EMERGENCY POLICY & PROCEDURES
(FIRE, EVACUATION, ROBBERY AND PERSONAL SAFETY)

This policy is applicable to: all Focus ACT employees.

DOCUMENT CONTROL

Managed by: Project Officer
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REVISION RECORD

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<tr>
<th>Date</th>
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<td>June 2014</td>
<td>2</td>
<td>Human Resource policies moved into new templates in 2014 during organisation’s rebranding – no substantial changes made.</td>
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Policy
Focus believes that staff and individuals need to be aware of emergency procedures to reduce the risk of injury. All staff and individuals supported are required to have a sound knowledge and understanding of fire, evacuation and safety procedures. Focus will provide staff training in emergency and safety procedures to reduce the risk of workplace injury and accidents.

Procedures
The purpose of fire and evacuation procedures is to ensure the safety of staff and residents within the workplace. Since Focus provides support to individuals in their own homes, these homes are considered a place of work for Focus employees. Focus staff also have a duty of care to provide information to people about what needs to be done in case of an emergency. Safety resources and basic training for individuals living in their own homes is outlined in the Accommodation Support manual.

Building Plans
All households are required to develop and maintain a building plan. This is a detailed floor plan indicating the exits and an assembly area as well as the location of fire extinguishers and/or fire blankets. Familiarity of safety procedures, including evacuation drills will help to keep people calm in an emergency situation. All exits should be clearly identified and easily unlocked from the inside.

Assembly Area
Assembly Areas are designated places away from the house, to avoid danger and to allow for access to the house by emergency professionals. There should be two identified assembly areas, a primary and a secondary area. The delegated safety person will decide which assembly area will be used in an emergency situation, based on determining the safest location. It is important to explain the reason for having an assembly area, including the importance of remaining at the designated area.

Staff Responsibilities
A Support Worker has immediate charge of all occupants in all matters relating to an emergency. This may include instructing others to assist in such areas as monitoring exits or checking that rooms are cleared and doors are closed.

Regular responsibilities of Support Workers:

- Have a sound knowledge of emergency procedures
- Provide regular training to residents about emergency procedures
- Report any potential hazards such as blocked exits or obstructed passages
- Check and maintain safety equipment
• Ensure fire drills are carried out regularly
• Maintain a written fire and evacuation plan in the home
• Maintain a record of emergency training and drills conducted in the home

Emergency Procedures

Emergency procedures exist for each residence. All staff and residents are expected to understand emergency procedures.

In case of a fire or an emergency, the delegated Support Worker will:

• Telephone 000 and alert residents
• Instruct people to exit the house and meet in the assembly area
• Check that all rooms are clear of people
• Check the source, type and severity of the emergency
• As far as possible, shut off electrical power points and equipment
• Close all windows and shut doors
• Provide information to emergency professionals
• Remain at the assembly area until notified the house is safe
• Report the emergency to Focus 0411 556 945

It is important to stress a quick and orderly exit. Staff and/or residents may attempt to pack up their belongings. The Support Worker should reassure individuals that all doors will be monitored and no unauthorised persons will be allowed to enter the home. It is likely that personal effects are covered under household contents insurance.

Emergency Lights

There should be emergency lights such as battery operated torches in each home.

Fire Extinguishers and/or Fire Blankets

Fire extinguishers and fire blankets should be kept in a prominent place fire extinguishers should be maintained according to safety standards.

Garden Hoses

Ensure garden hoses are regularly checked and kept accessible
Robbery with intent to violence procedure

*Under no circumstance* is an employee of Focus expected to put their own personal safety at risk. If you are confronted with a robbery, remain calm and do the following:

- Determine what the person wants
- If practical - meet their demands
- Make accurate observations - personal/identifying characteristics
- Ring 000
- Provide information to the Police
- Contact the Chief Executive or a Case Manager
- Don't be a hero
- Don’t speak to the media
- Complete an incident report
- Reassure individuals in the home that the situation is under control
- Focus will provide debriefing and/or counselling for staff and individuals if required

Managing Challenging Behaviour

A small number of people supported by Focus may occasionally exhibit challenging or aggressive behaviour. At no time should a staff member risk their own personal safety. Procedures and instructions about what to do when dealing with challenging behaviour are provided in the Accommodation Support manual.

If you are confronted with an individual whose behaviour is violent or aggressive:

- Leave the home immediately
- Ring the Focus emergency telephone number 0411 556 945 for assistance

Reference guidelines policies and procedures that are related to emergency:

- WHS forms, guidelines and information
- Injury management HR07
- Accommodation Support manual
- Dealing with challenging behaviours