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This work instruction outlines the actions to be taken and the emergency evacuation procedure in the event of the following incidents happening at the Community Centre @ Christ Church.

1. Emergency first aid
2. Fire
3. Lost children
4. Disorderly behaviour
5. Power failure
6. Structural failure
7. Chemical spillage
8. Emission of toxic gasses
9. Bomb

1. RESPONSIBILITIES

In an emergency (i.e. accident, sudden illness, fire, or emergency situation as identified above) the lead person in each booked space (Garden Room, Main Hall, Large Meeting Room, Small Meeting Room, Kitchen) must assume immediate responsibility for all persons under their booking.

The lead person should take immediate steps to make the emergency situation safe.

If the Centre manager is on the premises, the lead person should inform the centre manager of any emergency situation and the Centre Manager will take responsibility for carrying out appropriate emergency actions.

If the Centre Manager is not on the premises, the lead person where the emergency is located, or who becomes aware of the situation, should take responsibility for carrying out appropriate emergency actions.

If a lone person finds an emergency situation, or becomes aware of the situation, then they should only attempt to make the situation safe if this does not place them in danger. The lone person should leave the premises to a safe place and, as necessary, phone the emergency services. See also Lone Working Policy (CC@CC Document No. 12).

2. EMERGENCY PROCEDURES

In an emergency, phone 999 or 112, and ask for the appropriate emergency service and state the address:

Community Centre @ Christ Church
Cricklade Street
Swindon
SN1 3HB

The Centre Manager is contactable on 07582 305760

2.1 FIRST AID TREATMENT

- In the event of a medical emergency such as a person being suddenly unwell, or the occurrence of an accident, slip, trip or fall, immediate first aid should be given.
- The Centre Manager is a qualified First Aider. If a qualified first aider is on site, advise them of casualty. They must work to the current guidelines of the First Aid at work Act (1974).
- First Aid Boxes are located in the disabled toilet at the Parish Office end of the building, and in the kitchen.
- Call the emergency services (ambulance) stating address as above.
- When treating casualties do not leave yourself in a compromising situation. For example a male First Aider alone with a young female casualty.
- Complete Accident Incident Report fully.

2.2 FIRE

- If a fire or other potentially dangerous emergency situation is suspected or found, the lead person (i.e. the Centre Manager, his deputy, or any authorised user of the Centre) should carry out an immediate investigation and, where necessary, make the immediate area safe – but only if this is possible and any actions will not place the lead person in danger. See Evacuation Procedure (Section 3).
- If a fire or other emergency situation is confirmed, the Centre Manager, his deputy, or any authorised user of the CC@CC should immediately press one of the emergency buttons (break-glass). Emergency buttons are located:
 - Parish Office entrance/lobby area
 - Central/ Main entrance lobby area – next to fire exit doors
 - Garden Room – Fire doors – next to fire exit doors
- The person finding the fire should inform the Centre Manager immediately and the Centre Manager should dial 999 or 112 and state the address as above. If the Centre Manager is not on the premises, then any authorised user of the Centre should call the emergency services and state the address.
- The evacuation procedure should be followed. See Section 3.

2.3 LOST CHILD

Lost Child Under Parental Supervision

- As soon as the child is reported missing the Centre Manager/ Volunteer/ User should be informed and a search of the building should be carried out.
- Details of the missing child should be taken, with a complete description along with time, location, clothing etc.
- Staff should co-operate, aim to comfort the parents and assist wherever possible.
- If the child is missing for a considerable amount of time then the police should be informed. This decision will be made by the parent.

Lost Child During an Activity Where Child is Under Supervision of Centre Staff

- In the event of a missing child during any of the Centre activities, as soon as the child is noted 'missing' the Community Centre Manager should be informed.
- A search of the building should be conducted.
- The Centre Manager will then phone the police and contact the child's parent or guardian.
- All other available staff should continue searching.

2.4 DISORDERLY BEHAVIOUR

Public Disorder

- Situations involving public disorder must be dealt with to avoid the conflict deteriorating into a more violent incident. If the incident cannot immediately be resolved, it should be contained to avoid it interfering with other members of the public. However, members of staff/ volunteers or users are not obliged to become involved in a situation where there is a likelihood that their own safety will be affected.
- Although it is legal to use 'reasonable force' to control situations this should be avoided unless in self-defence.
- Attempt to calm down the offenders verbally. If there is a conflict between two members of the public, the situation will be helped if they can be separated.
- Attempt to move the situation to an area where other members of the public will not be affected. Contact the Centre Manager on the emergency contact list and in their absence work your way down the list.
- If all attempts at controlling the situation fail, the offenders should be informed that the police would be called on 999 or 112.
- When contacting the police, full details should be given about the incident and the urgency of the situation. If available someone should be delegated to meet the police on their arrival. Any member of the public who is a 'victim' of the situation may require the police to be called to initiate their own legal action. The relevant person should ask whether the member of the public wants a call to be made on their behalf.
- Remember violence to staff is reportable under RIDDOR (reporting of injuries, diseases and dangerous occurrences regulations).

Indecent Behaviour

- The incident may involve an act of indecency towards other members of the public. If this is the situation, the following points should be remembered:

- Approach the accused with extreme caution - do not appear to be a threat.
- Ensure that another member of staff is aware of the situation.
- Make every effort to move the accused to a safe place. Attempt to establish all of the facts before any action is taken against the accused. Anybody who is a victim of the incident will need to be present when the police arrive.
- Every effort should be made to keep the conflicting parties separated throughout the incident.

Illegal Behaviour - e.g. Damage to Property, Affecting Safety

- Anyone whose behaviour is unacceptable (ie, causing damage to property, effecting safety etc) should be warned by the member of staff/ volunteer/ user group who are present at the time.
- If you feel unable to approach the offender, contact the Police immediately on 999 or 112.
- The reasons for the warning must be explained. The offender should be asked to stop such behaviour.

Procedure Once the Situation is Under Control

- Staff should be careful when dealing with an incident and they should never put themselves in a situation where they could be accused of immoral or illegal action.
- It is always best to have someone present and to make sure that all the action taken during the handling of an incident is recorded.

2.5 POWER FAILURE

- In the event of a power failure there is no immediate danger as adequate lighting levels can be maintained by the independent battery system for up to two hours.
- The Centre Manager or authorised volunteer should check the trip switches located on the supply consumer unit in the plant room, in an attempt to correct the fault.
- The Centre Manager or authorised volunteer should ring Southern Electricity (0800 072 7282) and listen to taped message. This will give information on the locations and likely durations of the power cut.
- If it is not possible for activities to continue, a controlled evacuation may be necessary, although the emergency element is removed, so customers have time to change before leaving if required.
- No customers will be allowed into the building following an evacuation.
- When the building is cleared, the Centre Manager/ Volunteer should inform the public of the situation and whether there is any possibility of the power being restored.
- During a power cut we will likely have no BT land line. If the power cut is longer than 3 hrs contact BT on 08001217667 or e-mail ukso.request@bt.com to transfer the phone lines. Ask for 01793 617237 to be transferred to 07582 305760.
- If the power failure is expected to last overnight the Centre Manager should call the fire service to inform them.
- The building must be locked and the alarm left unset.
- An incident form must be completed.

2.6 STRUCTURAL FAILURE

- Anyone who notices any defect in the construction of the building which is likely to endanger either the public or themselves, or evidence of immediate potential danger, should ensure that the public in the vicinity are safe, and should inform the Centre Manager immediately if on the premises, or by phone. If the Centre Manager cannot be contacted in this way, then one of the volunteers from the emergency contact list should be contacted.
- In the event of injuries, First Aid should be given as necessary (see Section 2.1).
- The Centre Manager, or one of the emergency contacts, will then investigate and take appropriate action to make the affected area safe, and initiate appropriate actions/repairs on a priority basis.
- If the evacuation is necessary, the normal 'evacuation procedure' should be followed (see Section 3).

After the Incident

- The incident should be recorded and any follow up maintenance carried out as appropriate. Please remember that structural failure is reportable under RIDDOR.

2.7 EMISSION OF TOXIC GASES

- Given the nature of the building the possibility of the emission of any gas is unlikely (there is only gas present in the kitchen). However, if needed the following action should be taken.
- The fire alarm should be set off and people evacuated away from the building.
- The evacuation point will vary, as it must be up wind from the source.
- The fire brigade should be called immediately and told the nature of the call.
- Clear the area of all public and prevent anyone else from entering the building.
- Ventilate the area if possible.
- The Centre Manager should report the incident on the relevant form. The building should not be re-entered until the emergency services confirm the building is safe.
- The Centre Manager should report the incident to the Health and Safety Executive under RIDDOR. The Centre Manager shall initiate by reporting on the HSE website www.hse.gov.uk/riddor.

2.8 SPILLAGE of CHEMICALS

- All chemicals shall be dealt with as per COSHH data sheets located in the Centre Managers office and each area where chemicals are used.
- A check should always be made after clearing a spillage to ensure the area has been made safe for use. Some spillages are reportable to the HSE, check the website for details.
- After the spillage is cleared – The Centre Manager shall complete Accident/Incident Report Form.
- **General Guidance** - Never mix different chemicals. Never use a chemical for something other than that for which it was intended.

2.9 BOMB ALERTS

- Two courses of action are possible when a bomb threat is received:
 - a) If there is a reasonable chance that the alert is genuine a full evacuation must be instigated. The Police should be called on 999 or 112.
 - b) If the call is obviously a prank (normally juveniles) no evacuation is necessary. The Police should be informed on the non-emergency number, 101
- If in doubt, treat as genuine and call 999 or 112.
- Bomb alerts may be made by telephone although alerts may be received by written note or by notification from the police.
- Anyone discovering a suspicious package should treat as a bomb alert and inform the the Centre Manager, his deputy, or any authorised user of the Centre.
- Any person receiving a bomb threat by telephone should, as soon as it is clear that a caller is making a bomb threat, allow the message to finish without interruption. The person receiving the call should take down the exact message and listen for clues, e.g. sex, age, speech characteristics and any background noises. Once the caller has finished their message, the person receiving the call should try to keep the caller talking by asking the following questions:
 - a) What time will it explode?
 - b) Where is the bomb located?
 - c) Is it in a bag, parcel or envelope?
 - d) Is there a code word for the device?
 - e) When was it placed?
 - f) Why was it placed?
 - g) Who are you?
 - h) Where are you?
- The Lead Person (i.e. the person who has received the bomb threat, or the Centre Manager, deputy or any authorised user of the Centre) should call the police immediately and notify them of the situation on 999 or 112. Start the evacuation procedure as per the fire evacuation by activating the fire alarm system. Where the Centre Manager is not on the premises, he/ she should be informed as soon as possible
- During evacuation staff/ volunteers/ users should be on the look out for any suspicious packages.
- In the event of an evacuation initiated by bomb threat, fire doors should not be closed as this reduces the explosive force.
- At the evacuation point, the Lead Person will liaise with the police and report any persons not accounted for and any known details.
- The police officer in charge will arrange a thorough search of the building for any sign of the explosive device or any persons not accounted for. The Lead Person may be asked to volunteer to assist the search.
- Re-admittance can only take place once the officer in charge has declared the building safe.
- A bomb threat evacuation must be reported on an incident report form.

3. ALARM, INVESTIGATION and EVACUATION PROCEDURE

Alarm - There are two alarm sounds:

Evacuation/Fire Intruder	Two Tone Siren Whirring/warbling Sound
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Investigation

- When the fire panel is activated the panel will sound and all sirens in the building will also be activated. The investigation, and any evacuation, is co-ordinated by the Centre Manager and in their absence an authorised volunteer.
- If a fire alarm has been activated, safety of users is of first importance. The Lead person should check the whole facility for a fire. On confirmation of a fire or incident requiring evacuation, call the emergency services on 999 or 112 immediately.
- Please remember that although an alarm may have been raised in one area, the fire could be in a different location. For example, someone discovering a fire in the main hall may panic, and not activate a break glass until they reach another area. Therefore every time a fire alarm is activated we should not only search the zone concerned, but the whole Centre.
- No one is expected to risk their own safety. If it is felt that an area has become too dangerous to enter – get help – do not go in.
- The Centre Manager or authorised volunteer will need the keys to open the panel whilst an investigation is being carried out.
- The Centre Manager or authorised volunteer should go to the fire panel in the parish office lobby area and establish which zone/s has/have been activated. The panel will show more than one area should more than one have been set off. See Appendix A.
- If evacuation alarm is confirmed genuine, proceed with Evacuation Procedure.
- Do not press 'silence alarms' until you know that it is a false alarm.

Evacuation Procedure

- Call the emergency services on 999 or 112.
- If the evacuation alarm – two tone siren - sounds in any part of the building, all personnel inside the building should evacuate by the main and emergency doors and go to the Assembly Point. The evacuation alarm is audible in all rooms.
- The public have to be evacuated to the Assembly Point quickly but without causing panic. The Assembly Point is in the Church car park. If the weather is inclement and the church is open, muster inside the church.
- The Centre Manager and all authorised users should ensure that all personnel – not just those under their control - evacuate the building. The Centre Manager or lead person should ensure that no people are left inside the building, including the toilets.
- All staff must ensure that any area they are delegated to clear is checked thoroughly, without taking personal risk, work in pairs if possible.

- Walk, do not run. Render assistance to any person of reduced mobility.
- Staff/ users have a responsibility to make the public aware of the need to evacuate and that this is not a drill. However, if someone refuses to leave after polite repeated requests then the stubborn customer should be left. The matter should be reported to the responsible person who will advise the fire brigade.
- When areas have been cleared, fire doors should be closed and doors to facility areas locked. This will prevent people re-entering and the spread of fire/ smoke.
- In the event of an evacuation caused by a bomb threat, leave the fire doors open.
- If available, someone should wait outside the reception doors to stop any new customers from entering the building and to wait for the fire brigade.
- Garden Room – If garden gate is locked, break glass in garden room to access key to unlock gate.
- The hardstanding to the east of the church south door is for emergency vehicles and must be kept clear at all times.
- The Centre manager, or Lead Person should liaise with the emergency services on arrival.

False alarm

- If the activation is confirmed as a false alarm, site staff should communicate this to all users in person. If you discover that the activation has been from an activated break glass you must not assume that it has been set off as an act of nuisance. Ask yourself why has it been set off there could still be a fire somewhere, only confirm a false alarm if all areas have been checked and there is no fire.
- Users shall be re-admitted to change or continue with their activity as appropriate.
- All staff will need to demonstrate considerable sensitivity to users following the inconvenience.
- **User Groups** - Use the emergency contact sheet (on notice board in lobby, on main door and parish office door) to touch base with a member of staff or volunteer so that they can come and reset the alarm. The alarm cannot be turned off without the fire panel keys

After the Incident

- The break glass units need to be re-set so that the fire panel can also be re-set. An incident report form must be completed.

General

The fire panel is a TWINFLEX pro fire detection system. This procedure only concerns the investigation and evacuation of the Community Centre @ Christ Church.

The fire panel is located in the lobby of the parish office entrance to the building.



The fire alarm can be activated by smoke & heat detectors and break glass points. The alarm is a siren



Any faults on the system will cause a buzzer to sound and a fault light to show on the fire panel. The panel will isolate this particular fault. The fire alarm panel will continue to work even if a fault is indicated. The fault should be investigated and repaired with urgency.

Each break glass has a white plastic backing and a black dot with 2 arrows, once this has been pressed the white plastic drops and shows a yellow line and the red casing will show a red light to show it's been activated. To reset the unit, you need to take the fire panel keys out of the key safe in the Managers Office and use the small black key, insert into the hole on the unit and turn in a clockwise direction, this will then push the yellow line back up and the white plate back into place, then take the key out. You must then re-set the panel by putting the other key in the TwinFlex unit and turning the key towards the writing 'enable controls'. You can then press the red button saying 'silence alarms' followed by the red button that says 'reset system'



Appendix B Fire Fighting

Fire extinguishers are located in the Lobby area, and in the Kitchen – CO2, fire blanket. The types of fire extinguisher are described in Table 1 below.

Extinguisher	Content:	Location	Use on:
	Water	Main entrance lobby, Parish Office Entrance lobby, Garden room entrance	Materials (wood, carpet etc)
	Carbon Dioxide	Main entrance lobby, Parish Office Entrance lobby, Garden room entrance, Kitchen	Electrical & multi use
	Powder	Boiler Room	Chemical
	Fire proof blanket	Kitchen.	General - excluding electrical

Table 1 – Locations of Fire Extinguishers