Emergency Response Procedures

Epworth HealthCare is committed to ensuring a safe environment and appropriate emergency preparedness for our visiting doctors.

To help us achieve this you are required to:

- take responsibility for working safely by complying with safety procedures and not harming others by your actions or omissions
- wear personal protective equipment (PPE) where required
- use safety equipment provided
- raise any safety concerns you may have
- in an emergency follow instructions from the person in charge.

In the event of an internal emergency the person in charge has legal authority to direct all parties. Initially the person in charge will be the area warden who will be identified by a yellow hat or vest. (Once the emergency officer arrives on the scene they will support the area warden. The emergency officer is identified by a white hat or vest.)

Everybody on the site, no matter how senior, is legally required to follow the directions of the area warden or emergency officer — therefore, the primary role of the specialist in an internal emergency is to follow the instructions of those in charge.

Evacuation

If you are requested to assist in the evacuation of patients, please note that the order of evacuation is as follows:

- ambulant patients and visitors FIRST
- semi-ambulant next
- non-ambulant last.

When directed to evacuate an area, you should do so immediately — if gathering personal items (wallet, keys, handbags etc) do so promptly and do not endanger yourself in doing this.

Lifts should not be used during a Code Red incident unless approved by the fire brigade.

If evacuation is required, a Code Orange will be called. In normal circumstances, the area warden will coordinate this.
The role of the specialist in the event of an internal emergency in the operating theatres

The role of the specialist in theatres is potentially more complex than on the wards. Primarily the specialist’s responsibility during an internal emergency in theatre is to ready the patient for evacuation as quickly and safely as possible.

The specialist is still expected to take direction from the area warden or emergency officer, however this direction will require critical medical input in determining when and how to safely move patients.

Evacuation diagrams

Each area has wall-mounted evacuation diagrams indicating the location of key fire safety features including:

- break glass alarms
- hose reels
- fire extinguishers
- exit points
- WIPs — warden intercommunication phone
- assembly areas.

You should note the location and information contained on these diagrams when working in an area.

Emergency number — extension 555

This extension is used for notifying emergencies and will be given priority by switchboard staff/person answering the call at the following sites:

- Epworth Brighton
- Epworth Camberwell
- Epworth Eastern
- Epworth Freemasons (Clarendon St)
- Epworth Freemasons (Victoria Pde)
- Epworth Geelong
- Epworth Hawthorn
- Epworth Richmond

(Epworth Cliveden and the corporate sites use 0-000)
### Emergency code/immediate action summary

<table>
<thead>
<tr>
<th>Code</th>
<th>Action to be taken</th>
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<tr>
<td><strong>Code Red — smoke or fire alert</strong></td>
<td>R — remove those in danger  &lt;br&gt;A — activate alarm and call 555  &lt;br&gt;C — confine; shut doors  &lt;br&gt;E — evacuate/extinguish  &lt;br&gt;  • Stand by for instruction from the area warden (yellow hat or vest), door warden (red hat or vest), emergency officer (white hat or vest) or fire brigade.  &lt;br&gt;  • Do not leave the area unless advised to or the code is stood down.</td>
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<td><strong>Code Orange — evacuation</strong></td>
<td>• Prepare for evacuation as directed by the area warden (yellow hat or vest), door warden (red hat or vest), emergency officer (white hat or vest) or fire brigade.  &lt;br&gt;  • Advise area warden of your patient’s needs and status as requested.  &lt;br&gt;  • Assist to evacuate and treat patients as instructed.</td>
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<td><strong>Code Purple — bomb threat</strong></td>
<td>• If you become aware of a bomb threat by phone, take note of as many details as you can regarding location, timing and nature of the bomb. Do not hang up the phone. Report to the nearest senior staff member.  &lt;br&gt;  • If you find a suspicious device or threatening letter, do not touch it and report it to the nearest senior staff member.  &lt;br&gt;  • Stand by for instructions from the area warden (yellow hat or vest), door warden (red hat or vest), emergency officer (white hat or vest) or fire brigade/police.  &lt;br&gt;  • Do not leave the area unless advised to, or the code is stood down.  &lt;br&gt;  • Switch off mobile phones</td>
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<td><strong>Code Black — serious aggression/weapon</strong></td>
<td>• If you are subjected to or become aware of a Code Black incident ensure your own safety by moving away from the violent person. Always ensure that you maintain a path of escape.  &lt;br&gt;  • If safe to do so, dial the emergency number and advise exact location and the nature of the emergency.  &lt;br&gt;  • Take no action that will increase the threat.  &lt;br&gt;  • Stand by for instructions from the area warden (yellow hat or vest), door warden (red hat or vest), emergency officer (white hat or vest) or member of the police.</td>
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| Code Grey — threatening behaviour | • If you are subjected to or become aware of a Code Grey incident ensure your own safety by moving away from the violent patient. Always ensure that you maintain a path of escape.  
• Dial the emergency number and advise exact location and the nature of the emergency.  
• A senior clinician will take charge of the response.  
• Continue listening and talking to the patient to defuse the situation.  
• Take instructions from the senior clinician in charge of the Code Grey response.  
• Do not leave the area unless advised to or the code is stood down.  
• Assist staff to manage patient as guided and directed by clinical staff of the area. |
|---|---|
| Code Blue — medical emergency | If you become aware of a medical emergency dial the emergency number and advise exact location and the nature of the emergency.  
• A senior clinician will take charge of the Code blue emergency response team.  
• Take instructions from the senior clinician in charge of the Code Blue response.  
• Do not leave the area unless advised to or the code is stood down.  
• Assist staff to manage patient as guided and directed by clinical staff of the area. |
| Code Yellow — internal emergency | • If you discover an internal emergency (eg. flood, noxious fumes), call the emergency number and state exact location and nature of the emergency.  
• Stand by for instructions from the area warden (yellow hat or vest), door warden (red hat or vest), emergency officer (white hat or vest) or fire brigade/police.  
• Do not leave the area unless advised to or the code is stood down. |
| Code Brown — external emergency | If you become aware of an external emergency that will impact the facility call the emergency number and state exact location and nature of the emergency.  
• Stand by for instructions from the area warden (yellow hat or vest), door warden (red hat or vest), emergency officer (white hat or vest) or fire brigade/police.  
• Do not leave the area unless advised to or the code is stood down. |
Aggression and violence (Code Black/Grey)

Aggression and violence are not tolerated at Epworth HealthCare — you have a right to be treated with respect. If you are faced with aggressive or violent conduct:

• Walk away if you can. If appropriate, call the emergency number and ask for assistance or ask a staff member to do this for you. Report the incident to the manager of the area.

• Endeavour always to stay out of ‘kick’ or ‘punch’ reach of an aggressor.

• Ensure that you manoeuvre yourself (if possible) to have a clear pathway to an exit (try not to let the aggressor block your exit pathway).

• If you have any concerns about the safety of your work area immediately inform the manager.

• You have the right to report incidents of assault to the police.

• If you are in a situation where a patient/visitor is demanding your purse/wallet or other item from you (drugs, drug key etc) for your own safety give them the demanded item. When you can, call the emergency number.

• If you are in a situation where you see patients/visitors or staff physically fighting you should call the emergency number. Where required the police will be called for assistance.

Bomb threat (Code Purple)

To assist with dealing with a telephone threat checklists are readily available and provide guidance in relation to the questions to ask — if you receive a bomb threat via a telephone call, please do not hang up the phone even after the caller has hung up, as this allows the police to trace the call.

Further information

Should you wish to have more details regarding any of these emergency procedures or to participate in emergency response training provided at Epworth HealthCare please contact the occupational health and safety advisor for your site.

If you have any concerns regarding the safety of an area/s within Epworth HealthCare please bring this to the attention of site management.

Thank you for taking the time to understand your role and responsibilities while working at Epworth HealthCare.

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