

Emergency management instructions for Mater people – state-wide procedure

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Document Num.:

Published date:

Type:

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1. Introduction

The following instructions provide all staff including all clinical and non-clinical staff, visiting medical officers, contractors, volunteers etc. with the emergency response requirements at Mater. By acknowledging receipt of these instructions, you are declaring that:

- a. you have completed all required actions listed below
- b. you are familiar with the locations of first responder and evacuation equipment and procedures within your facility
- c. you will liaise with your supervisor to be orientated to this equipment and procedures when commencing in a new area or building.

ACTION: Please acknowledge the receipt of these instructions.

1.1 Governing policy

Emergency management Plan - state-wide.

2. Activating a Code

Action: Be familiar with how to activate any Code at your facility.

2.1 South East Queensland

Code type	Emergency Type	Mater South Brisbane	Mater Private Hospital Redland	Mater Private Hospital Springfield	Other Mater services external to a Mater Campus
Code Red	Fire or smoke	555	555 and 000	555	000
Code Yellow	Internal Emergency	555	555	555	000
Code Orange	Evacuation	Activated in response to another code type			e
Code Purple	Bomb Threat (can include arson)	555	555 and 000	555 and 000	000
Code Black	Personal Threat	555	000	555 and 000	000
Code Brown	External Emergency	555	666 and 555	555	555
Code Blue	Cardiac / Respiratory Arrest	555	666	555	000
Code White	Natural Disaster Severe Weather Event	Refer to facility flip charts for process			

Note: For Code Red there are also Manual Call Points that can be activated and for Code Black activation of a duress alarm is also applicable.

Note: When calling 000 from a mobile phone staff at Mater Springfield should be aware to use the South Brisbane prefix 3163 rather than 3098 for Springfield.

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2.2 Central Queensland

Code type	Emergency Type	Mater Private Hospital Mackay	Mater Private Hospital Rockhampton	Mater Private Hospital Bundaberg	Other Mater services external to a Mater Campus
Code Red	Fire or smoke	5000 or MCP	13444 (in hours) or 0-000	39400	000
Code Yellow	Internal Emergency	5000	13444 (in hours) or 0-000	39400	000
Code Orange	Evacuation	Activated in response to another code type		e	
Code Purple	Bomb Threat (can include arson)	5000	13444 (in hours) or 0-000	39400	000
Code Black	Personal Threat	5000	13444 (in hours) or 0-000	39400	000
Code Brown	External Emergency	5000	13444 (in hours) or 0-000	39400	000
Code Blue	Cardiac / Respiratory Arrest	5000 or Nurse Call Bell	13444 (in hours) or 0-000	39400	000
Code White	Natural Disaster / Severe Weather Event	Refer to facility flip charts for process			

Note: For Code Red there are also Manual Call Points that can be activated and for Code Black activation of a duress alarm is also applicable.

2.3 North Queensland

Code type	Emergency Type	Mater Private Hospital Townsville – Pimlico Campus	Mater Private Hospital Townsville – Hyde Park Campus	Other Mater services external to a Mater Campus
Code Red	Fire or smoke	5555	7777	000
Code Yellow	Internal Emergency	5555	7777	000
Code Orange	Evacuation	Activated in response to another code t		е
Code Purple	Bomb Threat (can include arson)	5555	7777	000
Code Black	Personal Threat	5555	7777	000
Code Brown	External Emergency	5555	7777	000
Code Blue	Cardiac / Respiratory Arrest	5555 or emergency call button in patient room.	7777	000
Code White	Natural disaster Severe Weather Event	Refer to facility flip charts for process	Refer to facility flip charts for process	Refer to facility flip charts for process

Note: For Code Red there are also Manual Call Points that can be activated and for Code Black activation of a duress alarm is also applicable.

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3. Emergency management documentation

All Emergency Management documentation including code specific emergency response procedures, plans and sub-plans are available on the Mater Policies and Procedures Library (MPPL).

Action: Be familiar with how to locate emergency procedures and documents relevant to your facility or area.

4. Type of fire alarms at Mater

There are three types of alarms commonly installed in Mater Buildings. The Break Glass Alarm or Manual Call point alerts Queensland Fire and Emergency Service, activates local alarms, and unlocks any secured fire doors on the floor.

ACTION: Be familiar with the location and purpose of alarms within your work areas.



5. Emergency warning system – alarm tones

The Emergency Warning System has two alarm tones that you may hear in the event of an emergency:

ACTION: Always follow the directions of the Evacuation Warden Team.

Alert tone	Evacuation tone
'beep beep'	EVACUATION (whoop whoop)

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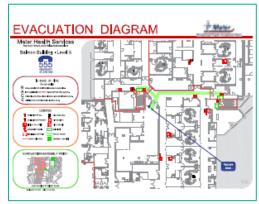
6. Evacuation

6.1 Diagrams and emergency plans

A Fire and Evacuation Sub Plan specific to the building is available at the Fire Indicator Panel in each Mater building. This plan outlines the Evacuation Warden Team, fire system installations and emergency response procedures specific to the building.

Evacuation diagrams are displayed throughout all Mater areas and detail fire exits, pathways to exits, assembly area, location of firefighting equipment and emergency notification numbers.





ACTION: Locate the Fire and Evacuation plan for your building on the MPPL and familiarise yourself with the emergency response procedures and evacuation diagrams specific to your area.

6.2 Emergency response teams and evacuation warden team

- a. Mater has a trained team of evacuation wardens and emergency responders in each building. Together the Wardens form the Emergency Control Organisation (ECO).
- b. The warden team will provide instructions during a code red or orange and if evacuation is required, will check the area prior to leaving and account for the people within their allocated area.
- c. Should an incident require a larger or more prolonged approach an Incident Management Team (IMT) maybe established led by an Incident Commander.

ACTION:

- Code Red (fire) or Code Orange (evacuation) follow the instructions of the Evacuation Warden
 Team
- All other non-clinical emergencies follow the instructions of the Emergency Commander.
- Assist your warden with checking rooms if requested and where safe to do so.



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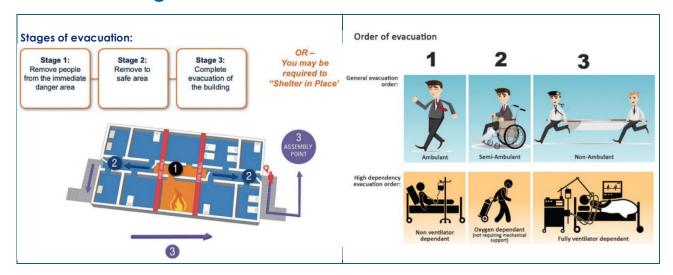
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6.3 Management of evacuation



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7. Fire

ACTION: Know the RACE acronym and how to identify and use the first response equipment.

7.1 First response

A handy acronym to help remind you of reporting emergencies and your subsequent actions is:

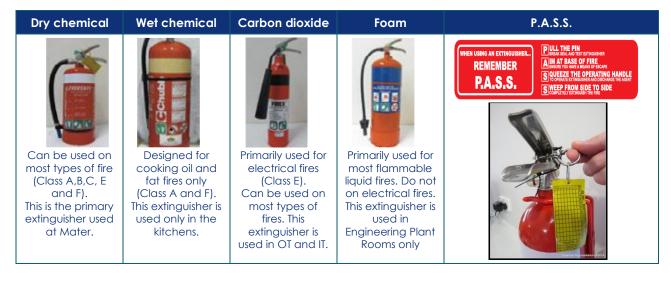
RACE:

Remove	All people in immediate danger, if safe to do so, to an area of safety
Alert	Ensure all occupants/visitors are aware of the emergency personnel - raise the alarm, activate alarm (verbal/MCP)
Contain	Confine the incident where possible and if safe to do so
Evacuate	Ensure you have a safe exit path and proceed to your assembly area - do not return inside the building.

7.2 Fire suppression – fire extinguishers

Use a fire extinguisher ONLY if:

- a. you know that the extinguisher is suitable for use on the flammable materials involved in the fire;
- b. you have considered whether electricity is possibly involved and, if so, that the available extinguishing agent is non-conducting;
- c. you can extinguish the fire quickly;
- d. you are not putting your safety at risk by staying in the vicinity of the fire; and all other persons have been evacuated from the area



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7.3 Fire suppression – fire hose reels and fire blankets

Fire Hose Reels	Fire Blankets
	FIRE BLANKET WITH A CONTROL OF THE
The fire hose reels in most workplaces and apartment buildings are simply rubber hoses wound onto a reel and connected direct to a water supply. The extinguishing agent is only water; therefore hose-reels are for use only on Class A fires.	Fire Blankets are especially designed to extinguish cooking oil fires by safely smothering it both in domestic and commercial kitchens. They are also suitable on other small, contained fires involving paper and flammable liquids.

8. Your responsibilities

As a staff member, contractor, VMO or volunteer at Mater it is your responsibility to:

- a. Complete the actions outlined above.
- b. Always wear your photo ID when on the campus.
- c. Recognise hazards and unsafe conditions and report them to the Area or Nurse Unit Manager as soon as identified.
- d. Know your exits and keep them clear.
- e. Report any suspicious behaviour, persons or packages to security.
- f. Undertake and participate in emergency training and exercise activities as required.
- g. After an emergency incident, provide feedback to assist with system review and improvements.

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Appendix one: Orientation poster – South 9. **Brisbane**

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Appendix two: Orientation poster – 10. **Springfield**

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Appendix three: Orientation poster – 11. Redland

See page 12

12. **Appendix four: Orientation poster – Rockhampton**

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13. **Appendix five: Orientation poster – Bundaberg**

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Appendix six: Orientation poster – Mackay 14.

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Appendix six: Orientation poster – 15. **Townsville**

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Orientation poster – South Brisbane

Below outlines Mater Emergency Codes, Emergency alarms, Types of wardens and Fire Extinguishers

Code Colour	Code Type	Mater South Brisbane
Code Red	Fire / Smoke	555
Code Yellow	Internal Emergency	555
Code Orange	Evacuation	Activated in response to another code.
Code Purple	Bomb / Arson Threat	555
Code Black	Personal Threat	555
Code Brown	External Emergency	555
Code Blue	Medical Emergency / Cardiac Arrest	555
Code White	Natural Disaster / Severe Weather Event	555

Types of alarms in use at Mater			Alarm Tone	es at Mater
Break glass alarm /manual call point	Emergency/Door release	Duress	Alert Tone	Evacuation Tone
This raises the fire alarm, releases the fire doors on the affected floor and contacts the Fire Service directly.	Activates the alarm locally and releases the exit doors in the affected area.	Activation of this alarm notifies security.	'Beep Beep'	'Whoop Whoop'





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Orientation poster – Springfield

Below outlines Mater Emergency Codes, Emergency alarms, Types of wardens and Fire Extinguishers

Code Colour	Code Type	Mater Private Springfield
Code Red	Fire / Smoke	555 or 3163 1555 from mobile
Code Yellow	Internal Emergency	555 or 3163 1555
Code Orange	Evacuation	Activated in response to another code.
Code Purple	Bomb / Arson Threat	555 Or 3163 1555 from mobile and 000
Code Black	Personal Threat	555 0r 3163 1555 from mobile and 000
Code Brown	External Emergency	555 Or 3163 1555
Code Blue	Medical Emergency / Cardiac Arrest	555 Or 3163 1555
Code White	Natural Disaster / Severe Weather Event	555 Or 3163 1555

Types	Types of alarms in use at Mater			es at Mater
Break glass alarm /manual call point	Emergency/Door release	Duress	Alert Tone	Evacuation Tone
This raises the fire alarm, releases the fire doors on the affected floor and contacts the Fire Service directly.	Activates the alarm locally and releases the exit doors in the affected area.	Activation of this alarm notifies security.	'Beep Beep	'Whoop Whoop'





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Orientation poster – Redland

Below outlines Mater Emergency Codes, Emergency alarms, Types of wardens and Fire Extinguishers

Code Colour	Code Type	Mater Private Redland
Code Red	Fire / Smoke	555 and 000
Code Yellow	Internal Emergency	555
Code Orange	Evacuation	Activated in response to another code.
Code Purple	Bomb / Arson Threat	555 and 000
Code Black	Personal Threat	000
Code Brown	External Emergency	666 and 555
Code Blue	Medical Emergency / Cardiac Arrest	666
Code White	Natural Disaster / Severe Weather Event	555

Types of alarms in use at Mater			Alarm Tone	es at Mater
Break glass alarm /manual call point	Emergency/Door release	Duress	Alert Tone	Evacuation Tone
This raises the fire alarm, releases the fire doors on the affected floor and	Activates the alarm locally and releases the exit	9	'Веер Веер	'Whoop Whoop' EVACUATION
contacts the Fire Service directly.	doors in the affected area.	Activation of this alarm notifies security.		





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Orientation poster – Rockhampton

Below outlines Mater Emergency Codes, Emergency alarms, Types of wardens and Fire Extinguishers

Code Colour	Code Type	Mater Private Rockhampton
Code Red	Fire / Smoke	13444 (in hours) or 0-000
Code Yellow	Internal Emergency	13444 (in hours) or 0-000
Code Orange	Evacuation	Activated in response to another code.
Code Purple	Bomb / Arson Threat 13444 (in hours) or 0-000	
Code Black	Personal Threat 13444 (in hours) or 0-000	
Code Brown	External Emergency 13444 (in hours) or 0-000	
Code Blue	Medical Emergency / Cardiac Arrest 13444 (in hours) or 0-00	
Code White	Natural Disaster / Severe Weather Event 13444 (in hours) or 0-000	

Types of alarms in use at Mater			Alarm Tones at Mater	
Break glass alarm /manual call point	Emergency/Door release	Duress	Alert Tone	Evacuation Tone
		Activation of this alarm notifies security.	'Beep Beep'	'Whoop Whoop' EVACUATION





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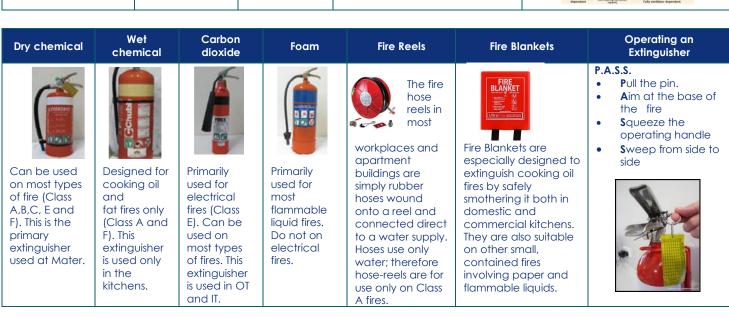
Orientation poster – Bundaberg

Below outlines Mater Emergency Codes, Emergency alarms, Types of wardens and Fire Extinguishers

Code Colour	Code Type	Mater Private Bundaberg
Code Red	Fire / Smoke	39400
Code Yellow	Internal Emergency	39400
Code Orange	Evacuation	Activated in response to another code.
Code Purple	Bomb / Arson Threat	39400
Code Black	Personal Threat	39400
Code Brown	External Emergency	39400
Code Blue	Medical Emergency / Cardiac Arrest 39400	
Code White	Natural Disaster / Severe Weather Event 39400	

Types of alarms in use at Mater			Alarm Tones at Mater	
Break glass alarm /manual call Emergency/Door release point		Duress	Alert Tone	Evacuation Tone
This raises the fire alarm, releases the fire doors on the affected floor and contacts the Fire Service directly.	Activates the alarm locally and releases the exit doors in the affected area.	Activation of this alarm notifies security.	'Beep Beep'	'Whoop Whoop'





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Orientation poster – Mackay

Below outlines Mater Emergency Codes, Emergency alarms, Types of wardens and Fire Extinguishers

Code Colour	Code Type	Mater Private Mackay
Code Red	Fire / Smoke	5000 or MCP
Code Yellow	Internal Emergency	5000
Code Orange	Evacuation	Activated in response to another code.
Code Purple	Bomb / Arson Threat 5000	
Code Black	Personal Threat 5000 or Duress Alarm	
Code Brown	External Emergency 5000	
Code Blue	Medical Emergency / Cardiac Arrest 5000 or Emergency Call Pol	
Code White	Natural Disaster / Severe Weather Event 5000	

Types of alarms in use at Mater			Alarm Tones at Mater		
Break glass alarm point	/manual call	Emergency/Door release	Duress	Alert Tone	Evacuation Tone
PRES HERE	This raises the fire alarm, releases the fire doors on the affected	Activates the alarm locally	Activation of this alarm	'Beep Beep'	'Whoop Whoop'
floor and contacts t Service directly.	he Fire	and releases the exit doors in the affected area.	notifies security.		





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Orientation poster – Townsville

Below outlines Mater Emergency Codes, Emergency alarms, Types of wardens and Fire Extinguishers

Code Colour	Code Type	Hyde Park Campus	Pimlico Campus
Code Red	Fire / Smoke	7777	5555
Code Yellow	Internal Emergency	7777	5555
Code Orange	Evacuation	Evacuation Activated in respon	
Code Purple	Bomb / Arson Threat 7777		5555
Code Black	Personal Threat	7777	5555
Code Brown	External Emergency	7777	5555
Code Blue	Medical Emergency / Cardiac Arrest 7777		5555
Code White	Natural Disaster / Severe Weather Event 7777 5555		5555

Types of alarms in use at Mater			Alarm Tones at Mater	
Break glass alarm /manual call point	Emergency/Door release	Duress	Alert Tone	Evacuation Tone
floor and contacts the Fire	Activates the alarm locally and releases the exit doors in the affected area.	Activation of this alarm notifies security.	'Beep Beep'	'Whoop Whoop' EVACUATION





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17. Related documents

Mater documents

• Emergency Management Plan

External documents

- AS 3745:2010 Planning for emergencies in facilities
- AS 4083: 2010 Planning for emergencies in healthcare facilities

18. Document information

18.1 Earlier revisions

Revision #	Published date	Comment
1	10 Aug 2018	Version 1 published on the Mater Document Centre (CA-RAC-080001 Emergency Management instructions for all staff at Mater)

18.2 Key contacts

Author	Emergency Management Coordinator (Tess Hope)	
Owner	Director Clinical Governance (Chris Foley)	
Subject area	All staff	
Committee	Emergency Planning Sub-committee	

Affirmation

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