

Learner guide

259597

Explain emergency preparedness and response procedures	259597	NQF Level 2	3 Credits
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SOUTH AFRICAN QUALIFICATIONS AUTHORITY

REGISTERED UNIT STANDARD:

Explain emergency preparedness and response procedures

SAQA US ID	UNIT STANDARD TITLE			
259597	Explain emergency preparedness and response procedures			
ORIGINATOR		ORIGINATING PROVIDER		
SGB Occupational Health and Safety				
FIELD		SUBFIELD		
Field 09 - Health Sciences and Social Services		Preventive Health		
ABET BAND	UNIT STANDARD TYPE	PRE-2009 NQF LEVEL	NQF LEVEL	CREDITS
Undefined	Regular	Level 2	NQF Level 02	3
REGISTRATION STATUS		REGISTRATION START DATE	REGISTRATION END DATE	SAQA DECISION NUMBER
Reregistered		2012-07-01	2015-06-30	SAQA 0695/12
LAST DATE FOR ENROLMENT		LAST DATE FOR ACHIEVEMENT		
2016-06-30		2019-06-30		

PURPOSE OF THE UNIT STANDARD

The person credited with this unit standard is able to distinguish between an emergency and an incident as well as understanding the different types of

emergencies that may take place in the workplace. The learners will be able to explain the types of emergency alarms in the workplace, the procedures for responding to them and the methods and procedures which need to be applied in an assembly area after an alarm.

The qualifying learner is capable of:

- Explaining different types of emergencies that may be encountered in a workplace.
- Explaining various responses to an alarm.
- Explaining actions required of a safety officer in an assembly area.
- Explaining the functions of an emergency control centre.

LEARNING ASSUMED TO BE IN PLACE AND RECOGNITION OF PRIOR LEARNING

- Communication at NQF Level 1 or equivalent.
- Mathematical Literacy at NQF Level 1 or equivalent.

Specific Outcomes and Assessment Criteria:

SPECIFIC OUTCOME 1

Explain different types of emergencies that may be encountered in a workplace.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

The differences between an emergency and an incident are explained with examples.

ASSESSMENT CRITERION 2

Probable types of emergencies that may occur in a specific workplace are listed in order to identify the most likely to occur.

ASSESSMENT CRITERION RANGE

Types of emergencies include, but are not limited to, fires, explosions, floods, sink holes, chemical spills and leaks, electrical accidents, natural disasters, mechanical incidents, gas and fume emissions, radiation, bomb threats and possible riots from within and from outside the workplace.

ASSESSMENT CRITERION 3

The most likely types of emergencies that may be encountered in a workplace are determined according to industry type and workplace conditions.

ASSESSMENT CRITERION 4

Effects of these emergencies in the workplace are described in terms of their impact on personnel health, safety and production.

SPECIFIC OUTCOME 2

Explain various responses to an alarm.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

Types of alarms that must be responded to are described with examples.

ASSESSMENT CRITERION 2

Procedures to be followed in the event of specific alarms are explained in terms of worksite emergency policies and procedures.

ASSESSMENT CRITERION 3

The purposes of mandatory, statutory and informative warnings and signs are explained according to specified requirements.

ASSESSMENT CRITERION 4

The importance of adhering to the symbolic signs is explained in terms of responding to an alarm.

SPECIFIC OUTCOME 3

Explain actions required of a safety officer in an assembly area.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

Procedures to account for all evacuated parties are explained in accordance with safety and workplace procedures.

ASSESSMENT CRITERION 2

Methods utilised to account for and record all parties not evacuated are explained with examples in terms of the impact on people and emergency workers.

ASSESSMENT CRITERION 3

Procedures to organise emergency teams are explained with reference to speedy response time by mutual aiders.

ASSESSMENT CRITERION 4

Information to be provided to mutual aiders is explained in terms of them rendering a professional service.

ASSESSMENT CRITERION RANGE

Mutual aiders may include but are not limited to fire brigade, first aiders, police, medical personnel, rescue teams and traffic police.

SPECIFIC OUTCOME 4

Explain the functions of an emergency control centre.

ASSESSMENT CRITERIA

ASSESSMENT CRITERION 1

Records required of the events of an emergency are explained in terms of regulations and organisational procedures.

ASSESSMENT CRITERION 2

Communication structures at the emergency are explained with examples of how they work and flow.

ASSESSMENT CRITERION 3

Types of information required to manage the emergency are explained in terms of regulatory requirements and safety of people and property.

NIT STANDARD ACCREDITATION AND MODERATION OPTIONS

- An individual wishing to be assessed (including through RPL) against this unit standard may apply to an assessment agency, assessor or provider institution accredited by the relevant ETQA or an ETQA that has a Memorandum of Understanding in place with the relevant ETQA.
- Anyone assessing a learner against this unit standard must be registered as an assessor with the relevant ETQA or an ETQA that has a Memorandum of Understanding in place with the relevant ETQA.
- Any institution offering learning that will enable achievement of this unit standard or assessing this unit standard must be accredited as a provider with the relevant ETQA or an ETQA that has a Memorandum of Understanding in place with the relevant ETQA.
- Moderation of assessment will be conducted by the relevant ETQA at its discretion.

UNIT STANDARD ESSENTIAL EMBEDDED KNOWLEDGE

- Organisational emergency policies and procedures.

Critical Cross-field Outcomes (CCFO):

UNIT STANDARD CCFO IDENTIFYING

Identify and solve problems in the process of responding to a type of emergency.

UNIT STANDARD CCFO ORGANISING

Organise and manage oneself and one's activities in order to have available all the required information on how to prepare and respond to emergencies in the workplace.

UNIT STANDARD CCFO COLLECTING

Collect, analyse, organise and critically evaluate information which may be passed on to mutual aiders in the case of an emergency.

LESSON 1

Emergencies in the Workplace

Explain different types of emergencies that may be encountered in a workplace

This Learning Unit comprises the theoretical component of your learning and includes activities that are class-based and of a formative nature.

EMERGENCIES AND INCIDENTS

An emergency is a situation that poses an *immediate risk* to health, life, property or the environment. Most emergencies require urgent intervention to prevent a worsening of the situation, although in some situations, mitigation may not be possible and agencies may only be able to offer palliative care for the aftermath.



While some emergencies are self-evident (such as a natural disaster that threatens many lives), many smaller incidents require the subjective opinion of an observer (or affected party) in order to decide whether it qualifies as an emergency.

The precise definition of an emergency, the agencies involved and the procedures used, vary by jurisdiction, and this is usually set by the government whose agencies or emergency services are responsible for emergency planning and management.

IN ORDER TO BE DEFINED AS AN EMERGENCY, THE INCIDENT SHOULD BE ONE OF THE FOLLOWING:

- Immediately threatening to life, health, property or environment.
- Have already caused loss of life, health detriments, property damage or environmental damage

- Have a high probability of escalating to cause immediate danger to life, health, property or environment

What constitutes an emergency or disaster at the workplace?

A workplace emergency or disaster is an unforeseen situation that threatens your employees, customers, or the public; disrupts or shuts down your operations; or causes physical or environmental damage. Emergencies may be natural or man-made and may include the following:

- Chemical emergency
- Civil disturbances
- Earthquake
- Fire
- Flood
- Hurricane
- Medical emergency
- Power outage
- Terrorism
- Thunderstorm
- Tornado
- Tsunami
- Volcano eruptions
- Wildfire
- Winter storm
- Workplace violence resulting in bodily harm and trauma

COMMON HAZARDS

- ✦ temperature
- ✦ humidity
- ✦ light
- ✦ insects and rodents
- ✦ fungi, mold, mildew
- ✦ acid
- ✦ fire
- ✦ water

- **PEOPLE** using ink/pens
using adhesives laminating
folding, tearing spilling
food/drink bending, tracing
stealing/mutilating

POLICIE and PROCEDURES

A policy as a set of decisions which are oriented towards a long-term purpose or to a particular problem.

Procedures

Safety Officer

- The Safety Officer will serve for a term of at least 1 year.
- The organisation will assign an individual to be the safety officer for the organisation. This person shall have the following responsibilities:
 - review with new employees the location of safety information and equipment for the organisation's procedures;
 - check the first aid kit at least twice during the year to remove expired items and replenish stock;
 - maintain and make available on the shared drive and in print form near main phones, documentation which includes:

safety procedures

- location of safety equipment
- location of emergency exits and emergency exit routes
- a list of staff trained in first aid and/or CPR;
- provide staff with updated information as it is available;
- Participate as a liaison to any campus emergency procedures and practices planning process;
- Prepare and maintain a safety training section for the student training manuals;
- Plan and present a yearly review and update of safety information to staff.

Staff Preparedness

Each staff member should be familiar with the following:

- Location of fire extinguishers, fire exits, and fire exit routes;
- Location of and proper use of emergency and campus phones;
- Location of first aid kit;
- Know which staff members are trained in emergency first aid/CPR.

Emergency Response

- The immediate actions for the following types of emergencies are specified in the organisation's Safety Crisis Response Guidelines:
 - Fires and/or explosion
 - Crime in progress/civil disturbance
 - Injuries or illness
 - Bomb threat
 - Chemical or radiation spill
 - Earthquake
 - Shooting protocol
- In addition, the following protocols should be used for organisation:

Evacuation and Emergency Escape Procedures

In the event of an alarm sounding or other notice of evacuation, all persons including employees, staff, and visitors should leave the building by the closest available exit in an orderly manner and using posted emergency evacuation routes, if they are safe. Staff should provide reasonable assistance in alerting and evacuating patrons if the situation permits.

Accountability for Employees

In the event of an emergency evacuation, supervisors or designees should account for the employees in their immediate work area or unit. Any employee(s) unaccounted for should be reported to emergency response personnel immediately. Because supervisors are responsible for accounting for employees, it is imperative that all staff reassemble in the designated evacuation site after evacuation. In accordance with the Emergency Response Manual provided by the organisation Safety, the designated evacuation site for the organisation is the lawn to the east of the organisation.

Alternate location and notify emergency response personnel of your location as soon as reasonably possible.

Evacuation of Persons with Disabilities

In the event of an emergency evacuation, persons with mobility impairment who may be on Level B or Level C must use their own discretion to determine if using the elevator is more of a risk than waiting for rescue personnel to reach them.

If a person with mobility impairment does not utilize a wheelchair, but could benefit from assistance during an evacuation, any available office or computer lab chair with rollers may be used.

If a person with a mobility impairment is unable to evacuate, staff should notify emergency response personnel immediately so that they can provide assistance. This is not to imply that any staff member is prohibited from offering this type of evacuation assistance during and emergency.



TASK 1 – This Task needs to be completed and placed in your PoE

Discuss what corrective action / measures need to be taken if accidents occur in the workplace. Discuss 4 types of accidents.

This Task is aligned to **Specific Outcome 1, Assessment Criterion 2 and 3**

There are a number of accidents that can occur in the workplace. When an incident occurs, the manager needs to be informed. In incidents where there are injuries, the Safety Officer on duty must be alerted.

Accident	Action
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Accident	Action
Fall	Do not move the person, as they could have broken a bone, and staff could aggravate the situation by moving the person. Run fingers along the body of person to determine if there are any broken bones. Alert the First Aid representative of the organisation. Enter incident in the Accident book.
Faint	Make the person comfortable. Make the patient comfortable by throwing a blanket over he/ her and use a pillow if there is no neck injury. Check to see if there is any identification on the person to identify if he/ she is a diabetic sufferer. It could be that they have not taken their insulin shot. Contact the First Aid Representative.
Slip	Find out from the person if they are in pain. Make the person comfortable. Avoid touching the aggravated area. The First Aid Representative should be able to examine the area to determine if there are any broken bones.
Drop Items	Put on gloves, to avoid getting cut. Pick up the pieces. Sweep and vacuum all the other bits to ensure that it does not become a hazard to other staff members or customers.
Spill Food/ Drink	Clean up spill immediately as there could be a live wire that could cause electrocution. Using disinfectant, mop up the spill. Dry mop thereafter. Place a "Wet Floor" safety sign to alert staff and customers that they must proceed with caution.

Health and Safety Procedures dictate how staff should behave under unusual or emergency situations. By being able to react quickly, staff are ensuring that clients will always feel safe, and that the work of colleagues is disrupted as little as possible.

While it is not possible to predict everything that could happen, the safety and security procedures are designed to cover as many eventualities as possible. When one is in an emergency situation, it is difficult to think clearly and make good decisions on the spur of the moment.

The safety and security procedures help to make decisions by giving instructions on what to do - this reduces the risk of making the wrong decisions and further endangering customers, colleagues and staff, itself.

SAFETY AND SECURITY

Step	Action
1.	Ensure that all surveillance equipment, namely cameras, cctv, etc are in place and in working condition.
2.	Metal detectors must be in place at all public entrances.
3.	Hotel security must be on accessible twenty-four hours.
4.	Spot checks must be carried to ensure that security procedures are in place and equipment is functioning.
5.	All fire exits must be tightly secure from the outside
6.	Alarms must be in working and regular inspections carried out.
7.	All staff must have identification cards in order to be allowed access to certain unauthorised areas.
8.	Security signs, preventing access to demarcated areas must be clearly visible.

So in the event of an emergency situation when normal procedures would not be followed, bear in mind the general procedures and adapt them to address the specific situation. For example such emergency situations could include terrorist attacks or an epidemic. See below for examples and appropriate procedure.

Bomb Threats:



bomb threats must be taken seriously. Do not make any attempt to determine whether the threat is a hoax or not. The staff member who receives the bomb threat, must make a **note of all the information** he/ she can.

For example:

- ✦ date
- ✦ time
- ✦ voice description
- ✦ details of the threat should be written down and given to the police.

Immediately after a bomb threat is received, tell the supervisor or manager so that arrangements can be made to evacuate the premises and contact the police or emergency services on 10111.

Bomb Threat Response

➤ **Remain calm**

➤ **Avoid or prohibit use of social media**

- Call your building's security team to report the bomb threat to have them look for suspicious items
 - They should check the lobby, restrooms, hallways, etc.
 - Property management should have plans in place to know which public areas to search first
- Begin sweeping the premises inside your office
- Have personnel check work areas for anything which seems out of place
 - Items that don't belong or look like they've been tampered with
 - Backpacks or briefcases
 - Suspicious substances (powders, liquids, or empty containers)

Riots / Mass Action

These situations usually occur outside the hotel building, but staff needs to **act quickly** to prevent rioters from getting into the hotel buildings.

- ⊛ Get any customers and colleagues who are outside back into the building and lock all the doors.
- ⊛ Place Security personnel at each door, making sure that they have keys to those doors.
- ⊛ Unless told otherwise, instruct Security personnel at the gate to lock it and not allow anyone to enter or leave the premises.
- ⊛ If possible, request customers and other staff members to leave the area as inconspicuously as possible.
- ⊛ If it is not possible to remove people from the area, try to keep them calm by talking to them calmly and quietly.
- ⊛ Do whatever is necessary to keep them calm and quiet.

Once the danger has passed, assist customers and colleagues to get back to normal as quickly as possible.

Armed Robbery

Be very observant so that a good description of the attackers can be provided to the police.

Do the following, if directly involved:

- ⊛ Do exactly as told.
- ⊛ Keep eyes down –do not make eye contact with attackers.
- ⊛ Keep hands where the attackers can see them.
- ⊛ Tell customers to do the same.
- ⊛ Do not draw a firearm.
- ⊛ Move slowly and do exactly as told – do not be a hero.
- ⊛ Don't make any smart comments or sudden moves - safety is more valuable than money or customer property.

Pay attention to the following (without being obvious or making eye contact with the attackers:

- ❖ How many attackers are there?
- ❖ What weapons do they have?
- ❖ What is their race and language?
- ❖ Do they call each other by name?
- ❖ What are they wearing, how big are they, and any other external features?

If a staff member is a witness to the robbery and is able to act without being seen or noticed, contact management immediately.

Once the incident is over, assist customers , visitors and staff to get back to normal and to calm down. Provide information and assistance to managers and Police.



TASK 2 – This Task needs to be completed and placed in your PoE

Explain the different types of emergencies that may be encountered in your workplace.

This Task is aligned to **Specific Outcome 1, Assessment Criterion 2 and 3**



TASK 3 – This Task needs to be completed and placed in your PoE

Describe the effects of emergencies on health, safety and production in your workplace.

This Task is aligned to **Specific Outcome 1, Assessment Criterion 4**

EFFECTS OF EMERGENCIES

The client visits the organisation with the pre conceived notion that they are entering a safe environment, as they are paying for the privilege.

It is important to maintain a safe working environment for customers in order to meet customer expectations and facilitate customer satisfaction.

It is important also for staff that their work environment is safe.

Staff needs to feel reassured that they are working in a safe and hazard free environment.

This contributes to a positive, less stressful, and enthusiastic work ethic. A safe work environment affects staff turnover and impacts on production.

Ultimately, failure to maintain a safe work environment has grave costs for the company.

Failure to take preventative action can result in injury to customers and staff and could result in the following discussed:

- ❖ When preventable harm comes to a client or staff member unnecessarily, staff spend time assisting that person and handling the situation.
- ❖ When harm comes to a client, it is very likely that the establishment will lose that client. This represents a considerable cost to the company.
- ❖ Equipment hazards that are unattended may well result in damage to that equipment, which may result in expensive repair costs.
- ❖ Damaged equipment that results from the failure to report hazards and potential hazards can result in expensive 'down-time'.

The more extensive the impact of an event has on our lives, the greater the response at the time and in the future, especially in terms of both threat to basic needs and intensity of experience. Even for those who were not an eyewitness or were not at the scenes, psychological trauma may be felt.

What are the normal reactions to “highly stressful” events?

The general and normal “responses” to trauma are:



Alarm– This describes what most felt during the media presentation: it is characterized by disbelief, efforts to make sense, shock and stunned confusion. Our usual abilities to cope are overwhelmed. There are heightened levels of suggestibility, fear and inadequacy. Secondary responses that interfere with thinking, emotions, performance and physical integrity may continue.

Resistance– This involves coming to terms with the event and experiencing less intrusive responses and more personal control. Then coping is effective, normalcy begins to return although the memory may persist.

Exhaustion– This occurs when coping or management of the experience is ineffective. Medical and therapeutic interventions are required to manage a person who becomes traumatically exhausted.

Mild to moderate stress reactions in the emergency and early post-impact phases of disaster are highly prevalent because survivors (and their families, community members and rescue workers) accurately recognize the grave danger in disaster. Although stress reactions may seem 'extreme', and cause distress, they generally do not become chronic problems. Most people recover fully from even moderate stress reactions within 6 to 16 months.

In fact, resilience is probably the most common observation after all disasters. In addition, the effects of traumatic events are not always bad. Disaster may bring a community closer together or reorient an individual to new priorities, goals or values. This concept has been referred to as 'post traumatic growth' by some authors.

There are a number of possible reactions to a traumatic situation which are considered within the "norm" for individuals experiencing traumatic stress.

Traumatic Stress Reactions

Emotional Effects

- shock
- terror
- irritability
- blame
- anger
- guilt
- grief or sadness
- emotional numbing
- helplessness
- loss of pleasure derived from familiar activities
- difficulty feeling happy
- difficulty feeling loving

Cognitive Effects

- impaired concentration
- impaired decision making ability
- memory impairment
- disbelief
- confusion
- nightmares
- decreased self-esteem
- decreased self-efficacy
- self-blame
- intrusive thoughts/memories
- worry
- dissociation (e.g., tunnel vision, dreamlike or "spacey" feeling)

Physical Effects

- fatigue, exhaustion
- insomnia
- cardiovascular strain
- startle response
- hyperarousal
- increased physical pain
- reduced immune response
- headaches
- gastrointestinal upset
- decreased appetite
- decreased libido
- vulnerability to illness

Interpersonal Effects

- increased relational conflict
- social withdrawal
- reduced relational intimacy
- alienation
- impaired work performance
- impaired school performance
- decreased satisfaction
- distrust
- externalization of blame
- externalization of vulnerability
- feeling abandoned/rejected
- overprotectiveness

Although many of these reactions seem negative, it must be emphasized that people also show a number of positive responses in the aftermath of disaster. These include:

- resilience and coping
- altruism (eg. helping save or comfort others)
- relief and elation at surviving disastersense of excitement and greater self-worth
- changes in the way they view the future, and feelings of 'learning about ones strengths' and 'growing' from the experience.

Problematic Stress Responses

The following responses are less common, and indicated the likelihood of the individual's need for assistance from a medical or mental health professional:

Severe dissociation (feeling as if you or the world is "unreal," not feeling connected to one's own body, losing one's sense of identity or taking on a new identity, amnesia)

Severe intrusive re-experiencing (flashbacks, terrifying screen memories or nightmares repetitive automatic re-enactment)

Extreme avoidance (agoraphobic-like social or vocational withdrawal, compulsive avoidance)

Severe hyperarousal (panic episodes, terrifying nightmares, difficulty controlling violent impulses, inability to concentrate)

Debilitating anxiety (ruminative worry, severe phobias, unshakable obsessions, paralyzing nervousness, fear of losing control/going crazy)

Severe depression (lack of pleasure in life, worthlessness, self-blame, dependency, early awakenings)

Problematic substance use (abuse or dependency, self-medication)

Psychotic symptoms (delusions, hallucinations, bizarre thoughts or images)

LESSON 2

Responding to Alarms

This Learning Unit is aligned to US 259597 Specific Outcome 2:
Explain various responses to an alarm

This Learning Unit comprises the theoretical component of your learning and includes activities that are class-based and of a formative nature.

- Identify the different types of alarms that must be responded to
- Explain procedures to follow
- Describe the importance of warning signs
- Explain the importance of adhering to warning signs



TASK 4 – This Task needs to be completed and placed in your PoE

Discuss in your own words what steps need to be followed in the case of a fire occurring in your workplace?

This Task is aligned to **Specific Outcome 2, Assessment Criterion 1**

ALARMS

On discovery of a fire the main responsibility is to raise the alarm, Follow the steps below in the case of a fire occurring in your organisation.

Step	Action
1	Keep calm – you need to be able to think clearly. Make sure you have the following information: <ul style="list-style-type: none">• Where the fire is;• What type of fire it is (what is burning);• How big the fire is.
2	Sound the fire alarm.
3	Instruct Switchboard to notify the Duty Manager and General Manager, who will decide if it is necessary to inform Security and/or the Fire Brigade.
4	Assist in contacting all customers in the hotel and tell them the following: <ul style="list-style-type: none">• That there is a fire;• That they must evacuate the building and proceed to the assembly point;• Where the assembly point is;

Step	Action
5	Staff may especially be asked to contact any deaf or disabled customers first – you may have to go to the customers' rooms and help them to reach the assembly point
4	Close the doors and windows in the designated work area, and switch off any electrical equipment, as well as the air-conditioning, before proceeding to the assembly area.
5	If the fire is in the designated work area, and is too big to control, leave the area and make sure that nobody is left in the area. Staff should only use the appropriate fire fighting equipment if he/ she is confident that he/ she can use it safely.
6	Once the alarm has been alerted, evacuate the area and proceed to the Nominated Assembly Area.
7	Do not wait to clear your desk/office or locker.
8	Switch off any electrical or gas equipment.
9	Close the doors and windows before leaving, and make sure the door is closed behind you.
10	Walk briskly – do not run. Remove high-heeled shoes as they slow you down. Calmly assist customers and staff who may need help.
11	If there is a great deal of smoke, cover your nose and mouth with a wet towel, and crawl on hands and knees.
12	Work your way towards the ground floor and the outside of the building.
13	If you are trapped, ensure that all the windows and doors are closed and stop the gaps with wet linen. Stay near the windows so that you can be seen.
14	Once outside the building, make your way to the assembly point and await roll call and further instructions.

Small Fires

The first thing to do when confronted with a small fire is to establish whether it is an electrical, oil or paper fire.

If the correct equipment is used, the fire will be extinguished more quickly, and will ensure customer and staff safety, minimise inconvenience to everyone, and get the unit / department back to work more quickly.



Types of fire	Action required	Consequences of incorrect action
Paper or Wood	Only use a fire hose or water extinguisher on a paper or wood fire – never on an electrical or oil fire. If there is any doubt do not use a fire hose, rather use a powder extinguisher.	If a fire hose (water) is used on an oil fire, the fire will spread and cause further damage and injury.
Electrical or Oil	In this instance a powder or foam extinguisher or even flour should be used.	If a fire hose (water) on an electrical fire is used, there is a risk of electrocution.

Fire Extinguishers	<i>Description</i>
Carbon dioxide	<ul style="list-style-type: none"> • These are used on electrical fires as well as fires involving flammable liquids and gases, such as petrol, butane and cooking oil. • Before fighting an electrical fire, make sure that the electrical current has been switched off. • Remove the safety pin and depress the lever, aiming the stream over the fire. • Carbon dioxide is heavier than oxygen, and it effectively smothers the fire by depriving it of oxygen – this is why the objective is to cover the fire with carbon dioxide. • Give the CO₂ time to completely penetrate the fire. • Be very careful that there is no chance of becoming deprived of oxygen when working in an enclosed area.
Fire Blanket	<ul style="list-style-type: none"> • These are used on small fires, and if someone's clothing is alight, and they work to smother the fire by depriving it of oxygen. • Throw the blanket over the fire or over the person. Wrap the person in the blanket until the fire is out. • Ensure that a suitably trained person is available to handle burns.
Powder	<ul style="list-style-type: none"> • These are used on electrical fires, as well as fires involving flammable liquids and gases, such as petrol, butane and cooking oil. They can also be used on fires involving wood, paper, rubber and plastic. They are most appropriate for fighting small fires. • Remove the safety pin, aim the nozzle towards the fire and press the lever. Move towards the fire using a side to side sweeping action, ensuring that the stream of powder is directed at the base of the flames. • If you are fighting a flammable liquid fire, do not direct the stream directly onto the surface of the liquid as this will cause the liquid to splash and spread the fire – aim the stream slightly above the surface of the liquid. • Keep a close watch on extinguished fires as they can re-ignite.
Foam	<ul style="list-style-type: none"> • These are used on fires involving flammable liquids and gases, such as petrol, butane and cooking oil. • These will mostly be used in the kitchen, and they work to cool the burning liquid and smother the fire with a foam “blanket” which prevents it from re-igniting. • Remove the safety pin, aim the nozzle towards the fire and depress the lever. Aim the stream at the furthest inside edge of the container and allow the foam to build up and flow over the liquid.
Fire Hose	<ul style="list-style-type: none"> • These are only used on fires involving wood, paper, rubber and plastic – not on any other type of fire. • Only activate the extinguisher within “fighting range” of the fire. • Direct the stream of water at the base of the flames.

Large Fires

As in every emergency, remain calm – customers and colleagues depend on you to think clearly.

Your evacuation procedures will be a variation on the following guidelines:

Step	Action
1	Contact all customers and advise them to proceed to the assembly area. Staff must go and help deaf or disabled customers in the hotel.

Step	Action
2	Secure all stocks and supplies.
3	Switch off all machinery, electrical and gas mains.
4	Collect all vital and valuable documents such as staff and customer lists.
5	Evacuate along the pre-determined evacuation route (see the Fire Instructions Notice for the hotel).
6	Assist to evacuate customers - politely and firmly move customers and colleagues out of the area and away from any potential danger.
7	Report at the Assembly Area for head count.
8	If necessary, and if possible assist Housekeeping to: Ensure that an adequate supply of blankets, pillows and old, clean sheets is available to the first aid stations
9	If necessary, and if possible assist the Kitchen to: <ul style="list-style-type: none"> • Ensure that an adequate supply of refreshments is available for members of the Emergency Services, customers , staff and all assistants. • Liase with other hotels in the area to assist with the provision of meals. • Liase with Service Staff to set up refreshment stations and staff these.
10	Do not ask customers to assist you in any way other than to follow evacuation procedures.

Hazards

Remember that a “hazard” is anything that could possibly cause damage, harm or injury to people or to property in the work place. Therefore, a “hazard” is a source of danger - that is, anything that might be dangerous, such as slippery floors.

Staff are therefore always responsible for taking note of and reporting any incident or anything they see which may pose a danger to themselves, customers , colleagues and any visitors who may be around. .

Be observant at all times, and take note of items or situations which may be hazardous to customers , staff and visitors. For example:

- ☛ wet paint
- ☛ wet floors
- ☛ maintenance workers
- ☛ electrical wiring that is not secured out of the way
- ☛ people loitering on or around the unit property who do not seem to have any particular business there

If staff notice any of the above situations, it is their responsibility to act by, first informing management and bringing the ‘hazard” to their attention, thereby taking the necessary action by either placing signage and contacting security and maintenance.

EMERGENCY SIGNS



TASK 5 – This Task needs to be completed and placed in your PoE

Discuss safety and emergency signs and give 5 examples of items or situations which may be hazardous to customers, staff or visditors.

This Task is aligned to **Specific Outcome 2, Assessment Criterion 3 and 4**

The emergency signs and notices enable staff to act quickly, getting customers and staff out of the area as quickly as possible. In the event of a fire it is very important that everyone in the area moves as quickly as possible in order to prevent injury to themselves and to others. Therefore, everyone must behave in the same way and do the same things.

The safety and emergency signs tell everyone what they are required to do. Remember that in an emergency situation there is a human tendency to panic and not to think clearly - signs make it unnecessary for one to have to make one's own decisions (possibly the wrong ones).

Emergency signs are located near emergency exits and fire extinguishers. They must be observed by everybody. That is why there is a general standard regarding them.

All emergency exits are marked with the sign of a running man.

Stairs are indicated by a sign that looks like a flight of stairs. They may also be indicated by an arrow.

All fire extinguishers are marked with an appropriate sign.

All customer rooms have Fire Instructions attached to the inside of the main door.



Identifies the location of:

1. Fire extinguisher or Fire Hose
2. Exit
3. Emergency stairs

Safety and Emergency Numbers

Emergency telephone numbers should be clearly displayed next to all telephones - this should include Fire Brigade, Police, Ambulance, Manager, Security Company, Insurance Company.

This facilitates for easy access in an emergency situation when staff need to act quickly.

The following emergency numbers should be displayed in the Housekeeper's office as well as at Switchboard for easy access.

ORGANISATION	TELEPHONE NUMBER	NAME
Fire Department		Local Fire Chief:
Local Police Station		Station Commander:
Bomb Squad		
Ambulance		
Doctor		
Traffic Department		
Electricity Faults		
Water Faults		
General Manager	(home)	(cellular)

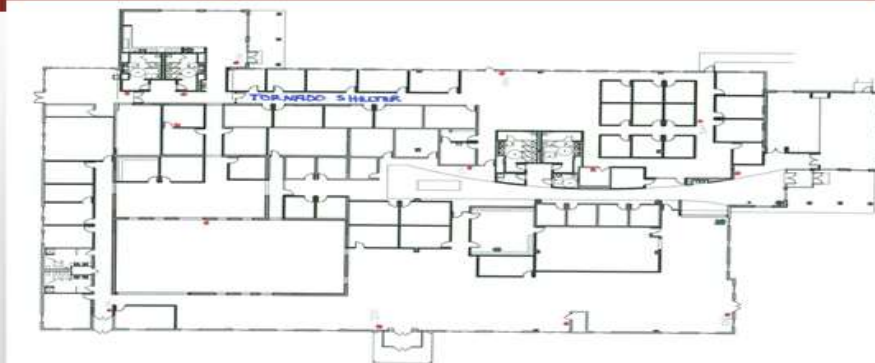
EMERGENCY PREPAREDNESS

The best way is to prepare to respond to an emergency before it happens. A preparedness policy that is consistent with the mission and vision of the business should be written and disseminated by management. The policy should define roles and responsibilities. It should authorize selected employees to develop the program and keep it current. The policy should also define the goals and objectives of the program. Typical goals of the preparedness program include:



- Protect the safety of employees, visitors, contractors and others at risk from hazards at the facility. Plan for persons with disabilities and functional needs.
- Maintain customer service by minimizing interruptions or disruptions of business operations
- Protect facilities, physical assets and electronic information
- Prevent environmental contamination

Sample building plan



LESSON 3

The Role of the Safety Officer

This Learning Unit is aligned to US 259597 Specific Outcome 3:

Explain actions required of a safety officer in an assembly area

This Learning Unit comprises the theoretical component of your learning and includes activities that are class-based and of a formative nature.

Discussion topics


- Explain procedures to account for all evacuated parties
- Explain how to organise for emergency teams
- Describe information to be provided to emergency teams

SAFETY AND SECURITY

Security within the organisation is extremely important for both the customer and staff. The organisations must meet national and provincial standards in order to secure the environment, thereby ensuring the safety of individuals patronising and working in the organisation. Company procedures which are aligned with provincial and national procedures for maintaining a secure working environment are as follows:

Step	Action
1.	Ensure that all surveillance equipment, namely cameras, cctv, etc are in place and in working condition.
2.	Metal detectors must be in place at all public entrances.
3.	Hotel security must be on accessible twenty-four hours.
4.	Spot checks must be carried to ensure that security procedures are in place and equipment is functioning.
5.	All fire exits must be tightly secure from the outside
6.	Alarms must be in working and regular inspections carried out.
7.	All staff must have identification cards in order to be allowed access to certain unauthorised areas.
8.	Security signs, preventing access to demarcated areas must be clearly visible.

STAFF SECURITY



TASK 6 – This Task needs to be completed and placed in your PoE

How would the safety officer maintain levels of security in an organization? List 5 safety actions.

This Task is aligned to **Specific Outcome 3, Assessment Criterion 1 and 2**

Note the following measures:

- ✪ Both management and staff play a role in maintaining a secure environment.
- ✪ Be alert while you are on-the-job and report any suspicious items, incidents or people you notice to your supervisor or security staff.
- ✪ It is better to be more cautious than to ignore something that could be dangerous to staff and customers.

MAINTAINING LEVELS OF SECURITY

Regardless of their job title, it is staff’s responsibility to ensure that all the company property within their work area is secured properly. Be constantly alert to situations in which company property is at risk – even if it is not in your area of work. Follow the procedures below to maintain security within the organisation.

Step	Action
1	Do not allow unauthorised people to walk through your work area or use your equipment
2	Report lost or stole items immediately.
3	If you notice suspicious people loitering outside the gate, inform Security and your Head of Department immediately.
4	If you notice someone loitering inside the property, politely ask if you may be of assistance. If they do not want assistance, inform Security and your Head of Department immediately.
5	When keys go missing it is always a security risk. As soon as you notice or are informed that keys have gone missing, inform your Head of Department
6	Items left lying around the hotel constitute a potential security risk to customers and staff alike. No staff member should attempt to touch, handle or examine them. Inform security immediately.
7	Ensure that storage areas are kept locked. All areas under your control must be kept locked at all times. They may only be unlocked by authorised persons, and may only be entered by authorised persons. Such authorised persons include management, designated staff members, and customers or visitors who are accompanied by either a manager or a designated staff member.
8	Company property must not be left lying around when it is not needed.
9	If you notice that an area, which is not under your control, has been left unlocked, inform the responsible manager or Security.



TASK 7 – This Task needs to be completed and placed in your PoE

Describe evacuations in terms of the company emergency plan.


This Task is aligned to **Specific Outcome 3, Assessment Criterion 1**

Security measures are carried out or not carried out, have the following impact on the company as follows:

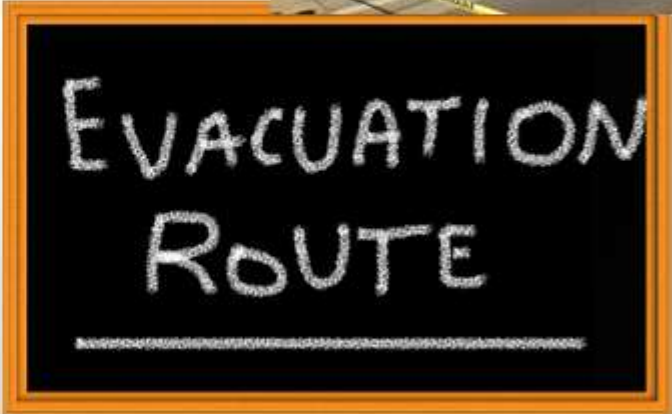
- ❖ In any type of establishment, maintaining a secure environment for customers and staff is part of providing a high standard of service. If the security measures are not adequate customers will be dissatisfied with the service.
- ❖ Security is a high priority for customers, their expectation is to feel that they are safe, their privacy is protected and their personal property is secure from theft or damage. If customer satisfaction is not ensured there will be little or no repeat business.
- ❖ Security is also important for the establishment and its staff. Theft or damage to fixtures, furniture and stock requires additional spending to replace or repair property so the establishment's profits are reduced.
- ❖ Employees also have the right to a safe work environment where their personal safety is not threatened and they do not have to bear the cost of replacing stolen personal property. Staff safety and a secure working environment ensures there is a stress free working environment which ensures a low staff turnover.



EVACUATION



- Be sure to locate:
 - Potential dangers
 - Emergency exits and routes
 - Hand washing stations
 - First aid kits
 - MSDS information



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MANAGING EVACUATIONS

Depending on the emergency circumstances, evacuation of a building or work area will require provision for completing a number of concurrent and sequential actions, all of which should be addressed via written procedures. Checklists should be developed from the procedures and located wherever more than one action is required so that important response sequences are not overlooked. Further, the interactions and dependencies among these responses need to be identified and thought out in systematic fashion, so a proper sequence can be established to ensure that operations flow smoothly and no unnecessary risks occur.

Ensure that your plan addresses the following:

- ✦ Describes the conditions under which an evacuation should be ordered
- ✦ Appropriate actions for the various hazards, avoiding potential secondary hazards (i.e. live high voltage wires that could fall, fuel lines that could be ruptured by an explosion or fire damage, traffic exposures if you have to cross a street, etc)
- ✦ Establishing of an emergency operation centre (depending on the type of emergency)
- ✦ Coordinating site and area evacuation procedures
- ✦ What about communication with other employees and role-players?
- ✦ Identify individuals responsible for ordering evacuation and further communication?
- ✦ Indicate under what conditions it would be safe to complete facility shutdown before ordering a general evacuation?
- ✦ Describe the alerting and communication systems for immediate evacuation?
- ✦ Methods of warning people about an evacuation?
- ✦ Maps indicating evacuation routes?
- ✦ Clearly marked evacuation routes through the area with two exit options? *Remember the colour-blind employee when exits are marked using a colour scheme!!!*

- ❖ Ensuring that all people including employees, other role-players are aware of the evacuation routes, routines and other procedures for area and site evacuations. How will disabled people be assisted to evacuate?
- ❖ Designing responsible employees to maintain and update the evacuation plan?

These are all broad points that you need to note when developing your plan – in essence, the following must be present:

1. Evacuation procedures that describe the evacuation type and identify exit routes
2. Procedures that account for all employees after they evacuate
3. Procedures for reporting emergencies
4. Procedures for shutting down critical plant operations and equipment before evacuations
5. Procedures for rescues and medical duties
6. Names or job titles of employees to contact for more information about the plan
7. A working alarm system
8. Designated, trained employees to assist in evacuations
9. A review of the plan with employees when new employees are employed and when legislation / requirements change or at the point of a review

Establishing Evacuation Exits

Your workplace should have a primary evacuation exit and an alternate exit. Post diagrams showing these evacuation routes and exits. Make sure all employees will see them. Identify the exits and the exit routes in your plan. The following are characteristics of all exits:

- ❖ They are clearly marked and visible under emergency conditions
- ❖ They are wide enough to accommodate employees during an evacuation
- ❖ They are unobstructed and clear of debris at all times
- ❖ They are unlikely to expose employees to other hazards



An essential part of your emergency plan is an evacuation diagram – a floor plan of the building / area showing the evacuation exits and describing the emergency evacuation procedure. Mark the exit routes and put a *YOU ARE HERE* tag on the diagram so that it makes it easier to see and understand.

Providing Medical Assistance and First Aid

Is there a nearby emergency clinic or hospital that will admit victims of emergencies from your workplace? If not, make sure that emergency scene coordinators have appropriate first aid training and supplies.

Recording Critical Employee Information

After a medical emergency, an employee may be unable to contact next of kin or other relatives. You should have access to employees' home phone numbers, the names and phone numbers of family members they want you to contact, doctor names and phone numbers and information employees give you about their medical conditions or medications. Many employers keep this information with employees' personnel records and update it annually.

Reporting Fire and Other Emergencies

Your emergency plan must have a procedure for reporting fires and other emergencies to professional responders.

LESSON 4

Emergency Control Centres

This Learning Unit is aligned to US 259597 Specific Outcome 4:
Explain the functions of an emergency control centre

This Learning Unit comprises the theoretical component of your learning and includes activities that are class-based and of a formative nature.

- Explain the records required in the event of an emergency
- Explain communication structures at the emergency scene
- Explain information required to manage the emergency

MANAGING EMERGENCIES

The person in charge will be the point of contact and duties may include but are not limited to:

- ✦ Take charge of the scene and identify who will be assessing and treating victims
- ✦ Relay critical information regarding victim assessment, transportation and resource needs
- ✦ Arrange the request for transportation and other resources based on the emergency scene assessment
- ✦ Ensure that information about the scene assessment, transportation and other resource needs is transmitted directly to the responsible persons in order to reduce the time it takes to communicate essential information and limit the potential for miscommunication

When requiring dispatch of resources the following needs to be adhered to:

- ✦ Declare the nature of the emergency – is it a medical injury or illness? If injury or illness is it life threatening? Medial transport versus medical emergency
- ✦ If life threatening, request the designated frequency to be cleared for emergency traffic
- ✦ Identify the persons who are on the scene and what their roles and responsibilities are including their names
- ✦ Identify the nature of the incident, the number of people injured, victim assessments and location
- ✦ Identify on the scene medical personnel by their last name
- ✦ Identify preferred method of victim transport
- ✦ Request any additional resources and equipment needed
- ✦ Document all information received and transmitted on the radio or phone
- ✦ Identify any changes as they occur

DISPATCH

This function includes but is not limited to:

- ✪ The person in charge of dispatch will handle all incoming and outgoing phone traffic
- ✪ No information will be released to the media until it is approved by the person in charge
- ✪ If required, the person in charge may designate someone else to document all communications regarding the incident
- ✪ The person in charge will request all affected personnel to assemble in dispatch to handle the command of the incident. This instruction must always follow due procedures and protocol

The following may be called for:

- ✪ Phone numbers
- ✪ Air and ground radio frequencies
- ✪ Ambulance / clinic / hospital capability
- ✪ Hours of operation
- ✪ Response times
- ✪ Clinic / hospital locations

Emergency Information Sheet

- My name and address is: _____
- The cross streets are: _____
- Call 10111 for fire or medical emergency
- Poison Control: My phone number is: _____
- My company officer is : _____ phone #: _____



TASK 8 – This Task needs to be completed and placed in your PoE

What duties will the person in charge of managing emergencies have?

This Task is aligned to **Specific Outcome 4, Assessment Criterion 2 and 3**

Emergency coordinator

The coordinator should be responsible for the following:

- Assessing the situation to determine whether an emergency exists requiring activation of your emergency procedures;
- Supervising all efforts in the area, including evacuating personnel;
- Coordinating outside emergency services, such as medical aid and local fire departments, and ensuring that they are available and notified when necessary; and
- Directing the shutdown of plant operations when required.

Sample of Incident Emergency staff roles and responsibility

Function/Role	Responsibilities
Emergency Control Group	The group formed by an organization to direct the organization's response in an emergency, including the implementation of the organization's emergency response plan(s). May also be responsible for the provision and maintenance of essential services.
Policy Group	Responsible for providing advice and assistance to the EOC Commander and Incident Management Team during an incident. May also be responsible for the provision and maintenance of essential services.
EOC Commander	Responsible for the overall management of the EOC facility and assigned resources within the EOC, and the provision of Incident Support.
Area Commander	Responsible for the overall management of a defined Area and the incident management teams assigned to the incidents within that Area.
Incident Commander	Responsible for overall management of the incident.
Safety Officer	Monitors safety conditions and develops safety measures related to the <u>overall</u> health and safety of <u>all</u> incident responders. The Safety Officer must have the knowledge and professional experience to be able to control or reduce occupational hazards and exposures.
Emergency Information Officer	Responsible for the development and release of emergency information regarding the incident to the public. Command must approve all emergency information that the EIO releases.
Liaison Officer	Serves as the primary contact for Assisting or Supporting Organizations and advises Command of issues related to outside assistance and support, including current or potential inter-organization needs.
Operations Section Chief	Responsible for providing overall supervision and leadership to the Operations Section, including the implementation of the IAP, as well as the organization and assignment of all operations resources.
Planning Section Chief	Responsible for providing overall supervision and leadership to the Planning Section as well as the organization and assignment of all planning resources. Responsible for coordinating the development of the Incident Action Plan for each operational period and the collection, collation, evaluation, analysis and dissemination of incident information.
Logistics Section Chief	Responsible for providing facilities, services and materials in support of the incident. Participates in the development of logistics-related section of the Incident Action Plan, and activates and supervises the Branches and Units as well as the organization and assignment of resources within the Logistics Section.
Finance & Administration Section Chief	Responsible for financial and administrative support to an incident, including all business processes, cost analysis, financial and administrative aspects and ensures compliance with financial policies and procedures. Provides direction and supervision to Finance & Administration Section staff including their organization and assignment.
Specialists	Specific expertise may be added to standard IMS functions, as required by individual organizations (e.g. GIS, Risk Management, Scientists, Legal, others)