

Uniting

**Emergency Management Plan
Maroondah Retirement Village
9 Don Road, Healesville 3777**



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Contents

Document Control Schedule	3
Foreword	4
Persons Requiring Assistance.....	4
Introduction.....	4
Personal Emergency Evacuation Plans.....	4
Site Profile.....	5
Building Characteristics	5
Building Classification.....	5
Essential Safety Measures and Alternative Solutions.....	5
Fire Safety Systems and Equipment	5
First Attack Firefighting Equipment.....	5
Means of Escape	6
Emergency Contact Numbers.....	7
Prevention Procedures	8
Maintenance of Exits by Residents.....	8
Prevention	8
Evacuation Management Plan Requirements.....	8
Operation of the Building Emergency Management Plan	8
Types of Emergencies	8
Raising an Alarm	8
Movement of Motor Vehicles during an Emergency	9
Evacuation Assembly Area.....	9
All Clear	9
Response Colour Codes	10
Fire / Smoke Emergency Procedures – CODE RED.....	11
Medical Emergency – CODE BLUE	12
Basic Life Support.....	12
External Emergencies – CODE BROWN.....	13
Severe Weather / Storms and Flooding	13
Shelter in Place/ Lockdown.....	13
Building Services / System Failure – CODE YELLOW	14

Resident Actions	14
Personal / Active Threat – CODE BLACK	15
Evacuation Drills and Associated Record	16
Appendix A – Community Room Evacuation Diagram.....	17
Appendix A - Site Risk Assessment Matrix.....	18

Document Control Schedule

A revision of this document including all attachments is to be carried out immediately following an incident or whenever a change is made to the contents by a nominated “competent” person. All details of the revision are to be annotated in this schedule. This document is valid for a period of five (5) years from the date of initial issue. At the end of the period of validity this document must undergo a full review and update prior to reissue.

Dated	Revision Details	Name/Signature	Distributed to:

Foreword

This Emergency Management Plan (EMP) has been compiled with information provided by Uniting and observations made via site visits. The information contained in this document has been developed for residents of Maroondah Retirement Village. This information may be referred to for the purposes of internal instruction or for guidance in responding to an actual or perceived emergency situations or critical incidents arising in connection within Maroondah Retirement Village located at 9 Don Road Healesville.

This EMP and the guidelines contained in this manual have been developed based on information specific to Maroondah Retirement Village located at 9 Don Road Healesville.

The emergency responses in this plan may be supplemented by emergency response instructions given to residents by emergency services personnel.

The Emergency Management Plan has been prepared by using the guidelines of Australian Standard (AS) 3745.2010, Planning for Emergencies in Facilities, with a focus on the actions to be taken by Maroondah Retirement Village residents up to and once an emergency occurs. Response procedures have been inserted following an identification and assessment of potential emergencies that may impact the facility. This document forms part of the overall emergency preparedness and response and should be used in conjunction with emergency response information.

Emergency types and responses required can be varied and offer varying degrees of danger to occupants. As a result, the procedures within this plan are general in nature and flexibility in execution of the procedures must be employed to cope with emergency specifics. The principal aim of any emergency response is to maintain the safety of the residents of Maroondah Retirement Village located at 9 Don Road Healesville.

This plan considers the installed systems, the capability of resident and the number of occupants at Maroondah Retirement Village.

Persons Requiring Assistance

Introduction

A person with special needs is defined in Australian Standard 3745-2010 as someone having physical, intellectual, visual, or auditory disabilities or impairments, either temporary or permanent.

Personal Emergency Evacuation Plans

Residents have been contacted to self-nominate as a resident who may requires assistance in an emergency. Personal Emergency Evacuation Plans (PEEPs) has been compiled for each identified

person requiring assistance at the site. At any time, a resident is able contact 1800 466 359 and identify as some-one that may require assistance in an emergency. PEEPs are in the Emergency Services Information Box (ESIB) located at the facility. See Diagram 1 for ESIB location. Local emergency services have been notified of the contents of the ESIB.

Site Profile

The following details are a guide for representatives of the Emergency Planning Committee.

Building Characteristics

The address houses 30 residences. These buildings serve as a residential retirement village. The address has a several car parks and is located within a residential neighbourhood. The construction material used, would suggest an early 1970s build date for much of the village.

Building Classification

The building classification for this village is Class 2.

Essential Safety Measures and Alternative Solutions

Fire Safety Systems and Equipment

The following fire safety systems and equipment are installed in the facility.

First Attack Firefighting Equipment



Fire Hydrant:

The site has 1 fire hydrant. The Fire Hydrant provides emergency services with a more accessible water to serve the older residential building.

See Diagram 1 for Fire Hydrant location.

	Fire Extinguishers Fire Extinguishers are installed in accordance with AS 2444 to provide occupants with equipment to attack a fire in its initial stages. There is one water extinguisher and one dry chemical powder extinguishers located in the community room. See Diagram 1 for Fire extinguisher locations.
	Fire Booster Assembly: are installed per AS 2419 standards, featuring pressure-tested components (usually up to 2100kPa) to ensure reliable water supply. See Diagram 1 for Fire booster assembly locations

Means of Escape

Emergency Exit Signs 	Emergency Exits and the paths of travel to emergency exits are normally indicated by an illuminated EXIT and/or directional EXIT sign.
Emergency Lighting 	Emergency Lights are designed to safeguard occupants from injury by providing sufficient lighting to allow occupants to safely negotiate the paths of travel to an exit in the event of a partial or major failure of the buildings' mains power.

Emergency Contact Numbers

Primary Contact	
Uniting (Homely)	1800 466 359
Facilities Email	housingmaintenance@vt.uniting.org

Emergency Services Contact Details	
Fire Emergency:	Triple Zero (000)
Police Emergency:	Triple Zero (000) 57 230 888
Medical Emergency (Ambulance):	Triple Zero (000)
SES:	132 500
Poisons Information Centre:	131 126
Healesville Police Station	03 5962 4422
Non-Urgent Police Line	131 444

Key Infrastructure/Public Services Key Contact Details	
Yarra Ranges Council	1300 368 333

Utilities Contact Details	
Water Supply: Yarra Valley Water	132 762

Prevention Procedures

Prevention of an emergency is as important as the development of efficient means of responding to one. All residents should be acutely aware of the need to avoid dangerous practices and of the danger to life and property in the event of fire getting out of control.

Maintenance of Exits by Residents

Residents are responsible for ensuring that all exits, paths of travel to the assembly point are kept readily accessible and clear of obstruction so that egress to and from their residence is maintained.

Prevention

Residents should be encouraged to take note of and report to the Uniting Emergency contact:

- Any accumulation of litter which may increase the danger of fire.
- Incorrect storage of flammable liquids.
- Incorrect storage of Dangerous Goods and/or Hazardous Materials.
- Any furniture, decoration, equipment, or any other item that might restrict the width of the path of travel to and from a residence.
- Any other hazards that may pose a risk to residents and visitors to the Village.

Evacuation Management Plan Requirements

Operation of the Building Emergency Management Plan

In the event of an emergency, the effective execution an emergency response can be achieved only if residents are thoroughly familiar with what is expected of them. The risk of panic, personal injury and loss of property is significantly reduced by having residents well versed in evacuation protocols, and their role in emergency response procedures.

Types of Emergencies

Australian Standard 3745-2010 lists the types of emergencies that could affect a facility (see Site Risk Profile -**Appendix C**). Several hazards have been identified for the 9 Don Road Healesville retirement village. These include Fire & Smoke, Personal Threat, Severe weather/Storm Damage, Medical Emergency and Building Service Failure.

Raising an Alarm

When an incident occurs, the alarm can be raised by:

- Ringing the Emergency Services, dialling Triple Zero (000). (if required)
- Ringing 1800 466 359
- Notifying neighbours

Movement of Motor Vehicles during an Emergency

Vehicle movement to and from the carpark should not occur during an emergency. Residents and visitors should not attempt to move vehicles during an emergency.

Vehicles may be removed from the car park only after residents have been evacuated and only with the approval of the Senior Emergency Services Officer or Police.

Evacuation Assembly Area

The Evacuation Assembly Area has been established for this facility and is located within the grounds of Maroondah Village at the Community Room. This location is considered the stage 2 evacuation area. In some instances, it may be considered appropriate to evacuate to another approved safe area as nominated by the attending Emergency Services. See Diagram 1.

Diagram 1. Assembly Point and fire services for Maroondah Village



All Clear

Residents will be notified by a person in authority from the relevant Emergency Service when it is safe to return to their homes. This is known as being given the “All clear”. Residents must not return to their homes until the “All Clear” is communicated by emergency services.

Response Colour Codes

The following colour codes are used for announcements for specific emergencies.

Type of Emergency	Response Colour Code
Fire/Smoke	Red
Medical Emergency	Blue
External Emergency	Brown
Internal emergency (Failure of essential services)	Yellow
Personal Threat – Active Threat	Black

Fire / Smoke Emergency Procedures – CODE RED

The primary duty of the resident is not to combat the fire but to ensure the safety of themselves and others. Residents are advised not to attempt to extinguish the fire. Residents are advised:

1. Remove themselves from immediate danger, and others, if safe to do so. Close doors behind you as you leave your residence.
2. Raise the alarm by notifying emergency services by dialling “000”
3. Notify neighbouring residents.
4. If safe to do so, waiting at the emergency assembly point.
5. Follow the instructions of the emergency services.

The RACE acronym is applicable in this situation. The order of the RACE points may depend on the situation as it may be safer to alert colleagues before attempting to rescue occupants.

STANDARD FIRE ORDERS

ACTIONS TO BE CONSIDERED ON DISCOVERY OF A FIRE

R

Rescue / Remove

Any person/s in immediate danger, only if safe to do so



A

Alarm / Alert

Raise the alarm and follow your emergency procedures



C

Contain / Confine

Close doors to contain the fire and smoke



E

Extinguish / Evacuate

Attempt to extinguish the fire only if you are trained and it is safe to do so.

Otherwise EVACUATE



Medical Emergency – CODE BLUE

If a resident experiences a medical emergency:

- Dial triple zero '000' and request an ambulance.
- The resident needs to state the nature of the situation and be prepared to provide the following information:
 1. Address: 9 Don Road Healesville 3777 and your unit number
 2. Nearest cross street: Elamo Road
 3. Details of the medical emergency.
 4. Your name and return phone number.
- Where possible alert other residents of your situation

If a resident witnesses a medical emergency:

- Remain calm and stay alert.
- Assist with First aid where possible
- Dial triple zero '000' and request an ambulance.
- The resident needs to state the nature of the situation and be prepared to provide the following information:
 5. Address: 9 Don Road Healesville 3777 and the closest unit number
 6. Nearest cross street: Elamo Road
 7. Details of the medical emergency.
 8. Your name and return phone number.
- Do not hang up before the ambulance operator has received all the relevant information from you.
- If possible, dispatch another resident to meet the Emergency Services at the village entry point.
- Have someone remain with the injured person until help arrives.
- If the injury has resulted from a fall, do not move the person and where possible do not leave them unattended.
- **Remain Calm - do not panic.**

Basic Life Support

D - Check for **DANGER**

R - Check for **RESPONSE**

S - **SEND** for help - Call Triple Zero

A - **AIRWAY** clear the airway.

B - Check for **BREATHING** - not breathing – start **CPR**, normal breathing place in recovery position.

C - Start **CPR** - Give continual chest compressions until qualified personnel arrive or signs of life return.

External Emergencies – CODE BROWN

External emergencies can be defined as any occurrence such as storms that causes, or threatens to cause, loss of life or injury or property damage and is of such a magnitude that actions are required to protect life. External emergencies can be varied and require different approaches depending on the situation. This plan offers general advice on the response required to an external emergency.

Severe Weather / Storms and Flooding

The resident shall:

- Determine whether a lockdown, shelter in place, or evacuation is required until the severe weather has passed.
- Secure windows and external doors
- Protect valuables and disconnect electrical equipment – cover or move equipment away from windows.
- Restrict use of telephone landlines to emergency calls only.
- Assess damage and additional emergencies after the severe weather has passed.
- Call triple zero '000' to notify emergency services if needed.
- If safe to do so, check on your neighbours.

Shelter in Place/ Lockdown

Shelter in place is an emergency response option that allows occupants to remain inside their residence on the basis that evacuating to an external location might expose evacuated occupants to a greater level of danger.

Sheltering in place is a defensive action and is an alternative to evacuation where occupants can protect themselves against an incident originating outdoors.

A refuge is a predetermined area or room of the building which with special provisions can provide a barrier to protect the occupants from external environment.

Building Services / System Failure – CODE YELLOW

Building services/systems will include statutory features installed within a building to protect the health and safety of residents. The temporary failure of an individual service or system may not present a risk to the health and safety of the occupants that requires either evacuation or an immediate shut down of the building. However, the temporary failure of a combination of features or the temporary failure of a particular service during adverse conditions may require the evacuation of part or the entire building until the service(s) are restored.

Building services / systems that could be involved include:

- Air Conditioning Services.
- Services Sewerage Systems.
- Mains Power Supply.
- Bathroom and Toilet Facilities.

Resident Actions

In the event of a building services/systems failure staff should:

- Contact the maintenance hotline **1800 466 359** and report the failure
- Ensure that they do not attempt to use building services that may not be functioning correctly.
- Wait for directions from the maintenance hotline.

Key Infrastructure/Public Services Key Contact Details	
Yarra Ranges Council	1300 368 333
SES	132 500
Maintenance & Repairs 24/7	1800 466 359(1800 Homely

Utilities Contact Details	
Water Supply: Yarra Valley Water	13 27 62

Personal / Active Threat – CODE BLACK

Personal/Active threats can be categorised as:

- Assault
- Threatening lives
- Verbal abuse.

In the event of being **threatened by a person or persons** attempt to defuse the situation by:

- Maintaining a barrier between yourself and the aggressor by remaining within the safety of your residence.
- Politely asking them to leave the facility
- Calling police (Dial 000) if there is a threat to safety or a refusal to vacate the village area.
- Informing them the police have been called.
- Notify neighbours of the intruders on site.
- Remaining inside until the police arrive.

As the person/s leaves, attempt to:

- Write down a brief description of the person/s (hair length and colour, clothing, or any distinguishing tattoos)
- Estimate build and height (gauge off door frames).
- Note down the time, and a brief description of what occurred.
- Observe and record which direction person/s leaves, the type of car, its colour, and its registration number.
- Do not touching any areas, the person/s touched.

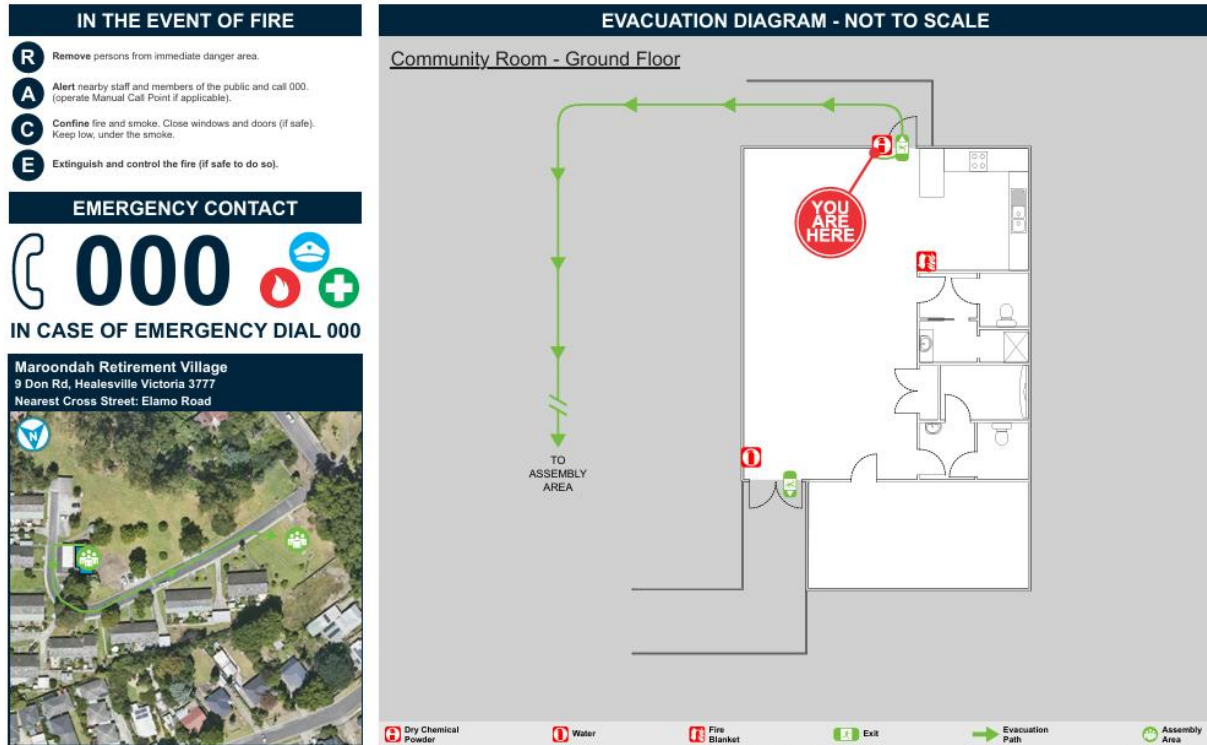
Evacuation Drills and Associated Record

Due to the risks to some residents that maybe introduced by undertaking an annual evacuation drill, Uniting will provide annual emergency response and safety briefing at each retirement village. A record of each emergency response and safety briefing evacuation will be maintained and include the following information:

- The date of the emergency response and safety briefing.
- The name of the staff who attended in the evacuation exercise.
- any recommendations to improve future evacuations.

Appendix A – Community Room Evacuation Diagram

Uniting EVACUATION DIAGRAM



Appendix A - Site Risk Assessment Matrix

Identification and analysis of potential emergencies likely to impact on the site/facility was undertaken for the site/facility to determine which events required consideration as emergencies in this document.

Risk Assessment Matrix – 9 Don Road Healesville 3777

Extreme: Incapacitating, life threatening harm or injury or death of resident or another person. Major: Serious injury or harm to residents or other person requiring hospitalisation and medical treatments with extended time required to recover. Moderate: Injury or harm to residents or other person requiring medical attention with some time (up to 1 week) required to recover. Minor: Minor harm, injury to resident or other person requiring first aid and or outpatient medical attention. Insignificant: Single incident of harm, injury or ailment to resident or another person requiring first aid only.	Almost Certain Is expected to occur in most circumstances. Likely Will probably occurs in most circumstances. Possible May occur at some time. Unlikely Could occur from time to time. Rare May occur in exceptional	Person at Risk A. Residents B. All Occupants C. Public					
	Risk Matrix	CONSEQUENCE					
		Insignifica nt	Minor	Moderate	Major	Extreme	
	LIKELIHOOD	Almost Certain	Mod (8)	High (16)	High (20)	Very High (23)	Very High (25)
		Likely	Low (7)	Mod (12)	High (17)	Very High (21)	Very High (24)
Possible		Low (4)	Mod (9)	Mod (13)	High (18)	Very High (22)	
Unlikely		Very Low (2)	Low (5)	Mod (10)	Mod (14)	High (19)	
Rare		Very Low (1)	Very Low (3)	Low (6)	Mod (11)	Mod (15)	

Identification and analysis of potential emergencies likely to impact on the site/facility was undertaken for the site/facility to determine which events required consideration as emergencies in this document.

Description of Task			Risk Rating				
Persons at Risk A. Residents B. All Occupants C. Public	Likelihood 1. Rare 2. Possible 3. Likely 4. Almost Certain 5. Certain (ISO 31000)	Consequences 1. Insignificant 2. Low 3. Moderate 4. Major 5. Catastrophic (ISO 31000)	1-3 (T)	Tolerable	No further action is required unless circumstances change. Monitor situation.		
			4-8 (M)	Moderate	Satisfactory, additional minor actions may be required. Re-assess at review date.		
			9-15	High (H)	Unsatisfactory, priority action must be taken. Review current methods and re-assess.		
			16-25 (V)	Very High	Serious and imminent danger. Immediate action must be taken. Re-assess after control measures.		
Hazard N°	Hazard Identified	Persons at Risk	Control Measures in Place	Likelihood 1-5	Consequences 1-5	Risk Score = Consequence X Likelihood	Are Existing Control Measures Adequate
1	Fire – Internal	A	Fire equipment in place. Smoke detectors in residences. Village has emergency response procedures in place. Resident induction covers off evacuation procedures. Evacuation information sessions conducted annually.	2	2	4 Moderate	Yes. Review annually
2	Fire – Major External	A	Fire equipment in place. Low risk vegetative surrounds to the village. External agencies would manage wildfire exposure to the village.	3	4	12 High	Yes. Review annually

3	Medical Emergency	A	Emergency response in most cases is managed by the resident.	3	4	12 High	As this is not a workplace the control measures are considered acceptable for this type of environment. However, at risk residents should be encouraged to use medical duress alarms where possible. Review annually
4	Personal Threat	A, B	Emergency response procedures in place. The residences are secure. Police Station located 400 meters from the village.	2	3	6 Medium	Yes. Review the effectiveness of risk mitigation strategies annually.
5	Building services/Sys tems failure	A, B	Emergency response procedures in place. 24-hour hotline providing maintenance support	2	1	4 Moderate	Yes
6	Severe Storm	A, B	Emergency procedures in place. The buildings are well maintained and solid in structure.	2	3	6 Moderate	Yes