



Meals on Wheels (SA) Incorporated

Emergency and Critical Incident Procedures

Branch Worksites

Personal Preparation

In implementing MoWSA's response to an emergency or critical incident **PEOPLE COME FIRST** - this is the pre-eminent concern at MoWSA.

PERSONAL PREPARATION

- Know the location of emergency exits.
- Plan an escape route from your working area to the closest exit to evacuate.
- Note the location of firefighting equipment.
- Familiarise yourself with the Branch Coordinator and Senior Volunteers on site, as well as First Aid Kits.

If an emergency or potential emergency is identified, report it **immediately** to the Branch Coordinator, Branch Support Officer or Risk and Safety Coordinator.

**PLEASE REFER TO THE EMERGENCY CONTACTS SECTION ON THE LAST PAGE
FOR MORE INFORMATION**

PERSONAL PREPARATION

Medical Emergencies

Medical Emergencies (including serious illness or death)

If a person is seriously ill or injured, call Triple Zero (000) and ask for an ambulance.

1. Immediately contact the ambulance, as appropriate.
2. Contact a First Aider (Branch Coordinator), as appropriate.
3. Notify Branch Coordinator or most senior volunteer on site.
4. If the injury has resulted from a fall, do not move the person.
5. Remain with the injured person and provide appropriate support and assistance.
6. Do not disturb or clean up the area where the incident occurred until advised to do so by Emergency Services, Risk and Safety Coordinator, or a member of the Executive Leadership Team.
7. Ensure an Incident Report Form is completed and the Risk and Safety Coordinator is notified, once the emergency is under control.

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MEDICAL EMERGENCIES

Flood

In most cases the branches under threat of flood will be able to prepare by:

1. Eliminating potential electrical hazards (if safe to do so).
2. Place high value equipment and records away from impending floodwaters, only if safe to do so.

Where flood mitigation is compromised and flood threat is imminent, staff should:

1. Evacuate all persons if required by following evacuation procedures previously outlined.
2. Contact emergency services if required.
3. Report the incident to Central Office.

For delivery drivers:

If delivery route is a known flooded area, no deliveries are to take place to this area.

If you come across a flooded road / area on your route, please contact your branch to advise that you will not be able to deliver to that part of the route. If you cannot get in contact with your branch, please contact Central Office.

**Remember: DO NOT APPROACH OR ENTER FLOOD WATERS IN YOUR CAR OR ON FOOT
If it is flooded, forget it!**

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FLOOD

Intruder / Robbery

In the event of a robbery situation:

1. Assume the offender(s) is armed and that any firearms are loaded.
2. Comply with instructions given by the offender(s).
3. Do not attempt to disarm or apprehend the offender(s).
4. Take mental notes of details about the offender(s) and any items that are touched by the offender(s).
5. Raise an alarm, (if safe to do so).

Immediately after the incident:

1. Lock all doors to secure the area and prevent people from approaching.
2. Notify police immediately. **(Phone 000)**.
3. Report the incident to a General Manager or the Risk and Safety Coordinator at Central Office.
4. Attend to the post-incident needs of persons present affected by the incident as instructed and with the assistance of Central Office staff.

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INTRUDER / ROBBERY

Evacuation Procedures

1. In the event of an emergency, the Branch Coordinator or the most Senior Volunteer on duty at the branch will evaluate the severity of the situation and instigate an evacuation if necessary.
2. The Branch Coordinator or Senior Volunteer will contact Emergency Services if necessary, by calling **000** (or 112 if using a mobile phone and dialling 000 is unsuccessful).
3. In the event of an evacuation, all workers, contractors and visitors will make their way to the nearest exit doorway and vacate the premises. Bring a First Aid kit with you, if safe to do so.
4. Along the way collect the branch sign in book and ensure that electrical appliances are switched off, if safe to do so.
5. Should the Branch Coordinator or delegate be present and only if safe to do so, isolate the gas to the branch.
6. The Branch Coordinator or the Senior Volunteer will ensure that no person is left in the building, to the best of their ability.
7. The Branch Coordinator or the Senior Volunteer will ensure that no person re-enters the premises once it has been evacuated.
8. All evacuated persons will assemble in the designated assembly area if safe to do so, and remain there until the situation 'All Clear' is given by the Branch Coordinator or the Senior Volunteer.
9. The Branch Coordinator will promptly conduct a roll-call and ensure all persons are accounted for.
10. The Branch Coordinator or the Senior Volunteer will promptly report the roll-call result and the evacuation status to any Emergency Services. A General Manager or Risk and Safety Coordinator at Central Office should be informed of the emergency at this time.
11. Any appropriately trained First Aider will administer any required treatment at the evacuation point.
12. Emergency Services will advise the Branch Coordinator or the Senior Volunteer once the emergency is over and the evacuation cause has been controlled or concluded.

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EVACUATION PROCEDURES

Bomb Threat

In the event of a bomb threat (via phone call):

1. Remain as calm as possible.
2. Record as much information as possible from the caller using questions and observations from the Bomb Threat Checklist - see next page.
3. If possible, do not hang up phone at end of call. It may be able to be traced.
4. Contact police who can assist in determining if immediate evacuation is required. **(Phone 000).**
5. If instructed, notify the Senior Volunteer to evacuate all persons.
6. Report the incident to Central Office.

In the event of a suspected letter bomb or suspicious mail (by post):

1. Do not disturb, move or touch the package if possible.
2. If you have touched the package, wash your hands within the work area if it is possible.
3. Do not attempt to clean up spilt material or brush it off your clothing.
4. Contact police who can assist in determining if immediate evacuation is required. **(Phone 000).**
5. Prevent others from entering the affected work area.
6. If instructed, evacuate all persons.
7. Report the incident to Central Office.

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BOMB THREAT

Worksite / Branch: _____

IN THE EVENT OF A THREAT, NOTIFY YOUR BSO ON MOBILE OR CONTACT CENTRAL OFFICE
(Please ensure the completed Form is handed to your BSO for forwarding to Central Office)

Questions to Ask:	
When is the bomb going to explode?	
Where did you put the bomb?	
What kind of bomb is it?	
What will make the bomb explode?	
Did you place the bomb?	
Why did you place the bomb?	
What is your name?	
What is your address?	
Exact Wording of the Threat:	
Action:	
Report Immediately to	Telephone No
Caller's Voice:	
Accent (specify)	Any speech impediment (specify)
Voice (loud, soft, etc)	Speech (fast, slow, etc)
Diction (clear, muffled)	Manner (calm, emotional, etc)
Did you recognise the voice?	If so, who do you think it was?
Was the caller familiar with the area?	
Threat Language:	
Well spoken	Incoherent
Irrational	Taped
Message read by caller	Abusive
Background Noises:	
Street Noise	House Noise
Aircraft	Long Distance
Local Call	Voices
Machinery	Other
Other:	
Sex of Caller	Estimated Age
Call Taken:	
Date	Time
Duration of Call	Telephone Number Dialed
Recipient's Name (Print)	Recipient's Name (signature)
Contact Telephone Number	

BOMB THREAT

Fire Threat

In the event of a fire at the branch:

1. Trigger the EVACUATION PROCEDURE.
2. Contact emergency services. **(Phone 000).**
3. Alert the Senior Volunteer or Branch Coordinator.
4. Evacuate all persons from the immediate area of the fire or from the premises.
5. Fight the fire with existing equipment, only if safe to do so and if you are appropriately trained.
6. Close all doors and windows and turn off power supply before leaving the premises, only if safe to do so.
7. Report the incident to Central Office.

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Operating Your Extinguisher



Pull the Pin



Aim at the Base of the Fire



Squeeze the Lever



Sweep from Side to Side

- Test extinguisher prior to approaching fire
- Keep low and approach with wind at your back
- Back away, watching for rekindle

FIRE THREAT AND THE USE OF FIRE EQUIPMENT

Bushfire

Policy Statements

Conditions for Delivery of Meals

On a day when a *Catastrophic Fire Danger* rating is issued for a particular *Fire Danger District*, or there is a known fire event in the area, MoWSA will only deliver meals where the following conditions are met:

- 1.1 *The kitchen at which meals are prepared or collected for delivery is located in or very close to a CFS-designated Bushfire Safer Precinct or Bushfire Safer Settlement.*
- 1.2 *Sufficient voluntary workers are guaranteed to be available to staff the branch.*
- 1.3 *Customers are located in areas that are safe to deliver to, that is in or very close to a CFS-designated Bushfire Safer Precinct or Bushfire Last Resort Refuge.*
- 1.4 *Deliverers are not required to travel through unsafe areas in order to reach customers who may be residing in a safe area.*

REFER TO YOUR BRANCH FOR YOUR COPY OF:
HEATWAVE PROTECTION AND SURVIVAL; AND
BUSHFIRE RISK AND SAFETY

Contact your BSO or RSC if you are unable to locate these Policies.

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BUSHFIRE

Emergency Contacts

Branch Coordinator

Name: _____

Position: _____

Office: _____

Mobile: _____

Branch Support Officer

Name: _____

Position: _____

Office: _____

Mobile: _____

Senior Volunteers

Name: _____

Position: _____

Office: _____

Mobile: _____

Name: _____

Position: _____

Office: _____

Mobile: _____

The Peak Emergency Coordinator

Sharyn Broer

Chief Executive Officer

Office: 8273 1304

Mobile: 0417 837 112

The Risk and Safety Coordinator

Nick Purgacz

Office: 8273 1335

Mobile: 0429 461 515