



Baptist Student Hostel

Emergency Response Plan

Updated June 2026

Postal Address	163 Fitzherbert Avenue Palmerston North 4410
Contact details	Phone: (06) 3555 107 Email: info@bsh.nz Website https://bsh.nz
Emergency contacts	Police, Fire, Ambulance 111
Radio	<i>Our local station for emergency information is:</i> Newstalk ZB Manawatū 927 AM or More FM 92.2 FM

Overview

The BSH Emergency Response Plan (ERP) outlines the procedures and protocols to be followed in the event of an emergency. The plan covers a range of emergency scenarios, including natural disasters, fires, medical emergencies, and security incidents.

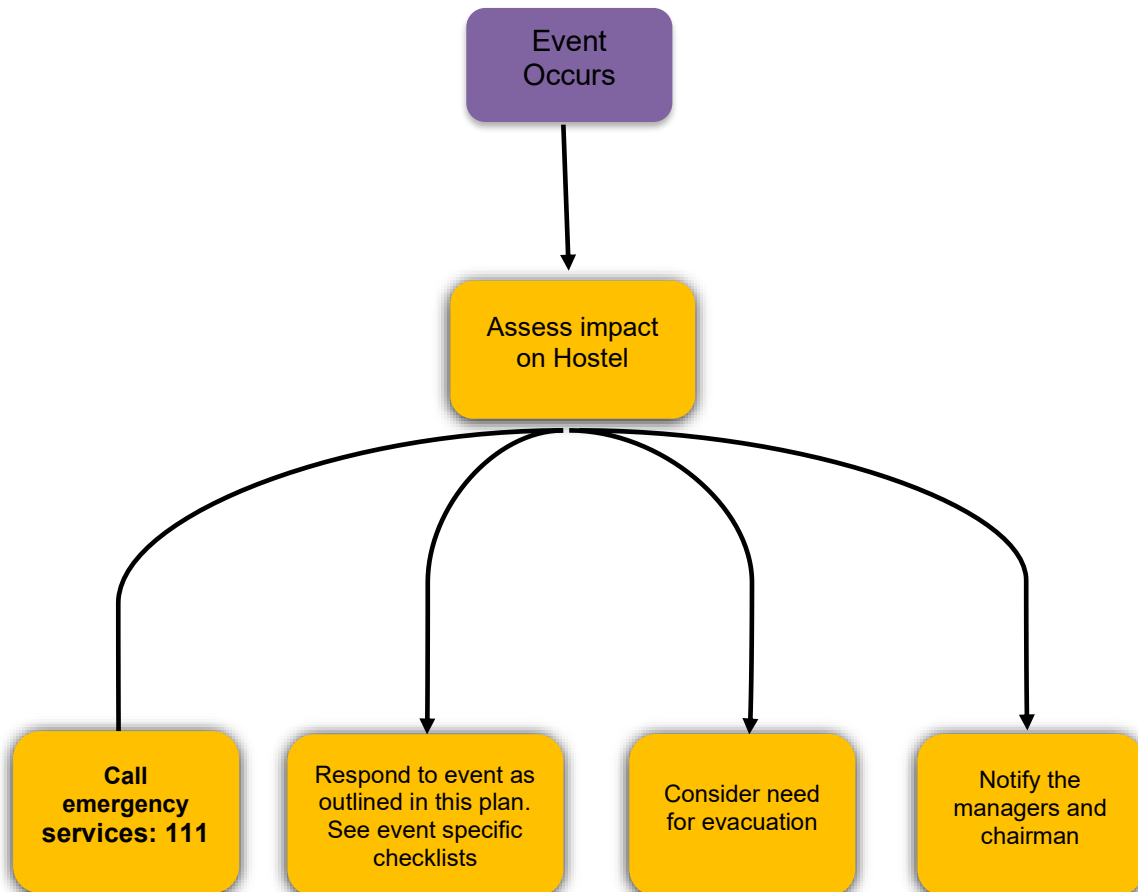
The ERP includes detailed instructions on how to respond to each type of emergency, including evacuation procedures, communication protocols, and steps to be taken to ensure the safety of staff, students and visitors. It also includes information on the roles and responsibilities of different personnel, such as the emergency response team, first responders, and management.

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Emergency response process

While every event is unique, there are some basic steps to follow when responding to any emergency:

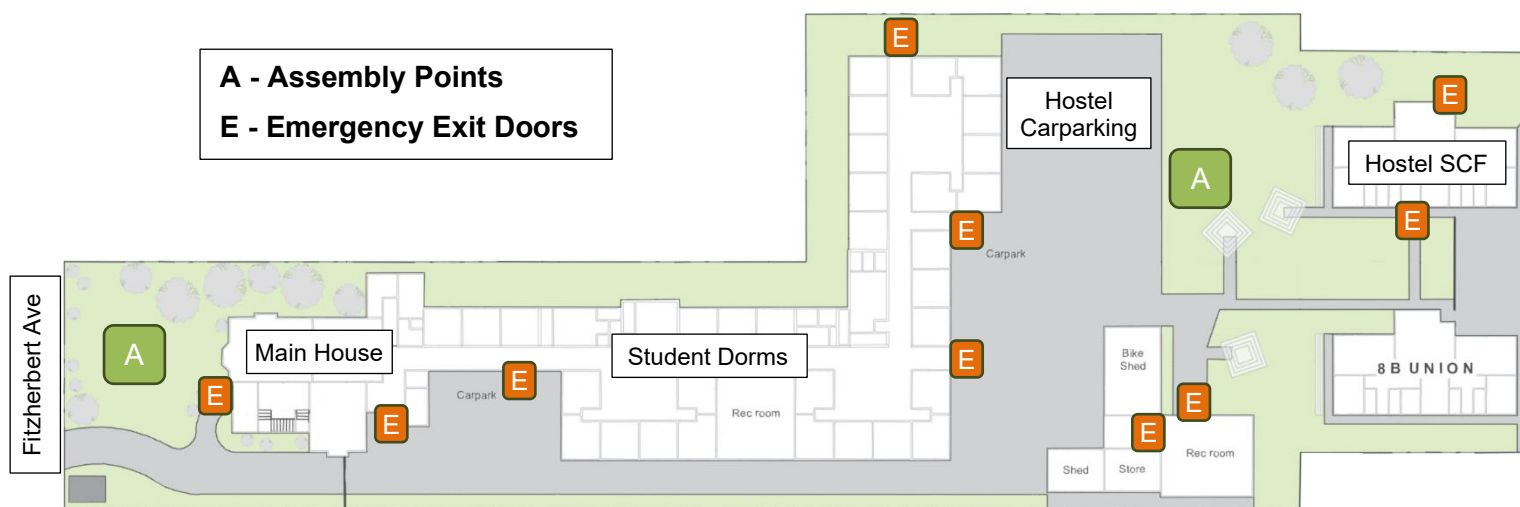


Evacuation

Evacuation may be required to ensure the safety of staff and students in an emergency event. To practice building evacuations, trial evacuations (fire and lockdown drills) are conducted 6 monthly and annually in accordance with the Fire Safety and Evacuation of Buildings Regulations 2006.

Evacuation boards with instructions for fire and earthquake are placed around the Hostel.

Hostel building emergency exit and assembly points



Emergency contacts list



Emergency Services contact information

Police, Fire, Ambulance	111
National Poison centre	0800 764 766



Civil Defence contact information

Palmerston North Emergency Management Office	06 356 8199
Manawatu District Council	06 323 0000

Fire

	Response actions (as appropriate)
Discovery of a fire	☐ Activate the fire alarm
	☐ Call 111
	☐ If safe to do so extinguish the fire
On hearing the fire alarm	☐ Evacuate the building using the nearest fire exit
	☐ Fire Wardens to check rest areas, bathrooms and common rooms en route to the designated exit point
	☐ Ensure students / visitors with disabilities are assisted by a responsible person
	☐ Walk calmly and quickly and avoid panic
	☐ Ensure any visitors are included in the evacuation
Returning to the building	Do not return to the building until given the all clear by the NZ Fire Service or the Fire & Emergency Coordinator
Ongoing operations following a fire	The continuing operation of the Hostel will be determined by the extent of the fire and the availability of resources such as buildings, services, equipment, staff and other resources. The responsibility of whether or not to continue Hostel functions rests with the Board of Trustees.

Earthquake

	Response actions (as appropriate)
During an earthquake	☐ If indoors: • Drop to the floor, take cover under a desk or table and hold onto the legs until the shaking stops • Keep away from shelves containing heavy objects and other large items of furniture • Keep away from windows • Stay indoors until the shaking stops
	☐ If outside: • Move away from buildings, trees, streetlights and power lines, then • Drop, cover and hold
When the shaking stops	☐ Ensure your personal safety first
	☐ Check on those around you and offer help if necessary
	☐ If anyone requires medical assistance, call 111 and/or administer first aid
	☐ Keep staff and students away from dangerous areas
	☐ Listen to the radio for instructions from Civil Defence.
Ongoing operations following an earthquake	The continuing operation of the Hostel will be determined by the severity of the earthquake and the availability of resources such as buildings, services, equipment, staff and other resources. The responsibility of whether or not to continue Hostel functions rests with the Board of Trustees

Flooding/Storm/Severe Weather Event

	Response actions (as appropriate)
Storm conditions /flooding reported or sighted	☐ Ensure all windows and doors are closed
	☐ If appropriate and safe pick up any debris around the outside of the Hostel that could become airborne
	☐ If you have to move outdoors be aware of flying debris
	☐ During heavy rain be mindful of surface flooding caused by overloaded storm water systems or blocked drains
	☐ Switch off any electrical equipment that could be affected by floodwaters, and move any valuable documents or equipment to a safe area
	☐ Report any damage or flooding to Managers

Gas leak

	Response actions (as appropriate)
If gas leak is suspected	☐ Give a verbal warning to those in the immediate area
	☐ If possible and safe to do so open windows to allow the gas to dissipate
	☐ If possible and safe to do so , turn off ventilation and machinery and ensure that naked flames are extinguished
	☐ Do not: ● operate any electrical switches, including lights or alarms ● use cell phones in area where leak is occurring ● allow anyone to smoke in the vicinity
	☐ Evacuate the building avoiding the areas of contamination as best as possible and closing doors behind you
	☐ Call emergency services (111) from a safe location
	☐ Do not return to the building until the 'All Clear' has been given

Hazardous substance spill

	Response actions (as appropriate)
Become aware of hazardous substance spill	☐ All hazardous substance spills must be treated as toxic and dangerous; they can be in liquid, solid, powder or gas form
	☐ Do not touch the suspect material; remove everyone from affected area if safe to do so . Consider evacuation of entire Hostel if required
	☐ Isolate and contain the hazardous material by closing doors, and turn off isolation switches, ventilation and machinery if safe to do so
	☐ Notify others verbally; do not activate building alarms or other electronic equipment
	☐ If required, contact emergency services on 111
	☐ Give appropriate first aid to anyone in contact with the spill
	☐ If available, provide Material Safety Data Sheets to Emergency Services on arrival
	☐ Do not return to the building until the 'All Clear' has been given

Suspicious letter or package

	Response actions (as appropriate)
General	☐ Note the location of the package and a description of it (markings etc)
	☐ Do not touch, examine, shake or attempt to move the package
	☐ Check with the addressee to see if they are expecting the package
	☐ Remove everyone from immediate area
	☐ From a safe distance call the police (111). Advise them of the circumstances, the description of the package and its location. Note: do not use a cell phone or other radio device anywhere near the package.
	☐ As appropriate, position staff at a safe distance to direct people away from the area where package/letter is.
	☐ Follow instructions from the NZ Police
If you open a letter/package and discover powder	☐ Put on gloves and place opened letter/package in a plastic bag
	☐ If hands or any part of the body may have come into contact with the envelope or package then wash with soap and hot water
	☐ If contents spilled • Do not clean up or wipe spilt contents • Avoid breathing the powder or spores • Clear and isolate the area • Switch off air conditioning • Wash hands with soap and hot water • Call the police (111) as per above
	☐ If contents are spilt on clothing • Select a nearby unoccupied room for changing • Remove clothing and place in plastic bag • Shower with soap and hot water • Call the police (111) as per above

Bomb threat

Keep calm. Do not hang up. A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police with further inquiries. Let the caller talk, ask the questions as the opportunity arises and avoid being confrontational. **Email threat:** please also complete the applicable sections below

Questions	Answers
When is the bomb going to explode?	
Where is the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What is the explosive type and quantity?	
Why did you place the bomb?	
What is your name?	
Where are you?	
What is your address?	
Exact wording of the threat:	
The Caller	
Sex:	☐ Male ☐ Female
Estimated age:	
Any speech impediment (specify):	
Accent (specify):	
Voice- loud – soft etc:	
Speech – fast – slow etc:	
Manner, calm emotional etc:	
Did you recognise the voice?	☐ Yes ☐ No
If so who do you think it was?	
Was the caller familiar with the area?	☐ Yes ☐ No
Threat Language	
☐ Well spoken	☐ Irrational
☐ Incoherent	☐ Taped
☐ Message read by caller	☐ Other: _____
☐ Abusive	
Any background noises?	
☐ Street noise	☐ Aircraft
☐ House noise	☐ Voices
☐ Music	☐ Vehicle
☐ Machinery	☐ Other: _____
Call taken	
Date: __/__/__	Time: _____
Length of call: _____	Number called: _____

Suspicious persons/criminal activity

	Response actions (as appropriate)
Suspicious or criminal activity	☐ Ensure personal safety
	☐ From a safe location call Hostel Managers giving them as much detail as possible (description, location, direction of travel of offenders)
	☐ Alert other RA's to assist as appropriate
	☐ Isolate and preserve a crime scene for later forensic examination
	☐ Do not engage in conversations with unauthorised visitors or media
	☐ Follow instructions from Managers who will take control of the scene in conjunction with the NZ Police
	☐ Do not return to the scene or building until the 'All Clear' has been given

Violent intruder

The aftermath of a violent intruder incident will require careful management as even in the 'best case' scenario of no one being killed or injured there will be traumatised staff and students, concerned parents, confusion, disruption and extensive media interest.

	Response actions (as appropriate)
Shots are heard or a violent intruder is active on site	☐ Call 111 ● Identify yourself and your school/CSU, including address ● Details of situation ● Details of any casualties ● Description of weapons used, shots fired etc ● Description, location and identity of offender if known ● Identify the 'target' of aggression if known
	☐ Remove yourself and others from immediate danger where possible
	☐ Alert students using Lockdown alarm system
	☐ Move everyone out of hallways/common areas and into rooms
	☐ Lock and/or barricade doors/windows, keep quiet and do not leave the rooms until safe to do so
	☐ If a hostage situation ensues follow all instructions from the captor, speak only when spoken to and sit down (if possible) to avoid appearing aggressive
	☐ If offender leaves the scene note direction of travel or vehicle used
	☐ Once police arrive, liaise with them to secure crime scene(s)
Following the incident	☐ Board of Trustees Chairman and Massey Student Counselling Services should be contacted to provide support
	☐ Liaison with the media should only be undertaken by the Chairman of the Board of Trustees in conjunction with the NZ Police
	☐ Decisions to temporarily close or continue operating should be based on health professionals' advice
	☐ Continue to monitor the wellbeing of students and staff

Serious injury or death

	Response actions (as appropriate)
Death / serious injury occurs on site	☐ Ensure your own safety. Assess area for danger (e.g. live wires, poisonous substances etc)
	☐ Do not assume death has occurred – give immediate first aid
	☐ Call emergency services (dial 111)
	☐ Notify Chairman of the Board of Trustees; isolate and contain the area
Action after medical personnel have taken over	☐ Consider accompanying police to advise next-of-kin
	☐ Complete Accident report form with all known details
	☐ Seek advice from Massey Student Counselling as required

If the death or serious injury occurs outside of the Hostel follow the appropriate steps noted above.

Appendix A – Hostel contact list

Position	Name	Day Contact details	After hours Contact details
		land line and mobile	land line and mobile
Manager	Tony Rasmussen	(06) 3555 107	021 1850351
Manager	Janine Rasmussen	(06) 3555 107	021 1283119
Board Chairman	Brent Norrish	027 431 5678	027 431 5678
Board Member	May Dabb	(06) 353 0298	027 433 6420