



# Emergency Action Plan

## Wellington Hockey Association

Address	National Hockey Stadium 9 Mt Albert Rd, Newtown, Wellington
Contact details	Phone: 04 389 3337 Fax: 04 389 3130 Email: <a href="mailto:info@wellingtonhockey.org.nz">info@wellingtonhockey.org.nz</a> Website: <a href="http://www.wellingtonhockey.org.nz">www.wellingtonhockey.org.nz</a>
Emergency contacts	Name: Trafford Wilson Role: Chief Executive Phone: 04 389 3337 Mobile: 021 244 1911
	Name: Mark Nunn Role: Facilities and Events Manager Phone: 04 389 3337 Mobile: 0272 423 237
Radio	Our local station for emergency information is: Radio NZ - AM 567; FM 101.3
Last revised	Jan 2017

## Introduction

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This plan outlines how the Wellington Hockey Association will respond in the event of an emergency.

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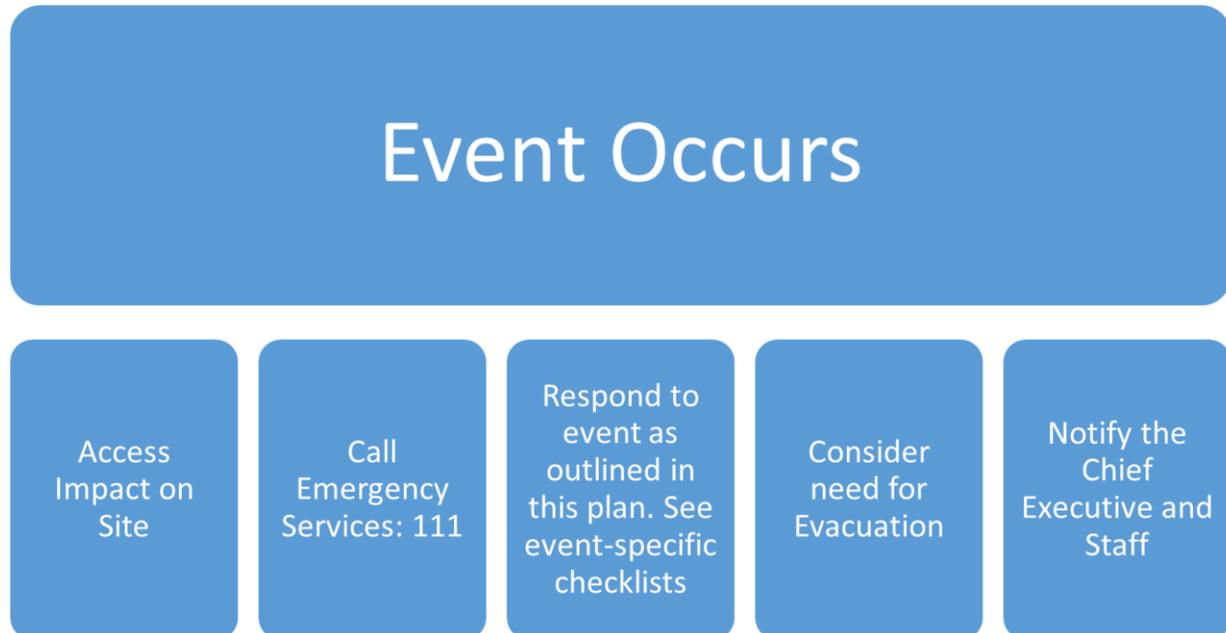
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## Emergency response process

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While every event is unique, there are some basic steps to follow when responding to any emergency, which are outlined below:

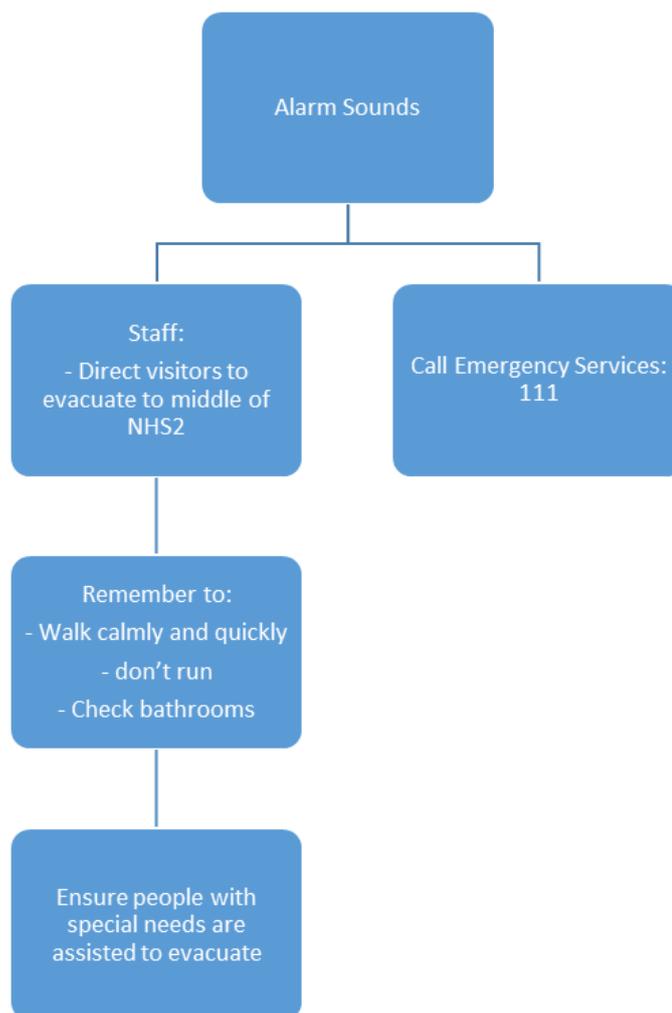


## Evacuation

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Evacuation from the site may be required to ensure the safety of staff and visitors in an emergency event. In all cases, evacuations need to be planned and practiced.

### General evacuation plan



**Our evacuation area:**

Middle of turf NHS2

## External contact lists – last updated: May 2015

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### Emergency services contact information

Police, Fire, Ambulance	111
Police (Wellington Central Police Station)	Phone: 04 381 2000
National Poison centre	Urgent line: 0800 764 766 / 0800 Poison Non-urgent: 03 479 7284
Local doctor	Name: Wellington Accident & Urgent Medical Centre Address: 17 Adelaide Road, Mt Cook Phone: 04 384 4944
Med Centre	Name: Wellington Accident & Urgent Medical Centre Address: 17 Adelaide Road, Mt Cook Phone: 04 384 4944



### Essential government contact information

Local council (Wellington City Council)	Phone: 04 499 4444
Local Emergency Management office (Wellington Region Emergency Office (WREMO))	Phone: 04 460 0650 Email: wremo@gw.govt.nz



### Essential utility contact information

Power company (Genesis)	Account number: 881 494 3401 Phone: 0800 600 902
Power lines (Wellington Electricity)	Phone: 0800 22 33 40
Electrician	DW Dentice: 04 3877 148
Builder / handyman	Jon Rosemergy
Plumber	Trumac Plumbing – Gary 0274 445 355

## External contact lists – last updated: June 2015

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### Essential security contact information

Security	ADT – 0800 111 238
Alarm monitoring	ADT – 0800 111 238
Fire alarm/equipment maintenance	Wormald – 0800 4WORMALD, 04 569 4636. Site number: SM-336.



### Other miscellaneous contact information

Other	Contact details
Taxi (Wellington Combined)	04 384 4444
Lawyer	Gibson Sheat
Insurance (Aon) AS of 26 <sup>th</sup> April 2015	Phone: 04 819 4000. Account Number: M02249777

## Wellington Hockey Association contact list – Last updated: May 2015

Position	Name	Day Contact details	After hours Contact details	Comment
		land line and mobile		Note if staff member is a first aid holder
Chief Executive	Trafford Wilson	04 389 3337 021 244 1911	021 244 1911	Level 2
Facilities and Events Officer	Mark Nunn	04 389 3337	0272423237	Level 2
Administrator	Claire Booker	04 389 3337	021 024 06914	Level 2
Finance Officer	Jake Inwood	04 389 3337		Level 2
Capital Community Hockey Manager	Dan Grant	04 389 3337		
Performance Manager	Dane Lett	As above		Level 2
Community Hockey Officer	Jainesh Sukha	As above		Level 2
Lockup / Lights / Watering	Devendra Patel	022 0651 032		

## Fire

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This checklist outlines what to do in the event of fire. You can also use it when practising a fire drill.

	Response actions (as appropriate)
<b>Discovery of a fire</b>	<input type="checkbox"/> Ring the fire alarm.
	<input type="checkbox"/> Call 111
	<input type="checkbox"/> If safe to do so extinguish the fire.
<b>On hearing the alarm</b>	<input type="checkbox"/> Head towards the designated assembly point. Walk calmly and quickly and avoid panic.
	<input type="checkbox"/> Ensure people with disabilities are assisted by a responsible person.
	<input type="checkbox"/> Ensure any visitors are included in the evacuation.
	<input type="checkbox"/> Check rest areas, bathrooms and common rooms en route to the designated exit point.
	<input type="checkbox"/> Ensure all people remain at the evacuation point until clearance to leave is given.
<b>Returning to the building(s)</b>	Do not return to the building(s) until given the all clear by the Fire Service.
<b>Ongoing operations following a fire</b>	<p>The continuing operation of the site will be determined by the nature of the fire and the availability of resources such as buildings, staff, employees and other resources.</p> <p>The responsibility of whether or not to continue site functions rests with the Wellington Hockey Association, in consultation with the Chief Executive.</p>

## Earthquake

This checklist outlines what to do in the event of an emergency. You can also use it when practising an earthquake drill.

	Response actions (as appropriate)
<b>During an earthquake</b>	<input type="checkbox"/> If indoors: <ul style="list-style-type: none"> <li>• Drop, take cover under a desk or table and to hold onto the legs until the shaking stops</li> <li>• Keep away from shelves containing heavy objects and other large items of furniture</li> <li>• Keep away from windows</li> <li>• Stay indoors until the shaking stops and it's safe to go outside</li> </ul>
	<input type="checkbox"/> If outside: <ul style="list-style-type: none"> <li>• Head towards the centre of the main turfs and stay until given the all clear</li> <li>• Keep away from buildings and power lines</li> </ul>
<b>When the shaking stops</b>	<input type="checkbox"/> Ensure your personal safety first
	<input type="checkbox"/> Check those around you and offer help if necessary
	<input type="checkbox"/> If anyone requires medical assistance, call 111 and/or administer first aid
	<input type="checkbox"/> Evacuate if required
	<input type="checkbox"/> Get staff and visitors away from dangerous areas
	<input type="checkbox"/> Listen to the radio for instructions from Civil Defence. Newstalk ZB 1035 AM M More FM 95.3 FM, 99.7 FM The Breeze 94.1 FM, 98.5 FM
<b>Ongoing operations following the earthquake</b>	<input type="checkbox"/> The continuing operation of the site will be determined by the nature of the emergency and the availability of resources such as buildings, staff, employees and other resources.  The responsibility of whether or not to continue site functions rests with the Wellington Hockey Association, in consultation with the Chief Executive.

## Flooding

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Flooding can happen quickly and have serious impacts. Flooding may be caused by heavy rain, overflowing creeks and rivers and high tides or tsunamis in coastal and low-lying areas.

Floods within a building can also be caused by normal wear and tear failures of pipe joints, vandalism, or be the result of earthquakes.

	Response actions (as appropriate)
<b>Flooding reported or sighted</b>	<input type="checkbox"/> Check source of the flood and that no visitors or staff are in danger
	<input type="checkbox"/> Evacuate if required (and get to higher ground)
	<input type="checkbox"/> If safe to do so, move records and equipment onto higher floors or onto furniture as high as possible
	<input type="checkbox"/> If flood is due to burst pipes etc, turn off the water at the mains if possible.

## Chemical spill

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All chemical spills must be treated as toxic and dangerous. They can be in liquid form, solids, powder or gas.

	Response actions (as appropriate)
<b>Become aware of chemical spill</b>	<input type="checkbox"/> Move all people in the vicinity to a safe area. Consider: <ul style="list-style-type: none"><li>• evacuation of entire site if required and safe to do so</li><li>• alternatively, it may be safer to stay indoors and seal doors, windows, other openings and switch off any air intake units.</li></ul>
	<input type="checkbox"/> If required, contact emergency services on 111
	<input type="checkbox"/> Give appropriate first aid to anyone in contact with the spill
	<input type="checkbox"/> Notify the site manager
	<input type="checkbox"/> Consideration may have to be given to how staff and visitors will be able to leave the site if the spill has not been made safe by then.

## Dealing with a suspicious letter or package

When dealing with suspicious packages the utmost caution must be exercised and no attempts must be made to touch, move or examine the package.

	Response actions (as appropriate)
<b>In general</b>	<input type="checkbox"/> Note the location of the package and a description of it (markings etc).
	<input type="checkbox"/> Do not touch, shake or attempt to move the package.
	<input type="checkbox"/> Check with the addressee to see if they are expecting the package
	<input type="checkbox"/> Isolate the item.
	<input type="checkbox"/> Call the police (111) and advise them of the circumstances, the description of the package and its location. Note: If a suspected bomb - do not use a cell phone or other radio device anywhere near the package.
	<input type="checkbox"/> As appropriate, position staff at a safe distance to direct people away from the area where package/letter is.
	<input type="checkbox"/> Consider evacuating the area of the site (take police advice)
<b>If you open a letter/package and discover powder:</b>	<input type="checkbox"/> Put on gloves and place opened letter/package in a plastic bag
	<input type="checkbox"/> If hands or any part of the body may have come into contact with the envelope or package then wash with soap and water
	<input type="checkbox"/> If contents spilled <ul style="list-style-type: none"> <li>• Do not clean up or wipe spilt contents</li> <li>• Avoid breathing the powder or spores</li> <li>• Clear and isolate the area</li> <li>• Switch off air conditioning</li> <li>• Wash hands with soap and hot water.</li> </ul>
	<input type="checkbox"/> If contents are spilt on clothing <ul style="list-style-type: none"> <li>• Select a room for changing</li> <li>• Remove clothing and place in plastic bag</li> <li>• Shower with soap and hot water</li> <li>• Change into other clothes.</li> </ul>

## Bomb threats

**Keep calm. Do not hang up.** A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police with further inquiries.

Let the caller talk, ask the questions as the opportunity arises and avoid being confrontational.

Questions	Answers
When is the bomb going to explode?	
Where is the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What is the explosive type and quantity?	
What is your name?	
Where are you?	
What is your address?	
Exact wording of the threat:	
<b>The Caller</b>	
Sex:	<input type="checkbox"/> Male <input type="checkbox"/> Female
Estimated age:	
Any speech impediment (specify):	
Accent (specify):	
Voice- loud – soft etc:	
Speech – fast – slow etc:	
Manner, calm emotional etc:	
Did you recognise the voice?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If so who do you think it was?	
Was the caller familiar with the area?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Threat Language</b>	
<input type="checkbox"/> Well spoken	<input type="checkbox"/> Irrational
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Taped
<input type="checkbox"/> Message read by caller	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Abusive	
<b>Any background noises?</b>	
<input type="checkbox"/> Street noise	<input type="checkbox"/> Aircraft
<input type="checkbox"/> House noise	<input type="checkbox"/> Voices
<input type="checkbox"/> Music	<input type="checkbox"/> Machinery
<input type="checkbox"/> Vehicle	<input type="checkbox"/> Other: _____
<b>Call taken</b>	
Date: __/__/__	Time:
Length of call:	Number called:

*This checklist for bomb threats should be kept by the phone. Staff who would normally answer the phone should be briefed on the questionnaire to ensure some familiarity with it. A pre-printed version of the check list is available from police and may be preferred over this list for convenience.*

## Trespasser on the grounds

Only follow this process if it is clear that the trespasser does **not** come under the category of Violent Intruder (for this process, see following page).

Trespassing is where a person enters the site and either:

- does not have permission to be there, or
- their behaviour is such that the Wellington Hockey Association would not give permission for them to be there.

Incident type	Response actions (as appropriate)
<b>Become aware that there is a trespasser on the property.</b>	<input type="checkbox"/> Notify the Chief Executive or other staff member of the description, location and activity of the trespasser.
	<input type="checkbox"/> Assess the nature of the trespasser: benign or aggressive (if aggressive – follow the violent intruder process).
	<input type="checkbox"/> Ensure, where possible, offices are kept secure.
	<input type="checkbox"/> Greet the trespasser, advise them who you are, and ask them why they are there. Whenever possible, ensure that you have a colleague with you.
	<input type="checkbox"/> If the reason for the visit appears legitimate, take the person to the office where the reasons for the visit can be dealt with.
	<input type="checkbox"/> If the reason for the visit is not legitimate, explain that they have to leave the premises.
	<i>If the person leaves when requested they are no longer considered a trespasser.</i>
<b>If the trespasser refuses to leave when requested</b>	<input type="checkbox"/> Explain that staff will have to call the police.
	<input type="checkbox"/> If the trespasser still refuses to leave ask colleague to call the police.
	<input type="checkbox"/> If it is safe, stay with the trespasser until the police arrive.
	<input type="checkbox"/> If the trespasser gives any indication of violence walk away (if possible keep the trespasser under observation from a safe distance until police arrive).
	<input type="checkbox"/> When police arrive update them on the situation.
<b>Follow-up actions</b>	<input type="checkbox"/> Ensure the incident is documented and filed (including providing a report to police).
	<input type="checkbox"/> Consider: <ul style="list-style-type: none"> <li>• debriefing staff on the incident and assess if your Emergency Management process worked correctly or needs amendments.</li> <li>• debriefing visitors if the incident was a public one to prevent rumours and speculation.</li> </ul>

*Note: There is no authority under the Trespass Act 1980 for the occupier to physically eject the person from the premises. If a trespasser refuses to leave when requested, he or she should be told that the police will be called. The police have the option to arrest and charge the person with an offence, however they will assess each incident and take what they think is appropriate action.*

## Violent intruder

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This checklist provides a very basic guide to managing a Violent Intruder incident.

	Response actions (as appropriate)
<b>Shots are heard or a violent intruder is seen on the premises</b>	<input type="checkbox"/> Call 111 <ul style="list-style-type: none"> <li>• Identify yourself and your location, including address</li> <li>• Details of any casualties</li> <li>• Description of weapons, number of shots etc</li> <li>• Details of situation</li> <li>• Description and location and identity of offender if known</li> <li>• Identify the 'target' of aggression if known</li> </ul>
	<input type="checkbox"/> If safe, move to predetermined safe position to await Police arrival
	<input type="checkbox"/> Alert staff/visitors (avoid using the fire alarm).
	<input type="checkbox"/> Move everyone out of access ways and into rooms.
	<input type="checkbox"/> Lock and/or barricade, or cover if possible, doors/windows.
	<input type="checkbox"/> Keep quiet and do not leave unless it is safe to do so.
	<input type="checkbox"/> Should the event occur while players are outside in playing fields: instruct students to move to nearest secure room, or to a safe-predetermined, assembly area (which may include an off-site area close to the site).
<b>Following the incident</b>	<input type="checkbox"/> Once police arrive, liaise with them to secure crime scene(s)
	<input type="checkbox"/> Consider whether to temporarily close, or continue operating. (The Trauma Incident Teams will provide guidance on suitable responses) <input type="checkbox"/> Continue to monitor the wellbeing of visitors and staff

## Serious injury or death

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The event has the potential to cause sudden and/or significant disruption to the effective operation of the Wellington Hockey Association. If the aftermath is poorly or insensitively handled, it can impact on those affected and attract adverse media or public comment.

	Response actions (as appropriate)
<b>Death / serious injury occurs</b>	<input type="checkbox"/> Ensure your own safety. Assess area for danger (eg: live wires, poisonous substances etc)
	<input type="checkbox"/> <b>Do not assume death has occurred – give immediate first aid</b>
	<input type="checkbox"/> Call emergency services
	<input type="checkbox"/> Notify Chief Executive/Staff Member; isolate and contain the area
	<input type="checkbox"/> Isolate and secure the scene, do not interfere or move anything until workSafe arrive
	<input type="checkbox"/> Contact WorkSafe on By Phone   0800 030 040 (24 hours)
<b>Action after medical personnel have taken over</b>	<input type="checkbox"/> Consider accompanying police to advise next of kin.
	<input type="checkbox"/> Complete incident form with all known details
	<input type="checkbox"/> Ensure the designated media person for the Association is fully briefed

## Missing child or student

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All instances of a child or student going missing from site have to be treated urgently and steps taken to find the missing person or confirm their safe whereabouts.

There can be many reasons and associated dangers for a missing child or student including:

- the proximity of dangerous hazards to the site
- the possibility of an abduction
- the possibility that the child or student has been picked up by a parent or caregiver
- the child or student has decided to leave for the day
- the child or student has felt unwell and simply gone home.

Until the child or student has been found or confirmed in a safe location, action must be taken to locate them.

	Response actions (as appropriate)
<b>Information or notification that a child / student is missing</b>	<input type="checkbox"/> Confirm: <ul style="list-style-type: none"> <li>• that the person had been present at site at some time during the day, and if so;</li> <li>• when they were last seen</li> </ul>
	<input type="checkbox"/> Notify Chief Executive / Staff
	<input type="checkbox"/> Search the site.
<b>If child or student is found</b>	<input type="checkbox"/> If child/student found injured or ill, call for medical assistance if required.
	<input type="checkbox"/> Notify Chief Executive / Staff and other searchers.
	<input type="checkbox"/> Establish what happened and complete incident report
	<input type="checkbox"/> Arrange for the child / student's parents or caregivers to be advised
<b>If child or student is not found</b>	<input type="checkbox"/> Notify the police immediately
	<input type="checkbox"/> Notify the parents / caregivers immediately