Emergency Procedures Manual

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Date of Review	Reviewed by
8 Nov 2007 V1.0	Michael Flannery
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The USQ Emergency Procedures manual has been prepared and issued by Campus Services in accordance with the Work Health and Safety Act 2011 (QLD) and Australian Standard 3745-2010 (Planning for Emergencies in Facilities).

Suggested amendments or additions to the contents of these procedures should be forwarded in writing to:

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Preface

This Manual was prepared by USQ*Safe* and subsequently reviewed and revised by Campus Services. It complies with the Australian Standard 3745-2010Planning for Emergencies in Facilities and the Work Health and Safety Act 2011 (QLD).

The objective of this Manual is to provide procedures for the safety of people in buildings, structures and workplaces during emergencies.

Although this Manual has been written to provide procedures for all types of occupiable buildings, structures and workplaces within USQ, there may be new or missed facilities that will require personnel to apply the generic nature of general emergency procedures.

The document details the structure for the USQ Emergency Control Organisation (ECO) and the lines of authority and responsibility. The authority of ECO officers when they are acting in their role in an emergency is also addressed.

Crisis Management

This Manual refers to and should be read in conjunction with the USQ Crisis Management Plan (CMP).

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Foreword

An emergency can develop from a number of causes. Emergency procedures in accordance with this manual are essential for effective and efficient management of any emergency.

Although effort has been made to provide procedures that will work in every situation, it is acknowledged that due to the dynamic nature and complexities of emergencies, not all procedures will work in all cases. For this reason it is imperative that members of the USQ community attain as much training as possible so they can use their initiative when situations change.

Section 1 - Scope and General

1.1. Scope

1.1.1. This Manual sets out the procedures for the controlled evacuation of buildings, structures and workplaces during emergencies.

1.1.2. The Manual also establishes:

    a.   the Emergency Planning Committee (EPC).

    b.   the Emergency Control Organisation (ECO).

    c.   emergency plans and procedures.

    d. the role and authority of ECO personnel while executing their duties.

    e.   the requirements for education and training.

1.2. Referenced Documents

1.2.1. The following documents are referred to in this manual:

    a.   Australian Standard 3745-2010 Planning for Emergencies in Facilities

    b.   Work Health and Safety Act 2011 (QLD)

    c.   USQ Crisis Management Plan.

1.3. Definitions

1.3.1. The following definitions are used throughout this manual and comply with the two referenced documents:

1.3.1.1. Bomb

Can be of any size or shape, can look obvious or be camouflaged, may vary in its sophistication, may explode or may not necessarily explode (i.e., incendiary, chemical, radiological, sharps, animals/reptiles).

- **Bomb threat**

A threat, written or verbal, delivered by electronic, oral or other medium, threatening to place or use an explosive, chemical, biological, or radiological device at a time or date or place or against any specific person or organisation.

- **Courier-delivered bomb**

An explosive device delivered by a courier.

- **Improvised explosive device (IED)**

A device fabricated in an ad hoc manner which contains explosive components designed to, or capable of, causing unlawful injury or damage.

- **Mail bomb**

An explosive device sent through the postal system.

- **Placed bomb**

An explosive device hand-delivered or purposefully placed.

- **Vehicle bomb**

A bomb in which a vehicle is used as the means of delivery. It may be designed to use the vehicle as fragmentation.

1.3.1.2. Building, structure and workplace

A building, structure or workplace that is occupied by people, i.e. offices, warehouses, factories, public buildings, shopping complexes, apartment buildings, or a place that may be occupied by people.

1.3.1.3. Chief Warden's Committee (CWC)

A committee responsible for organising wardens across the University and overseeing training for wardens and evacuation drills.

1.3.1.4. Emergency

Any event that arises internally or from external sources, which may adversely affect persons or the community generally, and which requires an immediate response.

1.3.1.5. Emergency Control Organisation (ECO)

A structured organisation that will initiate an appropriate response to emergency situations.

1.3.1.6. Emergency Planning Committee (EPC)

A committee responsible for establishing an emergency plan, emergency response procedures and an ECO.

1.3.1.7. Emergency Warning and Intercommunication System (EWIS)

A combined emergency warning and intercommunication system that facilitates two-way communications and control during an emergency.

1.3.1.8. May

Indicates the existence of an option.

1.3.1.9. Persons with disabilities

Persons having physical, intellectual, visual or auditory disabilities or impairments, either temporary or permanent.

1.3.1.10.   Safe place

A place of safety within a building, structure or workplace:

a. which is not under threat from an emergency; and

b. from which people are able to disperse after escaping the effect of an emergency; either a road or open space.

1.3.1.11.   **Will**

Indicates that a statement is mandatory.

1.3.1.12.   **Single dwelling**

A detached house. One or more attached dwellings, each being a building, separated by a fire-resisting wall, including a row house, terrace house, townhouse or villa unit.

1.3.1.13.   **Should**

Indicates a recommendation.

1.3.1.14.   **Training exercise**

An activity simulating an emergency event through activation of alarms and deployment of personnel, in order to:

a. review/test the planning process and procedures;

b. identify needs and planning inadequacies;

c. demonstrate capabilities and communication; and

d. foster working together as a team.

1.3.1.15.   **Workplace**

A workplace is any place where work is, or is to be, performed by:

a. a worker, or

b. a person conducting a business or undertaking.

Section 2 - establishment of the emergency plan and committee structure

2. The Plan and Emergency Structure

2.1. The emergency structure has four main parts consisting of:

    a. The Emergency Planning Committee (EPC);

    b. The Emergency Control Organisation (ECO);

    c. The Emergency Response Teams (ERT);

    d. The Crisis Management Team (CMT).

2.2. Emergency Planning Committee (EPC)

2.2.1. **Structure**. The EPC consists of the following;

Manager (Security and Emergency) (Chair)
Associate Director (Facilities) (Deputy Chair)
Maintenance Manager (Toowoomba)
Maintenance Manager (Ipswich/Springfield)
Security Supervisor
3 x Toowoomba Chief Wardens
1 x Ipswich Chief Warden
1 x Springfield Chief Warden
1 x Disability Rep (Student Services)
1 x Academic Rep

2.2.2. **Reporting.** The EPC reports to the Executive Director (Campus Services). Minutes from the meetings of the EPC will be forwarded to the members of the EPC and forwarded to the Executive Director (Campus Services).

2.2.3. **Authority.** Once an emergency is declared, the powers of wardens and deputy wardens override all normal non-emergency management procedures. Floor or area wardens and their deputies have the authority to marshal all staff and any visitor/s to their floor/area. The purpose of these powers is to ensure that during an emergency situation, life safety takes precedent over asset protection and production matters.

2.2.4. **Indemnity.** Designated emergency personnel who work within their level of training will not be held legally liable (including liability for personal negligence) as a result of any act or omission on their part during the course of carrying out their designated function.

2.2.5. **Duties.** The EPC will meet a minimum of quarterly or more often as required to establish new procedures. A meeting of the EPC may be called at anytime by the Manager (Fire and Emergency). The EPC will also:

    a. Establish and implement emergency plans and emergency procedures.

    b. Ensure the number of ECO personnel is consistent with the nature and risk of the buildings, structures and workplaces.

c. Ensure that all positions have personnel appointed and that vacancies are filled expeditiously.

d. Arrange for the training of ECO personnel.

e. Arrange for conduct of evacuation exercises.

f. Review the effectiveness of evacuation exercises and arrange for procedure improvements.

2.3. Emergency Control Organisation (ECO)

2.3.1. **Structure.** The USQ ECO is a structured organisation of persons to coordinate and supervise the safe movement of occupants of a building or a group of buildings in an emergency. The ECO consists of the following:

a.   Emergency Coordinator (EC).

b.   Emergency Control Officer (ECO).

c.   Chief Wardens (CW).

d.   Deputy Chief Wardens (DCW).

e.   Communications Officer.

f.   Floor or area wardens.

g.   Wardens.

h.   Security Personnel.

i.   First aid personnel.

2.3.2. **Appointment.** The EPC appoints Chief Wardens and their deputies following recommendations by Faculty/School/Divisional heads of other groups who occupy the various buildings. The EC and ECO positions are ex officio for the Manager (Fire and Emergency).

2.3.3. Selection Criteria for Personnel

2.3.3.1. **General** - Persons appointed to the ECO should:

a.   Be physically capable of performing their duties.

b.   Have leadership qualities and command authority.

c.   Have maturity of judgement, good decision-making skills and be capable of remaining calm under pressure.

d.   Be familiar with their areas of responsibility.

e.   Be available to undertake their appointed duties.

f.   Have clear diction and be able to communicate with the majority of occupants and visitors.

g.   Be willing and able to undergo relevant training.

2.3.3.2. **Chief Warden** - In addition to the above criteria, chief wardens are required to have a sound knowledge of the layout of the building/s and structures in their workplace.

2.3.3.3. **Communications Officer** - The communications officer will be competent in the use of the communication equipment in the building, structure and workplace and have a clear commanding voice.

NOTES:
1.   Where an EWIS is installed, the Communications Officer should operate the system. Where no EWIS is installed, the receptionist/switchboard operator may be required to operate the communication equipment.

2.   A communications officer's duties may (and usually will) be carried out by a deputy chief warden.

2.3.3.4. **Floor or area wardens** - Floor or area wardens should be appointed consistent with the level of their day-to-day responsibilities. Where possible, the floor or area warden responsibilities should be attached to a specific position so that the person appointed to the position, in either a permanent or temporary capacity, carries out the necessary Warden functions. In any event, it is essential that the persons appointed have the qualities needed to enable them to perform duties required in emergencies. Factors to be considered include the following:

a. Availability - they should be persons who spend most of their time at, or near, their workstations.

b. Ability to organise others in an emergency.

c. Reliability.

2.3.3.5. **Wardens** - Wardens should be appointed to assist the floor or area warden on the basis of there being sufficient wardens to ensure the life safety of occupants. Wardens should also be capable of deputizing for other nominated positions.

2.3.3.6. **Deputies** - Deputies will be appointed to each of the chief warden, communications officer and floor or area wardens positions, to ensure continuity of their functions during absences. The selection of deputies should be consistent with the appropriate selection criteria. Deputies should be fully trained and prepared to take over the primary roles as required.

2.3.4. Warden identification

2.3.4.1. The control of emergencies will be greatly assisted if key personnel can be quickly identified by the occupants of the building and officers of the emergency services. Where practical, this identification will be consistent throughout USQ.

2.3.4.2. Identification for USQ wardens will be by the use of coloured helmets and/or high visibility vests as approved by the Manager (Fire and Emergency).

2.3.5.Colour Identification - The following colours will be used for ECO identification:

Wearer's Title	Writing on Vest	Helmet Colour
Emergency Coordinator	Emergency Coordinator	Blue
Building and Facilities/Engineers etc	Facilities Management	Orange
USQ Security	Security	Green
Chief Wardens/Deputies	USQ Emergency Team	White
Building/Floor or Area Wardens	USQ Emergency Team	Yellow
Wardens	USQ Emergency Team	Red
First Aid Officers	White Cross	Green

2.3.6.Identification equipment will be prominently marked with the wearer's title and location. The communications officer would not necessarily wear identification equipment; however, if such equipment is worn it should be white.

2.4. Roles and Responsibilities - The primary role of members of the ECO is to ensure safety takes precedence over asset protection.

2.4.1.**Emergency Coordinator (EC).** The EC is responsible for sponsoring the Emergency Procedures manual and oversight of the ECO. During an emergency the EC will assume the role of Senior University Representative and manage the situation until relieved by an appropriate officer nominated by the Vice Chancellor.

2.4.2.The Emergency Coordinator is also responsible for making regular reports to the Crisis Management Team if the CMT is convened.

2.4.3.**Emergency Control Officer (ECO).** The ECOs are responsible for the supervision and training of all Chief Wardens, Floor Wardens and Wardens within their emergency division as detailed in the Emergency Control Diagram on page 10.

2.4.4.**Chief Warden (CW).** On becoming aware of an emergency, the chief warden will take the following actions:

a. Ascertain the nature of the emergency and determine appropriate action.

b. Ensure that the appropriate emergency service has been notified.

c. Ensure that floor or area wardens are advised of the situation.

d. If necessary, initiate evacuation and control entry to the affected areas.

e. Ensure the progress of the evacuation and any action taken is recorded in an incident log.

f. Brief the emergency services personnel upon arrival on type, scope and location of the emergency and the status of the evacuation and, thereafter, act on the senior officer's instructions.

g. Inform the ECO or WHSC for their area when their building/area is clear and their activities have been completed.

2.4.5. **Deputy Chief Warden (DCW).** The deputy chief warden will assume the responsibilities normally carried out by the chief warden if the chief warden is unavailable, and otherwise assist as required.

2.4.6. **Communications Officer (CO).** The communications officer, on becoming aware of the emergency, will take the following actions:

a. Ascertain the nature and location of the emergency.

b. Confirm that the appropriate emergency service has been notified.

c. Notify appropriate ECO personnel either by the EWIS or other means.

d. Transmit and record instructions and information between the chief warden and the floor wardens and occupants.

e. Maintain a log of the events.

f. Act as directed by the chief warden.

2.4.7. **Floor or Area Wardens.** On hearing an alarm or on becoming aware of an emergency, the floor or area wardens will take the following actions:

a. Implement the emergency procedures for their floor or area.

b. Ensure that the appropriate emergency service has been notified.

c. Direct wardens to check the floor or area for any abnormal situation.

d. Commence evacuation if the circumstances on their floor or area warrant this.

e. Communicate with the chief warden by whatever means available and act on instructions.

f. Advise the chief warden as soon as possible of the circumstances and action taken.

g. Co-opt persons as required to assist a warden during an emergency.

h. Confirm that the activities of wardens have been completed and report this to the chief warden.

2.4.8. **Wardens**. Persons selected as wardens may be required to carry out a number of activities, including the following:

a. Act as floor or area wardens.

b. Ensure that the appropriate emergency service has been notified.

c. Operate the intercommunication system.

d. Check to ensure fire doors and smoke doors are properly closed.

e. Search the floor or area to ensure all persons have evacuated.

f. Ensure orderly flow of persons into protected areas, e.g. stairwells.

g. Assist persons with disabilities.

h. Act as leader of groups moving to nominated assembly areas.

i. Report to the floor or area warden on completion of required activities.

2.4.9. **Switch Operator (Toowoomba Only).** During business hours the switch operators are to act as the first point of contact for an emergency and conduct duties in accordance with their procedures manual including:

a. Log all emergency calls.

b. Log all follow up actions.

c. Ensure they are capable of operating the emergency back-up switch.

d. Forward a report to USQ*Safe* once activity has ceased.

2.4.10. **Security Personnel** Toowoomba security personnel are often the first response activated to an emergency on Toowoomba Campus and are to conduct their duties in accordance with their procedures manual including:

a. Acting as Chief Warden and university representative until relieved.

b. Provide first aid assistance.

c. Provide directions and guidance to emergency services.

d. Assist in evacuations or lockdowns.

e. Provide a written report to Campus Services once activity has ceased.

2.5. Emergency Response Teams (ERT)

2.5.1. The ERTs on each campus will vary according to the size and nature of the site. The ERT is not meant to replace the emergency services or to prevent wardens or other persons from taking immediate reasonable action. The ERT is designed to provide an immediate first response by personnel trained in dealing with emergency situations. The ERTs will generally have the following structure:

a. Security staff member.

b. First aid trained staff member (preferably trained on defibrillator use).

c. USQ*Safe* staff member (Toowoomba only).

d. Chief or senior warden.

e. Maintenance/engineering person if required.

2.5.2. **Activation**. The ERT will be activated automatically by the switch after they have called the appropriate emergency services.

2.5.3. The ERT may also be activated independently of emergency services if the caller and the switch operator are in agreement that the incident is only of a minor nature and does not require emergency services. In all cases, if doubt exists, the emergency services are to be called.

2.5.4. **Training.** The ERTs in each location will train at least four times per year in their emergency callout procedures. The switch is to be involved in this training to test the communication channels.

2.5.5. **Communication.** ERT members are to be contactable by mobile phone/pager/radio as is dictated by local procedures and requirements. The Toowoomba ERT is to be equipped with two way radios compatible with the security and warden system.

2.6. Crisis Management Team CMT)

2.6.1. The CMT will be mobilised during an emergency if it meets the requirements of the Crisis Management Plan (CMP). Refer to the CMP for details.

2.7. Special Considerations for Ipswich, Springfield and Stanthorpe Campuses:

2.7.1. USQ Emergency Procedures are written with the objective of including all four remote campuses within the intent of the document; however there are necessarily some differing requirements due to their unique situations.

2.7.1.1. **Springfield.** The Springfield Campus is essentially two, multi-level buildings where, at times, there may be entire floors with many students but no regular staff. To accommodate this peculiarity, it is necessary to implement local procedures to ensure all levels are evacuated and cleared if necessary. It is also a requirement that all teaching staff at Springfield, either visiting or permanent, are familiar with the responsibilities of floor wardens.

2.7.1.2. **Ipswich.** The Ipswich Campus has several single and multi-storey buildings and at times, there may be entire floors with many students but no regular staff. To accommodate this peculiarity, it is necessary to implement local procedures to ensure all levels are evacuated and cleared if necessary. It is also a requirement that all teaching staff at Ipswich, either visiting or permanent, are familiar with the responsibilities of floor wardens.

2.7.1.3. **Stanthorpe.** Stanthorpe is the smallest of the USQ campuses and essentially operates as an independent organisation for the conduct of local emergencies. As there is a limited number of regular staff, all ECO members at Stanthorpe are required to be multitasked and able to fill any position in the ECO.

2.7.1.4. The position of Chief Warden at Stanthorpe is filled by the CEO, QCWT.

2.8. Implementing The Emergency Procedures

2.8.1. It is essential that all levels of USQ management and staff accept and participate in the implementation and maintenance of the USQ Emergency Procedures. USQ has an obligation and commitment to implement emergency procedures, emergency planning, and emergency risk management. Emergency procedures are of no value if they are not accepted within the organisation. The emergency procedures are part of the culture of USQ.

2.8.2. Identifying hazards, assessing the risks and developing the procedures are key components of the implementation process. Assistance can be given by Campus Services in the integration of the procedures, education and awareness of emergency risks, providing emergency training, reviewing and auditing the processes, and most importantly – testing the procedures.

2.9. Maintaining the Procedures

2.9.1. The successful implementation of these procedures will be tested annually by a full evacuation of each area within USQ. A full campus wide emergency exercise should also be conducted every two years and should be based on a different scenario each time.

2.9.2. To ensure that interest is maintained and that ECO personnel maintain their skills, the EPC will ensure that:

    a.   the ECO meets as required or at intervals not greater than six months;

b.   training sessions are conducted to maintain the knowledge and skills of wardens;

c.   ECO personnel who vacate their positions are promptly replaced;

d.   evacuation exercises are conducted;

e.   the administrative requirements of the ECO are maintained, e.g. training records, equipment maintenance, nomination of new wardens and the like; and

f.   the procedures are reviewed after an emergency, an exercise or any changes that affect the emergency management plan.

Section 3 - Education and Training

3. Education and Training

3.1. General

3.1.1. It has been proven many times that a team of people who are thoroughly practised in their emergency procedure drills will act more rationally and efficiently during an emergency than those who are not familiar with their duties. It is therefore necessary to institute education, training sessions and periodic exercises to test the organisation, the procedures and occupant responses.

3.1.2. The EPC is responsible for arranging the appropriate delivery of education and training sessions and the conduct of periodic exercises.

3.1.3. Where applicable, ECO personnel will be familiar with the following:

   a. The layout of the area or floor for which they are responsible. They should know the existence of, and the positions of, strongrooms, secure rooms, rooms leading off blind passages, doors leading to dead ends and other concealed areas in which persons could be located.

   b. Evacuation routes and safe places.

   c. The operation of, and procedures for use of, the communications equipment and alarm-initiating devices.

   d. The number, location and means of assistance for persons with disabilities on their floor or in their area.

   e. The operation of all fire-detection and suppression systems.

   f. Any special procedures that may exist to protect strategically significant items located on their floor or in their area.

   g. Any dangerous goods that may need special attention or isolation.

   h. The operation of portable fire extinguishers, fire hose reels and fire blankets.

3.1.4. The EPC is to ensure that every occupant of the building is advised of the procedure to be taken in the event of an emergency, and each occupant should be given the name, location and telephone number of the warden of the area in which they work. Occupants should be encouraged to approach their warden for information and clarification of procedures.

3.1.5. The EPC is to ensure that all new occupants are advised of the relevant procedures and are shown the location of evacuation routes, safe places and fire fighting equipment.

3.1.6. Personnel conducting education and training will be competent (have the training, skills and experience) to provide the appropriate training.

3.2. Training Programs

3.2.1. Training of ECO personnel and *all* USQ staff is a shared responsibility between Campus Services and the Chief Wardens. The minimum standard for training is detailed below:

3.2.1.1. **EPC Members Training.** EPC members will be trained to develop the skills and knowledge necessary to undertake the duties associated with their positions. The training will include the following:

   a. The roles and responsibilities of the EPC and ECO.

b. Establishing and managing an ECO.

c. Managing and developing emergency procedures and assessment activities.

d. Emergency communications, notification and warnings.

e. Training, drills and exercises.

f. Liaison with emergency services.

g. Evacuation management.

h. Post-evacuation management.

i. Emergency prevention, mitigation and preparedness.

3.2.1.2. **Chief Warden, Deputy and Communications Officer Training.** The chief warden, deputy and communications officer will be trained to develop the skills and knowledge necessary to undertake the duties assigned to their positions. The training will include the following:

a. The roles and responsibilities of the EPC and ECO.

b. Coordination of emergency planning, training, exercising and assessment activities for the ECO.

c. Coordination of communications during emergencies.

d. Initiation of emergency notification and warnings.

e. Procedures for specific emergencies.

f. Liaison with emergency services.

g. Coordination of evacuation management.

h. Coordination of post-evacuation management.

i. Decision making, command and control.

j. Human behaviour in emergencies.

3.2.1.3. **Floor or Area Wardens, Deputies and Wardens Training.** Floor or area wardens, deputies and wardens will be trained to develop the skills and knowledge necessary to undertake the duties of these positions. The training will include the following:

a. The roles and responsibilities of the ECO.

b. Emergency response training, exercises and assessment.

c. Communication during emergencies.

d. Responding to alarms and reports of emergencies.

e. Procedures for specific emergencies.

f. Initiating emergency alarms.

g. Evacuation activities.

h. Post-evacuation activities.

i. Human behaviour in emergencies.

3.2.1.4. **Employees Training.** Employees should be trained to develop the skills and knowledge to enable them to act in accordance with the established procedures. The training should include the following:

a. Employee responsibilities.

b. Preparing for emergencies.

      c. Reporting emergencies.

      d. Reacting safely to emergencies.

      e. Evacuating from endangered areas.

      f. Emergencies that may occur.

      g. Recognizing unsafe conditions.

      h. Correcting and reporting unsafe conditions.

      i. The roles and responsibilities of wardens.

      j. Procedures for specific emergencies.

      k. Post-evacuation activities.

3.2.1.5. **Employees with First Attack Fire-fighting Skills Training.** The training should include the following:

      a. Employee responsibilities.

      b. Preparing for emergencies.

      c. Reporting emergencies.

      d. Reacting safely to emergencies.

      e. Evacuating from endangered area.

      f. Emergencies that may occur.

      g. Recognizing unsafe conditions.

      h. Correcting and reporting unsafe conditions.

      i. The roles and responsibilities of wardens.

      j. Procedures for specific emergencies.

      k. Post evacuation activities.

      l. Responding to fire emergencies.

      m. Determining if it is safe and appropriate to use first attack equipment.

      n. Selecting the correct portable fire extinguishers, fire hose reels or fire blankets.

      o. Operating portable fire extinguishers, fire hose reels and fire blankets.

      p. Procedures to be followed after first attack equipment has been used.

3.2.1.6. **Induction Training.** New employees and casual staff will receive induction training, to develop the necessary skills and knowledge to act in accordance with the established procedures. The training will include the following:

      a. Employees' responsibilities.

      b. Reporting emergencies.

      c. Reacting safely to emergency signals.

      d. Evacuating from endangered areas.

      e. Emergencies that may occur in the structure.

      f. The roles and responsibilities of wardens.

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Warning – Uncontrolled when printed. The current version of this document is kept on the USQ website

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3.3. Briefing and Debriefing

3.3.1. **Briefing.** A thorough briefing is to be conducted by the ECO to all personnel who are to be involved in a training exercise and will include the following:

a. The identity of their wardens.

b. Alarm system, where installed.

c. The method of reporting emergencies.

d. Actions they are to take in response to the alarm signals.

e. Location of the marshalling area for their floor or area, where applicable.

f. The evacuation routes they are to take.

g. Location of assembly or designated alternative areas that provide safe refuge internally or externally.

h. What is required at the completion of the exercise.

3.3.2. Debriefing. A debriefing session is essential to capture all the positive and negative aspects of the exercise. Observer's notes should be used during the debrief and included in the Post Activity Report which is to be forwarded to USQ*Safe* following each exercise or emergency.

3.3.3. The size and detail of the debrief session will be dictated by the size of the exercise and should be proportionate. Regardless of the size of the exercise, feedback should be provided to all participants.

3.4. Evacuation Exercises

3.4.1. Evacuation exercises will be arranged by the ECO, in consultation with Campus Services, at a frequency of no less than two per year for each area/building. It is recommended one "in session" and one "out of session". They should be conducted even if they only involve the staff and ECO members.

3.4.2. All occupants of the floor(s) or area(s) involved in the evacuation exercises will take part unless the ECO and/or Campus Services grant an exemption prior to conducting the exercise.

3.4.3. All evacuation exercises are to be planned in advance and there are to be no adhoc exercises and *NO* surprise or no notice practice evacuations.

3.4.4. All exercises are to be attended by observers with checklists and all warnings are to be prefixed with the words "practice, practice, practice" and "this is an exercise".

3.5. The First Evacuation Exercise

3.5.1. Before the first evacuation exercise commences, occupants of the building/s will be briefed. The briefing will be arranged by the ECO in consultation with Campus Services and it should be delivered through the warden system enabling the building occupants to identify their warden(s) and become aware of their duties.

3.5.2. The first evacuation of a new building or the first for the year may only require the sounding of the alarm and having people walk to their building's designated evacuation assembly area.

3.5.3. When the ECO and procedures have been proven to be satisfactory, the first large scale evacuation can be held. Adequate warning, including the proposed date, will be given as the first evacuation can be difficult enough without the added confusion brought about by surprise.

3.5.4. The wardens will be briefed to give extra assistance to staff during the initial evacuations. Simple, well defined objectives are the key to a smooth running exercise. The following objectives may be used and refined for each building/area:

a. Wardens to initiate emergency procedures without waiting for instructions.

b. Wardens to respond to alarms within 10 Seconds.

c. A search of all areas/zones to be completed without delay.

d. Simulated call to the emergency number or Emergency Services (where applicable) as appropriate.

e. Emergency control point to be staffed immediately.

f. Evacuation to commence within 2 minutes.

g. Evacuation to be completed within 'x' minutes (defined for each building).

h. Wardens to report the location of any persons with disabilities requiring assistance.

i. Wardens to control any vehicle movements during evacuations (in the absence of security and/or police).

j. A person nominated by the ECO to be at entry point to meet the emergency services.

3.6. Second and Successive Evacuation Exercises

3.6.1. The second and/or successive exercises should gradually increase the degree of realism and the extent of personnel involved.

3.6.2. At least once every three years, all USQ facilities should be involved in a higher level exercise in conjunction with local emergency services and disaster committees such as Toowoomba City Council Disaster Committee.

3.7. Exercise Debriefing Session

3.7.1. Following each exercise, the organising authority, usually the ECO, will conduct a debrief. The main purpose of this is to identify and correct any deficiencies in the procedure or its implementation. The ECO/Chief Warden is to complete the USQ Emergency Evacuation Checklist and fax/email the completed form to Campus Services.

3.8. Frequency of Evacuation Exercises

3.8.1. The USQ emergency evacuation exercise program operates on a three year cycle and should culminate in a full scale emergency exercise in conjunction with higher level organisations and local authorities.

3.8.2. To achieve this aim, all buildings and areas need to conduct a minimum of two exercises per year and gradually increase the complexity towards the end of the three year cycle.

3.9. Other Important Points for ECO Members

3.9.1. Assembly Area Procedures

3.9.1.1. Wardens are responsible to ensure evacuees remain at the designated assembly point until the all clear has been given to re-enter the building. Wardens are to check if any person is missing or likely to be trapped within the building. This information needs to be passed onto the 'emergency services' immediately, so they can concentrate on the particular area for rescue.

3.9.1.2. Under no circumstances should staff members or students be permitted to go back into the building for any reason, until they have been advised that it is safe to do so by the senior emergency services officer present.

3.9.2. Persons in Charge of a Class

3.9.2.1. Any person in charge of a class is responsible for initiating the safe evacuation of that class. The lecturer or teacher needs to instruct the class to leave the room immediately and follow instructions given by their floor warden, security, emergency management officer or emergency personnel.

3.9.3. Person Refusing to Comply with Warden's Directions

3.9.3.1. All persons on University property are to follow the directions of all wardens and members of the ECO and Emergency Services during emergencies and emergency drills. If a person refuses to comply with the directions given by a Warden the following action should be taken:

a. Ensure the person has been clearly advised they are required to evacuate the building/follow the warden's instructions,

b. Notify the ECO who will advise the Emergency Coordinator in the case of a drill and the Officer-in-Charge of the Emergency Service in a real emergency. The OIC of the Emergency Services may then choose to remove the person in accordance with their authority.

Note: It is advisable to have a witness to confirm any refusals. Document any such incidents and don't start an argument.

3.10. Dealing with the media

3.10.1. Staff members should not discuss emergency situations with the news media. All enquiries should be politely forwarded to the switch who will then direct the call in accordance with standard procedures.

3.10.2. Ipswich, Springfield, Fraser Coast and Stanthorpe may also forward these calls to the USQ switch or redirect to the senior USQ representative for the respective campus.

Section 4 - Emergency Equipment at USQ

4. Emergency Equipment

4.1. Emergency Procedure Flipchart (EPF)

4.1.1. The Emergency Procedure Flipchart is a condensed version of the USQ Emergency Procedures Manual and contains all essential information for the immediate actions required in most emergencies. The EPF is colour coded according to the nature of the emergency.

4.1.2. The EPFs are available as hardcopies or may be used online. A hardcopy EPF is to be located in every room within USQ buildings and the ends of hallways, in stairwells and in all EWIS stations. If enough copies are available, a flipchart should be available on each workstation.

4.1.3. The EPFs are campus specific and should not be moved between campuses.

4.1.4. Chief Wardens are responsible for ensuring that copies of the EPF are available and located in the appropriate places.

4.2. Emergency Floor Plan:

4.2.1. An Emergency Floor Plan is to be situated along each evacuation route within USQ buildings. In practicality this means a plan will be placed at or near each exit.

4.2.2. The floor plans should be clear and concise and free from unnecessary clutter and must indicate location of the following (where applicable):

a. Fire Extinguishers & fire hose reels.

b. Fire Blankets.

c. Exits.

d. Nominated Assembly Areas.

e. Fire Indicator Panel.

f. Warden Indicator Phones (WIP) – where applicable.

g. Manual Call Points (break glass alarms).

h. First Aid Kit (where applicable).

4.3. Equipment Available to ECO, Wardens & First Aid Officers

4.3.1. The following equipment is to be made available, at faculty/cost centre expense, to all members of the ECO:

a. Colour coded construction type helmet,

b. Colour coded high visibility vest,

c. Rechargeable torch,

d. First Aid Kit (Chief Wardens and First Aid Officers),

e. Portable PA device (floor wardens), and

f. Handheld two-way radio (Chief Wardens, Security).

Section 5 - Persons with Mobility Issues

5. Persons with Mobility Issues

5.1. Persons suffering from mobility impairment or other impairment that would impact on their safe and speedy evacuation have an obligation to communicate the nature of the impairment to their warden prior to any event that may require the impaired person's evacuation.

5.2. Procedures

5.2.1. The procedures for helping mobility or other impaired persons should be discussed by the warden with the individual concerned, prior to any event requiring the impaired person's evacuation. Wardens should be aware of mobility impaired persons within their area. Wardens should record all names and location of staff who are permanent occupants of their area. This will enable prompt assistance for these people in an emergency evacuation. This information will have to be periodically updated. If possible a person should be assigned to assist the mobility impaired person in an emergency. This person could then assist the mobility impaired person to a predetermined safe area.

5.2.2. The impaired person should be guided to a pre-arranged evacuation point and the ECO and/or the Senior Emergency Service Officer notified. The ECO will arrange evacuation with the Emergency Services.

5.2.3. For mobility impaired persons, they should be evacuated to the landing of the fire stairs, or if not possible, taken to a wet space, such as a bathroom. If the danger is impending, secure the person in an office where there is a phone, close doors and windows, and have a warden or another person remain with them as a 'buddy'. Notify the Campus Emergency Contact number with the persons name, location and who they are with, and also advise the ECO at the EWIS panel. Also send a runner or a warden to the front of the building and advise the emergency service upon their arrival.

5.2.4. Once all occupants have been evacuated, the impaired person may be placed on the landing in the fire stairs with a Warden, or responsible person, to provide comfort and reassurance, or maybe evacuated by lift under the control of the Emergency Services.

5.2.5. In non fire emergencies, escort the person to the fire stair well and remain with them until emergency services arrive. Advise the Campus Emergency Contact number where you are and if the person is in a wheelchair. You may even secure the person in their office and advise the ECO at the Fire Panel or assembly area so they can brief the arriving emergency services of their location so they can be evacuated safely from the building.

5.3. Mobility impaired / other impaired persons on a non-affected floor:

5.3.1. On the sounding of the ALERT ALARM (if fitted), known mobility impaired and other impaired persons should be advised of the alarm by the floor warden. Co-workers should be nominated to assist impaired persons when an evacuation is ordered. Prepare the person for evacuation. On the sounding of the EVACUATION TONE (if fitted), follow the instruction as above.

Section 6 - Emergency Procedures

6. Emergency Procedure Guidelines

6.1. The emergency procedures in the following chapters are generic in nature and provide essential information for ECO personnel and good background information for all other personnel. All members of the ECO are expected to read and be familiar with these procedures. All other personnel are expected to be familiar with the Emergency Procedures Flipchart (EPF) and the colour coding system used to classify emergencies.

6.2. Emergency Procedures Flipchart (EPF). The EPF is the tool most likely to be used in an emergency to provide accurate and concise information regarding first response. It is campus and location specific and includes emergency contact details and instructions for most emergencies.

6.3. The EPF is available online or as a colour coded booklet.

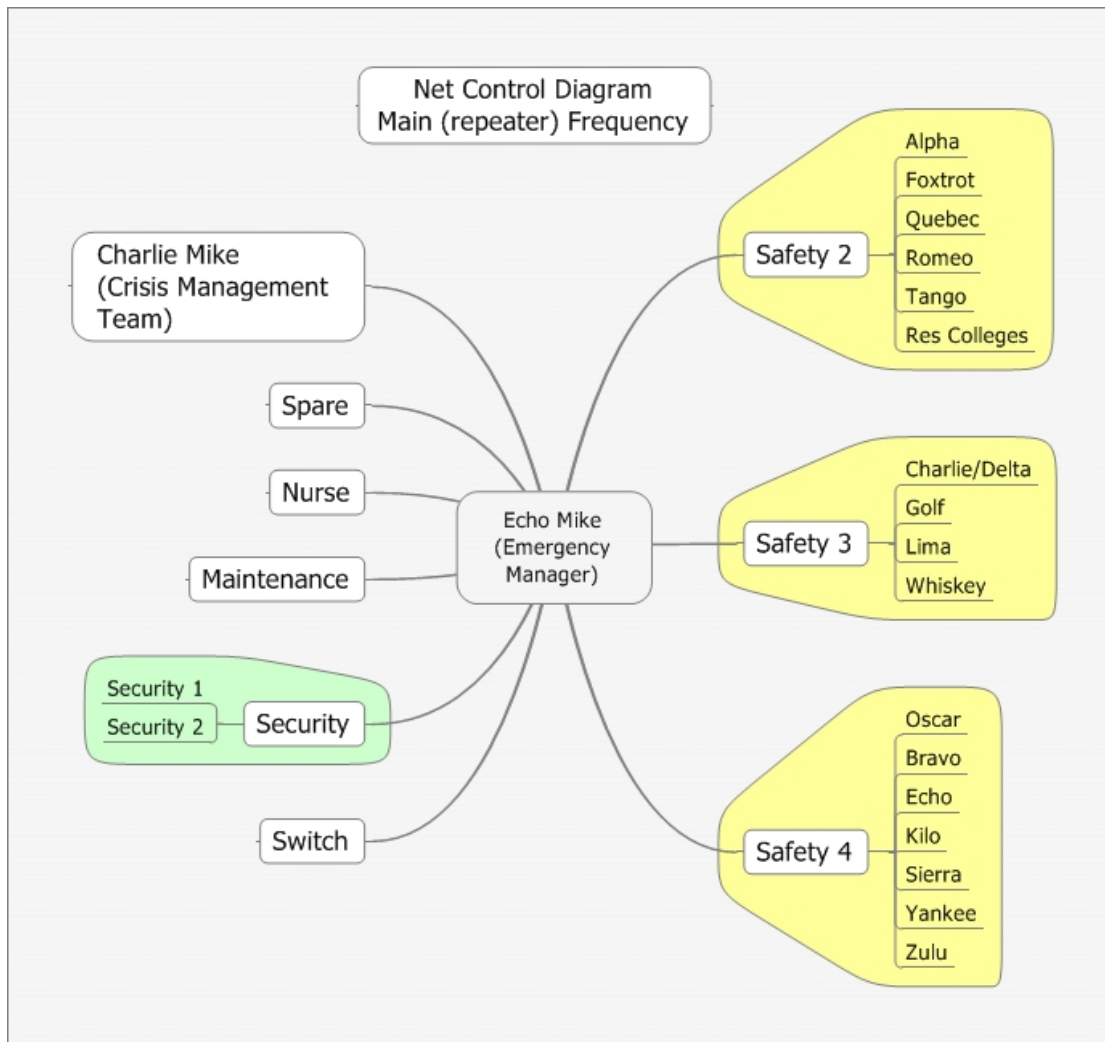### 6.4. Toowoomba Campus Emergency Radio Network

6.4.1. Introduction

6.4.1.1. The Toowoomba Campus Emergency Radio Network was setup to facilitate communications in all emergency situations. Although there are only a limited number of handsets, as resources become available, more handsets will be purchased. This will include establishing networks at the Fraser Coast, Ipswich and Springfield campuses.

6.4.2. Equipment

6.4.2.1. The network is based on the Ultra High Frequency (UHF) range and licences to operate on the assigned frequencies are maintained by both Campus Services.

6.4.2.2. Instruction for the individual operation of each piece of equipment is provided in the OEM instruction booklet.

6.4.3. Network

6.4.3.1. The Network Control Diagram depicts a graphical representation of the call signs authorised for use on this net.

6.4.3.2. The Net Control Station when the net is in full operation is Echo Mike the Emergency Controller (normally the Manager, Security and Emergency). In smaller operations, net control will be assumed by the most senior position as depicted in the Network Control Diagram.

Net Control Diagram
Main (repeater) Frequency

Charlie Mike
(Crisis Management
Team)

Spare

Nurse

Maintenance

Echo Mike
(Emergency
Manager)

Security 1
Security 2 — Security

Switch

Safety 2
Alpha
Foxtrot
Quebec
Romeo
Tango
Res Colleges

Safety 3
Charlie/Delta
Golf
Lima
Whiskey

Safety 4
Oscar
Bravo
Echo
Kilo
Sierra
Yankee
Zulu

6.4.4. Group Call Signs

6.4.4.1. The Emergency Response Team (ERT) can be called out at any time by any call sign declaring an emergency over the network. Normal call out of the ERT will be by the switch after receiving an emergency call over the telephone system.

6.4.5. Radio Procedures

6.4.5.1. A commonly understood format is necessary on a radio network and this is achieved with procedures that are designed to ensure order and discipline.

6.4.5.2. The main principles differ little, no matter what system of communications and regardless of the frequency being used. There are various conventions of procedure which are particular to some services, but in general they are all similar.

6.4.5.3. Call signs:

a. It is essential that everyone listening on radio frequencies is in no doubt as to who is talking to whom.

b. The call sign of the station contacted is always to be used BEFORE that of the transmitting station.

c. Call signs to be used are issued at the time of the event.

d. In a disaster emergency or a Search and Rescue event, call signs MUST reflect a recognisable geographical location near the search area.

e. Operators should familiarise themselves with the event call signs and procedures relevant to their area.

6.4.6. Establishing a Radio Net:

6.4.6.1. A radio net consists of two or more radio stations operating on the same frequency for the purpose of communicating with one another. It consists of a control station and one or more "Sub" stations.

a. The Net Control Station (NCS) is usually located at the senior headquarters of the organisation, and is responsible for ensuring that good net discipline is maintained and that all stations have an equal opportunity to transmit.

b. "Sub" Stations are the other stations in the net.

6.4.7. Radio Operating Techniques:

6.4.7.1. The aim of all operators should be to get the message through with complete accuracy and minimum delay, so that the least possible time is spent occupying the frequency.

6.4.7.2. These notes are designed to assist operators to improve their personal radio technique.

a. Listen before you call – Someone else may be using the channel. If more than one station is transmitting at the same time, garbled transmission will result.

b. Speak clearly – Use your normal voice and do not speak too fast. Hold the microphone close to your mouth but at right angles and talk across the face of the microphone. This reduces distortion and wind noise.

c. Think before you speak – Know what you are going to say before you press the microphone switch. Divide your message into natural phrases instead of individual words so that it flows smoothly.

d. Spelling – Spell difficult, ambiguous or unfamiliar words – using the phonetic alphabet if necessary.

6.4.7.3. Operating Rules

a. Station to Station Transmissions – Communications between stations should be restricted to official messages or those of an emergency nature only.

b. Short Conversation – Do not waffle. Conversations should be kept as brief as possible allowing others time to use the frequency.

c. Prompt Replies – When called, or when a transmitting station has said "over", reply immediately. When a transmitting station fails to receive an immediate reply, there is doubt as to whether;

i. the message is received

ii. the radio is working

iii. the operator is still at the radio.

d. Lack of a prompt response can cause loss of confidence in radio as a useful communications tool.

6.4.7.4. Procedures

a. "This is" should be used to separate the call sign of the station being called from the call sign of the calling station.

b. "OVER" or "OUT". Transmission should be followed with either OVER or OUT.

c. OVER means" I have finished transmitting" – "please go ahead with your reply."

d. "OUT" means " This conversation is ended – the frequency is now free for other users.

e. These definitions indicate that the phrase "OVER AND OUT" is contradictory and should not be used.

f. In simple conversations when good communications are established, the use of OVER and OUT may be dispensed with. If the full Network is in operation, OVER and OUT should always be used. The Net Control Station will determine what is appropriate.

6.4.8. Procedure Words (Prowords)

6.4.8.1. Prowords are standard, easily pronounced words which have been assigned special meanings to speed up messages handling on radio networks. They should be used whenever appropriate.

6.4.8.2. A proword, or combination of prowords must never be substituted for any word or phrase in the text of a message.

6.4.8.3. The following prowords are acceptable for general use:

"ACKNOWLEDGE"	Receipt of this message must be acknowledged by the addressee. (The person to whom it is addressed)
"ALL BEFORE/AFTER"	Used when asking to repeat that portion of a message preceding or following a key word of the text.
"CORRECTION"	Indicates that an error has been made and that the transmission will continue from the last word correctly used.
"DISREGARD THIS"	This transmission has been made in error – TRANSMISSION" disregard.
"FIGURES"	Numerals follow.
"FROM"	Originator of the message is ....
"I SAY AGAIN"	I will re-transmit the message or part message.
"I SPELL"	The next word will be spelled. In poor conditions, use phonetics.
"RELAY TO"	Transmit this message to the addressee indicated.
"ROGER"	Message received and understood.

"ROGER SO FAR"	(query) Have you received my message so far? (answer) Message received so far – carry on.
"SAY AGAIN"	Re-transmit all (or all after) your transmission.
"WAIT"	I am pausing for a few seconds.
"WAIT OUT"	I will call you again – a pause for longer that a few seconds.
WILCO	I <u>Will Comply</u> with your message (to be used only by the person who intends to comply)

6.4.9. Phrases

6.4.9.1. The following list and explanations explain most of the common phrases which may be used in message texts;

"RADIO CHECK"	Request a report on reception of the transmission at your location.
"SAY AGAIN ALL AFTER"	A request for the sender to re-transmit all of the transmission after a particular word of phrase.
"I SPELL"	Means that the next word will be spelled out. In poor conditions, phonetics will be used.
"NO DUFF"	May be used during an exercise to indicate that this is not an exercise message. A genuine message.
"I SAY AGAIN"	A repeated word or phrase or a correction.
"FIGURES"	The following part of the text in numerals.
"MESSAGE CORRECT"	The read-back was correct.
"READ BACK"	The message just sent will be re-transmitted for clarity.
"STOP"	indicates a FULL STOP punctuation mark in the message.

6.4.10. The Phonetic Alphabet

6.4.10.1. The phonetic alphabet is used so avoid confusion and to make very clear the intention of a message.

Letter	Code Word	English Pronunciation
A	Alpha	ALfah
B	Bravo	BRAHvoh
C	Charlie	CHARlee*
D	Delta	DELLtah
E	Echo	ECKoh
F	Foxtrot	FOKStrot
G	Golf	Golf
H	Hotel	HohTELL
I	India	INdeeah

J	Juliett	JEWleeÈTT
K	Kilo	KEYloh
L	Lima	LEEmah
M	Mike	Mike
N	November	NoVEMber
O	Oscar	OSScah
P	Papa	PahPAH
Q	Quebec	KehBECK
R	Romeo	ROWmeoh
S	Sierra	SeeAIRrah
T	Tango	TANGgo
U	Uniform	YOUneeform*
V	Victor	VIKtah
W	Whiskey	WISSkey
X	X-ray	ECKSray
Y	Yankee	YANGkey
Z	Zulu	ZOOloo
0	zero	zay-roh
1	one	wun
2	two	too
3	three	three
4	four	forwer
5	five	five
6	six	six
7	seven	Sev-ven
8	eight	ait
9	nine	niner
.	Decimal Point	Day-see-mal

6.4.11. Standard Radio Messages

6.4.11.1. In order to avoid confusion and to save time formulating a message in an emergency there are several standard messages that are to be used. The following examples all have the same essential elements:

6.4.11.2. Emergency Call by Switch

6.4.11.2.1. "Emergency, (pause) Emergency, (pause) Emergency, (pause). All stations this is the switch. There is a fire/medical emergency/etc in T215. Ambulance has been called and is en route. Emergency Response Team to respond to T215. Security to meet ambulance at West Street entrance (or as appropriate). Safety, Security and Nurse acknowledge.

6.4.11.2.2. Following this call the switch waits for an answer from Safety, Security and the Nurse. If any of them fail to acknowledge, the call is made again excluding the

request for acknowledgement from the stations that answered. If there is no response, the call is made again in entirety. Stations that do not respond after the second call are to be contacted by telephone.

6.4.11.3. Emergency Call by Any Other Station

6.4.11.3.1. "Emergency, (pause) Emergency, (pause) Emergency, (pause). Switch this is Tango. There is a medical emergency in T215. A staff member has collapsed and is having difficulty breathing and is complaining of chest pain. Request ambulance and first aid assistance.

6.4.11.3.2. Switch (or security if switch does not reply) should then reply and acknowledge the main points before making a telephone call to the emergency services. If possible another Switch staff member could be making the phone call.

6.4.11.3.3. "Tango this is Switch. Copy medical emergency in T215, staff member collapsed, difficulty breathing and chest pain, calling emergency services now."

6.4.11.3.4. Once the switch has called the emergency services a call will be made back to the originator to pass on the information and check on the status.

6.4.11.3.5. "Tango this Switch. An ambulance is on the way."

6.4.11.3.6. If the campus nurse or other first aider has not responded by this stage, the switch is to attempt to make contact by radio and telephone.

6.4.11.4.   Typical Fire Alarm Acknowledgment

6.4.11.4.1. Following the activation of a fire alert or evacuation alarm, the chief warden is to make an all stations call ASAP.

6.4.11.4.2. "All Stations this is Tango. A fire alert/evacuation alarm has been activated in Tango block. We are preparing for evacuation/evacuating."

6.4.11.4.3. The switch (or safety/security) should reply with an acknowledgement and then confirm the status of emergency response.

6.4.12. Programmable Function of the ICOM UHF handheld radios.

6.4.12.1.   The ICOM radios as used by USQSafe, Security and the Wardens have several programmed functions that are not incorporated in the owner's manual. They include:

6.4.12.1.1. **Lock Keyboard** – Press and hold P0 until the "LOCK ON" message appears in the window.

6.4.12.1.2. **Unlock Keyboard** – Press and hold the P0 key until the "LOCK OFF" message appears in the window.

6.4.12.2.   **Channel Changes.** The two buttons on the direct left of the message window will cycle through the available channels. Remember to lock and unlock the keypad by using the above procedure before attempting to change channels. The available channels are:

6.4.12.2.1. **MAIN** – this is channel that uses the Toowoomba campus repeater and the channel radios should be left on unless otherwise directed.

6.4.12.2.2. **Simplex 1** – This is a single side of the repeater frequency and should not be selected unless directed.

6.4.12.2.3. **Simplex 2** – This is the other side of the repeater frequency and should not be selected unless directed.

6.4.12.2.4. **Security** – This is the old frequency used by Security prior to the upgrade to the repeater network. This channel may be used when are there are problems with the repeater or as a secondary channel to avoid radio congestion during an emergency.

6.4.12.3. **Rotary Dial.** The rotary dial channel selector is not connected on most radios and should be left in the "1" position. On the few radios that this optioned is enabled, changing the rotary position to "2" will allow you to cycle through the 40 UHF CB channels.

Section 7 - Fire

7. Fire - Code Red

Fire, smoke, bushfires, smouldering rubbish,
electrical fires, metal fires etc

7.1. Prevention of fire is as important as the
development of efficient means of fighting it.
To this end the ECO and all occupants,
should be acutely aware of the need to avoid dangerous practices and
the danger to life and property in the event of fire getting out of control.

7.2. Emergency Actions. Fire procedures should embrace the following four
essential steps, which in most cases will need to be initiated concurrently:

a. Rescue persons from immediate danger/within the vicinity of the fire

b. Raise the alarm, call the emergency number for your campus and
advise the following:

   i. Your name and phone number (in case they need to call you
   back),

   ii. Location of the fire – Street number and cross street, building
   name, level and room number,

   iii. What is on fire – are there any chemicals/gases near by? What
   are they?

   iv. Are there any persons injured or trapped? Give location/s

   v. Raise the alarm also by activating the nearest Break Glass
   Alarm (if fitted to building)

c. Contain the fire and smoke only if safe to do so. That is, close doors
and windows, but ensure you have a safe exit path yourself. If safe to
do so, extinguish the fire with fitted fire extinguishers or hose reels in
the building.

d. Evacuate yourself and others. As a warden, give clear instructions to
building occupants to leave the building immediately, using the
nearest emergency exit. Advise personnel to go to the emergency
assembly point and to remain there, until the all clear has been given
to return to the building.

7.3. Moving in Smoke

7.3.1. If you are trapped in a fire you probably will have to move through smoke.
Smoke is a great risk to your health and life as it contains many
poisonous gases such as carbon monoxide. To help temporarily
eliminate some of these dangerous fumes - if you can, place a wet cloth
in front of your mouth and nose. Understand that this will help for a little
while but the fumes will still pass through and can cause harm to you. If
you have to move through thick smoke, keep low to avoid the dense
fumes.

7.3.2. Stay in touch with some point of reference, like the wall, edge of the
room, staircase, etc., so you don't lose your sense of direction. If you feel
that you are becoming overwhelmed by smoke or fumes - go down on
your hands and knees, keep your mouth low and towards the floor,
breathe the air at a level approximately five centimetres from the floor

where there is cleaner air. This could save your life and allow you enough time to escape the fire.

7.3.3. Should you have to dash through, or come into actual contact with the fire or flames, wet your clothes to prevent them from easily catching on fire.

7.4. Identifying and Reporting Potential Fire Hazards

7.4.1. Observance of the following fire safety points will help assist staff with their responsibilities under the QLD Work Health and Safety Act 2011 :

a. Report any potential fire hazard to your Department Head / Manager or Floor Warden for immediate corrective action. Also complete a Hazard Report Form. Hazards which can not be immediately eliminated by local action are to be reported to Campus Services.

b. Observe the University no smoking policy.

c. Notify Maintenance of any damaged or unsafe electrical equipment, exposed wiring etc.

d. Where flammable liquids are required to be used and kept in the work area, they must be in approved safety containers or flammable liquid storage cabinets.

e. Do not allow rubbish to accumulate.

f. Keep fire doors and exit paths clear at all times.

g. Do not block access to fire fighting equipment.

h. Keep fire exit stairwell doors closed at all times.

i. Report any leak or spillage of flammable gases, liquids or other dangerous goods in the first instance to your emergency contact number and then raise the alarm to your surrounding environment.

j. Be aware of the types and locations of all fire fighting equipment within your work area.

k. Ensure that safe work procedures are followed when welding or using other heat sources.

l. Do not restrict the free flow of air around radiators or air vents on electrical equipment.

m. If after all of the above precautions are observed and a fire should occur, prompt action by staff will ensure the safety of all and also prevent a small fire from becoming a large and life threatening one.

Section 8 - Medical

8. Medical - Code Blue

For all medical/first aid related incidents or emergencies

8.1. The range of medical emergencies can be vast and diverse and can include heart attack and failure, airway blockage, epileptic fits or seizures, lacerations and other types of serious injury. Each type of incident will present varying conditions and behaviours.

8.2. Remember to always make a thorough assessment of the situation you are presented with and seek to deal with it calmly and effectively. A clear and rational approach will help allay fear and provide you with a frame of mind that will enable you to deal adequately with the emergency.

8.3. **Emergency Actions:**

   a. Only move the person if they are in immediate danger,

   b. Remain calm - assess the patient (DRABCD – Danger, Response, Airway, Breathing, Chest Compressions, Defibrillate)

   c. Raise the alarm – render first aid treatment. If the person requires further medical aid, call your emergency contact number and advise the following:

       i. your name & phone number (in case they need to call you back)

       ii. the patient's details – age, sex, description of injury

       iii. the address – building name, floor, room number, street name and nearest cross street.

   d. Send another person to wait for the ambulance outside the building entrance or street location

   e. If the person requires CPR, commence CPR after calling for help.

8.3.1. Once the activity is completed, a first aid treatment form and an incident form must be completed and sent to USQ*Safe*. The forms are available on the USQ*Safe* web page. **This is the responsibility of the individual or their Supervisor.**

Note: When using a mobile phone you should dial 112 instead of 000. Both will work, but 112 is preferred for mobile phones. Some CDMA phones may not accept 112. Check with your service provider.

Section 9 - Bomb or Substance Threat

9. BOMB or SUBSTANCE THREAT - Code Purple

For all bomb/ bomb threat and/or substance threat incidents or emergencies

9.1. These procedures have been developed on the assumption that all threats will be treated as genuine until investigation proves otherwise. The aim of these procedures is twofold:

   a. To take all practical steps to safeguard life.

   b. To ensure that unnecessary actions are not taken which may put at risk the students and staff that we are attempting to safeguard.

9.2. Although in most instances the threat made will be a hoax, usually by telephone, there is always the very real possibility that it may not be. Hoax calls are generally made by a person who remains anonymous and is making such calls for personal gain and satisfaction knowing that such calls can cause major disruption and inconvenience. Faculty and Departments, together with Heads of Schools could be targets to receive such calls. The person who notifies of a real threat will generally provide much more detail, possibly including identification to ensure that the threat is taken seriously.

9.3. Procedures listed in this section are general rules but because of the potential harm to the University and its occupants, all threats must be taken very seriously and the procedures strictly adhered to. Built into such procedures will be the minimisation of media publicity as this type of exposure to such threats tends to increase their frequency.

9.4. Written bomb or substance threat.

9.4.1. If a bomb threat is received in writing it should be kept including any envelope or container. Once a message is recognised as a bomb threat further unnecessary handling should be avoided. Every possible effort should be made to retain evidence for possible fingerprints, handwriting or typing, paper and postmarks. Such evidence should be protected by placing it in an envelope, preferably not plastic as the sweating may disturb the fingerprints.

9.4.2. **Emergency Action**:

   a. Immediately report the bomb threat to USQ Security, your emergency contact number and your supervisor.

   b. Do NOT activate the fire alarm or emergency evacuation system unless instructed to by the Police and/or Security.

9.4.3. Such threats will undergo basic validation criteria in order to rank their potentiality and the Police will be in the best position to judge this. As a general rule of thumb, the more detail contained in the threat wording combined with a willingness to mention names and reasons will be deemed to be a more "genuine" threat than one that provides only the slightest of details.

9.5. Phone Threats

9.5.1. An accurate analysis of the telephone threat can provide valuable information on which to base recommendations, action and subsequent investigations. The person receiving the bomb threat by telephone should not disconnect the call and, as soon as possible, complete the information required on the bomb threat checklist. The USQ Bomb Threat Checklist can be found at the rear of the Emergency Procedure Flipcharts (coloured brown).

9.5.2. **Emergency Action:**

    a. Immediately report the bomb threat to USQ Security, your emergency contact number and your supervisor.

    b. Do NOT activate the fire alarm or emergency evacuation system unless instructed to by the Police and/or Security.

9.5.3. Such threats will undergo basic validation criteria in order to rank their potentiality and the Police will be in the best position to judge this. As a general rule of thumb, the more detail contained in the threat language combined with a willingness to mention names and reasons will be deemed to be a more "genuine" threat than one that provides only the slightest of details.

9.5.4. **Typical Phone Threat Questions**

9.5.4.1. If you receive a bomb or substance phone threat, you should try to ask these types of questions (only a small sample):

    a. What is it?

    b. When is the bomb going to explode? or When will the substance be released?

    c. Where did you put it?

    d. What does it look like?

    e. When did you put it there?

    f. How will the bomb explode? or How will the substance be released? Did you put it there?

    g. Why did you put it there?

9.5.5. A phone threat checklist should be kept near your phone to use if you find yourself in this situation. Ensure you have the latest copy of the USQ Emergency Procedures Flipchart near your desk and in eyesight.

9.6. Suspect Object is Found

9.6.1. A suspect object is any object found on the premises and deemed a possible threat by virtue of its characteristics, location and circumstances. The threat of explosive or contaminated mail being sent to the University is very real in the light of current world-wide terrorism and global economies. To combat this possibility USQ has in place appropriate guidelines and measures to assist staff who handle suspicious mail.

9.6.2. If you find a suspicious object, ask yourself, does the doubtful or unattended item represent a potential threat to yourself, your colleagues or the University? Ensure you do not touch or move the item at any time. Carefully analyse the item for a combination of any of the following factors:

    a. Is it a Suspicious Article?

b. Is it hidden?

c. Is it obviously suspicious?

d. Is it typical of your work area?

e. Has there been unauthorised access?

f. Has there been a perimeter breach?

9.6.3. If you find suspicious mail assess the following:

a. Is it Hazardous or Suspicious Mail?

b. Excessive securing material?

c. Excessive weight?

d. Protruding wires or foil?

e. Lopsided or unevenly weighted?

f. Oily stains or visible powder and crystals?

g. Stiff or rigid envelope?

h. Is the package or mail expected?

i. Visual distractions on the packaging?

j. Excessive postage?

k. Proper names and titles not used?

l. Address handwritten or poorly typed?

m. Restrictive markings eg: "Confidential"?

n. Common words misspelt?

o. External or foreign mail?

p. Lacks sender address?

9.6.4. Emergency Actions

9.6.4.1. If you believe a letter or parcel is suspicious and you have NOT opened it:

a. DO NOT open it, or shake it.

b. Place the parcel/letter into a plastic bag and seal it. Place this bag into another plastic bag and seal it.

c. Stay in your immediate environment and prevent others from entering the area.

d. DO turn off any personal fans in the immediate area.

e. DO call for help. Contact USQ Security immediately and advise your supervisor.

f. DO wash your hands if you are able to access facilities in your immediate area.

g. DO NOT touch your face with your hands or any part of your body that has open wounds

9.6.5. If you HAVE opened a letter or parcel that contains suspicious powder:

a. DO cover the object without touching or disturbing it further by upending your garbage bin and placing it over the top.

b. If any material has spilt from the item, DO NOT try to clean it up.

c. DO NOT brush powder off your clothing or off any other surface.

d. DO turn off any personal fans in the immediate area.

e. Stay in your immediate environment and prevent others from entering the area.

f. Ensure that co-workers in the same room also stay put.

g. DO wash your hands if you are able to access facilities in your immediate area.

h. DO NOT touch your face with your hands or any part of your body that has open wounds.

i. DO call for help. Contact USQ Security and your supervisor.

9.6.6. If you suspect the mail item may contain an explosive device:

a. DO NOT touch it, or move it.

b. Contact USQ Security and report the package.

c. Evacuate the area if the device indicates it may detonate soon, otherwise, stay nearby behind a solid barrier and prevent others from entering the area.

d. Wait for Police to arrive to tell them where the device is.

9.7. Bomb Threat – What Happens Next?

9.7.1. Immediate Response

9.7.1.1. Upon notification of a bomb threat, USQ Security will contact the Police to report the threat. Information about the type of threat, location and particulars will be given. A Security Officer will be sent to the scene to maintain on-site communications.

9.7.1.2. Information to staff and students on what to do next will be provided based on feedback from the Police. Police Officers will want to speak directly with the person discovering or receiving the bomb threat. In order to eliminate the threat as a hoax, detailed information on the caller or device will assist.

9.7.1.3. The Police will make a decision on whether to evacuate based on advice from the Bomb Squad, emergency services and the University Emergency Coordinator. If the device or threat indicates that it is very real, the evacuation order may be initially issued by phone or in person soon after the Police arrive. An evacuation may be commenced prior to the police attending, based on the threat analysis.

9.7.1.4. In order to prevent panic the evacuation should be conducted in the normal way. At no time should the reason for the evacuation be broadcast over public address systems or in person. You should not use the fire alarm system to evacuate the building, utilise the EWIS or Wardens to evacuate the building.

9.7.1.5. Evacuations may incorporate many buildings surrounding the hot zone where the bomb or substance is located. Coordination of this evacuation will be achieved using the Warden system for each building and the Security Manager and/or Emergency Coordinator.

9.7.2. Risk of injury

9.7.2.1. As a general rule, the easiest area in which to plant an object is in the shrubbery which is sometimes found outside a building; an adjoining car park or in an area to which the public has the easiest access. Immediate

evacuation through these areas might increase the risk of injury and car parks should not normally be used as assembly areas.

9.7.2.2. Panic – A sudden bomb threat evacuation may cause unpredictable behaviour, leading to unnecessary risk of injury.

9.7.3. Precautions

9.7.3.1. The use of portable radios and mobile phones within close proximity of the device is not recommended.

9.7.3.2. The evacuation assembly area should be a considerable distance away and shielded from the bomb site by other structure/building.

9.7.3.3. Evacuees may be restricted from re-entering their buildings for many hours. Consider moving people to another building under cover with toilets etc.

9.7.3.4. Assembly areas should be checked by Police (as soon as possible) to ensure they are free of secondary bomb devices.

9.7.4. Bomb Squad

9.7.4.1. The QLD Police and Army have bomb technicians trained in managing explosive devices. The Police will utilise these highly trained teams to locate, identify, disable or destroy the device. The bomb squad will also be mindful of the investigation that will follow this incident and do everything possible to make the scene safe without destroying the evidence. With this in mind, be aware that some incidents may last for many hours, typically around 6-8 hours.

9.7.5. Hazardous Materials

9.7.5.1. If the threat is a hazardous or unknown substance the QLD Fire Brigade's Hazardous Materials Response Unit will be requested by the Police. The fire brigades have specialist teams trained in managing hazardous chemicals and unknown substances.

9.7.5.2. This response will involve a number of fire trucks and specialist vehicles. Fire fighters in self-contained breathing apparatus and hazardous chemical protection suits will locate, identify, dilute or contain the substances involved. Large plastic containers suitable for transport will be used to take the substances away for testing and disposal.

9.7.6. Return to Work

9.7.6.1. The Police in conjunction with the University will be keeping affected staff and students updated as often as possible. The Police will issue the "return to work" when the scene has been declared safe. It is possible that the area may be damaged or kept secure as a crime scene and not able to be used for some time.

9.7.7. Search

9.7.7.1. The most appropriate personnel to carry out a search, in any given area, are the occupants of the building, structure or workplace because they have the knowledge of 'what belongs' or 'what does not belong' in a location at any given time.

9.7.7.2. The aim of the search is to identify any object that is not normally found in an area or location, or for which an owner is not readily identifiable or becomes suspect for any other reason. General priorities for searching should include the following sequence:

   a. Outside areas including evacuation assembly areas.

b. Building entrances and exits and particular, paths people will use to evacuate.

c. Public areas within buildings. Note – in most buildings, public areas that are accessible for the placement of an object usually provide a means of exit, which evacuees have to pass through or be in proximity to, during an evacuation.

d. Other areas – once external and public areas have been declared clear, a search should be conducted beginning at the lowest levels and continuing upwards until every floor including the roof, has been searched. Once a floor or room has been searched, it should be distinctively marked to avoid duplication of effort. The ECO personnel, due to their intimate knowledge of the building, should assist the relevant authorities in these procedures.

Section 10 - Internal Incident/Emergency

10. Internal Incident/Emergency - Code Yellow

10.1.   Other than fire/smoke, an internal emergency could be caused by explosion, electrical power failure, persons trapped in lifts, water supply failure, structural failure, spillage or leakage or hazardous substances, illegal occupancy etc

10.2.   This section deals with emergency situations that can arise due to certain building system failures, structural concerns and or services failures. Such incidents can cause major disruption and inconvenience to the University which in turn can lead to greater risk to the welfare of both staff and students alike.
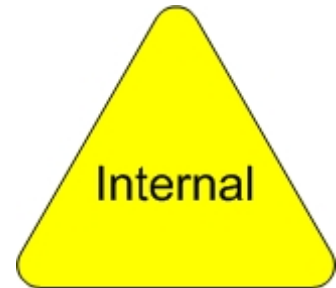
10.3.   Emergency Action

a.   Quickly assess the situation.

b.   Raise the alarm Call the campus emergency number & notify your Warden/ECO.

c.   Evacuate (if necessary).

d.   Assist and guide other people.

e.   Take care not to move people from safety to danger!

f.   Administer first aid if needed.

g.   Liaise with emergency services and University staff.

h.   Follow the steps laid out in the USQ Emergency Procedures Flip Chart – YELLOW Sheet.

10.4. Gas Leak

10.4.1.   The properties of natural gas are that it is lighter than air and will dissipate into the atmosphere in the unlikely event of a leak outside your building. If the leak is within your building the situation is much more serious. Natural gas in its natural state is non-toxic and odourless. As a safety precaution, an odorant is added to ensure quick detection in case of a gas leak. If you can smell gas do not smoke, induce a spark, light flames, or use a mobile phone in the vicinity.

10.4.2.   Emergency Action

a.   Rescue any person in immediate danger if safe to do so.

b.   Call the local emergency contact number and security.

c.   Turn off gas at source if possible.

d.   Isolate the area if hazardous volatiles are released by closing doors and windows. If flammable vapours are released do not operate any electrical switches. Where fitted, activate emergency shut-off or isolate possible ignition sources at switchboard.

e.   The material safety data sheet will have information on the toxicity and flammability of the gas, and provision of first aid.

f.   Consider evacuation.

g.   Partial evacuation of floor by word of mouth.

h.   Building evacuation – initiated by pressing a break glass alarm. (This alerts the Wardens, calls the fire brigade, and calls Maintenance to the building).

i.   Do no re-enter area until advised by an emergency team member or other emergency professional that it is safe to do so.

10.5.   Water Leaks or Flooding

10.5.1.   Floods caused by domestic systems usually do not endanger people but can cause extensive damage to buildings and equipment. Floods caused by the overflow of stormwater drains, creeks, rivers and streams are extremely dangerous and may require the evacuation of buildings.

10.5.2.   **Safety Issues.** Flood waters pose numerous hazards including:

a.   The water may be contaminated with chemicals, sewerage etc.

b.   Floating or semi-submerged objects.

c.   Water depth – it may not be obvious how deep the water is and there may be uncovered access pits, stairwells etc.

d.   The water may be electrified.

10.5.3.   Emergency Action

a.   Turn off water at source if possible.

b.   If possible, isolate electrical sources (if known) or call Security/Building and Facilities Management.

c.   If available and considered useful, local spill kits should be used to restrict the flow of water.

d. Isolate area by closing doors.

e. Consider evacuation.

f. Partial evacuation of floor by word of mouth.

g. Building evacuation - initiated by pressing an evacuation break glass alarm.

h. Don't move people from safety to danger! Flood waters are unsafe and evacuees should not walk through water.

10.6. Explosions

10.6.1. An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage. Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

10.6.2. Emergency Action

a. Get out of the building as quickly and calmly as possible.

b. Contact Security and Emergency Services on your local emergency contact number if people have been injured.

c. If items are falling off bookshelves or from the ceiling, get under a sturdy table or desk.

d. If there is a fire, stay low to the floor and exit the building as quickly as possible.

e. If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.

f. Assist others in exiting the building and move to designated assembly areas.

g. Keep roadways and walkways clear for emergency vehicles and crews.

10.7. Storms and Storm Damage

10.7.1. Of all the natural hazards, severe storms cause the most damage the most often. They can occur at any time but are more numerous in spring and summer. Severe storms may be land gales (continuous winds of 62km/h or more) or thunderstorms with damaging winds, intense rain, large hail or even tornadoes.

10.7.2. When severe storms threaten, take the following action:

a. Secure all loose objects lying around as they could become missiles.

b. Listen for storm warnings on radio and television. They will warn you of what's coming.

c. Keep under cover (not a tree) and avoid using telephones during violent electrical storms.

d. Disconnect all electrical appliances.

e. Be alert during the storm.

f. Stay inside and shelter clear of windows.

g. If you are outdoors, find emergency shelter.

h. Remain vigilant after the storm.

i. Check your building for damage.

j. Keep listening to your local radio station for official warnings/advice.

k. Beware of fallen power lines, damaged buildings, trees and flooded drains.

l. Check trees near your building for damage and stability.

m. Report any storm damage to USQ Security or Campus Services.

10.8. Chemical Spills

10.8.1. The range and quantity of hazardous substances used in laboratories require preplanning to respond safely to chemical spills. The cleanup of a chemical spill should only be done by knowledgeable and experienced personnel. Spill kits with instructions, absorbents, reactants, and protective equipment should be available to clean up minor spills. A minor chemical spill is one that the laboratory staff are capable of handling safely without the assistance of safety and emergency personnel. All other chemical spills are considered major.

10.8.2. In the event of a chemical spill or hazardous material release in the laboratory which poses a serious danger to personnel:

10.8.3. Immediate Actions

a. Clear the area.

b. Check for any persons involved.

c. Isolate the spill (if safe to do so).

d. Contact the area supervisor or Safety Officer.

10.8.4. The primary concern is to protect health and safety. No action should be taken during an emergency response that directly or indirectly violates this principle.

10.8.5. Considerations for Evacuation

a. Uncontrolled open flame.

b. Uncontrolled compressed gas release.

c. Any situation which poses imminent threat to human health or safety.

10.8.6. When the alarm sounds, all persons should immediately exit the building and report to their assigned assembly area. Elimination of potential sources of ignition should only be done if it can be accomplished without personal risk.

10.8.7. High Risk Spills

a. Contact the emergency services by calling the local emergency number and Security and explain the situation.

b. Determine who will take responsibility for the spill, ie Contractor, Fire Brigade, other Emergency Service.

c. Ensure appropriate University Personnel are advised of the situation.

d. Follow any advice or information provided by the Emergency Response Team.

10.8.8. Low Risk Spills

a. Have at least 2 trained workers to handle the spill.

b. Use the proper protective equipment.

c. Ensure fire protection is available for flammable spills.

d. Control the source.

e. Contain free liquids by damming, absorbing if appropriate.

f. Place all spill residues in an appropriate manner.

g. Decontaminate the affected area using an appropriate material.

h. Decontaminate the salvage equipment.

i. Analyse the area to ensure proper decontamination has taken place.

j. Examine walkways, floors, stairs equipment etc for other hazards or damage.

10.8.9. Debriefing

a. All emergency personnel involved in the spill response should be debriefed after the spill has been resolved.

b. All spill control supplies should be restocked.

c. All damaged or used equipment should be repaired or refilled.

d. When the area is deemed clear, it can be re-opened for operations.

10.9. Earthquakes

10.9.1. Over a period of time, stresses build beneath the Earth's surface. From time to time, stress is released resulting in the sudden, and sometimes disastrous shaking called an earthquake. There is no warning as to when an earthquake could occur; it could last for seconds and larger earthquakes can cause considerable damage.

10.9.2. Fortunately, large earthquakes are not a common occurrence in Queensland but they do happen and have occasionally caused damage. There is no room for complacency because seismologists have indicated there is a potential for damaging earthquakes throughout Australia.

10.9.3. During the Earthquake

a. If indoors, stay there (clear of falling debris outside). Keep clear of windows, chimneys and overhead fittings. Shelter under and hold a door frame, table, bench etc.

b. In high rise buildings, stay clear of windows and outer walls. Get under a desk near a pillar or internal wall.

c. Do not use lifts.

d. In crowded areas or stores, do not rush for doors. Move clear of overhead fittings and shelves.

e. If outside, keep well clear of buildings, overhead structures, walls, bridges, power lines, trees, etc.

f. In a city street, shelter from falling debris under strong archways or doorways of buildings. Don't go under awnings or parapets as they may collapse.

g. If in a vehicle, stop in an open area until shaking stops. Beware of 'downed' power lines and road damage, including overpasses and bridges.

    h.   Listen to your car radio for warnings before moving.

10.9.4. After the Earthquake

10.9.5.   Watch for hazards and tend injuries as follows:

    a.   Turn off electricity, gas, water; do not light matches until you have checked for gas or fuel leaks.

    b.   Check for injuries. Apply first aid. Do not move the seriously injured unless in immediate danger.

    c.   Check for broken water, sewerage or electrical mains.

    d.   Do not use telephone immediately (to avoid congestion) unless there is a serious injury or fire etc.

    e.   Check for cracks/damage, in roof, walls, chimneys etc.

    f.   Evacuate if badly damaged. Be prepared for aftershocks.

    g.   Do not waste food and water as supplies may be interrupted. Collect emergency water from heaters, ice cubes, toilet tanks and canned foods.

    h.   Listen to local radio and heed warnings and advice on damage and service disruptions.

    i.   Avoid driving unless for emergency (keep streets free).

    j.   Do not go sight-seeing or enter damaged buildings.

    k.   Stay calm and help others if possible.

10.10. Building Damage

10.10.1.   During construction works, renovations, general maintenance or through accidents buildings may be damaged. In some case the damage may be substantial and occupants may find themselves in a similar situation to those who have experienced an earthquake. In other cases it may be caused by severe storm damage or an explosion.

10.10.2.   In minor situations the building may need to be inspected by engineers and maintenance staff to ensure it is safe to continue working in or around it.

10.10.3. Emergency Action

10.10.4.   Watch for hazards and tend injuries as follows:

    a.   Contact Maintenance and Security ASAP and explain what has happened.

    b.   Turn off electricity, gas, water; do not light matches until you have checked for gas or fuel leaks.

    c.   Check for injuries. Apply first aid. Do not move the seriously injured unless in immediate danger.

    d.   Check for broken water, sewerage or electrical mains.

    e.   Check for cracks/damage, in roof, walls, chimneys etc.

    f.   Evacuate if badly damaged.

    g.   Stay calm and help others if possible.

10.11. Power outages or blackouts

10.11.1. General. Power outages or blackouts are not emergencies in the true sense of the word however there are cases when swift and immediate action can prevent further damage or injury. During these emergencies there are a number of immediate actions that need to be conducted then individuals and sections will need to conduct actions in accordance with their own SOPs or wait for more information from the Emergency Control Organisation hierarchy.

10.11.2. The emergency action hierarchy is:

   a. Security (Green)

   b. Manager (Fire and Emergency) (Blue)

   c. Chief / Deputy Chief Wardens (White)

   d. Floor / Area Wardens (Yellow)

   e. Wardens (Red)

   f. First Aid Officers (Green)

10.11.3. If any emergency services arrive on the scene then their authority will take precedence.

10.11.4. **Emergency Communication**. During a power outage, desktop computers and VOIP telephones may not be available in affected buildings. Chief Wardens will need to contact the Switchboard or Security via the UHF handheld portable radio to seek clarification of the situation. Chief Wardens will also advise (if applicable) that their respective buildings have lost power and therefore have no IT or VOIP telephone capability. This is to ensure that all building occupants can be provided timely information and updates relating to the situation, including an update where possible, on the length of expected time for the power outage.

10.11.5. **Evacuation.** Evacuation may be considered depending on the time of day and the expected length of the outage. If it is determined the outage will be longer than 60 min then the affected areas will be evacuated. This is based on the expected life of the emergency lighting batteries. Buildings may also be evacuated on advice of emergency or health and safety personnel for other reasons including air quality.

10.11.6. **Work Release/University Close.** The decision to send people home will be made by the VC depending on the time of day of the outage and the expected timeframe.

10.11.7. Emergency Action Toowoomba Campus.

10.11.7.1. Table 10.1 describes the actions required by personnel on Toowoomba Campus during a power outage. The actions are detailed against a timeline starting from when the power outage commences.

Table 10.1 Toowoomba Power Outage Actions

		Timeline				
		Power Interrupted (T)	**T + 30 min**	**T + 45 min**	**T + 60 min**	**Evacuation Notified**
Agency required to conduct task	**Campus Services**	• Start Investigations • Begin getting back up generator on line • Contact Switch for information on areas affected	• CS to report to switchboard	• Discuss possible evacuation with Emergency Coordinator		
	Switchboard	• Accept all enquiries and notifications of interruptions and personnel caught in lifts • Advise callers that Chief Wardens will be kept up to date on developments • Map locations of power interruptions • Provide status of lifts to OTIS. • Provide status of lifts to emergency team by radio. • Advise other campuses of power situation	• Advise emergency team of status			• Notify callers of evacuation
	Security	Facilitate access for ICT people to change power to back up generators				• Assist in evacuation of PWDs
	Wardens	• Automatic activation when power fails • Check status of lifts to determine if anyone is stuck • Advise emergency team by radio if anyone is stuck in a lift • Check status of PWDs and notify switch if necessary • Do not leave post until stood down by EM or delegate				• Ensure all PWDs are evacuated • Check that all personnel have left the building • Chief Warden to wait at the entrance for Security to secure the building.
	Emergency Coordinator (EM)	• Call switch for details • Activate warden's network • Notify VC of situation	• Advise update to VC • Advise update to Wardens	• Discuss possible evacuation with CS	• Make recommendation on evacuation to VC	• Activate evacuation procedures by radio.

Table 10.1 Toowoomba Power Outage Actions

		Timeline				
		Power Interrupted (T)	**T + 30 min**	**T + 45 min**	**T + 60 min**	**Evacuation Notified**
	Business Continuity	• Consider activating BC facility within E Block, take initial steps in case facility is required		• Advise Key People of the status of the facility readiness, suitability etc	• On advice of VC, activate alternate ICT facility for use by identified staff for continuing critical business activity (Access to email, Internet, local network, critical systems)	

10.11.7.2. Other concerns to be taken into account include but not limited to:

    a. Responsibility for advising students that classes have been cancelled.

    b. Security of areas to be maintained by occupants as Security Officers will have other responsibilities.

    c. Building lock down by security if required.

    d. Faculties and Departments to be responsible for their internal procedures.

    e. Evacuation of persons with a disability.

10.11.7.3. General Suggestions

    a. Switch off all electrical appliances, especially those that have heating elements.

    b. Unplug 'surge-sensitive' equipment, such as computers and video recorders.

    c. Keep one light switch turned on so you know when the power returns.

    d. Turn on a battery operated radio and listen to a local radio station for information if everyone has lost power.

- **WARNING** - DO NOT USE THE LIFTS - YOU MAY BECOME TRAPPED!!

- **WARNING** - Always assume that fallen power lines are 'live'. Contact with fallen power lines can cause serious injury or death. Keep away from fallen power lines in water, as this can also cause serious injury or death.

10.12. Trapped Persons – by lift or machinery

10.12.1. USQ has numerous lifts and machinery. Lifts have been known to break down with people still inside. Staff and students also have the potential, even with our safety programs in place, to accidentally get caught or trapped in heavy machinery.

10.12.2. Trapped in a Lift

a. Use the "Lift Emergency Phone" button or phone in your lift.

b. State your location and the lift number.

c. Advise if you or any of the occupants have any pre-existing medical conditions, e.g. heart problems, asthmatic etc.

d. Advise if anyone is ill or not well.

e. Remember to keep calm, help will be on the way.

f. State which level you believe you are on or between.

g. State time of breakdown.

Note 1: USQ Security or Facilities Management will contact the Service Company – there may be a delay with them responding. If at any time, persons get ill ring the phone again and update what is happening. It may be necessary to contact the emergency services to rescue you from the lift.

Note 2: In some lifts telephones are provided with advice as to whom you should call. In more modern lifts a push button, intercom type, direct dial service is provided. Security will ensure that help is on its way either via Maintenance or the lift company directly. Security will attend to reassure lift occupants. In extreme cases the appropriate emergency services may be called to assist with the rescue.

10.12.3. Trapped by Machinery

a. If appropriate, stop the machinery involved to prevent further injury.

b. Contact your Campus Emergency Number and ask for an Ambulance.

c. Contact a First Aider in your building and administer basic first aid if possible.

d. Do not attempt to release the trapped person until the Emergency Services arrive.

e. Try to contain the scene and remove unnecessary people until Security arrive.

10.12.4. After the event

a. Report the matter to USQ*Safe* and complete the appropriate Accident/Injury Report forms located on their website.

b. Remember, extreme weather conditions may cause telephone lines to be congested or damaged, so please be patient. If you can't get through and it is a life threatening emergency, please notify police.

10.13. Motor Vehicle Accidents on/off campus

10.13.1. Road safety is the responsibility of not only motorists, but cyclists, pedestrians and all other road users.

    a. Slow down and be aware of pedestrian movement around Campus and pedestrian areas - never assume a pedestrian has seen you.

    b. Never assume that a driver has seen you and will stop for you. Before crossing the road, think about whether the approaching driver can see you.

    c. At night wear something light in colour or wear reflective clothing.

    d. Children learn about road safety by watching adults, so set a good example by always crossing the road at a crossing or at traffic lights where they are available.

10.13.2. **Emergency Action**

    a. Contact emergency services on 000 or Campus Emergency Number if on campus.

    b. Assist any injured people until arrival of Ambulance Paramedics.

    c. Prevent unauthorised persons from causing congestion at the accident scene.

    d. Assist and liaise with authorities at scene.

    e. Move the vehicle from the carriageway and secure if possible. Be alert to hazards such as other traffic and potential fuel leaks.

    f. At scene of accident seek full details of any other vehicle(s) including registration numbers, names and address of both drivers and/or owners.

    g. Remain at scene until completely clear of people, vehicle and debris.

    h. Admission of liability must not be made if USQ Staff are involved.

    i. Report all USQ property damage immediately to your supervisor and the USQ car fleet manager.

10.14. Chemical, Biological and Radiological (CBR)

10.14.1. The threat of the deliberate use of chemical, biological and radiological material is considered unlikely however its use could be potentially life-threatening. The following information is designed to assist you if you find yourself involved in a potential CBR incident.

10.14.2. **Chemical**

10.14.2.1. **Characteristics:**

    a. Agent types - nerve, blister, blood, choking, irritating

    b. Form - May be a solid, liquid or gas and in some gases, odourless, colourless and tasteless. Agents may be inhaled, ingested or absorbed through the skin

    c. Effects - May be immediately felt or delayed. The agent may produce incapacitation, serious injury or death, depending on the dose received

    d. Dissemination - Chemical agents may be disseminated by a spraying device, leaking package or container, a bursting device or explosive.

10.14.2.2. Self Protection - If you believe you have been exposed to a chemical agent:

    a. Hold your breath and move away from the site as quickly as possible.

    b. If outdoors, move upwind. If indoors, move outside, covering your face with a handkerchief or cloth if possible.

    c. If you think you may have droplets of chemical on your clothing or skin, immediately remove the outer clothing and wash exposed skin with cold water.

    d. Try to isolate the scene, prevent other unprotected persons from entering.

    e. If you feel affects such as shortness of breath, dizziness, choking, dimming of vision or muscular twitching, seek medical assistance immediately.

    f. Call Campus Emergency Contact number and advise the Fire Brigade of a chemical incident. Give details of:

        i. Exact location - street address if known.

        ii. Wind direction (the direction the wind is blowing from).

        iii. Estimated number of victims.

        iv. Victim's symptoms.

        v. Directions to approach upwind of the incident.

    g. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.

    h. If possible (without leaving your workspace) wash your hands.

    i. If possible have the building ventilation system shut down and turn off any fans; or equipment that is circulating air around your workplace..

    j. Wait for help to arrive.

    k. Contact University Security/Emergency and explain what has happened and what you have done.

10.14.3. Biological

10.14.3.1. Characteristics

    a. Agent types (examples):

        i. Bacteria - Anthrax, Plague.

        ii. Virus - Smallpox, Viral Haemorrhagic Fever.

        iii. Toxin - Poisons, Ricin, Botulism.

    b. Form - Non-volatile, invisible to our senses. Normally ingested or inhaled, not absorbed through skin.

    c. Effects - Usually delayed, ranging from hours to days or weeks.

    d. Dissemination - Requires a dispersion device typically for aerosol dispersion.

10.14.3.2. Self Protection - It is unlikely that you will know if you have been subjected to a biological attack. If you suspect you have been exposed to a package or device containing a biological agent:

a. Do not disturb the package any further. Do not pass it around. Do not try to clean up the powder or liquid, or brush off your clothing.

b. If possible, place an object over the package without disturbing it such as a large waste bin.

c. Stay in your office or immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming contaminated. Remember you are not in immediate danger.

d. Call for help. This may be your supervisor or the Campus Emergency Number and ask for Fire – HAZMAT, depending on your situation. Advise:

- Exact location of incident - Street address, building floor

- Number of people potentially exposed

- Description of the package/device

- Action taken eg. package covered with black coat, area isolated

- Contact University Security/Emergency and explain what has happened and what you have done.

10.14.4. Radiological

10.14.4.1.   **Characteristics**

a. Types of radiation:

i. Alpha - Travels only centimetres, generally will not penetrate skin.

ii. Beta - More penetrating than alpha, may cause burns to skin, travels only a few metres.

iii. Gamma - Very penetrating, will travel tens to hundreds of meters depending on strength.

b. Form - Likely to be radioactive material, such as medical or industrial isotopes, combined with explosive or incendiary material.

c. Effects - Depending on dose, vomiting, fatigue, skin burns, bleeding, increased risk of infection, hair loss.

d. Dissemination - More likely by explosion.

10.14.4.2.   Self Protection - Radiological materials are undetectable by the human senses. It is unlikely that you will know if you have been exposed unless you see markings on a device indicating radiation. If you suspect you have been exposed or are being exposed to radioactive material:

a. Reduce your exposure time to radioactive material to a minimum.

b. Keep away from the source - the further away from the radioactive material, the better.

c. Cover yourself with heavy or thick material to shield you from radiation.

d. Place a handkerchief over your mouth if you think there are radioactive particles in the air, and move upwind.

e. Consider removing outer clothing if you think radioactive particles have lodged in your clothing

f. Wash exposed skin and hair areas (using water from a source you know to be safe).

g. Seek medical advice.

h. Call 000 and advise Fire Brigade that you have been exposed to radioactive material. Advise:

    i. Exact location of incident or device.

    ii. Wind direction.

    iii. Description of incident or device.

    iv. Is the radioactive material on fire.

    v. Approximate number of people exposed.

l. Contact University Security/Emergency and explain what has happened and what you have done.

Section 11 - External Incident/Emergency

11. External Incident/Emergency - Code Brown

11.1.   An external incident/emergency caused by natural disasters & man-made disasters, bushfire, earthquake, flooding, major road accident, aircraft crash, civil disturbance/riot, sabotage, act of terrorism, etc.

11.2.   Very similar to a code yellow emergency but it is located off campus. A code brown tells us that the offsite emergency may/will impact our campus in some way. Here are some examples of a code brown type emergency:

a.   Aircraft crash.

b.   Truck crashing into a building.

c.   Fire and smoke (car fires, other buildings, bushfire, etc.).

d.   Dangerous gas clouds.

e.   Terrorism incident.

f.   Dangerous or aggressive people.

g.   Earthquake.

11.3.   Emergency Action

a.   Assess the situation.

b.   Raise the alarm by contacting your local Security number.

c.   Explain what sort of emergency it is and how it will affect us.

d.   Follow instructions given by Security or your ECO.

e.   Follow the standard procedures for that type of emergency.

11.4.   Terrorism in Australia

(Reference: www.nationalsecurity.gov.au)

11.4.1.   The Terrorist Threat. Terrorism remains a serious threat to Australia. In particular there are regional networks that continue to evolve, adapting to the emergence of new technologies, opportunities and the counter-terrorism policies and operations of governments.

11.4.2.   Australia's counter-terrorism strategy. Australia's enduring national counter-terrorism aim is to protect Australians and Australian interests. The Australian Government seeks to achieve this by:

a.   working with state, territory and local governments, businesses and the community to build an effective nation-wide counter-terrorism capability

b.   contributing to regional and wider international counter-terrorism efforts.

11.4.3.   A new phase of the national security information campaign has been launched to remind Australians to remain vigilant and report possible

signs of terrorism to the National Security Hotline on 1800123 400. Police and security agencies are working hard but you could help them complete the picture.

11.4.4.   Some of the best people to spot things that are out of the ordinary in the University are those who are there every day. As we go about our daily lives, we can keep an eye out for anything that may seem unusual or suspicious.

11.4.5.   Whether or not something is suspicious can depend on the circumstances. Look at the situation as a whole. If it doesn't add up, call the Campus Emergency Number and ask to be connected to the 24-hour National Security Hotline on 1800 123 400. Trained operators take every call seriously and you can remain anonymous. Information is passed on to Australia's police and security agencies for analysis and further investigation. Even small pieces of information can help our security and intelligence agencies to complete the picture.

Section 12 - Evacuation

12. Evacuation - Code Orange

12.1.   Evacuation is the rapid removal of people from immediate or threatened danger in a safe and orderly manner.

12.2.   Building Evacuations

12.2.1.   Procedures are required for all University buildings to ensure rapid response to emergencies which may need evacuation. The Work Health and Safety Act 2011 requires that employers ensure that the means of access to and exiting from the workplace are safe and without risks to health.

12.2.2.   Why do we evacuate?

   a.   To move people from possible danger to safety

   b.   A situation which cannot be contained exists in the building

   c.   Emergency Services require the building or area to be cleared

   d.   The emergency may escalate quickly and without warning

12.2.3.   Typical Triggers for an Evacuation:

   a.   Fire alarms

   b.   Power failures

   c.   Biological hazards

   d.   Chemical spills

   e.   Bomb or substance threats

   f.   Structure collapse

   g.   Gas leaks

   h.   Water leaks

   i.   External hazard affecting the building

12.3.   Building Evacuation Systems

12.3.1.   Emergency Warning Intercommunications System (EWIS)

   a.   EWIS stands for Emergency Warning Intercommunications System. The majority of our multi-story buildings have a device called an EWIS installed. The EWIS is used to warn the building occupants of an emergency and then advise them to evacuate. It is usually located on the ground floor near the Fire Indication Panel (FIP). (This only applies to buildings that have EWIS installed)

b. More information regarding EWIS can be found in General Building Information Section.

12.3.2. Break Glass Alarms (BGA)

a. If an EWIS is fitted in your building, you may find "Emergency" break glass alarm buttons. These alarm buttons are different from the Fire BGA's because they do not contact the Fire Brigade via the FIP. The Emergency BGA activates the EWIS to initiate an evacuation of the building.

b. In some situations you may not need to contact the Fire Brigade but do need to evacuate the building. This is where the Emergency BGA can help. If you cannot find one anywhere in your building on the floors, there will be one on the EWIS itself.

12.3.3. Emergency Door Release

a. During an evacuation fire doors should be closed to prevent fire and smoke movement through the building. Doors that are rated fire doors, but used frequently during the day, are sometimes wedged open. This is not good because they are not closed in time during an emergency.

b. On fire doors that need to be open during the day, an electromagnet door release mechanism is added. The doors are held back by the system until the fire alarm system activates, and then they are released automatically. Press the red button under the release mechanism to release the doors manually.

12.3.4. Emergency Exit Signs

a. In Australia all emergency EXITS must be identified by the green illuminated sign with the white word "EXIT". These exits lead people to safety and eventually to a door that exits the building.

b. In halls and corridors, an EXIT sign will have an arrow indicating which way people should head to find the emergency exit door or emergency stairs.

c. Most emergency EXIT signs have a battery backup system to keep them illuminated after the power has failed. The battery back will not last all day but they will be on long enough for all building occupants to evacuate safely.

12.3.5. Emergency Exit Stairs

a. During an evacuation building occupants need an escape route that is protected from fire and smoke. In multi-story buildings fire escapes are installed. These escape stairs are more fire and smoke free because of their solid construction and fire rated doors.

b. The fire escape stairs typically lead to a ground floor exit door. The stairs should be wide with enough room for all building occupants to walk down safely. In some older buildings the fire escape stairs have been added to the building externally. They are usually made from metal. Older wooden ones will be replaced over time.

12.3.6. Warden Intercom Phone (WIP)

a. The WIP phones are red intercom phones. They are located throughout a building and designed to be used by Wardens or trapped building occupants.

b. The WIP phones are connected to the EWIS and can be used to communicate between floors or zones. You cannot make an outgoing PABX or exchange call using these phones.

12.3.7. Alert and Evacuation Lights

a. More modern buildings may be fitted with Emergency Alert and Evacuation lights. These lights are automatically controlled from the EWIS panel and are coloured red for evacuation and amber for alert.

12.3.8. "Evacuation - Do Not Enter" Signs

a. When everyone has evacuated the building it is often difficult to prevent people re-entering buildings when it is not safe, especially if you have many ground floor exits.

b. A good solution is for Wardens to put signs out on every door to indicate to people that they should not be entering during the emergency.

c. These signs should be obvious to anyone approaching them utilising bright colours and easy to read text. Using a elastic band often works best when securing them to door handles. These signs would need to be kept somewhere close to the ground floor so they can be accessed at any time.

12.3.9. Evacuees

12.3.10. An evacuation is about saving as many lives as possible. Evacuees from a building which is being evacuated due to an emergency situation may include:

a. students

b. staff

c. contractors

d. visitors

e. children

f. people with disabilities

12.3.11. Human Behaviour in Emergencies

a. People tend to enter and leave buildings using familiar exits. Emergency exits are often perceived as unsafe, unfriendly and unknown.

b. Panic is very rare! People may panic when trapped, but during a normal evacuation they usually don't panic.

c. Most people will stop and help another person even in dangerous situations.

d. Without clear evacuation messages or alarm systems, most people keep doing what they were doing.

e. Some people will search for better information from an "Expert" or" Official" such as a Warden or Emergency Services Officer.

f. People take cues from others to understand the situation. If everyone else is evacuating, most people will tend to follow, like sheep!

12.3.12. People with Disabilities

a. During an emergency, a fall down crowded stairs would be of such consequence that all reasonable steps must be taken to avoid it. Mobility impaired persons must be found a safe haven until appropriate assistance is available (usually the Fire Brigade). A person must not be carried downstairs unless sufficient people with adequate strength and knowledge are present.

b. Unless there is obvious danger at that location, the person should wait on the stair landing for assistance from emergency personnel. Fire isolated stairs are rated at a minimum of two hours fire and smoke protection; in the event of a fire, this location is regarded as quite safe until assistance arrives to carry the disabled person down the stairs.

c. An able bodied person should be assigned to stay with that person until they reach the Assembly Point.

d. The mobility-impaired person should wait at the door of fire isolated stairs until most stair traffic has passed that level, and then be assisted inside the fire isolated stairwell, on the landing, to wait until assistance is available to enable the person to be carried down the stairs.

e. The Floor Warden is responsible for informing the Chief/Building Warden, who will be at the Main Emergency Control Point or Fire Indicator Panel, that a mobility impaired person needs assistance.

f. Fire isolated stairs can be identified by:

- Entry and exit via solid self-closing fire doors;

- Fire separation from the rest of the building; i.e. not open stairways.

g. Where it is known that mobility impaired persons are regular occupants of a building, it is prudent for the Floor Warden to bring this evacuation procedure to the persons notice.

h. Sensory impaired people may need special notification that an evacuation is occurring (e.g. the deaf may not hear the alarms).

12.3.13. Lifts

12.3.13.1. In general, lifts must not be used for emergency evacuations. The lifts may lose power or become a hazard during an emergency. When the Emergency Services arrive at your building, they may choose to use the lifts to assist them with their search and rescue activities. In most buildings with lifts, the lifts will return to the ground floor and stay there upon notification of an emergency evacuation or fire alarm.

12.4. Assembly Areas

12.4.1. If an evacuation to the outside is appropriate, the nominated assembly areas for personnel will be far enough away from the building, structure or workplace to ensure that, where practicable, everyone is protected from falling glass and other objects.

12.4.2. Ideally the areas selected should be sheltered from the affected building, structure or workplace by other buildings, structures etc., and should allow for further movement away from any possible source of danger.

12.4.3. In some instances, evacuation may be to another nominated area, internal or external, such as another floor.

12.4.4. Choosing a Good Assembly Area

a. Available at all times day or night.

b. No keys or special access requirements.

c. Within a short walk from your building.

d. Protected by other buildings or objects.

e. Not on a road or area that has vehicle traffic.

f. Not requiring evacuees to cross busy roads.

g. Enough space to accommodate all evacuees at peak occupancy times.

h. Consider several different assembly areas and name them.

12.4.5. Changes to Nominated Assembly Areas

12.4.5.1. Every building with an Emergency Control Organisation should have a primary assembly area. The assembly area should be listed on your evacuation maps. Please ensure you contact USQ*Safe* to request a change to your primary assembly area. Any changes require a review and many updates to a number of plans and contact lists. (USQ*Safe* in consultation with the Emergency Services, and reference to the Australian Standards, will decide on the Emergency Evacuation Assembly area).

12.5. Lecture Theatres, Labs and Class Rooms

12.5.1.   These areas require explicit organisation because of the potential for large numbers of people to be assembled in a small area. The person in charge of the class will maintain control of the class, and take direction from the Floor Warden.

12.5.2.   Lecturers should assess class numbers prior to the commencement of the lecture. If aisles are overcrowded, excess students (those without seats) should be requested to move from the theatre. Student Administration may be able to assist if the theatre or class room is consistently too large, or too small.

UPON HEARING THE ALARM SIGNAL or WHEN NOTIFIED OF AN EMERGENCY:

a.   The person in charge of the class should direct students to:

b.   Quickly stand and push chairs, large bags, etc under desks or benches.

c.   Turn off electrical devices and laboratory operations that are not safe to be left unattended.

d.   In controlled sequence, move along gangways to main aisles and exit in an orderly manner through the nearest appropriate exit.

e.   These procedures are essential in an after hours situation (e.g. outside 9:00 am to 5.00pm Monday to Friday) when the normal support of the building emergency team will not be available.

f.   In an after hours situation, the person in charge should ensure that on leaving the building, the evacuated persons stay together as a group until contacted by the emergency services - Fire Brigade or Police - or by the University Security service. This is necessary to account for all persons in the building at the time. When directed to do so recover any personal effects left in the building.

Section 13 - Personal Threat/ Hold Up etc

13. Personal Threat/Hold up etc – Code Black

13.1.   Code Black personal threat encompasses a number of areas all of which will display numerous variables and characteristics.

13.2.   This code can be categorised into:

   a.   Confrontation with an armed person.

   b.   Confrontation with an unarmed person.

   c.   Armed hold-up.

   d.   Assault / Physical Injury.

   e.   Threatening the life of others or oneself.

   f.   Hostage / kidnap scenarios.

13.3.   Due to the inherent nature of Code Black type emergencies, which is dealing with people, it is always difficult to expect or plan for certain outcomes. It is the volatility of human nature and emotion that ultimately dictates the way in which this type of emergency will play out.

13.4.   To cater for these characteristics, Code Black emergency procedures must be clear and concise and allow for built-in improvisation and flexibility when the situation requires. Common sense and clear thinking are paramount when following the guidelines during this type of response.

13.5.   It is imperative to remember that the welfare and safety of all could be seriously breached during such an incident. Do not act in a manner that may exacerbate the threat or cause it become a catalyst for life threatening outcomes. Be responsible and understanding whilst never compromising the safety of yourself and the others around you.

13.6.   Any staff or students witnessing a Code Black situation should always alert USQ Security and/or the Police.

13.7.   Emergency Action

13.7.1. In the event of being confronted by an aggressive or potentially violent person:

   a.   Try to remain calm.

   b.   Alert supervisor or someone nearby to raise the alarm.

   c.   Be firm but polite with the person and let them know that their behaviour is not acceptable.

   d.   If the behaviour of the person is such that outside intervention is required, contact or arrange to have someone contact Security or QLD Police.

e. You should not feel obliged to rectify the situation on your own. The Security staff are trained to handle these situations.

f. Abusive phone calls: hang up the phone and notify your supervisor. If calls persist, contact Security Services or contact the Manager of Communications through your switchboard.

ACTIVE SHOOTER AND BUILDING LOCKDOWNS

Firearm attack – initial action advice for individuals

Attacks involving firearms do occur, so it is important to be prepared to react when an incident does occur. Having thought about your potential options and actions in advance will help you to make better informed decisions in a stressful and chaotic environment. The advice below may help with pre-planning your response options.

If you are in a building

Your priority action should be to remove yourself and any others in your area from close proximity to the offender, or areas that they have or may be able to access. Your ability to safely do this and your available options may be determined by the following considerations:

ESCAPE

Under immediate gunfire

- Take cover initially, but attempt to leave the area as soon as possible if safe to do so.
- Try to first confirm that your escape route is safe.
- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area

Nearby gunfire

- Leave the area immediately and move quickly away from the area that the gunfire is coming from, if it is safe to do so.
- In both situations you should try to maintain cover and concealment (see below).

Cover from gunfire

- Brickwork or concrete walls
- Vehicles (engine block area)
- Large trees & fixed objects
- Earth banks/hills/mounds

Concealment from view (in addition to above options)

- Building walls and partitions (internal and external)
- Vehicles
- Fences and other large structures
- Blinds/curtains

HIDE

If you don't believe you can safely evacuate, or this may not be the best option, then you may need to consider sheltering in place (providing there is a suitable option available).

- Avoid congregating in open areas, such as corridors and foyers.
- Consider locking/barricading yourself and others in a room or secure area.
- Secure your immediate environment and other vulnerable areas.
- Move away from the door, remain quiet and stay there until told otherwise by appropriate authorities, or you need to move for safety reasons.
- Silence mobile phones and other devices that may identify your presence.
- Try to contact police (000) or others to advise of your location/situation.
- Choose a location which may enable access to a more secure area.

TELL

- If hiding and is safe to do so, inform Security or Police of your location. The more information you can pass on to the Police or USQ Emergency Response Team the better, but **NEVER** risk your own safety or the safety of others to gain it.

If it is safe to do so, think about obtaining the following information

- Exact location of the incident
- description of the offender and whether moving in any particular direction
- details of any firearm/s being used
- number of people in the area and any that have been injured
- the motive or intent of the offender (if known or apparent)

Provide this information immediately to the police via 000 if this can be achieved safely.

You may be asked to remain on the line and provide any other information or updates that the operator requests or if the situation changes.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

ACT

- Constantly re-assess the situation and your options based on the best available information.
- These situations are very dynamic and often involve a moving threat.
- Consider whether a safe escape route might now be possible if the circumstances have changed.
- Assess better options for sheltering in place either within your current location or at an alternative location.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

Police response

In an attack involving firearms, a police officer's priority is to protect lives. One of their priority actions to achieve this will be to locate the offender and effectively manage that threat as quickly as possible, which could mean initially moving past people who need help.

As more police resources become involved they will attempt to quickly provide support and guidance to persons affected by the incident.

At some stage they will generally conduct a 'clearance' search of the location to ensure that all persons involved or impacted by the incident are located, and to make the scene safe.

Please remember

- At first, police officers may not be able to distinguish you from the gunman.
- Police officers may be armed and could point guns in your direction.
- Avoid quick movements or shouting and keep your hands in view.
- They may initially move past you in search of the gunman.
- Be aware that police may enter your location at some stage to secure the building and locate people that have hidden from the threat.
- Promptly follow any instructions given by emergency responders.

Section 14 - Fire Protection Equipment

14. Fire Protection Equipment

14.1.   Modern buildings built under the strict design and buildings codes of today have many fire protection systems installed by default. These systems assist with detection and response to fire related emergencies.

14.2.   If you have questions or maintenance issues in regards to any of this equipment, please contact Facilities Management.

14.3.   Fire alarm

14.3.1. The building is equipped with an AUTOMATIC fire detection and alarm system (if installed). Smoke and thermal detectors are positioned strategically throughout the building. Manual call points are also located throughout the building. These call points must remain unobstructed at ALL times.

14.3.2. Activation of the fire alarm will:

   a.   Sound the alarm throughout the premises.

   b.   Summon the Fire Service.

   c.   Shutdown the air conditioning system (if it is connected).

14.4.   Fire fighting/detection/suppression equipment

14.4.1. Fire hose reels and portable fire extinguishers are located in easily identifiable locations throughout the premises. Know their locations and their suitability for use on various types of fires eg electrical, flammable liquids, ordinary combustibles.

14.5.   Fire Break Glass Alarm (BGA)

14.5.1. Buildings fitted with a "Fire - Break Glass Alarm" allow occupants to activate the fire alarm and alert the Fire Brigade easily. The red panel on the wall houses a small button that when depressed will automatically contact the Fire Brigades.

14.5.2. The Fire Brigades will respond immediately to the building. Always try to ring the local emergency number to confirm the details.

14.5.3. The glass or perspex material is easy to break with your fist, elbow or a pen. Smashing the glass will sometimes activate the button automatically.

14.6.   Fire Control Systems

14.6.1. Some buildings or sections of buildings are fitted with automatically activated sprinkler heads. On activation, the sprinklers discharge a fine mist of water to extinguish/contain a fire.

14.6.2. In other special risk locations such as flammable liquids storerooms, computer rooms (main frames), flood systems are used to extinguish fire. Where gaseous flooding systems are installed in normally occupied areas (e.g. computer rooms), a warning alarm is sounded prior to the discharge of gas into the room. A warning notice instructing personnel what to do should also be displayed.

14.7. Fire Indicator Panel (FIP)

14.7.1. The FIP. is the hub of the fire alarm system in a building. It is usually located on the ground floor near an entrance close to the nearest road. The panel may be located in a cabinet or on a wall. On the panel are a number of lights and buttons. These lights "indicate" which fire sensor has activated in the building. The FIP will automatically notify the fire brigade of an alarm when one of its sensors locates a fire. The FIP will usually talk to the EWIS (where installed) and notify the building occupants that they need to evacuate.

14.8. Fire Doors

14.8.1. Fire doors are installed to minimise the spread of fire, including the passage of smoke through a building.

14.8.2. Fire doors may be automatically operated by heat activated mechanisms or smoke detectors. The securing of fire doors must be such that persons leaving an area via the fire door can do so without the use of keys or similar at all times. Fire doors must not be wedged open.

14.9. Smoke and Thermal Fire Detectors

14.9.1. The detection system in buildings may sense either heat or smoke or a combination of these. Smoke detectors are increasingly being used because of their earlier warning of an emergency situation. Smoke detectors may also be used to activate fire doors to isolate zones in the building.

14.10. Portable Fire Extinguishers

14.10.1. Portable fire fighting equipment is designed to provide the user with an appliance to attend a small fire during its initial stage. When deciding to attack a fire, always designate another person to raise the alarm and obtain a back-up fire extinguisher. Portable fire extinguishers are provided in all University buildings and some vehicles for use by University staff members. Training in the use of these fire extinguishers is available to all staff and members of the ECO.

14.10.2. There are several types of fire extinguishers: (Also refer to attached Fire Extinguisher Chart)

14.10.2.1. Water

Red in colour, it contains nine litres of water under pressure and is to be used in an upright position. It is designed for use on carbonaceous solids such as wood, paper, rubbish or textiles, and has a discharge period of 60 - 100 Seconds. Suitable on Class A fires. Not considered effective on Class B and C fires, and dangerous if used on electrically energised equipment or cooking oils and fats. Water extinguishers are unsuitable for flammable liquid fires. This extinguisher must never be used on fires involving live electrical equipment

14.10.2.2. Foam

Red with a Blue Band. Suitable on Class B and may be used on Class A and, limited effectiveness on Class F fires. Not to be considered effective on Class C fires, and dangerous if used on electric equipment. It is designed for use on flammable liquid fires such as petrol, oils and paint and has a discharge period of 40 - 90 Seconds. This extinguisher must never be used on fires involving live electrical equipment.

14.10.2.3.   Carbon Dioxide

Red in colour with a black band, it is designed for use on fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher. Suitable on Class E fires. Has limited effectiveness on Class A, Class B, Class C, and Class F fires.

14.10.2.4.   Dry Chemical

Red in colour with a white band, it contains a bi-carbonate based powder and is suitable for fires involving flammable liquids and live electrical equipment. The discharge period depends on the size of the extinguisher. These extinguishers are rated as either ABE or BE. ABE rated extinguishers are considered suitable on Class A, Class B, and Class C and Class E fires. They are not effective on Class F fires. BE rated extinguishers are considered suitable on Class B, Class C, and Class E fires, and may be used with limited effectiveness on Class F fires.

14.10.2.5.   Wet Chemical

Gold in colour, it has a liquid alkaline extinguishing agent, and is specifically designed for use in kitchens on deep fryer fires involving fat and cooking oil. This extinguisher must never be used on fires involving live electrical equipment. Wet Chemical (Red with a Oatmeal Band, old was Oatmeal) Suitable on Class F fires and may be used on Class A fire. Not considered effective on Class B or Class C fires and dangerous if used on Class E fires. Wet Chemical (Red with a Yellow Band, old was Yellow) Suitable on Class A, Class E fires. Has limited effectiveness on Class B and Class C fires. Not considered effective on Class F fires.

14.10.2.6.   BCF (halon)

Yellow in colour. These extinguishers have been withdrawn since 1 January 1997 in accordance with environmental guidelines. Please return any existing units to Facilities Management.

14.11.   Fire Hose Reels

14.11.1.   The large fire hose reels located in multi-story buildings are to be used by building occupants to fight fire, especially when they are trapped and cannot escape to an emergency EXIT.

14.11.2.   The fire hoses are connected to the mains water supply and extend for about 30 metres. Some fire hose reels are located in cabinets whilst others are visible on the wall in a hall or corridor. They will always have appropriate signage indicating their location.

14.11.3.   Operation. Fire hose reels are all very similar in operation. This is the generic procedure:

    a.   Ensure the nozzle or jet is in the closed position

    b.   Turn on the main valve (some will not let the nozzle out until this is done)

    c.   Pull the hose off the drum, towards the fire

    d.   Open the nozzle or valve and direct the stream of water at the fire

Section 15 - Evacuating Persons with Disabilities

15. Emergency Evacuation Procedures for People with Disabilities & Medical Conditions

15.1.   In an emergency evacuation it is important for Wardens to offer assistance and allow the individual to explain what support they require, if any. People with disabilities or medical conditions are individual in their abilities and requirements, and their disability or medical condition may not be visible. As part of the Wardens' duties a visual check should be carried out of all offices and rooms in the building to ensure all users have evacuated the building.

15.2.   The Information below has been sourced from a guide published by the Post Secondary Education Disability Network PSEDN 2001 – Murdoch University.

15.3.   Intellectual impairment or learning disability

15.3.1. Individuals with an intellectual disability may have difficulty in recognising an emergency or may experience difficulty in responding to complex instructions. However, within a campus setting individuals with a learning disability may be present and require support with receiving and processing information. When offering assistance to people with an intellectual disability the following should be considered:

    a.   State there is a problem and they need to leave the building

    b.   Ask the individual what assistance they require, offer to escort the individual through the evacuation route to the assembly area.

    c.   Visual perception of written instructions or signs may be confused.

    d.   Break down directions and information into small simple steps.

    e.   Deliver directions slowly, clearly and with visual reinforcement such as simple signals and/or by drawing graphic symbols.

    f.   Be patient and check for understanding by asking them to tell you what they will do now.

    g.   Do not belittle or patronise when speaking or acting towards these individuals. The individual's ability to understand speech is often more developed than their vocabulary.

15.4.   Medical Conditions

15.4.1. Individuals with medical conditions may be less obvious than people with other types of impairments and there is a large range of medical conditions that may impact on an individual's ability to evacuate independently in an emergency. Emergency situations may exacerbate medical conditions for an individual whilst not affecting others in the same area. The following points should be considered:

    a.   Offer assistance and allow the individual to explain what support they require.

    b.   Check with individuals that they have their medications before leaving the building, for example asthma or heart medications.

    c.   Offer to walk alongside the individual and be of support both emotionally and physically.

    d.   Frequent rest periods may be required due to reduced stamina.

    e.   Stay with the individual to reassure them after reaching the assembly area, check they have somewhere to rest and ensure no further assistance is required.

f. Notify the first aid personnel or emergency services if medical assistance are required.

15.5. Psychiatric Impairment

15.5.1. Individuals with a psychiatric impairment are not always as obvious as other types of disability as requiring support to evacuate during an emergency situation. Offer assistance and allow the individual to explain what support they require, be aware that individuals with a psychiatric impairment may experience difficulty concentrating, managing stress and initiating personal contact. In addition the following points should be considered:

    a. Deliver instructions in a clear and concise way using simple steps.

    b. Offer to guide the individual through the evacuation route and stay with the individual in the assembly area.

    c. Offer reassurance and emotional support. For individuals who are experiencing extreme anxiety ask them to breathe slowly and deeply.

    d. When giving instructions try to stay calm, do not yell or panic. Be patient.

    e. Repeat instructions and check for understanding.

15.6. Physical Impairment

15.6.1. When offering assistance to individuals with a physical impairment allow them to explain what support they require, as they are the experts in knowing their own requirements. However, the following points should be considered:

    a. Allow faster independent evacuees to progress first through the evacuation route, followed by less quickly paced independent evacuees and then evacuees requiring support.

    b. Individuals using crutches or canes may be able to negotiate stairs independently, allow individuals to grasp the handrail and use their other hand for the crutch. It is best not to interfere with this person's movement, offer to carry the extra crutch and if stairs are crowded act as a buffer between the individual and passing evacuees.

    c. Wheelchair users: assist the individual to a fire rated area, such as the fire stairs landing, or if needed, place the person in a room such as a bathroom which has water access and ventilation of windows etc. It is very important to advise the ECO/Security and/or emergency services where this person/s has been located.

    d. Use of lifts – in extreme circumstances only. Lifts are generally prohibited in a fire or other situations that may affect the integrity of the building. In other emergency situations, for example a bomb threat 'Code purple', lifts may be able to be utilised. Use of the lifts in an emergency evacuation is usually undertaken with the supervision of Fire and Rescue personnel, or other qualified personnel unless they are purpose built to withstand emergency conditions.

15.7. Sensory Impairment

15.7.1. To support a person with a hearing impairment during an emergency the following techniques may assist:

    a. Flick lights on and off to gain their attention when entering the area.

    b. Establish eye to eye contact so the person can see your face.

    c. Face the light so your face can be seen, do not turn away while trying to communicate.

d. Use facial expressions or hand gestures as visual clues.

e. Offer pen and paper. Write down the nature of the emergency and the nearest evacuation route for example, FIRE, go out the rear door, turn to the right & down stairs NOW!

f. Be patient, the individual may have difficulty comprehending the urgency of the message.

g. Offer to escort the individual through the evacuation route to the assembly area.

15.7.2. To support a person with vision impairment during an emergency the following techniques may assist:

a. Announce your presence; speak out when entering the area

b. Speak naturally and directly to the individual, do not shout

c. Offer assistance, allow the individual to explain what assistance they require

d. If the individual requires a guide:

    i. Let the individual grasp your arm.

    ii. Allow them to explain how and what you should do to guide them.

e. The individual may choose to walk slightly behind you to gauge your body reactions to obstacles, be sure to mention stairs, doorways, narrow passages, ramps or other obstacles.

f. When guiding to a seat, place the persons hand on the back of the chair.

15.7.3. Suggestions when assisting owners of Guide Dogs:

a. Explain the nature of the emergency and offer assistance, allow the individual to explain what they require. Individuals who are comfortable using their Guide Dog to navigate to safety should be allow to do so.

b. Plan for the Guide Dog to be evacuated with its owner.

c. Do not touch or offer the Guide Dog food without the owner's permission.

d. When the Guide Dog is wearing its harness, it is on duty. If you are requested to take the Guide Dog while assisting the individual, it is recommended that you hold the leash and not the dogs harness.

e. If there are unfamiliar obstacles, debris for example, or the Guide Dog requires a break, the warden or volunteer should offer their arm and allow the individual to instruct them on the assistance they require.

f. Emergency control members need to be aware that Guide Dogs are trained to protect its owner and will respond accordingly to perceived threats. You need to communicate with the owner before handling or attempting to handle the Guide Dog.

Section 16 – Critical Incident Management

16. Human Issues Management During and Following a Critical Incident

Note – This chapter is subordinate to the Crisis Management Plan (CMP) and is to be used as a guide until the Crisis Management Team (CMT) is activated. The CMP procedures will then take priority.

16.1. Introduction

16.1.1. This section outlines the requirements for the management of critical or potentially critical incidents at workplaces to minimise risks to health and safety and minimise their impact on staff and students.

16.2. Definition

16.2.1. **Critical Incident** is a traumatic event, or the threat of such (within or outside Australia) which has the potential to harm life or well-being and causes extreme stress, fear or injury to the person experiencing or witnessing the event.

16.3. Scope and Application

16.3.1. This procedure is to be implemented for tragic or traumatic events that meet the definition of a critical incident or in other cases where the implementation of this procedure will assist in the recovery process.

16.4. References

- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (The National Code)*

- *Work Health and Safety Act 2011 (Qld)*

- *Work Health and Safety Regulation 2011 (Qld*)

16.5. Emergency Response

16.5.1.1. The emergency response to all incidents is to be in accordance with the emergency procedures as detailed in the campus specific emergency response checklists, the online checklists and sections 6 to 13 of this manual.

Campus	Number/s
Toowoomba	Ext 2222 all hours
Ipswich	Ext 2222 all hours
Springfield	Ext 2222 all hours
Off-campus	000 or 112 (from a mobile)

16.6. Reporting Following the Incident

16.6.1.1.   Once the initial emergency response has been activated, a report of the incident needs to be forwarded to the Manager (Fire and Emergency) as soon as possible. The Manager (Fire and Emergency) will then contact the:

- Vice Chancellor,

- Executive Director (Campus Services)

- Associate Director (Facilities), or

16.6.1.2.   Although there are some circumstances involving staff off-campus and after hours that may not necessitate an immediate phone response, all critical incidents **on-campus** or involving **residential** or **international students** must be reported immediately.

16.7. Details to be Reported

16.7.1. Details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved (e.g. staff, international or domestic student).

16.7.2. It is also important to collect as much other information as possible such as witness details, other persons who may be affected etc.

16.8. Activation of the Crisis Management (CMT) Team

16.8.1. The CMT will be activated in accordance with the Crisis Management Plan (CMP).

16.9. Response Checklist. The following checklist actions should be considered by the CMT as soon as possible following activation:

16.9.1. Communication:

- Director, Corporate Communications is to coordinate the preparation of a communication plan and nominate a spokesperson;

- plan a response and ongoing strategies including individual roles and responsibilities;

- liaise with police, doctors, hospital staff and other relevant professionals;

- determine if legal assistance might be required and refer accordingly (University Lawyer);

- provide follow-up condolence letters to family; and

- complete an incident report for the Vice Chancellor and Executive Director (Campus Services).

16.9.2. Support for Family, Friends and Staff:

- contact the next of kin and ensure support is provided to family and friends,

- make arrangements for visits from family and friends, e.g. accommodation, travel, crisis support and referral to appropriate services, and

- if necessary, make arrangements for affected staff, e.g. leave.

16.9.3. For Incidents Involving Students:

- if the incident occurs during semester, contact the relevant faculty to make appropriate arrangements for students (eg. release from classes, rescheduling assessments or exams);

- if the incident occurs during semester and a student is unable to continue with studies, make arrangements with Student Admin for withdrawal without penalty and refund of fees if appropriate; and

- in the case of death, notify—

  - relevant faculty office or school,

  - Student Admin,

  - Library,

  - ICT,

  - Vice Chancellor's office (for ceremonies and protocol), and

  - Head of residential college (if applicable),

- if the student is a minor special consideration may need to given to notifying the student's legal guardian.

16.9.4. Additional Procedures for International Students:

16.9.4.1.1. The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the University to notify the Australian Government (currently DIMIA) as soon as practical after the incident.

16.9.4.1.2. In the case of a student's death or other absence affecting the student's attendance at University, the Education provider Liaison Officer at the State DIMIA office should be contacted by phone prior to reporting via the Provider Registration and International Student Management System (PRISMS).

16.9.4.1.3. When an international student dies or sustains serious injury, the University may be required to assist the student's family. This may include:

- hiring interpreters,

- making arrangements for hospital/funeral/memorial service/repatriation,

- obtaining a death certificate,

- assisting with personal items and affairs including insurance issues, and

- assisting with visa issues**.**

16.9.5. For Incidents Involving Staff:

- make follow-up contact to assess whether further help is required,

- contact the University Insurance Officer , and

- in the case of a staff death, notify Human Resources.

16.10. Post Incident Action

16.10.1. **Counselling.** Following a critical incident counselling services may need to be provided to staff and students. Counselling for students can be arranged through Student Services. Staff and their families have access to the Employee Assistance Program (EAP).

16.10.2.   All personnel involved in or affected by a critical incident are to be encouraged to make use of the services provided.

Counselling Service Contact Details	
All Staff and families (all campuses)	1300 360 364 Davidson Trahaire Corpsych 24hrs
Students - Toowoomba	+61 7 4631 2372 (business hours)
Students - Ipswich	+61 7 3470 4400 (business hours)
Students - Springfield	+61 7 3470 4400 (business hours)

16.10.3.   Investigation. As soon as possible following the incident, the CMT is to appoint an appropriate person or team to conduct an investigation. The appointment shall include terms of reference and a timeline for reporting progress and completion.

16.10.4.   Debrief. At a suitable time following the incident, the CMT is to convene a debrief with all relevant parties. The purpose of the debrief is to determine the suitability of this procedure and document recommendations for change.

Appendix 1 - Emergency Resources

Campus Resources		
Element	**Location**	**Phone Number**
Security/ campus emergency	Toowoomba	Ext 2222 or 07 4631 2222 (all hours)
	Springfield	BH Ext 4444 – or 0499 955 035
	Ipswich	BH Ext 6060 – or 0428 086 790
	Off-campus	000 or 112 (from a mobile)
Health Service	Toowoomba	x 2372 (Health Services Admin Office)
	Springfield	07 3470 1599 (Priority Health Medical Centre – Suite 1 Shop 40C Orion Shopping Centre) 24 Hours – 1800 814 781 (OSHC World Care)
	Ipswich	07 3810 1111 Ipswich Hospital
Counselling Service	Toowoomba	07 4631 2372 (Health Services Admin office)
	Springfield	X3125

Off Campus Resources		
Department	**Location**	**Phone No.**
Emergency		000 112 for Mobile
Toowoomba Police Communication Centre		(07) 4631 6333
Ipswich Police Communication Centre		(07) 3817 1585
Emergency First Aid Service		0500 555912
Poison Information Centre		13 11 26
Toowoomba General Hospital	Pechey st, Toowoomba	07 4616 6000
St Vincent's Hospital Toowoomba	Scott St, Toowoomba	07 4690 4000
Ipswich Hospital	Chelmsford Avenue, IPSWICH QLD 4305	07 3810 1111
QE II Hospital	Kessels Road, Coopers Plains	3275 6111
Logan Hospital	Armstrong Road, Meadowbank	3299 8899
Dept of Foreign Affairs & Trade	www.dfat.gov.au	1300 555 135 (emergencies)
Dept Immigration and Citizenship	http://www.immi.gov.au/	131 881

Appendix 2 – International Student – Critical Incident Response Situation Quick Reference

	Type of Incident	Primary Contacts	Secondary Contacts	Follow-up
1	Death of student	• Police • Hospital • Next of kin • Student Management • USQ Safe	• Accommodation provider • Consulate • Relevant students • USQ International Student Support Office • International Student Co-ordinator for Faculty • DIAC	• USQ International Student Support Office • Academic Registrar • USQSafe • Student Services Counselling/ Health Service
2	Attempted suicide	• Security • Police • Hospital – Mental Health Unit • Next of kin	• Accommodation provider • Relevant students • USQ International Student Support Office • USQ Counselling Service • USQ International Student Support Office	• Student Services Counselling and Health Service
3	Life threatening injury or illness	• Hospital • Next of kin	• International Student Co-ordinator for Faculty • Accommodation provider • USQSafe • USQ International Student Support Office	• Student Services Counselling/ Health Service • USQSafe
4	Missing student	• Police • Next of kin	• Accommodation provider • Consulate • Relevant students • USQ International Student Support Office • DIAC	• Student Services Counselling/ Health Service
5	Sexual and/ or physical assault	• Security • Police • Hospital	• Health Service • Counselling Service • USQ International Student Support Office • International Student Co-ordinator for Faculty	• Student Services Counselling/ Health Service
6	Mental health crisis	• Police • Hospital – Mental Health Unit • USQ Safe	• Accommodation provider • Relevant students • International Student Co-ordinator for Faculty • USQ International Student Support Office	• Student Services Counselling/ Health Service
7	Threats of violence to staff and students, or to one-self	• Security • Police • Hospital – Mental Health Unit • USQ Safe	• Accommodation provider • Counselling Service • International Student Co-ordinator for Faculty • USQ International Student Support Office	• Student Services Counselling/ Health Service

	Type of Incident	Primary Contacts	Secondary Contacts	Follow-up
8	Drug/ Alcohol overdose	• Security • Police • Hospital	• Accommodation provider • Relevant students • Academic staff • Student Services Counselling/ Health Service • USQ International Student Support Office	• Counselling Service • Health Service
10	Campus disturbance/riot	• Police • USQ Safe • Security	• Relevant students • Hospital • USQ International Student Support Office • USQSafe • Student Services Counselling/ Health Service	• USQ International • Counselling Service • Health Service
11	Fire/Explosion with injuries or significant damage	• USQ Safe • Police	• Relevant students • Hospital • Student Services Counselling/ Health Service • USQ International • USQ International Student Support Office • USQSafe	• USQ International • Counselling Service • Health Service • USQ Safe
12	Chemical/radiation, bio-hazard spillage	• Police • USQ Safe • Security • Hospital	• Relevant students • Student Services Counselling/ Health Services • USQ International/ International Student Support Office • Student Management staff • USQSafe	• Student Services Counselling/ Health Service
13	Infectious disease	• Qld Health • USQ Safe	• USQ International/ International Student Support Office • Accommodation provider • Student Services Counselling/ Health Services •	• USQ International • Student Services Counselling/ Health Services
14	Natural disasters (local and international)	• Consulate/Embassy • Police • Hospital • Security • Communications Team for USQ	• USQ International/ International Student Support Office • Accommodation provider • International Student Co-ordinators in Faculty • All USQ Staff	• Student Services Counselling/ Health Services
15	International hostage situations/kidnappings	• Consulate/Embassy • Police • Communications Team for USQ	• Accommodation provider • International Student Co-ordinators in Faculty • USQ International/ International Student Support Office • Administrative staff	• Student Services Counselling/ Health Services

Appendix 3 Critical incident procedure manual check-list of tasks

Tasks	Done	N/A	Completed Date	Remarks
Notification				
Notification to PVC (Student Management) and relevant staff				
Confirmation of student's identity				
Details of the incident from the person who reported				
If student dies, report to PVC (Student Management)				
Incident Log for phone calls etc. (Incident Controller)				
Assessment				
Update and gather information from hospital or police				
Review student's file for detailed information				
Intervention plan for response and strategies				
Allocation of roles and responsibilities				
Access to emergency funds if required				
Intervention				
Contact next of kin				
Contact consulate				
Contact accommodation provider/housemates				
Contact other relevant students/Student Club				
Contact hospital/police/doctors				
Contact Counselling Services				
Contact academic staff				
Contact administration staff – Manager Student Management/ Graduate Student Centre				
Contact relevant Student Management staff				
Contact DIAC				
Contact Sponsor/ agent/ Home University				
Contact Student Services provider				
Arrange access to legal advice				
Follow up				
Assess the need for ongoing counselling and support				
Assess the need for a debriefing session				
Discuss with the student's family funeral issues				
Discuss with the student's family insurance matters – Student Services, accident, etc				
Arrangement of transportation and accommodation for family				
Arrange interpreters				
Preparation of funeral or memorial services				
Obtain death certificate and student's possessions and arrange transfer of possessions to student's parents, if not covered by insurance				
Prepare and send condolence letters				
Evaluation				
Conduct debriefing session				
Staff evaluation				
Keep records				
Prepare and send thank you letters				

Appendix 4
Critical incident action & communications log

Critical Incident: _____

Date	Time	Type of Communication	Incoming/ Outgoing	Action	Comment	Initials

Section 17 – Pandemic Planning

17. Pandemic Preparedness

17.1. Training

17.1.1. Pandemic Preparedness Training is provided for all employees as an online training module. This training should be completed every two years and upon notification of an event in the local area as directed by Campus Services.

17.1.2. The link to the Pandemic Training Module on MyStaffDesk is http://mystaffdesk.usq.edu.au/moodle/mod/resource/view.php?id=47760 .

17.2. Pandemic Supplies

17.2.1. USQ maintains a comprehensive inventory of pandemic supplies which can be issued to staff and students if the need arises.

17.2.2. The pandemic supply holdings are based on the following table and should be used for planning purposes:

Pandemic Supply Item	Description	Size	UI	Total
Masks	Surgical tie-on		each	171900
Masks	Filter Masks (P2/valve)		each	12600
Gloves	Latex	Small	pair	5850
Gloves	Latex	Med	pair	13950
Gloves	Latex	Large	pair	8550
glasses - disposable	fit over glasses		pair	18000
tyvec suit			each	1810
Tissues			box	3150
Waterless Handwash	personal size	70ml	each	3075
Waterless Handwash	large size	5 litre	each	246
Antibacterial surface wipes	pack of 100		pack	3075
Paper towel	roll of 100		roll	6150
Waste bags		large	each	3075

17.3. Crisis Management Plan (CMP)

17.3.1. Further details on actions required during a pandemic are contained in the relevant section of the USQ CMP.