

Emergency / Crisis Response – ETHANE



**CRISIS CRITERIA -
IMMEDIATE REPORT
TO EXECUTIVE TEAM**

In the event of any of these situations taking place:

– A call **must be made as soon as possible** to the 24 Hour Emergency Number



Please be ready to give your name and contact number, plus the time and date.

FIRE / EXPLOSION:

Electrical, gas, oxygen, kitchen – all leading to emergency services being called and evacuation of the site

COMPLETE ELECTRICAL OR GAS FAILURE:

Whole site electrical power has failed – whole site gas supply has failed

UNEXPLAINED DEATH OR SERIOUS INJURY :

Fire, explosion, exposure to biological agents, negligent work by contractors, carbon monoxide exposure, chlorine gas exposure.
(**NOT** the death of a Resident)

CHLORINE DOSING SYSTEM FAILURE:

Contact with liquid chlorine, inhaling chlorine gas leading to serious injury or fatality

CLOSURE OF THE HOME OR HEAD OFFICE:

Structural damage, ground collapse, carbon monoxide leak, flood or extreme weather event, dangerous electrical exposure, full evacuation of the site (fire etc.)

DISRUPTION TO OPERATIONS:

Unauthorised person causing significant damage/harm, phone call threatening a bomb on the premises, terrorist attack, discovery of an unidentified package, outbreak of a virus causing major staff shortage

**24 Hour
Emergency
Number**

01795 597420

**Please make the call from
your mobile telephone**




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Person taking the call:

Please enter details of person making the Emergency call below:

 Name:

 Number:

 Call received at:

 Date:

Gold Commander:

Instruct a Silver Commander or Reception to call person back within 10 minutes giving details of next steps and any further guidance. Plus, reassurance that members of staff have been dispatched and are on their way to assist.

Call back confirmed by:

Time of call back:



HAS A CRISIS BEEN DECLARED?
Have Evacuation / local emergency plans been Invoked?



WHAT IS THE **EXACT** LOCATION OF INCIDENT?

Home location & Post Code – location within Home



WHAT **TYPE** OF INCIDENT IS IT?

E.G. Fire , electrical failure, IT failure, Gas failure, Flood, chemical spill/leak. Non-Resident death



WHAT **HAZARDS** OR POTENTIAL HAZARDS CAN BE IDENTIFIED?

E.G. Fire spread , Smoke spread, Electrical, Flood water, chemical spill.



WHAT ARE THE BEST ROUTES FOR **ACCESS** AND EXIT?

E.G. Is there access into the premises? Is there an emergency services exclusion zone?



THE **NUMBER** OF CASUALTIES THERE ARE AND WHAT CONDITION ARE THEY ARE IN?

Casualty type – Staff, Resident, Visitor, Contractor? Injury type – request brief details



WHICH **EMERGENCY SERVICES** ARE REQUIRED OR ARE AT THE SCENE ALREADY?

Fire Service, Police, Ambulance Service, Environment Agency

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Additional information (Must be factual and not opinion):

Person taking the call:

Please use this page to add any further, **BRIEF** information that would be useful to the Gold Commander