

Baptist Student Hostel Emergency Management Plan



163 Fitzherbert Avenue, Palmerston North
Managers Graeme & Sharon Roff

Telephone 06 3555 107

Email info@baptiststudenthostel.co.nz

Web site www.baptiststudenthostel.co.nz

Emergency Contacts Points

Contacts	Police, Fire, Ambulance 111
Radio	Our local station for emergency information is: Newstalk ZB, Manawatū 927 AM or More FM 92.2 FM
Last revised	30 June 2018 (revised annually)

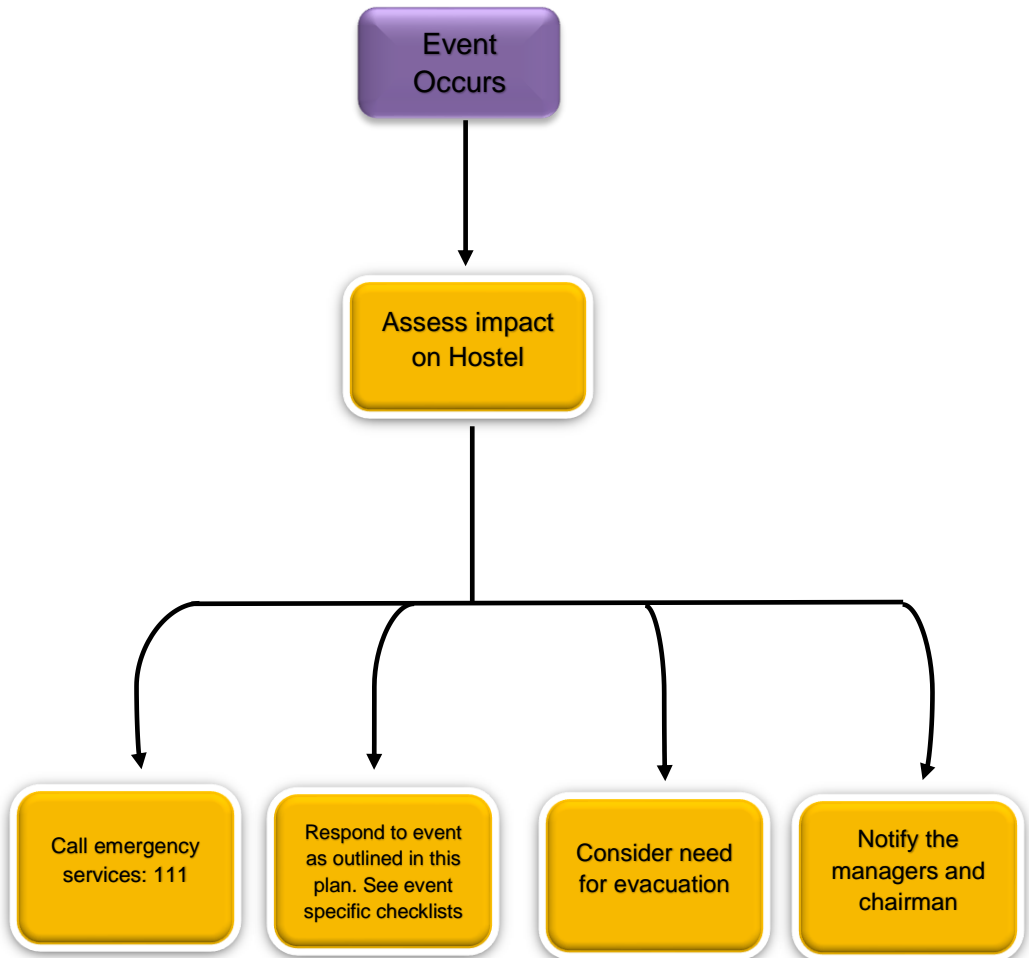


Contents

Contents.....	1
Emergency response process.....	2
Evacuation	3
Emergency Services contact information	4
Fire.....	5
Earthquake.....	6
Flooding/Storm/Severe Weather Event.....	7
Gas leak.....	8
Hazardous substance spill.....	9
Suspicious letter or package.....	10
Bomb threat.....	11 - 12
Suspicious persons/criminal activity.....	13
Violent intruder	14 - 15
Serious injury or death.....	16
Appendix A – Hostel contact list.....	17

Emergency response process

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

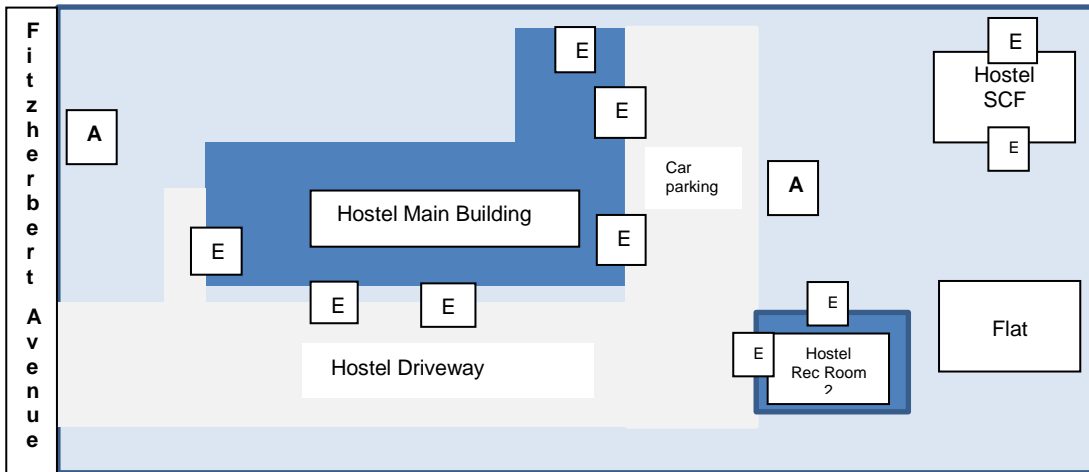


Evacuation

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



- A** Assembly Points
- E** Emergency Exit Doors

Emergency contacts list



Emergency Services contact information

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



Civil Defence contact information

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

Fire

	Response actions (as appropriate)
Discovery of a fire	<input type="checkbox"/> Activate the fire alarm
	<input type="checkbox"/> Call 111
	<input type="checkbox"/> If safe to do so extinguish the fire
On hearing the fire alarm	<input type="checkbox"/> Evacuate the building using the nearest fire exit
	<input type="checkbox"/> Fire Wardens to check rest areas, bathrooms and common rooms en route to the designated exit point
	<input type="checkbox"/> Ensure students/visitors with disabilities are assisted by a responsible person
	<input type="checkbox"/> Walk calmly and quickly and avoid panic
	<input type="checkbox"/> 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

Earthquake

	Response actions (as appropriate)
During an earthquake	<input type="checkbox"/> If indoors: <ul style="list-style-type: none"> • 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
	<input type="checkbox"/> If outside: <ul style="list-style-type: none"> • Move away from buildings, trees, streetlights and power lines, then • Drop, cover and hold
When the shaking stops	<input type="checkbox"/> Ensure your personal safety first
	<input type="checkbox"/> Check on those around you and offer help if necessary
	<input type="checkbox"/> If anyone requires medical assistance, call 111 and/or administer first aid
	<input type="checkbox"/> Keep staff and students away from dangerous areas
	<input type="checkbox"/> Listen to the radio for instructions from Civil Defence.
Ongoing operations following an earthquake	<p>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.</p> <p>The responsibility of whether or not to continue Hostel functions rests with the Board of Trustees</p>

Flooding/Storm/Severe Weather Event

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

Gas leak

	Response actions (as appropriate)
If gas leak is suspected	<input type="checkbox"/> Give a verbal warning to those in the immediate area
	<input type="checkbox"/> If possible and safe to do so open windows to allow the gas to dissipate
	<input type="checkbox"/> If possible and safe to do so , turn off ventilation and machinery and ensure that naked flames are extinguished
	<input type="checkbox"/> Do not: <ul style="list-style-type: none">• operate any electrical switches, including lights or alarms• use cell phones in the area where the leak is occurring• allow anyone to smoke in the vicinity
	<input type="checkbox"/> Evacuate the building avoiding the areas of contamination as best as possible and closing doors behind you
	<input type="checkbox"/> Call emergency services (111) from a safe location
	<input type="checkbox"/> 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	<input type="checkbox"/> All hazardous substance spills must be treated as toxic and dangerous; they can be in liquid, solid, powder or gas form
	<input type="checkbox"/> Do not touch the suspect material; remove everyone from affected area if safe to do so . Consider evacuation of entire Hostel if required
	<input type="checkbox"/> Isolate and contain the hazardous material by closing doors, and turn off isolation switches, ventilation and machinery if safe to do so
	<input type="checkbox"/> Notify others verbally; do not activate building alarms or other electronic equipment
	<input type="checkbox"/> If required, contact emergency services on 111
	<input type="checkbox"/> Give appropriate first aid to anyone in contact with the spill
	<input type="checkbox"/> Provide Material Safety Data Sheets (MSDS) to Emergency Services on arrival if the chemical is known. MSDS are on the wall in the managers laundry/chemical room.
	<input type="checkbox"/> Do not return to the building until the 'All Clear' has been given

Suspicious letter or package

	Response actions (as appropriate)
General	<input type="checkbox"/> Note the location of the package and a description of it (markings etc)
	<input type="checkbox"/> Do not touch, examine, shake or attempt to move the package
	<input type="checkbox"/> Check with the addressee to see if they are expecting the package
	<input type="checkbox"/> Remove everyone from immediate area
	<input type="checkbox"/> 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.
	<input type="checkbox"/> As appropriate, position staff at a safe distance to direct people away from the area where package/letter is.
	<input type="checkbox"/> Follow instructions from the NZ Police
If you open a letter/package and discover powder	<input type="checkbox"/> Put on gloves and place opened letter/package in a plastic bag
	<input type="checkbox"/> 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
	<input type="checkbox"/> If contents spilled <ul style="list-style-type: none"> • 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
	<input type="checkbox"/> If contents are spilt on clothing <ul style="list-style-type: none"> • 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 the 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?	
The exact wording of the threat:	
The Caller	
Sex:	<input type="checkbox"/> Male <input type="checkbox"/> 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?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so who do you think it was?	
Was the caller familiar with the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Bomb threat continued

Threat Language

<input type="checkbox"/> Well spoken	<input type="checkbox"/> Irrational	<input type="checkbox"/> Message read by caller	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Taped	<input type="checkbox"/> Abusive	

Any background noises?

<input type="checkbox"/> Street noise	<input type="checkbox"/> Aircraft	<input type="checkbox"/> Music	<input type="checkbox"/> Vehicle
<input type="checkbox"/> House noise	<input type="checkbox"/> Voices	<input type="checkbox"/> Machinery	<input type="checkbox"/> Other: _____

Call taken

Date: _/_/____	Time:	Length of call:	Number called:
-------------------	-------	-----------------	----------------

Suspicious persons/criminal activity

	Response actions (as appropriate)
Suspicious or criminal activity	<input type="checkbox"/> Ensure personal safety
	<input type="checkbox"/> From a safe location call Hostel Managers giving them as much detail as possible (description, location, direction of travel of offenders)
	<input type="checkbox"/> Alert other RA's to assist as appropriate
	<input type="checkbox"/> Isolate and preserve a crime scene for later forensic examination
	<input type="checkbox"/> Do not engage in conversations with unauthorised visitors or media
	<input type="checkbox"/> Follow instructions from Managers who will take control of the scene in conjunction with the NZ Police
	<input type="checkbox"/> 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 hotel grounds	<input type="checkbox"/> Call 111 <ul style="list-style-type: none"> • Identify yourself and your Hostel 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
	<input type="checkbox"/> Remove yourself and others from immediate danger where possible
	<input type="checkbox"/> Alert students using Lockdown alarm system
	<input type="checkbox"/> Move everyone out of hallways/common areas and into rooms
	<input type="checkbox"/> Lock and/or barricade doors/windows, keep quiet and do not leave the rooms until safe to do so
	<input type="checkbox"/> 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
	<input type="checkbox"/> If offender leaves the scene note direction of travel or vehicle used
	<input type="checkbox"/> Once police arrive, liaise with them to secure crime scene(s)

Violent intruder continued

Following the incident	<input type="checkbox"/> Board of Trustees Chairman, and Massey or UCOL Student Counselling Services should be contacted to provide support
	<input type="checkbox"/> Liaison with the media should only be undertaken by the Chairman of the Board of Trustees in conjunction with the NZ Police
	<input type="checkbox"/> Decisions to temporarily close or continue operating should be based on health professionals' advice
	<input type="checkbox"/> Continue to monitor the wellbeing of students and staff

Serious injury or death

	Response actions (as appropriate)
Death / serious injury occurs at hostel	<input type="checkbox"/> Ensure your own safety. Assess area for danger (e.g. live wires, poisonous substances etc)
	<input type="checkbox"/> Do not assume death has occurred – give immediate first aid
	<input type="checkbox"/> Call emergency services (dial 111)
	<input type="checkbox"/> Notify Chairman of the Board of Trustees; isolate and contain the area
Action after medical personnel have taken over	<input type="checkbox"/> Consider accompanying police to advise next-of-kin
	<input type="checkbox"/> Complete Accident report form with all known details
	<input type="checkbox"/> Seek advice from Massey or UCOL 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
		landline and mobile	landline and mobile
Manager	Graeme Roff	(06) 3555 107	021 245 5045
Manager	Sharon Roff	(06) 3555 107	027 819 3000
Board Chairman	Geoff Dixon	(06) 560 0610	021 607 454
Board Member	May Dabb	(06) 353 0298	027 433 6420