Campus Emergency & Critical Incident Handbook

2022

Australian College of Business Intelligence (ACBI)

Sydney: Level 5, 451 Pitt Street, Sydney, NSW 2000

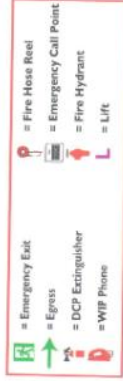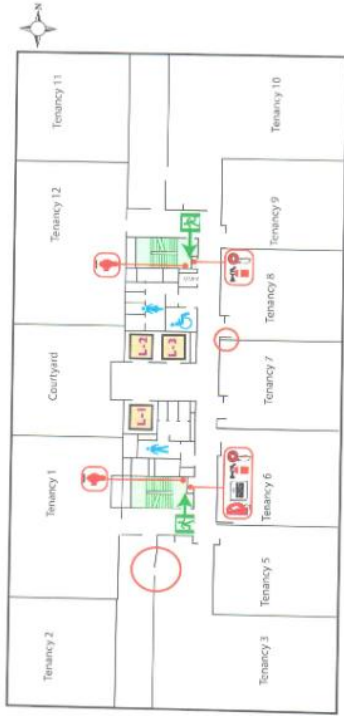| Name:	Campus Emergency & Critical Incident Handbook
Approved by:	Chaido Kiourkou Head of Operations, Compliance & Quality Assurance
Date Approved:	May 3 2022
Implementation Owner:	Chaido Kiourkou
Maintenance Owner:	Chaido Kiourkou
Review Date:	May 3 2023

1. Sydney Campus

1.1. Emergency Procedures

Emergency Response Procedures

a) Lifts should never be used during an emergency building evacuation.

b) In the event of a full building emergency evacuation, an announcement or an audible alarm tone will sound.

c) Upon hearing the first tone ("beep beep" sound) remain where you are and wait for instructions from a Fire Warden.

d) When the second tone commences ("Whoop whoop" sound), please gather your personal effects such as coat, wallet, handbag etc, make your way to the appropriate exit and congregate at the stairwell until you receive instructions from the Fire Warden.

e) All staff should use the appropriate Fire Stairs.

f) Once you have descended the Fire Stairs you must make your way to the designated assembly point.

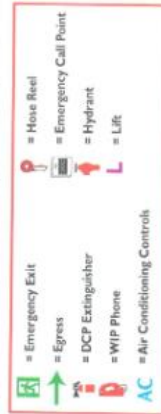Manning Building
Level 2 Floor Plan

Manning Building
Level 5 Floor Plan
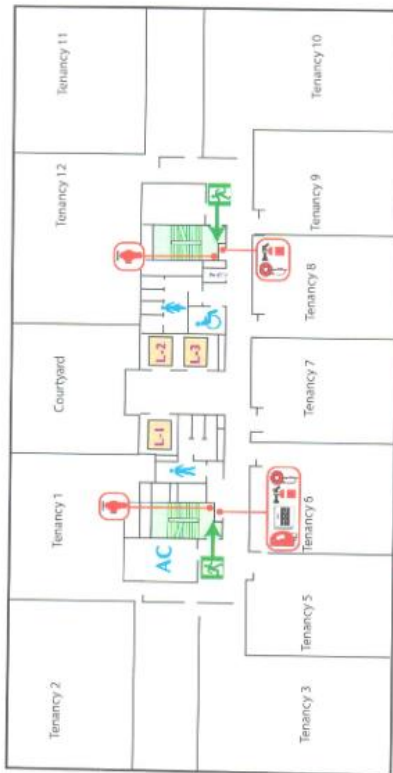
Emergency Plan

General Evacuation
1. Do not panic and remain calm
2. Students to pack up their personal belongings and prepare to evacuate the building
3. Evacuate the building using the emergency exits
4. Any problems are to be reported to the chief warden or any emergency services attending the situation

Emergency Evacuation
In an emergency evacuation, a siren will signal evacuation and all students, staff and visitors are required to respond and follow the instructions:
1. Check for any sign of immediate danger
2. Leave belongings where they are *(shut down equipment or processes that cannot be left unattended)*

3. Locate your closest emergency exit *(do not use lifts)*
4. Walk down the stairs and vacate the building immediately
5. Assemble in Belmore Park (*assembly point*)
6. Have name marked off by warden
7. Do not enter building until warden instructs

Fire Emergency
1. Call the Fire Brigade by dialling triple zero (000) immediately
2. Notify University staff
3. Follow the directions of the Warden
4. If smoke is present, stay low and close to the floor
5. Exit the building through the emergency exit staircase (*do not use lifts)*
6. Meet at the assembly area in Belmore Park

Emergency Lockdown
You will be notified of any emergency lockdowns through building announcements or other mechanisms. These procedures are implemented to ensure building occupants are protected from any external threats such as civil disturbances or severe storms.

1. Do not panic and remain calm
2. Stay inside the building
3. Place devices on silent
4. Follow instructions given by staff and emergency services

Contingent on the circumstances, you may be asked to move away from exposed windows, move to a secured area inside the building or follow further specific instructions.

Active Shooter or Armed Terrorist
In the event of a threat or an attack with a weapon:

Escape
Leave the area immediately if it is safe to do so.

Hide
If it is not safe to leave, remain calm and hide. Turn your devices onto silent. Move away from doors and windows. Lay low on the floor or where possible. Try to remain out of sight.

If hiding, attempt to lock or barricade yourself and others in a secure area. Constantly re-assess your options to escape or hide in a better location away from the offender. As a last resort, consider options to defend yourself if you are located near the offender.

Inform
When you are safe, advise the police immediately of the situation by calling triple zero (000).

Medical Emergency
If a person is seriously ill or injured:

1. Call triple zero (000) and ask for an ambulance immediately
2. Remain with the injured person(s) until the ambulance or first aid officer arrives
3. Send people to flag and direct ambulance services on arrival
4. After calling emergency services, report incident to member of staff

<u>Incidents with Hazardous Chemicals</u>

Hazardous materials can include:

- Chemicals
- Biological Materials
- Radioactive Substances in all forms

General Spill Procedures
1. If it is safe to do so, carefully control the source of release or contain the spill
2. Evacuate and secure the immediate area
3. Determine if local and/or emergency services are required to resolve situation

If the incident can be managed locally
1. Ensure that two trained staff are allocated to clean-up the spill
2. Use necessary personal protective equipment when doing so
3. Absorb any free liquids, collect any solids and/or ventilate the area where appropriate
4. Collect, label and carefully dispose of the residual spill as hazardous waste
5. Ensure the affected area and equipment is decontaminated carefully

If emergency services assistance is required
1. Call triple zero (000)
2. Ensure any staff or students involved in the incident are available to assist the Emergency Services

<u>Bomb Threats and Suspicious Objects</u>
Bomb Threat
If you or the University receive a bomb threat:

1. Do not panic and remain calm
2. Do not disconnect the call *(if the threat is via phone call)*
3. Record as much information as possible
4. Notify your supervisor or Program Coordinator

Suspicious Objects
If you find a suspicious object left unattended:

1. Do not approach or touch the object
2. Notify a member of staff
3. Keep the area surrounding the object clear
4. Be prepared to evacuate if matters escalate

Act of Violence or Personal Threats
The University will not tolerate any violence or threats that may arise and affect our students directly. If you:

Feel Threatened or Afraid
1. Go to a busy place and make yourself visible
2. Attract the attention of other people in the area
3. Alert a member of staff of your situation
4. Call triple zero (000) if escalated

Abusive Phone Call
1. Hang up the phone call
2. Report the incident to your Program Coordinator

Aggressive or potentially Violent Person
1. Attempt to remain calm and avoid participating in actions that may escalate the situation *(be assertive but polite)*
2. Make yourself visible and alert someone
3. Notify staff about your situation
4. Attempt to de-escalate the situation
5. Call the police on triple zero (000)

1.2. Evacuation Procedures

Evacuation Staff and Student Training

Evacuation Training
Evacuation training takes place biannually and tenants are responsible for updating their own evacuation plans. Staff and students are required to participate in evacuation training biannually. The University will keep records of evacuation trainings when conducted.

The University will provide training to workers, including procedures for:
- Evacuations and assembly points
- Equipment
- First Aid
- Safely shutting down machinery

The University acknowledges that different people will need different training such as:
- Induction courses for new workers
- Refresher training for existing workers
- Training for short-term contractors *(this may not be as extensive as it is for workers)*
- Specific training for people with formal roles in an emergency
  - *For example: fire wardens, floor wardens and first aid officers*

University administrative and academic staff in charge of classes, are required to ensure a safe and efficient response to emergency situations. Staff should be familiar with the University's emergency response procedures; emergency exits and safe exit pathways.

Emergency Evacuation Checklist

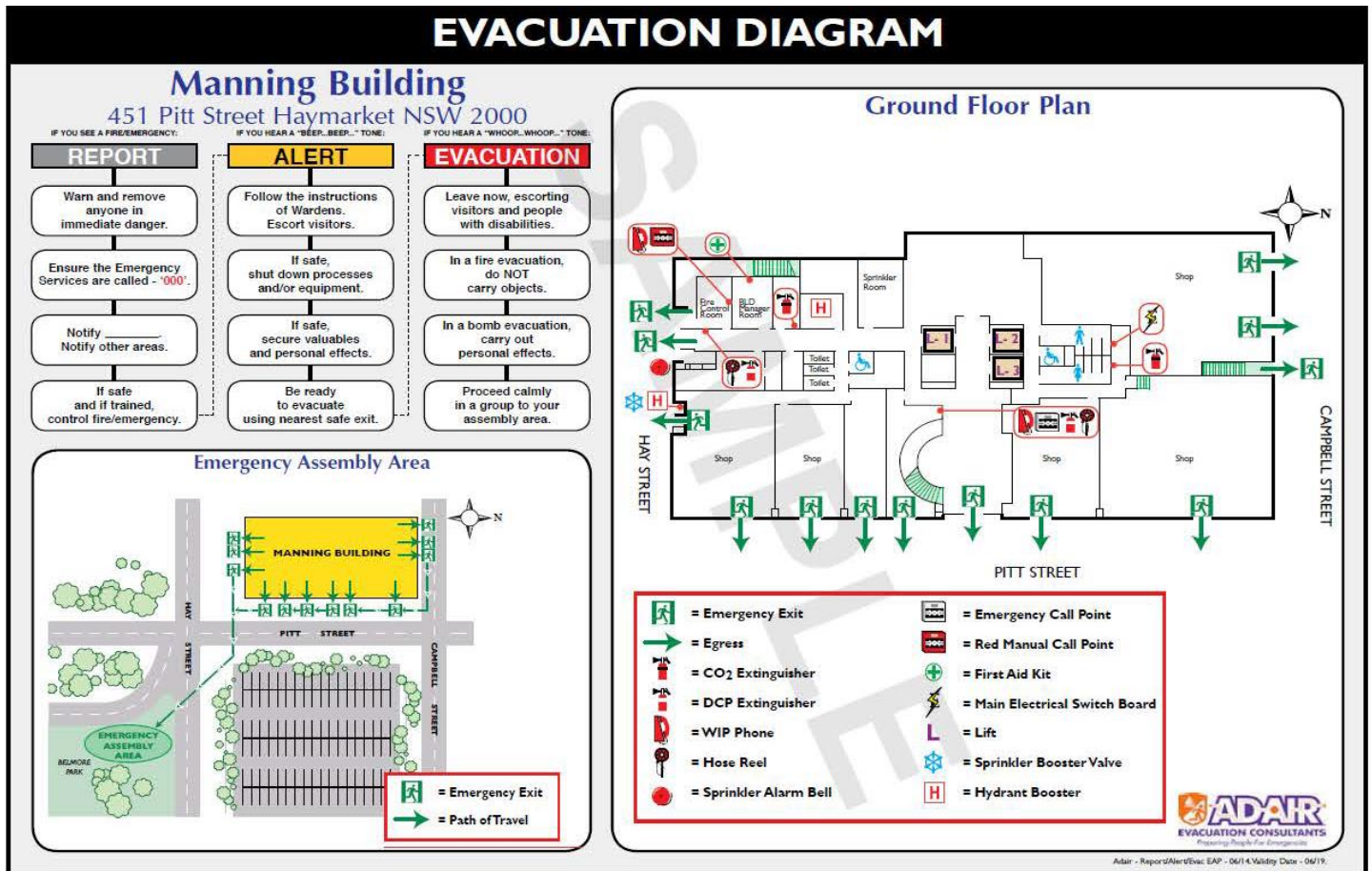In case of an emergency occurring, the checklist can be found at the reception in front of cupboards.

See **Appendix 1** for the Emergency Evacuation Checklist.

See **Appendix 2** for Emergency Evacuation Training Checklist.

Evacuation Diagram for Ground Floor

Evacuation Management Plan

1.3 Fire Warden

<u>Wardens</u>
Wardens are responsible for implementing evacuation procedures, giving instructions to students and staff, and liaising with emergency services. Wardens should ascertain the existence and currency of any personal emergency evacuation plan *(e.g. people with a disability or who easily experience acute anxiety in an emergency).* Teaching staff are responsible for the orderly and safe evacuation of students in their care at the time of an emergency.

<u>Fire Wardens</u>
Fire wardens are prepared for a fire emergency and are an important risk control measure to ensure that the workplace is prepared an emergency situation. They will:

- Assist in implementing and improving effective emergency procedures in the workplace

- Prevent emergencies by monitoring the adequacy of the fire risk control measures
- Raise awareness about fire hazards in the workplace
- Instruct workers on their response to an emergency
- Lead fire drills and real evacuation procedures and are required to be familiar with all emergency escape exits and routes from their designated area
- Ensure all workers are accounted for during the event of an evacuation
- Assist everyone in the workplace during an emergency, including people with special needs

Fire warden training records

All fire warden training records are kept on file in the company HR management system and available upon request from the regulators.

1.4 First Aid

First Aid training record list

First Aid Training
As every workplace has a legal responsibility to ensure they provide adequate first aid provisions, the University will take measures to help train staff members in First Aid. There are certified staff as first aiders that can provide the required support during an emergency.

First Aid Staff Members
The list of the Certified First Aiders is available on notice boards across the campus

1.5 Critical Incident Recovery Time
The successful management and recovery from a Critical Incident depend on all staff involved and/or aware of the incident taking appropriate action and providing support during and after the incident. Though no two Critical Incidents are the same, below is a general guideline. The relevant form should be completed and sent to the line manager accordingly.

Immediately (and within 24 hours)
☐ Ensure the safety and welfare of staff and students and arrange for first-aid if necessary
☐ Where possible notify the time and place of the debriefing to all relevant persons
☐ Set up a recovery room
☐ Gather the facts relating to the incident including persons/witnesses involved
☐ Keep staff, students, and/or parents informed

Within 48-72 hours
☐ Arrange counselling as needed
☐ Provide opportunities for staff and/or students to talk about the incident
☐ Provide support to staff and helpers
☐ Restore normal functioning as soon as possible
☐ Keep parents informed Within the first month

Arrange a memorial service, if appropriate

 Encourage parents to participate in meeting to discuss students' welfare

 Identify behavioural changes and the possibility of posttraumatic stress disorder and refer to Health Contacts for Mental Health Services

 Monitor progress of hospitalised staff or students

 Monitor mental and physical health of all helpers

 Debrief all relevant persons In the longer term

 Monitor staff and students for signs of delayed stress and the onset of posttraumatic stress disorder – refer for specialised treatment

 Provide support if needed

 Plan for and be sensitive to anniversaries

 Access specialist support if needed

1.6 Emergency Contacts

Key AIBI staff in the case of a critical incident

Role	Name	Contact	Location
Chief Warden	Chaido Kiourkou	chaido.kiourkou@aibihe.edu.au	Level 5
Warden / First Aider	Christian Valle	studentsupport@aibihe.com.au	Level 2
First Aider	Chaido Kiourkou	chaido.kiourkou@aibihe.edu.au	Level 5
First Aider	Jacky Luo	jacky.luo@aibihe.edu.au	Level 5
Chief Executive Officer	Fabio Mejia	fabio.mejia@acbi.edu.au	Level 5
Head of Student Recruitment and Marketing	Giulia Caridi	giulia.caridi@acbi.edu.au	Level 5
Director of Studies	Deirdre D' Souza	directorofstudies@acbi.edu.au	Level 5

1.7 Appendix

Appendix 1: Emergency Evacuation Checklist

based on the Checklist: Emergency Plans provided by Safe Work Australia

	Yes	No
Responsibilities • Has someone with appropriate skills been made responsible for specific actions in an emergency, for example managing an evacuation or assigning area wardens?		

• Is someone responsible for making sure all workers and others in the workplace, for example contractors, customers and visitors are accounted for in an evacuation? • Do workers working alone know what to do in an emergency? • Are specific procedures in place for critical functions, for example power shut-downs?		
Emergency Contact Details • Are emergency contact details relevant to the types of possible threats, for example fire brigade, police and poison information centre? • Are the emergency contact details displayed at the workplace in an easily accessible location? • Are contact details updated regularly?		

Evacuations
• Have all emergencies requiring an evacuation at the workplace been identified?
• Has an evacuation procedure been prepared (if applicable)?
• Does the procedure:
   o Address all types of situations and hazards which may arise at the workplace
   o Cover everyone who may be present at the workplace
   o Allow for quick and safe evacuation when needed
   o Clearly identify routes to safe assembly areas consider special assistance for hearing, vision or mobility-impaired people, and
   o Include a process for accounting for persons?		

Evacuations for a Fixed Workplace
• Is the evacuation procedure clearly and prominently displayed at the workplace, where practicable?
• Is there a mechanism, for example a siren or bell alarm for alerting staff of an emergency?
   o If yes, is it regularly tested to ensure its effectiveness?
• Is there a documented site plan that illustrates the location of fire protection equipment, emergency exits and assembly points?
   o If yes, is it posted in key locations throughout the workplace?
• Are all exits, corridors and aisles readily accessible and kept clear of obstructions?
• Does the workplace have illuminated exit signs?		

Fire Protection Equipment
• Does the workplace have appropriate fire protection equipment?
   o Is it suitable for the types of risks at the workplace, for example foam or dry powder type extinguishers for fires that involve flammable liquids?
   o Is it properly maintained and regularly checked and tested by the local fire authority or fire equipment supplier?
   o Is the area where the equipment is stored kept clear of obstructions?
• Are adequate numbers of workers trained to use fire extinguishers?
   o Do they know what type of extinguisher to use for different types of fires?		

Extreme Weather Conditions
- If there is a risk of extreme or dangerous weather conditions, for example bushfire, floods or storms, will the control measures be effective in these conditions?
- Do emergency procedures accommodate declarations of extreme weather warnings? Examples of extreme weather warnings may include warnings such as a code red in the case of extreme bushfires or categories 3, 4 or 5 for cyclone warnings.
    - Do declarations of extreme weather warnings in the emergency plan include matters such as: safe exit routes, for example the process for identifying and communicating roads that may be closed?
    - Do procedures identify the closest designated 'safe place'?
    - Do procedures accommodate evacuation procedures of the relevant local authorities for example the fire services, SES and police?
    - Do workers have access to reliable communications equipment?
- Are workers trained in emergency evacuation and related procedures?
- If workers travel into areas where extreme weather warnings may be declared, have appropriate policies and procedures been developed for when such declarations are made?

Chemical Safety
- Are current safety data sheets available for all hazardous chemicals on site?
- Are all hazardous chemicals labelled and stored in a safe manner?
- Is appropriate equipment available to initially respond to a chemical incident, for example absorbent material to contain a liquid spill?
- Is appropriate personal protective equipment and training provided to protect workers who are called on to deal with an unplanned chemical release?

First Aid
- Has a first aid assessment been conducted?
- Does the workplace have trained first aiders and suitable first aid facilities?
- Are workers aware of where first aid facilities are kept and who first aiders are?

Neighbouring Businesses
- Have neighbouring businesses been considered if an emergency occurs?
    - How would they be advised of an emergency situation arises (if applicable)?
    - Should they be consulted about the preparation and coordination of emergency plans?
- Have the risks from neighbouring businesses been considered, for example fire from restaurant/takeaway food outlets, Q fever from cattle yards or vehicle accidents on major roads?

Post Incident Follow-Up

• Are there procedures in place to notify the relevant regulator about a notifiable incident where necessary? • Are there procedures in place to ensure the cause of the emergency is determined and action is taken to prevent a similar incident occurring again? • Are there procedures in place to ensure the welfare of workers after an emergency or an incident, for example medical treatment or trauma counselling?		
Review • Are emergency plan practice runs undertaken to assess the effectiveness of the emergency plan, for example evacuation drills? • Is someone responsible for documenting and retaining the results of emergency plan practice runs? • Is someone responsible for reviewing the emergency plan and informing workers of any revisions?		

Appendix 2: Emergency Evacuation Training Checklist

Site Emergency Plan

EMERGENCY EVACUATION CHECKLIST

Item	Comments and Time
Alarm Activated	
Security Called	
Emergency Services Called (if required)	
Area Cleared	
Area Cleared	
Area Cleared	
Area Cleared	
Area Cleared	
Area Cleared	
Area Cleared	
Area Cleared	
Area Cleared	
Area Cleared	
Note: include communication with staff entrances around building	
Air Conditioning Operations Seized	
Persons with Disabilities Accounted for	
Evacuation Completed	
Security Arrived	
Emergency Services Arrived	
Danger has been Isolated	
Reason for Evacuation	☐ Scheduled Trial ☐ Unplanned Alarm Activation

Date of Evacuation: ___ /___ /___

Comments (include any injuries, reports, names etc):

_____

_____

_____

_____

_____

_____

_____

_____

Appendix 3: Critical Incident Form

CRITICAL INCIDENT REPORT FORM

Forward promptly to:

PLEASE PRINT CLEARLY

Date of incident:	Time of incident:	
Location of Incident:		
Affected Person/s	**Type of Incident**	
☐ Staff Member ☐ Domestic Student ☐ International Student ☐ Community Member ☐ Intruder ☐ Visitor ☐ Unknown at this stage	☐ Alcohol ☐ Alleged Staff Misconduct ☐ Bullying ☐ Death ☐ Drugs ☐ e-Crime ☐ Injury/Illness ☐ Intruder(s) ☐ Property Damage ☐ Self-Harm	☐ Sexual Abuse ☐ Sexual Behaviour ☐ Student/Staff Followed/Approached ☐ Verbal abuse ☐ Violence – Threatened/Actual ☐ Weapons ☐ Other *(please print below)* ☐ COVID-19 *(SUSPECTED – A person who has flu like symptoms)* ☐ COVID-19 *(CONFIRMED – A person who is/has been confirmed to have COVID-19)*
Actions Taken		
☐ First Aid ☐ Ambulance Services ☐ Fire Services ☐ Medical Assistance (doctor, hospital etc) ☐ Counselling: School Based ☐ Counselling: Other ☐ Notified Parent/Caregiver	☐ Notified Next of Kin ☐ Lockdown ☐ Evacuation ☐ Police Attended ☐ Reported to Safework NSW ☐ Other *(please print below)*	
Details of Incident *(if insufficient space is provided on this form, please use the back of this form and/or attach an additional sheet)*		

Name:	
Contact Details:	
Details:	
Reported by:	**Reported to:** Line Manager
Reported on:	**Additional Support Required:** Yes / No *(please circle)*
Was the Critical Incident Warden notified: Yes / No *(please circle)*	
Critical Incident Warden Report (*to be completed by CIW***)**	
Please include comments of incident and actions taken	