



EMERGENCY RESPONSE PROCEDURE

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1 PURPOSE

- 1.1 To ensure there is a rapid and appropriate response to an emergency in the Diocese of North West Australia (“the Diocese”).

2 SCOPE

- 2.1 This policy applies to all ministry centres and relates to all programs and activities taking place on Diocesan property or on behalf of the Diocese.

3 PROCEDURE

Responding to Emergencies

- 3.7 Our response to emergencies applies to our common law duty of care, Occupation, Work Health & Safety legislation and specifically to the minimising of safety risks for all people who are in our care.
- 3.8 Emergency response procedures form part of the ministry centre’s overall site safety procedures.
- 3.9 The ministry centre governing group will delegate the task of management of emergencies.
- 3.10 The ministry centre Safety Officer or Minister-in-Charge is responsible for the implementation of this procedure.
- 3.11 Every emergency will require:
- immediate response, in the moment, responding to the emergency.
 - follow up over the next 12-24 hours (or longer), including care for those directly involved.
 - a formal review, to determine the reason for the emergency.
 - any injuries or accidents which require secondary medical attention e.g. visit to a doctor or medical centre should be written up on an incident report form.
 - where the impact of the emergency has been felt by a wider group, reporting to the wider concerned group may be done with the permission of those involved in the incident.
 - all emergencies involving child or young person ministries are to be reported in writing to parents and/or care-givers.

- all emergencies need to be reported to the Diocesan Registrar using an Incident Report Form
- 3.12 All ministry centres should affix an Emergency Response Poster to their church noticeboard, using the Emergency Response Poster template.
- 3.13 All ministry centres should develop an Emergency Response Plan, using the Emergency Response Procedures Template.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 Ministry centre governing groups are responsible for ensuring this procedure is followed in their ministry centre

Reporting

- 4.2 Parish compliance with this procedure is reported in the monthly or annual return/reports to the Diocese.

Records management

- 4.3 The Registry maintains all records relevant to administering this policy using its recordkeeping system.

5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the Diocesan Glossary.

6 RELATED LEGISLATION AND DOCUMENTS

Safe Program Policy

7 FEEDBACK

- 7.1 Church members may provide feedback about this document by emailing registrar@anglicandnwa.org.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Diocesan Council
Administrator	Diocesan Registrar
Next Review Date	21/08/2024

9 APPENDIX

1. Emergency Response Poster Template
2. Emergency Response Procedure Template



EMERGENCY RESPONSE PROCEDURES

In case of an emergency, please follow the instructions of the Building Warden. Your Building Warden is the most senior church worker, usually the Minister-in-Charge or a Churchwarden.

EVACUATION PROCEDURE

Follow instructions from the Building Warden, which will usually be to:

1. Leave the building by the main exit
2. Walk to the muster point
3. Remain at the muster point until you receive further instructions

LOCKDOWN PROCEDURE

Follow instructions from the Building Warden, which will usually be to:

1. Lock doors and turn off lights
2. Move away from the line of sight of windows
3. Sit on the floor
4. Await further instructions



[NAME OF MINISTRY CENTRE] EMERGENCY PROCEDURES

In case of an emergency, call:



For life threatening
emergencies



For hard of hearing
or speech
impairment

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1. Objectives

The objective of these procedures is to ensure, as far as practicable, the safety, health and well-being of staff, volunteers and visitors during an emergency at the [Name of Ministry Centre].

To comply with relevant Western Australian legislation, codes and guidance materials, emergency procedures are prepared and distributed, emergency warning systems installed in the facilities and an Emergency Management Plan (EMP) is organised and trained for the workplace.

2. Emergency Management Plan (EMP)

The EMP engages in the event of an emergency at [Name of Ministry Centre].

The EMP enables all full-time staff to assume the responsibility of Wardens and First Aid Officers and authorises them for contact with outside Emergency Services agencies.

The role of the EMP is to ensure the safety of the building's occupants in any emergency.

During emergencies, instructions from EMP personnel (i.e. Wardens, First Aid Officer and Emergency Services personnel) override the normal management structure.

Familiarise yourself with the various emergency alarms, evacuation routes, emergency exits, muster points, and roles and responsibilities of the functions of EMP personnel.

3. EMP Roles

All full-time staff are to be trained in the following roles and should be capable of assuming them in the case of an emergency. The senior most staff member shall assume the role of Warden and delegate other roles to other qualified staff.

Warden

It should be clearly understood that the primary duty of wardens is not to combat emergencies but to ensure, as far as practicable, the safety of staff, volunteers and members of the public and their orderly evacuation from the building.

If there are enough staff present the role of Warden can be split into 2 roles:



The **Building Warden** (red helmet) assumes control of the situation, Coordinates the EMP, initiates any necessary evacuation of the building and contacts emergency services. They are identified by a red helmet.



The **Area Warden** (yellow helmet) assumes control of the evacuation of the building once people have moved outside. They are to calmly reassure evacuees and assist emergency services. They are identified by a yellow helmet.



First Aid Officer

The First Aid Officer/s (green helmet) will assume the duties and responsibilities of the managing the treatment of any injuries to occupants until emergency services arrive. They are identified by a green helmet.

Indemnity

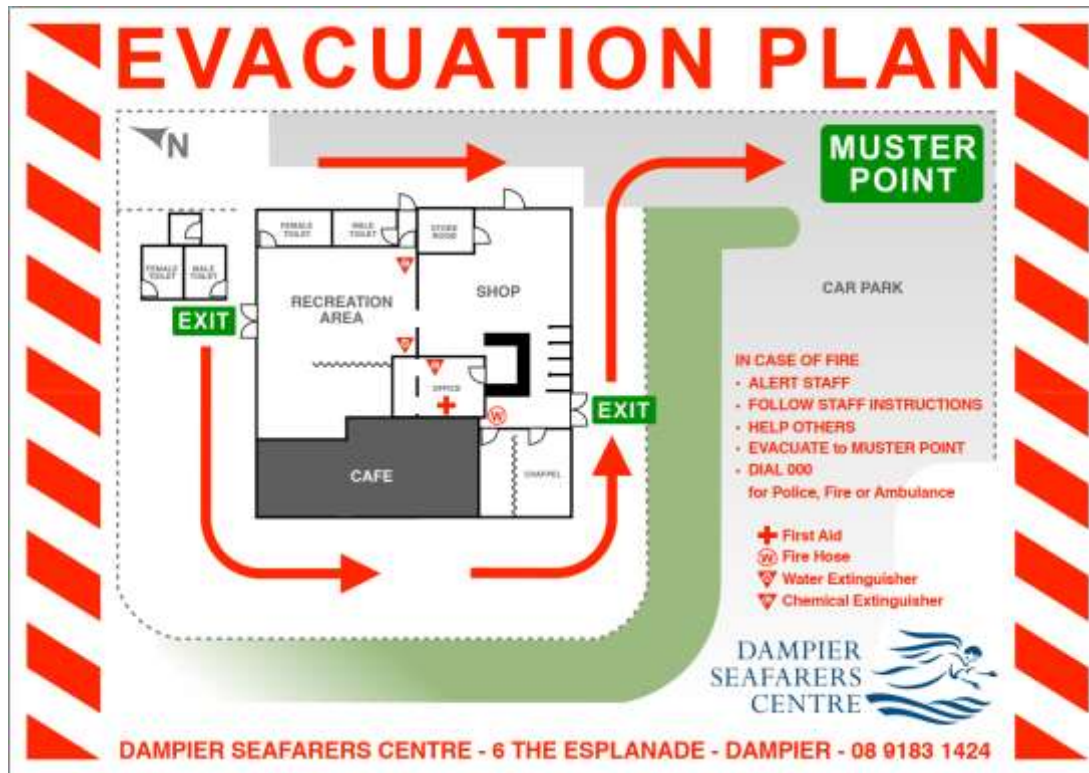
All EMP personnel shall be indemnified by their employer against civil liability resulting from all activities pertaining to the development and implementation of the emergency management plan, where the personnel act in good faith and in the course of their emergency management duties.

4. Emergency Phone Numbers

On the office phones, press 'Line 1, 2, 3 or 4' then dial the number:

- Emergency (24 hours)
Police / Fire & Rescue / Ambulance: _____ **000**
or from a mobile phone: _____ **888**
When you call you will be asked; "Do you require Police, Fire or Ambulance?"
- [Location of Ministry Centre] Police Station (limited hours) ____ **08 9923 4555**
- [Location of Ministry Centre] Fire Station: ____ **08 9960 5922**
- [Location of Ministry Centre] Ambulance Station: _ **08 9938 0900**
- [Location of Ministry Centre] Public Hospital: _ **08 9956 2222**
- State Emergency Service: _____ **132 500**
- Registrar/Diocesan Office after hours: _____ **0433 033 174**
- Bishop: _____ **0427 222 484**

5. Evacuation Plan` EXAMPLE (from the Dampier Seafarers Centre)



6. Emergency Evacuation

DON'T PANIC. At all times during an emergency follow instructions of EMP personnel.

1. In the event of an emergency, immediately prepare to leave the building – secure confidential material and money (e.g. the safe) and collect personal belongings. If time allows – shut down computers, switch off lights and appliances.
2. If evacuation is required, or if instructed to do so under the EMP, leave the building by the main exit. All doors should be closed (but not locked) on leaving.
3. Hand held personal belongings (such as backpacks and handbags) should be taken with you when you leave. Do not return to collect belongings after evacuating.
4. Assist any person with a disability to leave the building, or to the muster point. Do not attempt to carry people. See the People with Specific Needs section.

3. Phone Emergency (press 'Line 1, 2, 3 or 4', call **000**, ask for **Ambulance** – call **888** from a mobile phone).

When you are transferred you may be asked the following questions:

- What is the address of the emergency? Street, and landmarks will be required **Anglican Church Office, 101 Cathedral Avenue (cnr Carson Terrace)** (adjacent to the Anglican Cathedral).
 - What is the telephone number you are calling from? This is in case your call is terminated, or further information is required – **08 9921 7277**.
 - What exactly what has happened? Provide a brief description of the problem.
 - How old is s/he? If unknown, then approximate age.
 - Is s/he awake (conscious)? Yes or no answer required.
 - Is s/he breathing? Yes or no answer required.
4. Ensure the area is clear for emergency personnel.
 5. Inform Registrar or Bishop of serious injuries.
 6. Complete a confidential Accident-Incident Report form. See: O:\Forms\Safety

Familiarise yourself with the current First Aid Officers and location of first aid kits.

8. Fire / Smoke

In the event of an uncontrolled fire, following evacuation procedures is of the utmost importance. Fire can produce smoke that is difficult to see through and causes suffocation.

Raise alarm

1. If safe to do so, ensure the immediate safety of anyone near the fire.
2. Raise the alarm by shouting 'Fire, Fire, Fire'.
3. Phone Emergency (press 'Line 1, 2, 3 or 4', call **000**, ask for **Fire** – call **888** from a mobile phone).

When you are transferred you may be asked the following questions:

- What is the address of the fire / smoke?
Anglican Church Office, 101 Cathedral Avenue (cnr Carson Terrace) (adjacent to the Anglican Cathedral)
 - What is your personal location?
 - What is the type and extent of the fire / smoke?
4. Inform any EMP personnel of this action.
 5. Evacuate the immediate area, follow evacuation procedure.

Fight fire

6. If safe to do so and if trained to use equipment – attempt to extinguish the fire.
7. Choose the correct fire extinguisher. Do not use water on an electrical fire.

Evacuate

8. Evacuate the building as instructed by EMP personnel.
9. Walk quickly and calmly to the muster point.
10. Close doors and windows as you exit – do not lock doors. Leave lights on.
11. Remain at the muster point in groups until instructed to leave by EMP personnel.
12. Do not re-enter the building until told that it is safe to do so by EMP personnel.

9. Cyclone

Cyclone warning

A CYCLONE WARNING indicates the areas and communities that may experience gales or stronger winds within 24 hours.

1. Once a cyclone warning is issued, follow personal cyclone preparation plans.
2. Remain indoors (with your pets).
3. Stay tuned to your local radio/television for further information.

These warning messages include an estimate of the severity of the cyclone using a category number and the storm surge threat (category 1-5). These cyclone messages allow the public to take appropriate precautions before the onset of gale force winds.

When the cyclone is imminent

1. Heed all warnings and follow advice given by Emergency Service personnel.
2. Stay indoors.

When the cyclone strikes

3. Stay inside and shelter well clear of windows, doors, bathroom, internal toilet and passageways.
4. Shut down and disconnect all electrical appliances.
5. Listen to your portable radio for cyclone updates.
6. If the building starts to break up, protect yourself with mattress, rugs, blankets or tarpaulin. Anchor yourself to a strong fixture (such as water pipes) or get under a strong table or bed.
7. Beware the calm 'eye' of the cyclone. Do not assume the cyclone is over if a calm period occurs, violent winds will soon resume from the opposite direction.

After the cyclone

8. Listen to local radio for official warnings and advice.
9. Do not go outside until advised officially that it is safe. If you need to go outside, be careful of fallen power lines and trees, broken sewerage and water lines, loose roof sheeting and other material.
10. If you had to evacuate, do not go home until advised. Use route recommended and stay calm.
11. Do not make unnecessary telephone calls.
12. Beware of fallen power lines, damaged buildings and trees, and flooded water courses.
13. Do not ignore warnings and do not go sightseeing.

10. Earthquake

1. Take shelter under tables, desks or in doorways.
2. Stay away from windows, shelving and large free-standing furniture.
3. After the earthquake, look for injured persons in your area and assist, provided it is safe to do so.
4. Leave the building as soon as you can, follow evacuation procedure.

11. Assault

1. Phone Emergency (press 'Line 1, 2, 3 or 4', call **000**, ask for **Police** – call **888** from a mobile phone) and provide details of the assault as soon as possible.
2. Do not wash, shower, change clothes or clean up in any way until after obtaining medical assistance and talking to the Police. You could destroy vital evidence.
3. Do not drink alcohol or take tranquilisers or other drugs as you will have to give a clear account of what has happened. Try to remember everything you can about your attacker.
4. Remember, you are the victim. You have nothing to feel guilty or ashamed about. Police Officers are aware that a person who has been assaulted is likely to be suffering from emotional shock. They will do all they can to make things as easy as possible for you.

12. Personal Threat

In the event there is a violent / threatening person or an armed hold-up:

1. If safe to do so, note and report such persons – phone [Location of Ministry Centre] Police Station, press 'Line 1, 2, 3 or 4' and call **08 9923 4555**.
2. If confronted, obey instructions if safe to do so:
 - Do not argue or provoke the person.
 - If possible stand sideways to the person as this is the least threatening posture.
 - Do not attempt to physically subdue the person.
 - Back away and alert others to move away also.
 - Make it easy for the person to leave the building / area.
 - If the person appears psychotic (unusual behaviour, saying odd things):
 - Try and create a calm, non-threatening atmosphere. Reduce distractions, turn off noisy equipment and computer monitors.
 - Talk slowly, quietly, firmly and simply.
 - Avoid direct eye contact, do not get too close.
 - If you can get the person to calm down, try and get them to sit down with you.
 - Do not try to reason with acute psychosis. They may be acting this way because hallucinations and voices that they are hearing are very real to them.
 - Express empathy for the person's emotional distress, but do not pretend that the delusions or voices are real for you.
 - Comply with reasonable requests.
3. Observe carefully:
 - Any articles touched by the person.
 - Physical details and attire.
 - Points which may aid description (including mannerisms).
 - Direction that the person took when they left the area.
4. Phone the Registrar on **0433 033 174** and provide details of the incident as soon as possible, advise of any unusual behaviour – seek advice on next action.
5. Be prepared to evacuate or secure the building / area – await further instructions from the Registrar.
6. Complete a confidential Accident-Incident Report form. See: O:\Forms\Safety

13. Suspicious Mail or Package

If suspicious mail or package has not been opened

1. Place item in a plastic bag and seal it. Place all items in a second plastic bag and seal that bag.
2. Stay in your immediate work area. This also applies to co-workers in the same room. Prevent others from entering the area and becoming potentially contaminated. It is unlikely you will be in immediate danger.
3. Phone the Registrar on **0433 033 174** and inform of details:
 - Exact location of incident.
 - Number of people potentially exposed.
 - Description of the package / device.
 - Action taken (e.g. package sealed or covered, area isolated).
4. Keep your hands away from your face to avoid contaminating your eyes, nose and mouth.
5. If possible (without leaving your work area) wash your hands.

6. Wait for help to arrive.

If suspicious mail or package has been opened

1. Do not disturb the item any further. Do not pass it around. If any material has spilt from the item, and if feasible to do so, do not attempt to clean it up, or brush it from your clothing.
2. If possible place an object over the package without disturbing it (such as a large waste bin).
3. Follow steps 2 to 6 above.
4. If possible, have the building ventilation system shut down and turn off any fans or equipment that is circulating air around your workplace.

Bomb Threats

Bomb or substance threats are usually a form of communication, written or verbal, delivered by electronic (email, fax, etc.), oral (telephone, tape recording), or other medium (letter) which are frequently used to disrupt business or cause alarm. These procedures are designed to help people respond to and deal with a threat in accordance with current directions provided by Australian Federal Police and AS 3745-2002.

Because each threat is different, it is almost impossible to have a detailed procedure for each contingency. These procedures are designed to help you assess the level of the threat and, on the information available, decide on a course of action.

Telephone bomb threat

Until proven otherwise, all threats are to be treated as real. During working hours, the Registrar should along with senior staff evaluate the threat and consider evacuation. This may be done in conjunction with the Police if they are available.

The following points provide an overview of the initial actions to take when a threat is received:

1. Keep calm. If possible, attract the attention of a fellow worker
2. Keep the caller on the line as long as possible to gather information
3. Use the threat checklist provided (see schedule 1) *this check list can be used as evidence against the perpetrator of the threat in any subsequent legal proceedings.*
4. Obtain as much detail as possible about the bomb and its location
5. Listen carefully for background noises, speech mannerisms, accents or any other details that might give a clue to the age, sex, identity and location of the caller
6. **DO NOT** discuss the call with other people.
7. Immediately after the threat, contact the Registrar on **0433 033 174** then phone [Location of Ministry Centre] Police Station on **08 9923 4555** or phone Emergency on **000** and ask for **Police** (call **888** from a mobile phone).

When you are transferred you may be asked the following questions:

What is the address of the emergency? Street, and landmarks will be required

Anglican Church Office, 101 Cathedral Avenue (cnr Carson Terrace) (adjacent to the Anglican Cathedral)

8. To assist with the collection of these details complete a Threat Check List (see O:\Forms\Safety) and use it to communicate the information. This is to be given to the Registrar.

Evaluating the threat

Following the receipt of a threat the Registrar or Bishop must consider the level of threat and decide on the appropriate action, using the threat report, results of searches by the Emergency Control Organisation and information obtained from building occupants and the Police.

The threat may be assessed as:

- NON-SPECIFIC THREAT or LOW RISK

For example, a call made by a child and/or with childish laughter in background or where little detail is received

- SPECIFIC THREAT OF MUCH GREATER RISK

For example, a call made in a calm deliberate manner where greater detail regarding timing, location or type of device is given.

To help determine the level of threat from a suspect item found during a search, consideration must be given to:

- Whether the item was hidden.
- Is it obviously a device?
- Is it similar to the original threat description?
- Is it typical of all other items in the area?
- Has there been a report of unauthorised persons being on site
- Is there evidence of forced entry?

Other factors which may assist are:

- A threat is only that until something obvious is found.
- A perpetrator will infrequently give warning of an attack.
- The consequence for issuing a threat is not as severe as the placement or initiation of a device.

Search procedure

The Police will often request the building occupants to conduct a search. All full-time staff should be instructed in bomb and substance threat strategy during their routine training. Police will not usually search a building following receipt of a threat because:

- Police are unlikely to know the layout of the premises and the various places in which a device can be concealed
- Police will not know what should be in a particular place and what should not. Staff should know and be able to search more thoroughly.

Detailed searches take a considerable amount of time. Occupants may not be permitted to return for some hours. Consideration should be given to their welfare, for example in summer or wet weather, relocation to a more comfortable location with shade or shelter.

If a suspicious object is found:

- No one is to touch or move it
- Clear people away from the immediate vicinity
- Secure the area
- Inform the Chaplain
- Initiate evacuation
- Leave a trail to the object
- Inform Police of location

The evacuation muster point area should be also be searched

Warning:

Hand held radio transceivers and mobile phones **MUST NOT** be used during a bomb emergency because, under certain conditions, transmissions can trigger an electronically- detonated or radio activated bomb

Courses of action – the decision to evacuate

The Police will normally leave the decision to evacuate to the Emergency Control Organisation or building management. The Police may provide advice or make recommendations

Option to do nothing (disregard threat)

It may be tempting, when receiving a threat from an intoxicated person or child, to adopt this course of action. The Warden must be absolutely sure it is a prank call. If there is the slightest doubt, the Warden must adopt one of the other options.

Option to search and evacuate only if a suspicious object is found

This choice means people will be in the building for a longer period if there is a device present. Evacuation will proceed if a suspicious object is found. If nothing is found, and there are no other significant factors, the Warden may then consider that the building can be declared safe. The Warden may consider this option appropriate if the threat level is assessed as low

Option to search with partial evacuation

When the threat level is considered to be moderate and there is no reason to believe an initiation to be imminent, the Warden might consider partial evacuation, retaining essential staff and search teams.

Evacuate immediately without search

In the event of the call that the Warden considers to be a high risk there may be a case for evacuation as quickly as possible, without conducting a search, especially where there is a possibility of imminent initiation. When the time of initiation has been disclosed in a threat, the Warden must ensure search procedures are terminated well before the deadline, even if the device has not been found. All searching *must cease no later than 20 minutes before the time given*. At the very least, 20 minutes must elapse after the threatened time of initiation before search teams re-enter the building. The building should be searched prior to re-occupation.

Threat after hours

Should a threat be received outside normal working hours, the recipient should report the matter to the Registrar on **0433 033 174** then phone [Location of Ministry Centre] Police Station on **08 9923 4555** or phone Emergency on **000** and ask for **Police** (call **888** from a mobile phone).

When you are transferred you may be asked the following questions:

- What is the address of the emergency? Street, and landmarks will be required
Anglican Church Office, 101 Cathedral Avenue (cnr Carson Terrace) (adjacent to the Anglican Cathedral)

To assist with the collection of these details, complete a Threat Check List (see O:\Forms\Safety) and use it to communicate the information. This is to be given to the Registrar.

Mail bomb

All mail should be checked for suspicious articles. The details of all suspicious letters and parcels, and records of verbal threats should be retained for future reference.

Mail bombs are normally about envelope size. The maximum size of a device is restricted by Australia Post limitations on the weight and dimensions of an article that can be sent through the Australia Post system. Mail bombs could of course be distributed by means other than Australia Post such as couriers. Irrespective of size, mail bombs have the potential to cause death or potential injury.

Mail bombs normally fall into three categories, **HIGH EXPLOSIVE**, **INCENDIARY** and **NOXIOUS** devices all designed to cause damage, injury or death.

What to look for:

- An envelope that is lopsided or uneven
- A package that is excessive in weight for its size
- Excessive tape or other securing material
- An article from an unknown source
- Wires or metallic material protruding from the article
- Postage in excess of what should be required to have the article forwarded.

Courier delivered bomb

A courier delivered bomb differs from a mail bomb in that the perpetrator has the ability to set a timer or trip/motion device when it is delivered. This means that a courier delivered device has the potential to

detonate without any further intervention by the perpetrator. Once suspicion has been aroused this type of article **MUST NOT** be touched or moved.

Placed bomb

Placed bombs come to the attention either as an accidental discovery or after a warning and subsequent search. Placed bombs can take on many shapes from the obvious such as a stick of commercial explosive with a burning fuse to the indistinguishable such as a sealed package

Vehicle bomb

A vehicle bomb is any means used to deliver an amount of explosive usually to the external boundary of a building, structure or workplace.

14. Chemical Hazard / Spill / Gas Leak

Raise the alarm

1. Ensure the immediate safety of anyone within the vicinity of the spill / leak.
2. Evacuate the immediate area around the spill / leak.
3. Report the spill / leak to the Registrar on **0433 033 174**.

Isolate the hazard

4. Anyone who has been exposed must, if safe to do so, be moved to a safe decontamination area. The treatment of serious injury must take precedence over decontamination and containment.
5. Restrict unnecessary movement into and through the area to avoid spreading contamination. Isolate the affected area at a safe distance by erecting a temporary barricade and placing suitable warning signs.
6. It may be necessary to turn off the air conditioning to restrict the spread of gases and vapours.

Clean-up

7. Do not re-enter the area until it has been decontaminated by personnel trained and equipped specifically in chemical safety. For any clean-up activities there must be a minimum of two people.

Evacuate

8. Evacuate the buildings as instructed to do so by the emergency personnel.
9. Walk quickly and calmly to the assembly area or as advised by the emergency personnel.
10. Remain in the assembly area in groups

In the case of a fire every effort must be made to prevent undue spreading of contamination. However, fire-fighting must take precedence over the control of contamination.

Do not switch any electrical equipment (including light switches) ON or OFF, as these may spark and become an ignition source

15. People With Specific Needs

People's needs may vary in emergency situations. There may be people who are frail; have a visual or hearing impairment; have mobility problems and use walking aids or wheelchairs; have limited walking or standing ability; are pregnant; have heart conditions or asthma or are prone to panic attacks; or they may get claustrophobic.

Responsibility of the person with a disability

Whether your disability is of a temporary or permanent nature, wherever possible it is important that you know what your needs are and plan for emergency situations and / or evacuation.

1. If you are a worker or volunteer in the Diocesan Office or regular visitor and have specific needs, take the initiative to seek out the Registrar or speak another staff member and consult them regarding your needs.
2. Consider who you might ask for help and communicate your needs.
3. Know the **Exit** routes in the buildings that you frequent, and check these for suitability, even if they are not your normal route of travel.
4. Remember, you are encouraged to specify what assistance (if any) you may require from other people during an emergency. Do not assume that people around you will know what to do. If you are confident in giving instructions it can prevent being hindered by others offering inappropriate assistance.

Assisting people with physical disabilities

1. Do not provide physical guidance, hold, lift or carry a conscious person without their permission. This includes pushing someone in a wheelchair, or 'hurrying a person along' by pushing them.
2. Ask what assistance the person requires (such as clearing the path before them, walking alongside or behind on steps). Try to avoid offering advice or pre-empting what the person needs if you do not know the person.
3. If a person is reliant on a wheelchair for mobility and there is no access available to get down stairs, another person should wait with them in the safest place possible until emergency services arrive. Ensure EMP personnel are advised.
4. If someone needs to be transferred or assisted, requiring a full body lift, it is best to get Fire and Emergency Services involved. Try providing a chair for the person to climb up on to. Do not try to lift them up unless you are trained to do so.
5. Do not carry a person in their wheelchair. Either wait for their advice on how to proceed (minimum of two people required) or wait for emergency personnel.

People who may be disoriented or having a panic attack

1. Reassure the person by talking calmly to them. Tell them that you will stay with them.
2. Get the person to control their breathing. Breathe in and breathe out in unison to the count of three. Use your hands in an up and down motion to signal the tempo. Maintain eye contact. Do not get them to breathe into a bag, as this can be harmful.