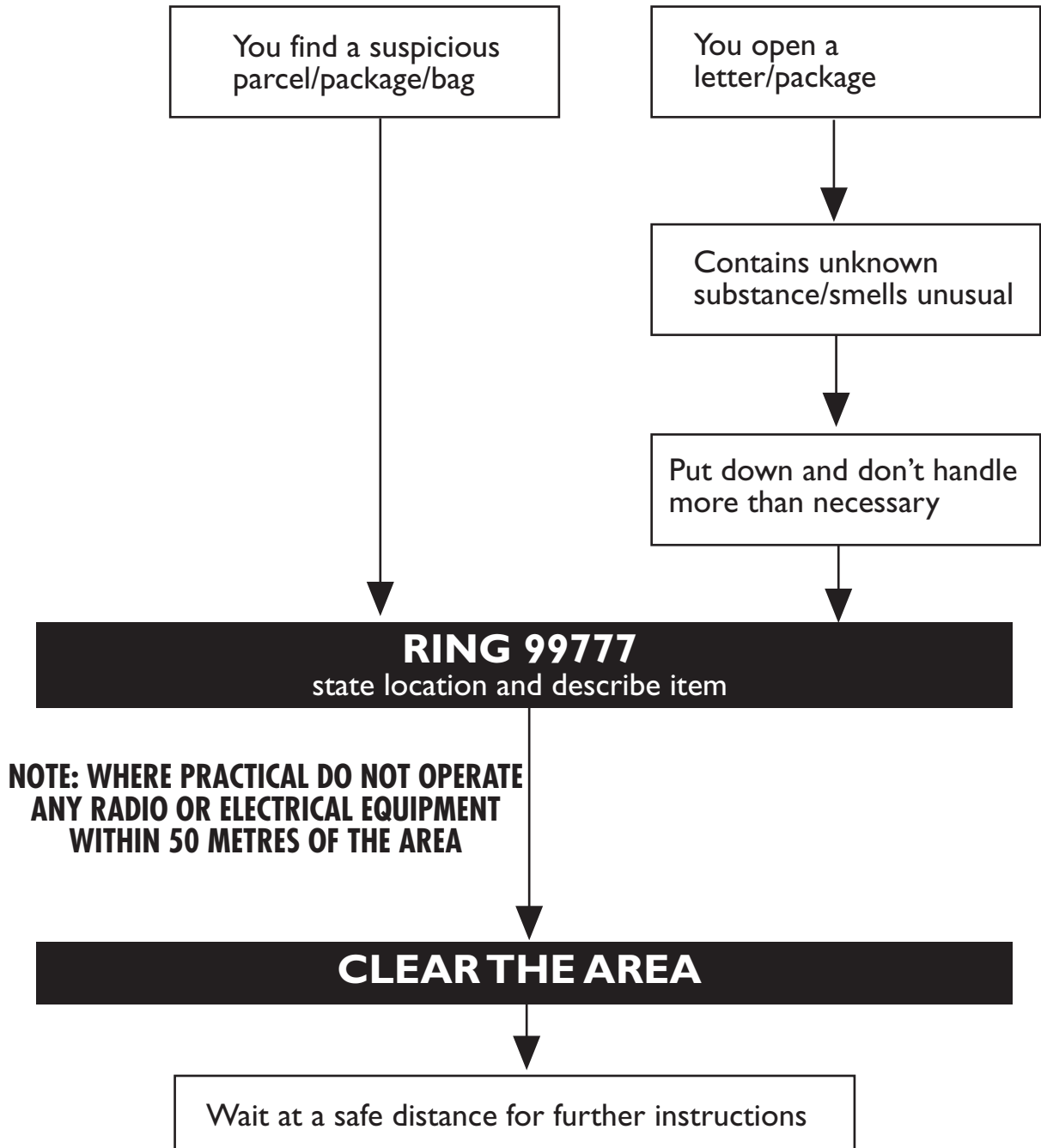
# TELEPHONE THREAT

- DO NOT put down the handset or cut the conversation
- Try and alert another staff member to RING 99777, tell the operator that a threatening call is taking place and give the telephone extension No.
- Keep the caller talking (apologise for a bad line, ask him/or her to speak up and repeat the sentence)
- Record as much information as possible particularly what words are spoken. (listen to background noises). If you are on a display phone record the callers number.
- If another staff member was not available to assist you, at the end of the call ring 99777
- Wait for further instructions

**REMEMBER KEEP CALM - DON'T HANG UP**



# SUSPICIOUS OBJECT



# BOMB DATA

## BOMB THREAT CHECK LIST QUESTIONS THAT CAN BE ASKED

Where did you put the bomb?

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What does the bomb look like?

---

What will make the bomb explode?

---

When is the bomb going to explode?

---

What is your name?

---

Where are you?

---

Why are you doing this?

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### EXACT WORDING OF THREAT

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- If on a display phone record the callers number
- Listen for background noises
- Keep caller on the line as long as possible

**ACTION: REPORT CALL IMMEDIATELY TO 99777**

OTHER: Sex of caller \_\_\_\_\_ Estimated Age \_\_\_\_\_

CALL TAKEN: Date \_\_\_\_\_ Duration of call \_\_\_\_\_

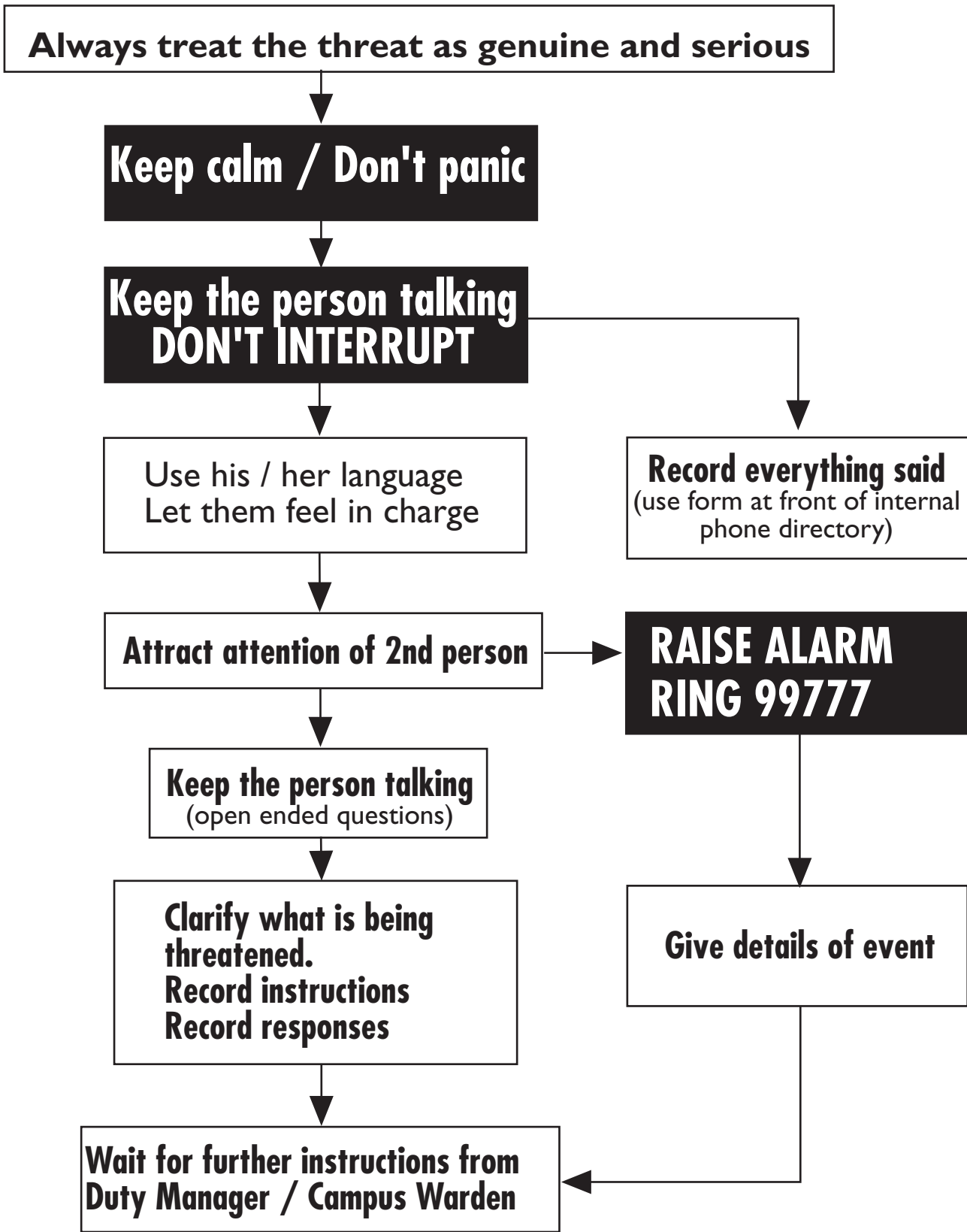
Time \_\_\_\_\_ Number called \_\_\_\_\_

RECIPIENT Name \_\_\_\_\_ Telephone \_\_\_\_\_

Signature \_\_\_\_\_

**REMEMBER KEEP CALM - DON'T HANG UP**

# BOMB - ARSON THREAT



# RADIATION EMERGENCY SPILL PROCEDURE

**DON'T PANIC**

*In all spill situations the overriding criteria is to minimise the spread of contamination either to yourself, to others or to the surrounding environment.*

## **A. RING 99777**

(A Radiation Safety Officer will be contacted)

## **B. IMMEDIATE ACTION**

### **1 If spill is involving patient (eg vomited)**

- reassure patient
- get patient to do as much as possible i.e. change and clean themselves and put soiled clothing/bed linen in plastic bag.
- leave patient sitting quietly in the room until the Radiation Safety Officer and/or the 'clean-up' crew arrive.
- use overboots or remove shoes before leaving and/or entering the room.

### **2 If spill involves staff.**

- if spill is liquid and hands are protected (e.g. gloved), right the container and cover the spill with absorbent material.
- if spill is on clothes, discard all contaminated clothes
- vacate room, leave all contaminated clothing etc behind in plastic bags, use overshoes to prevent spread of contamination.
- limit / prohibit entry to the spill area until the 'clean-up' crew arrive.
- prepare incident report after clean-up is complete.

## **C. DECONTAMINATION PROCEDURES**

### **Decontamination of Personnel**

WASH affected area only with soap and water, avoiding breaking the skin surface and contamination of eyes and mouth.

A non-contaminated person to check using geiger counter (housed in the 'Hot Lab') and Emergency Kit.

Repeat above two steps until the count rate is less than 10cps

**DO NOT SHOWER** unless the Radiation Safety Officer gives approval.

### **Decontamination of Area**

Ensure staff are adequately protected (e.g. gloves, overalls and overshoes)

Cover spill with absorbent paper.

Mark area with radioactive warning sign.

Wash area with detergent and water

Repeat until count rate is less than 30Bq/cm<sup>2</sup> with geiger counter

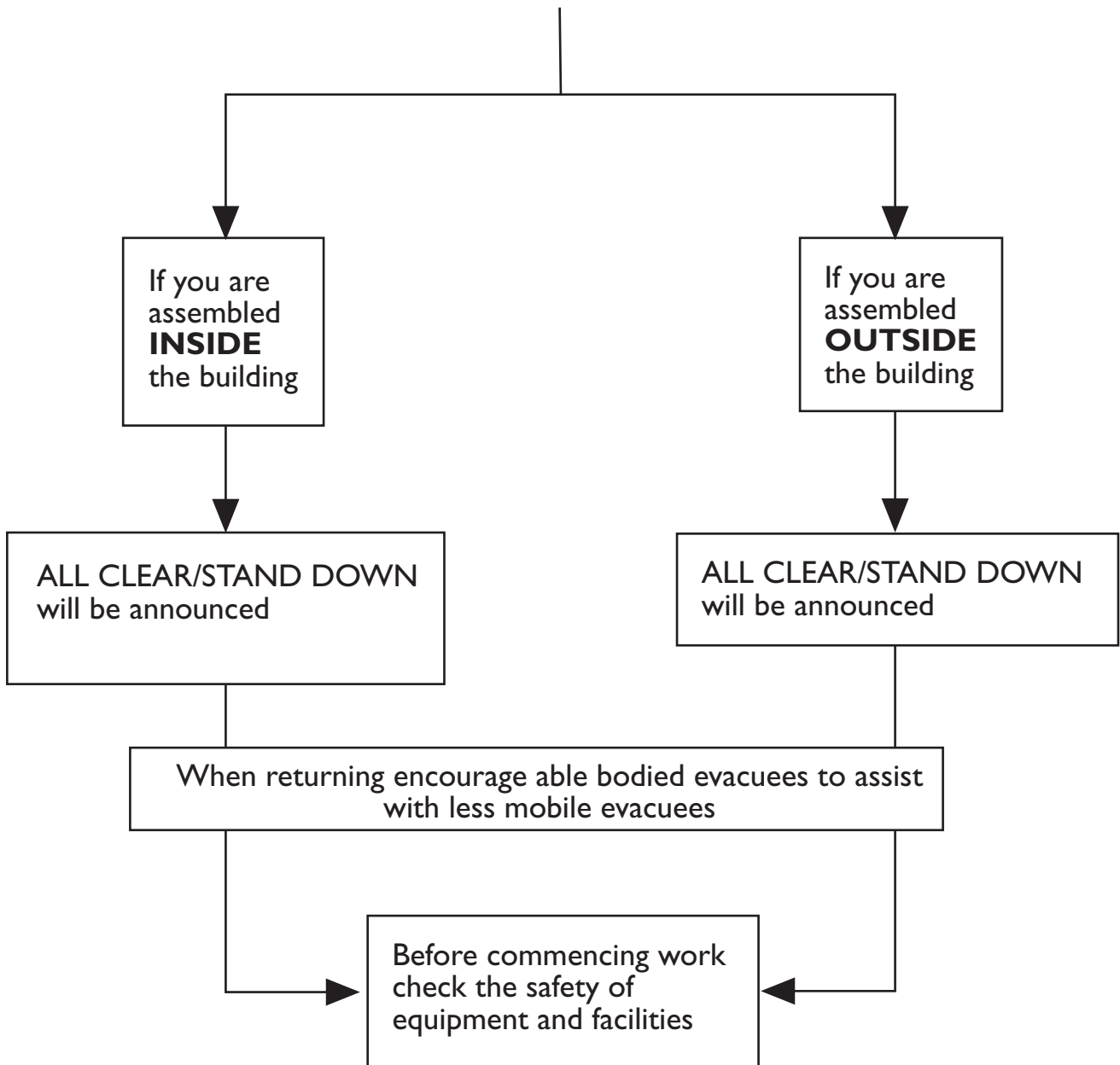
If short half-life isotope is involved then spill may be isolated for a few days if appropriate.

Place contaminated gloves, paper etc. in waterproof bag and store until levels of radioactivity comply with those levels set by the Code of Safe Practice.

## **D. Wait for further instructions from Radiation Safety Officers**

**Radiation Officers will be called by Voice Communications**

# ALL CLEAR



**DO NOT RETURN TO YOUR AREA UNTIL THE ALL CLEAR/ STAND DOWN IS ANNOUNCED**