

H&S-08

## EMERGENCY PLAN

Approved By: 

Date: 6th November, 2020.

## Procedures Manual

### Title: EMERGENCY PLAN

#### 1.0 Scope

Emergency Plans in place throughout Carriglea Cáirde Services in the event of adverse events/emergencies.

#### 2.0 Aims and Values

- 2.1 To ensure staff, service users and visitors' safety
- 2.2 To provide guidelines on a course of action for all employees to follow in the event of emergencies.
- 2.3 To ensure that adverse events and incidents are managed and reviewed in an appropriate and timely manner.
- 2.4 To ensure the maintenance of essential services.
- 2.5 To ensure that the lessons learned from adverse events are used to inform the development of best practice and improve service provision.

#### 3.0 General Emergency Plans

- 3.1 Introduction
- 3.2 Major Emergencies
- 3.3 Notifiable Events
- 3.4 Emergency Services Contact Numbers
- 3.5 Contact Numbers of Responsible Persons as identified in Policy
- 3.6 Procedure When Calling Emergency Services
- 3.7 By Day - Protocol to follow where a building is required to be fully evacuated
- 3.8 By Night - Protocol to follow where a residential or community home is required to be fully evacuated
- 3.9 Alternative Temporary Accommodation Arrangements

#### 4.0 Carriglea Cáirde Services Emergency Plans

- 4.1 General Maintenance Emergencies
- 4.2 Fire Alarm And Intruder Alarm Emergencies
- 4.3 Fire Emergency Plan
- 4.4 Missing Service User Procedure
- 4.5 Notifiable Infectious Disease Outbreak
- 4.6 Medical Emergencies
- 4.7 Cardiac Arrest
- 4.8 Electrical Power Outage
- 4.9 Loss of Catering Facilities on Carriglea Campus
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- 4.11 Loss Of Landline Telephone Connection / Handset Malfunction
- 4.12 Loss Of Water Supply
- 4.13 Contamination of Water Supply

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- 4.14 Major Oil Leak
- 4.15 Oil Heating Failure
- 4.16 Carbon Monoxide Detection
- 4.17 Gas Leak Detection
- 4.18 Break-In Security Breach
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- 4.20 Adverse Weather Safety Precautions
- 4.21 Heat & Humidity Precautions
- 4.22 Road Traffic Accident
- 4.23 Service Vehicle Breakdown
- 4.24 Fallen Trees Blocking Off Access/Egress To Any Area of the Services
- 4.25 Server Breakdown / Loss Of Computer Data / Data Theft
- 4.26 Pest Control – Sudden Infestation

### 5.0 Debriefing After An Emergency

Appendix I – Severe Weather Planning Guidance – Checklist

### 6.0 Referenced Documents

- H&S-03 Fire Policy
- H&S-05 Accident/Incident Reporting Policy
- H&S-06 Defibrillator Policy
- H&S-04 Security Policy
- SD-32 Missing Service User Policy
- SD-24 Infection Prevention and Control Policy and Procedures
- SD-03 Admission to Hospital Policy
- SD-25 Information Governance, Confidentiality, Data Protection and FOI
- SD-54 Transport - Use of Service Vehicles
- SD-57 Waste Management and Pest Control
- HR-33 Policy on Employee Assistance Programme
- Department of Public Health HSE EAST Community Infection Prevention & Control Manual.
- HIQA National Standards for the Prevention and Control of Healthcare Associated Infections.
- Emergency Information Sheet

### 7.0 Responsibilities

Responsibilities have been outlined under each emergency heading

## 3.1 INTRODUCTION

The management of Carriglea Cáirde Services aim to have processes in place to ensure that in as far as possible, appropriate actions and responses are made in the event of an emergency situation.

Where emergencies arise in a particular area of the organisation, it is the responsibility of the most senior staff in the immediate vicinity of the emergency to initiate and coordinate procedures to manage the emergency. Where appropriate, this may include contacting the senior person on duty and senior managers who are off duty for immediate assistance or follow up action for managing the emergency.

An emergency may be a fire, gas leak, flood or other adverse weather event, electrical power outage, heating failure, explosion, serious accident or any other situation that requires an immediate response or in some cases may warrant evacuation of a premises in order to protect the lives and safety of staff and service users.

Each emergency situation is going to be different, and a situation may not allow for the procedures below to be implemented in the specific order stated. **At a time of an emergency, it is imperative that the Chief Executive Officer (C.E.O) or Administrator/Quality & Standards Manager Deputising for Chief Executive Officer or Senior Service Manager Clinical Governance Lead be contacted in order to give staff direction once evacuation has been carried out.** This policy and procedure is written so that there are clear guidelines for providing service user care and ensuring the safety of all persons involved, in the event of an emergency.

Emergency situations which require liaison with the media will be dealt with by the Chief Executive Officer/Administrator/Quality & Standards Manager Deputising for C.E.O.

Good judgment and common sense are the best practices in an emergency.

The appropriate Accident/Incident form must be completed with regard to all emergency incidents and the event reported to the State Claims Agency via the National Incident Management System (NIMS).

## 3.2 MAJOR EMERGENCIES

A major emergency is any event which, usually with little or no warning, causes or threatens injury or death, serious disruption of essential services or damage to property, the environment or infrastructure beyond the normal capabilities of employees of Carriglea Cáirde Services. It requires the mobilisation of additional resources from the emergency services and various State agencies to ensure an effective and coordinated response.

The Principal Response Agencies (Garda Síochána, Health Service Executive and local authorities) each have their own individual major emergency plan which are consistent with the arrangements set out in the Framework for Major Emergency Management. This Framework enables An Garda Síochána, HSE and local authorities to prepare for and make a coordinated response to major emergencies resulting from events such as fires, transport accidents, hazardous substance incidents and severe weather. There are also specific plans in place to respond to other types of emergencies, such as a nuclear incident or a pandemic.

Employees of Carriglea Cáirde Services must cooperate at all times with the emergency services.

## 3.3 NOTIFIABLE EVENTS

Any serious injury, sudden death, outbreak of a notifiable disease, unexplained absence of a resident, loss of power, heating, water or any unplanned evacuation of a home/area must be notified to the Person in Charge

PAC for the relevant area, who will in turn notify H&SA within 3 working days. The State Claims Agency will be informed as soon as possible of any serious incident via the NEMS system and the Health and Safety Authority will be informed through their incident reporting system where relevant. The Disability Services within the HSE will also be informed of any serious incident. The Finance Manager is also responsible for notifying the Insurance Company where relevant.

### 3.4 EMERGENCY SERVICES CONTACT NUMBERS

Ambulance or the fire brigade	Dial 112 or 999
Fire station – Dungarvan	058 22000
Waterford University Hospital	051 848000
Cork University Hospital	021 454 6400
Care Doc	1850 334 999
Service's G.P. – Dr. Wright & High Street Medical Centre	058 41162
Service's G.P. - Dr. Stacey	058 41106
Service's G.P. – Dr. Grainne Ni Fhoghlu	058 41227
Service's G.P. – Dr. Mahony & Shandon Clinic	058 42210
Murray's CarePlus Pharmacy	058 41130
Department of Public Health HSE South, Kilkenny	056 778 4124
Garda Station Dungarvan	058 48600
The National Poison Centre, Beaumont Hospital, Dublin	01 8092166
ESB Emergencies / Electricity Interruptions	1850 372 999
Waterford City & County Council	058 22000
Parish Priest	086 233 4282

### 3.5 CONTACT NUMBERS OF RESPONSIBLE PERSONS AS IDENTIFIED IN POLICY

Vincent O'Flynn, CEO	087 241 6514 or Ext 274
Mary McGrath, Administrator/Quality & Standards Manager Deputising for C.E.O	085 800 0734 or Ext 247
Catherine Casey Farrell, Senior Services Manager & Clinical Governance Lead	085 858 1377 or Ext 222
Nurse manager on duty in Carriglea	085 8000739
Niamh O'Mahoney, CNM II	087 2328966
Sandra Ferncombe, CNM 1, Carriglea Services	085 254 2769
Carol Walsh, CNM 1 Carriglea Services	085 800 4654

Brexa Lardena, CNM 1, Community Houses	085 806 1734
Aoife Walsh, CNM 1, Community Houses	087 6683306
Elaine Whelan, CNM 1	085-851376
Mary Roche	085 8722362
Ciara Donnelly (Health & Safety)	087 927 0601 or Ext 319
Liam Crowe (Finance Manager)	085 8000740 or Ext 311
Carol Harty – Anne le Roy Centre	085 800 0732
Elaine Clancy	085 254 1142 or Ext 261
John Hanlon	087 980 2269
Maintenance	087 980 2270
Johnny Byrnes, Electrician	087 299 5739
Sean Costin, Plumber (No. 1)	087 211 0502
Frank Donoghue, Plumber (No. 2)	087 995 2013
Frank Seery Water Services	058 68235
FBA Laboratories Ltd, Cappoquin (Water testing)	058 52861
Fergal Colbert, Tree Care	087 793 3481
Manguard (keyholders)	0818 333 373/ 086 372 1859
Park 100 – Fire & Intruder Alarm	053 914 4777
Park 100 - Monitoring Company	01 292 3727
JEC – Fire/Intruder alarm (Marquis Drive only)	051 592 000
Ray Crowley, Registered Gas Technician	086 206 7901
Irish Water	1890 278 278
Environmental Health Officer Dungarvan	058 20900
Waterford	051 842800
Radius Technologies – IT Breakdown	1890 592 500
Connexus (Pager System)	01 963 0718
Pestguard	087 257 4737
Motor Vehicle Breakdown Cover – AA Membership number is 1510962	1800 66 77 88.
Employee Assistance Programme: Inspire Workplaces	1800 817 435

**Note:** All current employees' telephone contact numbers are recorded on their individual file on the TMS.

### 3.5 PROCEDURE WHEN CALLING EMERGENCY SERVICES

#### IMPORTANT

##### **ON CAMPUS - Responsible Person for calling the Emergency Services:**

- ANY staff member working in St. Anne's at the time of the emergency.
- On internal house phones, Dial '0' and then dial **112** or 999

##### **All Areas**

All staff must make themselves aware of the procedure for calling emergency services i.e. Fire Services, Ambulance etc.

- Dial 112 or 999
- Tell the operator what emergency service you require
- Where necessary, ask for Specific Emergency Service i.e. Dungarvan Fire Station
- Speak clearly
- State your name, name of the Service, address and contact phone number.
- To avoid confusion, give the exact address of the emergency rather than stating it is Carriglea Cáirde Services.
- Provide directions/landmark information including Eircode.
- **EIRCODE NUMBERS:**
  - Boherard X35 AP90
  - 14 Conway Court X35 V306
  - 1 An Cluain X35 E796
  - Avondale X35 PX29
  - 19 White Strand X35 CF22
  - Ard na Mara X35 EH66
  - 11 Geal Gua X35 W951
  - 12 Geal Gua X35 AK31
  - 60 Silversprings X35 AR28
  - Middlequarter X35 F211
  - 80 Monksfield X35 P082
  - 29/30 Monksfield X35 HE28
  - Stradbally X42 R840
  - Carriglea Cáirde Services X35 Y950
  - Anne Le Roy Centre X35 FW13
  - White Strand Respite House X35 TN22
  - 11 Ormonde Square X35 V566
  - 12 Ormonde Square X35 X230

- Gateway X35 H394
- The Hub X35 PW 13
- Marquis Drive X35 A304

- Depending on the emergency, provide specific details as requested by emergency services.
- The Fire Services have a site map of Carriglea Campus on file. There is an onsite Water Tank (55,000 gallons) and water from the swimming pool which can be utilised by the fire services in the event of a fire. Local Fire Services are aware of location of same.
- **STAY ON THE LINE**

### **EMERGENCY SERVICES GAINING ACCESS TO UNOCCUPIED BUILDINGS AFTER 4:30 P.M. ON CAMPUS**

<b>Exterior Door Keys for all buildings</b>	In St. Annes
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#### **Internal Door Keys**

<b>Shepherd's Wood Lodge</b>	All interior doors unlocked
<b>Elaine Clancy's Office</b>	In a break glass unit outside her office
<b>Main Building</b>	Outside the Main Office
<b>Sunrise House</b>	All interior doors unlocked
<b>Windy Arbour</b>	Main Office or Grey Key Box 2 <sup>nd</sup> Floor
<b>Laundry</b>	Internal Doors unlocked
<b>Hall/Pool</b>	Key press beside fire panel
<b>Snoozelan</b>	Main Office
<b>Anne le Roy Centre</b>	Key press in Carol Harty's Office
<b>The Hub</b>	<p>The Hub has no intruder alarm so is not monitored by Manguard. If there was a break-in, it would only be discovered the next morning. Bars on window &amp; shutter on door</p> <p>The fire alarm is connected to the whole building. There are only two smoke detectors and ATEC fire &amp; security, who maintain the fire system in the building, said there was no need for a quarterly service. Staff have been asked to carry out weekly checks of the smoke heads for red lights.</p>
<b>Gateway</b>	Gateway is the same as The Hub – no intruder alarm and the fire alarm is connected to the whole building. There is a shutter on the door and CCTV in place.

Keys to the Community Houses, Main Building, Sunrise House and Anne Le Roy Centre are maintained by Manguard.



## 3.7.1 PROTOCOL TO FOLLOW WHERE A BUILDING HAS TO BE FULLY EVACUATED

Person who discovers emergency raises the alarm by calling out activating pager panic alarm (break glass unit for fire alarm)

### 3.7.1 Evacuating a Premises on Carriglea Campus:

Responsible	By Day	By Night
Senior Person in the vicinity of the emergency	<ul style="list-style-type: none"> <li>Nominate a staff member who is already in the area <u>or</u> the first person who responds to the alarm from another area to notify other areas of the emergency.</li> <li>Coordinate evacuation of home</li> <li>Check that each room in the building has been evacuated</li> <li>Assign a staff member to meet the relevant emergency services in order to direct them to the emergency</li> <li>Roll call for all staff and service users to be completed</li> </ul>	<ul style="list-style-type: none"> <li>Coordinate evacuation of home</li> <li>Assign a staff member to ensure all evacuated service users are safe</li> <li>Assign a staff member to meet the relevant emergency services in order to direct them to the emergency</li> <li>Carry out roll call once evacuation is complete</li> <li>Contact Senior Management if necessary.</li> </ul>
Person nominated to notify other areas of the emergency	<ul style="list-style-type: none"> <li>Notify:</li> <li>St. Anne's of the emergency so that a staff member in St. Anne's can ring the relevant emergency services.</li> <li>Main Reception (Office Hours)</li> <li>Senior Management</li> </ul>	
All other personnel who are in the immediate vicinity of the emergency and who responded to the alarm.	<ul style="list-style-type: none"> <li>Begin immediate evacuation of service users – commencing with service users closest to emergency.</li> <li>Assign staff to service users</li> </ul>	<ul style="list-style-type: none"> <li>Begin immediate evacuation of service users – commencing with service users closest to emergency.</li> <li>Assign staff to service users</li> </ul>
Designated Staff in Anne's Home	<ul style="list-style-type: none"> <li>Ring the emergency services and STAY ON THE LINE</li> </ul>	
Main Reception (Office Hours)	<ul style="list-style-type: none"> <li>Contact all areas who do not have pagers and notify them that assistance will be required at the location of the emergency</li> </ul>	
Staff from all other areas	<ul style="list-style-type: none"> <li>Respond to pager alarms or notification from main office of the emergency.</li> <li>Assist evacuated service users to their assembly area and remain with them until further instructed.</li> <li>Staff must ensure that their own areas are safe before responding to emergency</li> </ul>	<ul style="list-style-type: none"> <li>Respond to pager alarms and begin immediate evacuation of service users – commencing with service users closest to emergency</li> <li>Assist evacuated service users to their assembly area and remain with them until further instructed.</li> <li>Staff must ensure that their own areas are safe before responding to emergency</li> </ul>

Maintenance Personnel (if available)	<ul style="list-style-type: none"> <li>• Shut off if safe to do so, the main gas supply or oil supply to the premises if appropriate</li> </ul>	
Senior Person on Duty/ Senior Management	<ul style="list-style-type: none"> <li>• Organise staffing and alternative accommodation for service users who have been evacuated.</li> <li>• If service user's records are not available, organise familiar staff who are aware of special requirements of service users to communicate with staff caring for service users.</li> <li>• Organise to have service user's personal belongings to be moved where appropriate.</li> <li>• Contact service user's emergency contact person</li> <li>• Contact CEO or deputy</li> <li>• Report as necessary to HIQA</li> </ul>	<ul style="list-style-type: none"> <li>• Organise staffing and alternative accommodation for service users who have been evacuated.</li> <li>• If service user's records are not available, organise familiar staff who are aware of special requirements of service users to communicate with staff caring for service users.</li> <li>• Organise to have service user's personal belongings to be moved where appropriate.</li> <li>• Contact service user's emergency contact person</li> <li>• Contact CEO or deputy</li> <li>• Report as necessary to HIQA</li> </ul>
Chief Executive Officer or Deputy.	<ul style="list-style-type: none"> <li>• Liaise with the fire services following the emergency</li> <li>• Liaise with the media if necessary</li> </ul>	

### 3.7.2 Evacuating a Premises in the Community

Responsible	By Day & Night
Staff member who discovers emergency	<ul style="list-style-type: none"> <li>• Raise the alarm by calling out/ break glass unit for fire alarm</li> <li>• Evacuate all service users and check that each room in the building has been evacuated.</li> <li>• Carry out roll call once evacuation is complete using either the list of residents names from inside the exit door or knowledge of persons in the building if numbers are small</li> <li>• Once home has been fully evacuated, arrange for emergency services to be contacted if this is necessary and has not already been done.</li> <li>• Contact Chief Executive Officer or Administrator/Quality &amp; Standards Manager Deputising for C.E.O. &amp; Manager</li> </ul>
Senior Services Manager Clinical Governance Lead//Community PIC	<ul style="list-style-type: none"> <li>• Organise staffing and alternative accommodation for service users who have been evacuated</li> <li>• If service user's records are not available, organise familiar staff who are aware of special requirements of service users to communicate with staff caring for service users.</li> <li>• Organise to have service user's personal belongings to be moved where appropriate.</li> <li>• Contact service user's emergency contact person</li> <li>• Contact CEO or Deputy</li> <li>• Make relevant report to HIQA</li> </ul>
C.E.O. or Deputy.	<ul style="list-style-type: none"> <li>• Liaise with the fire services following the emergency</li> <li>• Liaise with the media if necessary</li> </ul>

### 3.7.3 Evacuating the Anne Le Roy Centre/Other community based day services.

Responsible	By Day
Staff member who discovers emergency	<ul style="list-style-type: none"> <li>Where necessary, raise the alarm by calling out and activating the nearest break glass unit.</li> </ul>
Manager/Senior Person on duty	<ul style="list-style-type: none"> <li>Once centre has been fully evacuated, arrange for the emergency services to be contacted if necessary and if this has not already been done.</li> <li>Arrange for service users to be collected or transported to their homes.</li> <li>Inform service user's emergency contact person</li> </ul>
Catering Staff	<ul style="list-style-type: none"> <li>If necessary, shut off all cooking appliances and the main gas supply to the premises.</li> <li>Gas supply to appliances will automatically shut off.</li> </ul>
Safety Representative & All staff	<ul style="list-style-type: none"> <li>Team managers carry out roll calls of their groups once evacuation is complete using either a roll call book or clock in/out board. The area manager/safety representative brings the sign in books for visitors, staff &amp; service users to the assembly point for roll call purposes. Safety Representative to check with staff that all service users and staff are accounted for.</li> </ul>
Senior Person on duty & Safety Representative.	<ul style="list-style-type: none"> <li>Check that toilets and changing rooms have been fully evacuated.</li> <li>Obtain sign in books for visitors, staff &amp; service users and bring to the assembly point for roll call purposes.</li> <li>Once the centre has been fully evacuated: Assign a staff member to meet the emergency services in order to direct them to the emergency.</li> <li>Contact: <ul style="list-style-type: none"> <li>Chief Executive Officer or Deputy</li> <li>Manager if not present at the time</li> </ul> </li> </ul>

If a community house has to be evacuated, service users in the community should not have to remain outside for a long period of time. Service users should go to their nominated 'buddy house' until longer term arrangements are made by the manager.

### 3.8 ALTERNATIVE TEMPORARY ACCOMMODATION ARRANGEMENTS:

In the event of service users requiring alternative temporary accommodation, the following can be considered in discussion with service user's preferences:

- Vacant beds on Campus or in the Community to include respite house.
- Beds in Local Nursing Homes
- Local Hotels and Holiday Homes
- Service users being accommodated by their families.

In the event of staff requiring emergency accommodation, e.g. in very severe weather conditions, accommodation can be arranged at a local hotel

Vehicles from the services fleet of vehicles can be used to transport service users or staff.

#### **4.0 CARRIGLEA CÁIRDE SERVICES EMERGENCY PLANS**

##### **4.1 GENERAL MAINTENANCE EMERGENCIES e.g. sewage treatment plant malfunction, internal water leaks, sudden ground falls, tiles blowing off roof, ceiling collapse, etc.**

Contact Maintenance staff. Staff must ensure that all service users are kept away from the location of the emergency. Maintenance staff must cordon off the area where necessary. Where remedial works cannot be rectified by the Services maintenance staff, seek competent personnel to carry out works.

##### **4.2 FIRE ALARM AND INTRUDER ALARM EMERGENCIES**

In the event an alarm malfunction or staff being unable to reset the fire alarm or intruder alarm in their area, contact:

Ciara Donnelly (office hours) Ext 319/342 or

##### **Out of office hours / Unoccupied Buildings**

Fire Alarm	Park Alarms	053 914 4777
Intruder Alarm	Park Alarms	053 914 4777
Monitoring Station	Park Alarms	01 292 3727
Keyholder	Manguard	0818 333 373/ 086 372 1859
Fire Service		112 or 999

##### **4.2.1 Intruder Alarm & Fire Alarm Activation Process:**

If the monitoring station receives a signal that the fire or intruder alarm has activated in a premises, they will:

- Ring the house phone number to clarify with staff present if it is a false alarm. If there is no answer they will:
- Contact Manguard and ask them to attend on site and follow up on the alarm activation.
- If Manguard cannot attend at the premises within a half hour, the monitoring station will contact the Gardaí or the Fire Services.

## 4.3 FIRE EMERGENCY PLAN

Refer to the Health and Safety Folder for a comprehensive Fire Policy and Procedures H&S-03.

### Staff must be aware of:

- The procedure to follow if they discover a fire and
- Any specific evacuation requirements of service users in their care as per their Personal Emergency Evacuation Plans (PEEP's).

#### 4.3.1 Discovery Of A Fire

Every employee should be fully aware of the action to be taken should they discover a fire as follows:

- Remove anyone in immediate danger.
- Where relevant, activate pagers to summon assistance.
- Activate the nearest fire alarm break glass unit.
- Assess the situation with regard to tackling the fire (if safe to do so) as follows:
  - The location of the fire
  - Seriousness and extent of the fire
  - Presence and extent of smoke
  - Proximity of flammable materials
  - Would fire-fighting be safe / effective
  - Number of residents and their mobility requirements
- Contain the fire. Close all doors and windows.
- Evacuate the building – options for service user removal i.e. walk them out, move out bed, wheelchair/commode
- The last person to leave a room should close the door to prevent spread of fire
- Where appropriate, obtain visitor/staff/service user sign in book / clock in/out boards for roll call purposes and list of service users names - to be clarified.
- Go to Assembly Point and remain there until it is safe to return to your area.
- Carry out a roll call

#### 4.3.2 On Hearing The Alarm

All staff and service users should be familiar with the procedures to be followed upon the activation of an alarm. These include:

- Evacuate the building
- Do not use lift (in Windy Arbour)
- Do not re-enter an unoccupied building
- Report to assembly point

A communication break glass has been installed in the lift in Windy Arbour. In the event of a person becoming trapped in the lift, they can activate the fire alarm in Windy Arbour by breaking the glass in the break glass unit. This will alert staff in St. Annes that Windy Arbour needs to be investigated.

#### 4.4 MISSING SERVICE USER PROCEDURE

Refer to policy and procedure for Missing Service Users SD-32.

- 4.4.1 The senior person on duty in the area is responsible for making the decision that a service user should be classed as 'missing' and for ensuring that prompt action is taken as a result. The person is also responsible for coordinating the search.
- 4.4.2 The senior person on duty in the area should firstly arrange for the whole building to be checked and ensure that every room is examined. The grounds around the building should also be checked for signs of the service user.

#### 4.4.3 Procedures for Specific Areas/Outings

##### **Carriglea Campus**

- If the person co-ordinating the search is not fully familiar with all areas of the grounds, he/she should consult with somebody who is familiar.
- If the person is missing from an area on campus that has a pager system, the Man Down Pager should be activated to get assistance from other areas.
- If relevant and appropriate, areas covered by CCTV can be checked on the CCTV monitor.
- During office hours, office staff can be contacted to assist with the search.
- Staff from the Day Services, Horticulture, Laundry and Hall/pool can also be contacted to assist.
- If a service user is likely to have travelled down the avenue and on to the main road check the main road in both directions – both toward Dungarvan and toward Aglish.
- When people respond to a call to help in the search, they should, if possible, take a mobile phone with them, so that the person co-ordinating the search can let them know if the service user has been found.
- Once the service user has been found, the senior person on duty must contact all those taking part in the search to let them know the person has been found.
- Suggested areas to check on Campus:
  - Around the perimeter of all residential homes and day services
  - The perimeter and inside of the hall/pool area
  - The perimeter and inside of the main house
  - The horticulture area to include polytunnels, potting shed and the Millenium Walkway
  - Coffee Shop
  - Around the laundry
  - The kitchen yard including the court-yard between the canteen and the church
  - The perimeter and inside of Windy Arbour
  - Around the grotto
  - Around the cook house
  - The Sister's House
  - The garden at the Acorn Residential (The Lodge)
  - The Church and Pastoral Care Prayer Room

## **The Anne Le Roy Centre/Other Community based Day Services**

- The senior person on duty must consult with all available staff and coordinate a search using all resources available and refer to the points below.

### **Community House**

- Contact the relevant PIC (Person in Charge) who will refer to the points 4.4.4 to 4.4.7 below.

### **Outings**

Where it is determined that a service user is missing on an outing, staff must consider the following:

- Contact the relevant senior manager in the services for advice
- Where appropriate, notify staff or management of the establishment that a service user is assumed missing e.g. shopping centre
- Request an announcement over a public address system if available.
- Notify Gardaí or Security where possible.

4.4.4 In all areas, the senior person on duty is responsible for co-ordinating a search and directing staff and others in relation to where to search for the person. They must:

- Inform the relevant Senior Manager and PIC
- Immediately arrange cover to supervise other service users.
- Arrange as many people as possible to assist and search surrounding areas.
- Where possible, contact neighbours and members of staff who live in the vicinity who might have seen the service user or be able to help look for the service user.

4.4.5 If the service user cannot be found after all buildings and surrounding areas have been searched, Senior Manager or the most senior person on duty is responsible for arranging to:

- Inform the local Gardaí, giving the best possible description. This information should include clothing being worn, general appearance, known mental or physical health problems and that the missing person is a service user of Carriglea Cairde Services.
- Telephone known relatives or friends of the service user (if it is possible that he/she may have gone there).
- Inform the person's emergency contact person
- Inform the Chief Executive Officer or Administrator/Quality & Standards Manager Deputising for Chief Executive Officer.

4.4.6 The most senior person on duty should arrange for staff to prepare as much information as possible, which may help to find the service user. It should include:

- A photograph (if available).
- List of known medication.
- Known routes used by the service user (where service users normally go out).
- Local shops used, friends or family normally visited.

4.4.7 Emergency packs are available in all Community houses and contain the following which are checked monthly:

- High-vis vest
- Torch
- Space Blanket
- Bottle of water
- Foldable rain jacket

4.4.8 The person responsible for coordinating the search should write a full report of events and complete an Accident/Incident Report Form *as per the Accident/Incident Reporting Policy*.

## 4.5 NOTIFIABLE INFECTIOUS DISEASE OUTBREAK

Notifiable Infectious Diseases are listed on Department of Public Health HSE EAST Community Infection Prevention & Control Manual June 2011 in the Booklets box in every area. In the event of an outbreak, the Department of Public Health, Health Service Executive, Dublin Road, Lacken, Kilkenny Tel: (056) 7784124 will be informed and guidance on how to manage the outbreak in the organisation will be provided by the staff of that Department. Guidance on managing an infectious disease can also be sought on the HSE web-site.

Reference must also be made to the HIQA National Standards for the Prevention and Control of Healthcare Associated Infections and other HIQA guidance on this subject.

HIQA will be notified by the relevant Person in Charge (PIC) within three working days of any outbreak of a notifiable disease.

An infection prevention and control committee is in place. In the event of an outbreak, the Senior Services Manager Clinical Governance Lead will arrange for an outbreak control team to be organised immediately to manage the outbreak and link with the department of public health and the HSE. See *policy & Procedure on Infection Prevention and Control* for further details. Isolation facilities will be made available to accommodate any person who requires to self-isolate – either in a single bed-room for residents or a designated area of a building for staff or day-service users.

**PANDEMIC:** In the event of a pandemic e.g. COVID-19, Carriglea Cairde Services will be guided by the advice of the Department of Public health, the HSE the Health Protection Surveillance Centre (HPSC) and HIQA.

A Covid-19 contingency plan is in place and relevant associated risk assessments are also in place.

## 4.6 MEDICAL EMERGENCIES

### 4.6.1 Carriglea Campus

The most senior nurse on duty on Carriglea Campus will make a decision as to whether emergency medical assistance is required.

### 4.6.2 Community Houses

Staff on duty in the community are responsible for making a decision as to whether emergency services or Caredoc is required and they are responsible for contacting



emergency services. They must contact the relevant PIC if it is necessary to make alternative staff arrangements for other service users in community houses.

#### **4.6.3 Anne Le Roy Centre/Other Community based Day Services**

The most senior person on duty will make a decision as to whether emergency medical assistance is required.

#### **4.6.4 Emergency Information Sheet**

An emergency information sheet must be brought with service users when they require emergency hospitalization. This sheet is kept on the front of service user's PCP files and contains important medical and general information in relation to the service user.

#### **4.6.5 Poisonous Substances**

Where it is identified that a service user has consumed a potentially poisonous substance, contact the The National Poison Centre, Beaumont Hospital, Dublin 01 8092166.

#### **4.6.6 First Aid Boxes**

First Aid supplies are available in each area and sufficient supplies should be available to treat an injured person, if relevant, until medical assistance arrives or the person is brought to a medical practitioner/hospital.

### **4.7 CARDIAC ARREST**

Refer to HeartSine Samaritan PAD SAM 300P Defibrillator Policy H&S -06 (Health & Safety Folder) for further information. The Defibrillator is only to be used by staff who are trained in its use.

#### **4.7.1 Location of Defibrillators**

##### **Carriglea Campus: St. Anne's Sitting Room**

Stored in a white press on the wall by the two double doors leading to the bedroom corridor. AED Sign displayed above press.

##### **Anne Le Roy Centre: Reception Area**

Stored in a press on the wall in the reception area to the left-hand side (where the photocopier and visitors book are kept). A key is kept in a break glass unit alongside the press. AED Sign displayed above press. (This is temporarily moved to 12 Geal Gua but will be returned when the ALR centre fully re-opens)

#### **4.7.2 Procedure to follow using Defibrillator during Medical Emergency/Cardiac Arrest**

- Where relevant, activate Man Down pager, shout for help to contact emergency services/GP/Caredoc and arrange to get the SAM 300P defibrillator.
- Remove person from any risk areas – be aware of your own safety.
- Begin the steps of Cardiopulmonary Resuscitation (CPR) as per most recent guidance / training on CPR procedures.

- Prior to using the SAM 300P, it is advised to perform the following checks and actions in order to prepare the service user:
  - Remove upper clothing to expose bare chest. All clothing must be removed including undergarments.
  - If excessive hair, shave hair from the areas to which the defibrillation pads are to be applied.
  - Ensure that the person's chest is dry. If necessary dry the chest area.
  - Ensure no rescuers or bystanders are in contact with the person when the SAM 300P is assessing the person's heart rhythm or while defibrillation shock is being applied. Touching the person during the analysis phase can cause interference with the diagnostic process which may cause increased analysis time.
- The rescuer then follows the "Steps to operate the SAM 300P" until medical help arrives.
- **WARNING:** The SAM 300P has been designed to work on unconscious, non-responding persons. If the person is responsive or conscious do not use the SAM 300P to provide treatment.
  - It should only be used to treat someone who may have suffered a cardiac arrest and is:
    - Unresponsive to stimulus
    - Not breathing normally
    - No apparent circulation

#### 4.7.3 Community Houses

- Staff must immediately contact emergency services / GP/Caredoc.
- Remove person from any risk areas – be aware of your own safety.
- Begin the steps of Cardiopulmonary Resuscitation (CPR).
- Once emergency services arrive, contact relevant PIC.

#### 4.7.4 Defibrillators in public areas

In the event of cardiac arrest whilst out in a public area, remember that there may be a defibrillator nearby. For example, many sports grounds will have AED equipment (GAA grounds, sailing club, tennis club) and there is one available at the following locations in Dungarvan town – The Garda station, the shopping centre, in Ard Scoil an Deise, outside Kelly's pharmacy on the Causeway, outside the sailing club on the quay and outside the Bank of Ireland building on the square.

### 4.8 ELECTRICAL POWER OUTAGE

#### 4.8.1 Carriglea Campus

Carriglea Campus has an emergency generator that should automatically activate in the event of a power outage. If the generator fails, contact Johnny Byrnes, Electrical Contractor. Note: If the generator activates over the weekend, the swimming pool pressure pump stops functioning and the staff of the pool should be informed.

#### 4.8.2 Anne Le Roy Centre:

In the event of an unnotified power outage, the person in charge must:

1. Determine how long the power outage is likely to last by contacting ESB Networks. ESB Emergencies / Electricity Interruptions No.: 1850 372 999
2. Consult with the Manager with regard to determining if the coffee shop should be closed in the event of the power outage lasting for a timeframe where food safety would be compromised.
3. Ensure that all fridges and freezers remain closed throughout the power outage.
4. Ensure that only designated staff are in the kitchen vicinity during power outage due to lack of lighting. Anybody entering the area should carry a torch.

#### 4.8.3 Community Houses

In the event of an unnotified power outage, the person in charge must:

1. Determine how long the power outage is likely to last by contacting ESB Networks using a mobile phone or checking the outage status on ESB Networks website. ESB Emergencies / Electricity Interruptions No.: 1850 372 999
2. Coordinate mealtime arrangements for service users.
3. All houses should have at least one flashlight which should be tested regularly to ensure it is working and staff must be aware of its location.
4. Check on all service users to ensure their safety.
5. Calm any service users experiencing distress.
6. Arrange alternative accommodation if necessary.
7. The relevant PIC must notify HIQA within 3 working days if evacuation of service users has occurred.

#### 4.8.4 ESB Networks – Meter Point Reference Number (MPRN)

In the event of a power outage ESB Networks can be contacted. The caller will be asked to provide the Electrical account MPRN in order to verify the location of the property. The MPRN Numbers for Carriglea Cáirde Services properties are:

<u>Location</u>	<u>MPRN</u>
1 Carriglea	10000080346
2 Anne Le Roy Centre	10013140091
3 Boherard	10012919344
4 Silversprings	10013144683
5 Avondale	10013149761
6 11 Geal Gua	10013151763
7 12 Geal Gua	10020607894
8 Stradbally	10303024255
9 Conway Court	10304157532
10 Ard na Mara	10304749323
11 80 Monksfield	10306164591
12 Gateway	10304669661
13 White Strand Respite	10305335855
14 An Cluain	10013135357
15 Middlequarter	10305732175

16	The Hub	10013133164
17	11 Ormonde Square	10306309966
18	12 Ormonde Square	10306309959
19	29 Monksfield	10307064834
20	Marquis Drive	10013154591

#### **4.9 LOSS OF CATERING FACILITIES ON CARRIGLEA CAMPUS**

Arrangements will be made with the Catering Department in the Anne Le Roy Centre for meals to be provided for service users on Campus. Heated mobile units can be hired for transportation of hot meals if necessary. Contract catering can also be considered.

#### **4.10 LOSS OF LAUNDRY FACILITIES ON CARRIGLEA CAMPUS**

Washing machines located in all residential homes should be used to wash items as necessary until central laundry facilities have been restored. Infection control procedures should be followed for any infectious laundry and maintained in alginate bags until laundry facilities have been restored. In the event of a prolonged delay, laundry facilities in Dungarvan will be accessed for any build-up of soiled linen.

#### **4.11 LOSS OF LANDLINE TELEPHONE CONNECTION / HANDSET MALFUNCTION**

Mobile phones have been provided for all community houses and where necessary, for staff on Campus and in the Anne Le Roy Centre. These are to be used in the event of loss of landline telephone connection.

Staff should ensure that mobile phones are kept sufficiently charged at all times to be available in an emergency situation.

#### **4.12 LOSS OF WATER SUPPLY**

In the event of a burst pipe within a house, the water supply should be cut off in the house, as soon as possible to avoid water damage. The Information folder in each community house should set out where the valve to shut off the water is located. Contact maintenance/Sean Costin.

In the event of loss of water supply, immediately contact maintenance. The services of the plumber, electrician, Waterford City & County Council, Frank Seery Water Services and excavation contractor may also be required.

##### **4.12.1 Carriglea Campus**

Carriglea Cáirde Services campus has its own private water supply. Water pumps are fitted with an emergency flashing light and sounder to notify personnel in the event that the pumps are not working. The light/sounder is located in the field between Acorn Residential and the Sister's home and also on the water tank at the back of St. Annes. Contact Maintenance personnel and Johnny Byrnes immediately if this light is flashing.

Valves have been fitted to the water supply system so that water supply can be shut off in sections to reduce the number of locations being without water in the event of a leak.

Where works are being carried out on the water system or should water in the tanks be depleted, relevant areas will be notified immediately and the following arrangements put in place:

- Bottled water will be provided and distributed for food preparation, drinking, washing dishes, washing service users, washing teeth.
- Staff will be reminded hand hygiene is of the utmost importance due to loss of water.
- Staff will be instructed to use hand gels and bottled water to clean hands when hand gels are not sufficient.
- PPE (gloves & aprons) will be provided for all personal hygiene tasks with service users.
- Clinisan will be made available in all areas.
- Arrangements will be put in place for showers/baths/toilets to be used in premises where water is not shut off.
- Water will be provided for cisterns where necessary.
- Mats or other suitable covering will be placed on over-ground water pipes to reduce the risk of trips.
- Staff will be instructed that they must accompany service users at all times where necessary when walking from one area to another.
- Excavation works will be cordoned off and holes covered.
- Staff will be informed if boiler house doors to each building are open and requested to ensure that service users do not gain access to these areas.
- Once the water issue has been resolved, water may be sent to be tested for contamination if necessary.

As a last resort and following a comprehensive risk assessment being carried out in consultation with Waterford City & County Council, the services can use an alternative water supply from Irish Water.

- Senior Service Manager Clinical Governance Lead/PIC must notify HIQA within 3 working days of prolonged loss of water supply.

#### **4.12.2 Anne Le Roy Centre**

The person in charge must:

- Determine how long the interruption to water supply is likely to last by contacting Irish Water Telephone: 1890 278278. Water account No. 2471241532.
- Consult with the Manager to determine if the coffee shop should be closed if the loss of water supply is to last for a timeframe where food hygiene and health and safety will be compromised.

#### **4.12.3 Community Houses**

The staff on duty must:

- Determine how long the interruption to water supply is likely to last by contacting Irish Water Telephone: 1890 278278

- Notify the relevant Senior Manager PIC as appropriate.
- Initiate conservation of water
- Assess service users for risk and prioritize care and resources, as appropriate
- Coordinate mealtime arrangements for service users
- Estimate drinkable and non-drinkable water usage and arrange for backup water supplies to be obtained from the local supermarkets.
- Instruct service users to use hand gels rather than water and ensure there are sufficient supplies of hand gels.
- Seek assistance from other houses if necessary
- The PIC must notify HIQA within 3 working days of prolonged loss of water supply.

#### **4.12.4. Where the loss of water supply is expected to be prolonged for a period of time that will significantly disrupt services:**

The relevant Person in Charge (PIC) in consultation with the relevant Senior Manager will:

- Inform staff of the situation, instruct on conservation and rationing of water
- Assess service users for risk and prioritize care and resources, as appropriate
- Evaluate safety of service users and arrange for measures to be put in place to recognize and minimize hazards and risks
- Estimate drinkable and non-drinkable water usage and needs and collaborate and arrange for backup drinking water supplies to be obtained from the Catering Department or in the local supermarkets.
- Monitor infection control practices. Instruct staff to use hand gels rather than water and ensure there are sufficient supplies of hand gels.
- Be aware that the water tank containing 55,000 gallons of water and swimming pool are available to provide for fire suppression
- Consider partial or complete evacuation of the organisation, or relocation of service users if necessary.
- The relevant PIC must notify HIQA within 3 working days of prolonged loss of water supply.

### **4.13 CONTAMINATION OF WATER SUPPLY**

- If it is suspected that drinking water may be contaminated e.g. by observation, odour, colour, illness etc., arrangements must be made to supply bottled water for drinking purposes, food preparation, washing teeth and washing hands where hand gel is not sufficient.
- Testing will be carried out immediately. Contact the Environmental Health Officer 058 20900 to arrange testing or arrange for samples of water to be taken to FBA Laboratories Ltd, Carrigeen Industrial Estate, Cappoquin for testing.

### **4.14 MAJOR OIL LEAK**

- Contact maintenance personnel and Sean Costin, plumber who will assess the situation and make recommendations on remedial works to be carried out.
- Maintenance must cordon off area and service users must be kept away from the affected area.
- Keep naked flames away from oil spillage.

#### 4.15 OIL HEATING FAILURE

- Electronic oil gauges have been installed in all premises and must be monitored weekly to ensure systems do not run out of heating oil. Staff have been instructed to inform Lola in Accounts office when the tanks are  $\frac{1}{4}$  to  $\frac{1}{2}$  full so that they can be filled. There is no emergency call out service available if a house runs out of oil out of hours.
- If a home does run out of heating oil, staff must contact maintenance personnel who will determine if the system has to be bled or if an electrical or plumbing contractor is required.
- As soon as arrangements are made to have oil delivered, contact maintenance with regard to bleeding the heating system before oil has been delivered.
- Portable heaters and electrical fires should be used under supervision to provide temporary heat.
- Keep curtains closed where possible.
- Provide extra blankets on beds for service users.
- The relevant PIC must notify HIQA within 3 working days of prolonged loss of heating in residential homes.

**Note:** A strobe light and sounder has been installed on the boiler in the main building (located behind the snoozlan room). If this activates and the issue is not addressed within 48 hours, the boiler may run out of water and shut down, resulting in loss of heating in the main building, Windy Arbour & St. Bridgets. It will also require replacement of the full boiler system. **For this reason staff must report immediately if the sounder or strobe light is noticed.**

#### 4.16 CARBON MONOXIDE DETECTION

Carbon Monoxide (also known as CO) is a colourless, odourless poisonous gas. When CO is inhaled into the body it combines with the blood, preventing it from absorbing oxygen. If a person is exposed to CO over a period, it can cause illness and even death. Carbon Monoxide has no smell, taste or colour.

Carbon Monoxide alarms have been installed in all residential and community homes and other areas where relevant to provide a warning to staff in the event of a dangerous build-up of CO. The detector will:

- Sound a loud alarm signal
- Display on the detector the levels of carbon monoxide in the home

**Staff must:**

- Immediately evacuate all service users to fresh air.
- Contact the relevant PIC.
- If a service user has any of the symptoms below after the alarm has activated, they must immediately be taken to their GP to be checked for Carbon Monoxide poisoning. Symptoms of Carbon Monoxide poisoning can be similar to those caused by other illnesses such as a cold or flu. They include
  - Unexplained headaches, chest pains or muscular weakness
  - Sickness, diarrhoea or stomach pains
  - Sudden dizziness when standing up
  - General lethargy

- Arrange for a registered gas engineer to attend at the site to provide instructions on how to eliminate carbon monoxide from the home.
- Arrange for gas appliances to be checked by a registered gas engineer or a qualified service agent.
- Organise staffing and alternative accommodation for service users who have been evacuated.
- Organise familiar staff who are aware of special requirements of service users to communicate with staff caring for service users.
- Contact service users' emergency contact person.

#### 4.17 GAS LEAK DETECTION

Gas detectors are in place in the catering departments in Carriglea Campus and the Anne Le Roy Centre. In the event of a known or suspected gas leak:

- Immediately evacuate all service users & persons in the building
- Turn off all gas appliances and gas supply if possible
- Open all exit doors and windows to provide ventilation.
- Do not touch any electrical plug/light switches
- Do not smoke or use naked flames
- Contact relevant Senior Manager
- Contact the relevant competent personnel to locate source of gas leak. Registered gas engineers for areas are listed on calorgas.ie website.
- Seek immediate medical attention if feeling ill from gas inhalation.
- When any incident occurs whether it involves fire or not, the Gas Technician Ray Crowley must be contacted as soon as possible.

#### 4.18 BREAK-IN SECURITY BREACH

All buildings that are not staffed 24 hours have an intruder alarm connected to a monitoring station. In the event of an alarm activation when the buildings are unoccupied, the monitoring station will contact Manguard who are key holders for all of these buildings. Manguard will attend at each unoccupied building to investigate the alarm activation.

Where a staff member discovers a break in:

Do not touch anything.

The first person to discover the break-in must:

Ring the Gardai at **999 or 112**

Contact the relevant Senior Manager.

##### **Acorn Residential Services**

Acorn Residential Services has a panic button installed inside the front door. Press twice to contact Gardai directly.

#### 4.19 ARMED HOLD UP

In the event of a staff member being physically threatened by an armed or violent intruder:



- Stay calm. Your safety and the safety of those around you is of paramount importance. If you're not directly involved, stay out of it.
- Don't argue – follow the intruder's instructions, e.g. hand over the money but only do what you are told and no more. Do not volunteer information.
- Be deliberate in your actions if you are ordered to do something by the intruder. Avoid sudden movements.
- Don't stare at the intruder – avoid eye contact.
- If possible make a mental note of everything you can about the intruder – in particular note speech, mannerisms, clothing, scars or any other distinguishing features such as tattoos.
- Once the intruder has left, without putting yourself at risk and if nobody else has already done so, try and observe any vehicle used by the intruder. Take particular note of the registration number, type, colour and any distinguishing features.
- After the intruder has left, render assistance to any person who has been injured and contact senior management in Carriglea and the Gardai.
- Record your observations in writing as quickly as you can after the hold-up up. The Gardai need individual accounts of what happened, uninfluenced by others.

#### 4.20 ADVERSE WEATHER SAFETY PRECAUTIONS

Where severe weather alerts are issued by Met Eireann, preparations will be made prior to the event in accordance with media reports. The HSE has a **Severe Weather Checklist and Guidance Documents** e.g. Red Weather Event Policy which is available on the HSE website. This should be consulted for further guidance.

A severe weather planning guidance checklist is provided at Appendix I

The following adverse weather safety guidelines have been established for all employees to follow during inclement weather including freezing temperatures, sleet, snow, high winds and flooding.

1. Do not make any unnecessary trips outside. If staff and service users must venture outside, make sure they are properly dressed and wear appropriate footwear.
2. During very high winds, staff and service users should stay indoors where possible to avoid the risk of injury from wind borne objects or dislodged roof tiles.
3. Where weather is extremely severe, alternative transport arrangements will be made for staff.
4. Attendance at work: the provision of services to service users during red weather events is dependent on the availability of staff. Staff are required to safely attempt to attend work during these periods so that services can continue to function. *(See the HSE Red weather event policy for further details)*

##### 4.20.1 Carriglea Campus and Anne Le Roy Centre

1. Contact horticulture or maintenance staff to put down salt around campus, deal with floods or secure property where required.
2. As with any road in adverse weather conditions, staff must take extreme care when driving on the avenue, particularly when entering or exiting the main entrance gate. Staff are responsible for their own safety when driving.

#### 4.20.2 Community Houses

1. Keep yourself informed of all area weather forecasts.
2. Travel with service users only when necessary and only during daylight hours.
3. Keep a bag of salt in stock to be used in the event of icy conditions. Put down salt outside exits to the community houses when necessary.
4. Make sure heating system, mobile phones and torches are operable.
5. Have extra blankets available and keep service users as warm as possible.

Staff may be facilitated to stay in local accommodation during a severe weather event if deemed necessary and appropriate.

#### 4.21 HEAT & HUMIDITY PRECAUTIONS

##### 4.21.1 Heat-related illnesses:

The main causes of illness and death during a heatwave are Respiratory and Cardiovascular diseases. Additionally, there are specific heat-related illnesses including:

- **Heat cramps** – caused by dehydration and loss of electrolytes, often following exercise.
- **Heat rash** – small, red, itchy papules.
- **Heat oedema** – mainly in the ankles, due to vasodilation and retention of fluid.
- **Heat syncope** – dizziness and fainting, due to dehydration, vasodilation, cardiovascular disease and certain medications.
- **Heat exhaustion** – is more common. It occurs as a result of water or sodium depletion, with non-specific features of malaise, vomiting and circulatory collapse, and is present when the core temperature is between 37°C and 40°C. Left untreated, heat exhaustion may evolve into heatstroke.
- **Heatstroke** – This can lead to a medical emergency, with symptoms of confusion; disorientation; convulsions; unconsciousness; hot dry skin; and core body temperature exceeding 40°C for between 45 minutes and eight hours. It can result in cell death, organ failure, brain damage or death.

##### 4.21.2 At-risk groups:

All Service Users especially:

- **Older people**
- those with **chronic and severe illness**, including heart conditions, diabetes, respiratory or renal insufficiency, Parkinson's disease, or severe mental illness;
- those on medications that potentially affect renal function, sweating, thermoregulation or electrolyte balance
- those who are unable to adapt their behaviour to keep themselves cool, including those with Alzheimer's or physical disabilities.

##### 4.21.3 Points to follow during heat and humidity periods:

- Ensure that service users reduce their levels of physical exertion.
- Advise them to wear light, loose cotton clothes to absorb sweat and prevent skin irritation.

- Cool the face and the back of their neck with water. A damp cloth on the back of the neck helps temperature regulation.
- Advise service users to stay in the shade and to wear hats, sunscreen, thin scarves and light clothing if going outside.
- Check body temperature, heart and breathing rates, blood pressure and hydration levels.
- Watch for any changes in behaviour, especially excessive drowsiness.
- Watch for signs of headache, unusual tiredness, weakness, giddiness, disorientation or sleeping problems.
- Arrange cool showers or baths if appropriate.
- Encourage them to drink fluids.
- Keep curtains on windows exposed to the sun closed while the temperature outside is higher than it is inside.
- Once the temperature outside has dropped lower than it is inside, open the windows. Advise staff and service users to stay out of the sun, especially between the hours of 11.00am and 3.00pm.
- Identify high-risk service users.
- If temperatures exceed 26°C, high-risk individuals should be moved to a cool area that is 26°C or below. For service users who can't be moved, or for whom a move might be too disorienting, take actions to cool them down (e.g. liquids, cool wipes) and enhance surveillance.
- Consult the GP about possible changes to treatment and/or medication; consider prescribing oral rehydration salts for those on high doses of diuretics.

#### 4.21.4 Emergency treatment

If you suspect someone has heatstroke, call 112/999. While waiting for the ambulance:

- take the person's temperature;
- if possible, move them somewhere cooler;
- cool them down as quickly as possible by giving them a cool shower, sprinkling them with water or wrapping them in a damp sheet, and using a fan to create an air current;
- encourage them to drink fluids, if they are conscious;
- Consider oxygen if they are unwell; and
- do **not** give aspirin or paracetamol.

## 4.22 ROAD TRAFFIC ACCIDENT

Refer to the *Transport Policy* (SD-54) on the Governance and Service Delivery Policy Folder for more information.

**Note:** In the event of a major accident, An Garda Síochána and HSE Emergency services will coordinate a response under the Framework for Major Emergency Management. As soon as Carriglea Cáirde Services is notified of the accident, the relevant Senior Manager will arrange to contact both staff and service user's emergency contact person

4.22.1 In the event of a less serious accident the following procedure applies:

- Remain calm and encourage service users to remain calm.
- Ensure that medical attention is sought for any injured person.

- Gardai should be called when another vehicle or a third party is involved. Name of Garda and badge number should be noted.
- Note the date, time and location of accident
- Note the other driver's details including name, license plate number, insurance details (if another vehicle is involved)
- Witness details, if any
- It is advisable for insurance purposes not to admit liability at the scene

4.22.2 The driver should telephone the manager, give details of the incident and request any support considered necessary.

Any injury to a service user will be notified to HIQA within three working days by the person in charge.

## 4.23 VEHICLE BREAK-DOWN

4.23.1 In the event of a break-down the driver must:

- stop the vehicle in a safe place, whenever possible
- inform your manager or another appropriate person in the Services as soon as possible
- If the vehicle has to be left, lock it and where appropriate, inform the Gardai
- If the vehicle cannot be moved to a safe place, ensure that all passengers leave the vehicle safely and wait for assistance in a safe area. Display the safety triangle and switch on the hazard warning lights.
- Ensure the vehicle is roadworthy before planning to continue any journey.
- In the case of breakdown on a motorway, use the nearest emergency station/phone if possible to call for help.

4.23.2 Carriglea Cáirde Services vehicles are covered for breakdown assistance with the AA. The AA will respond to mechanical breakdowns and also provide cover for:

- Out of Fuel
- Keys lost or locked in car
- Punctures
- Accident or collision damage
- Flat Battery
- Overheating
- Alarm Faults

The membership number is **1510962** and the AA can be contacted on **1800 66 77 88**. Some newer vehicles are not covered by the AA but have a manufacturer's breakdown assistance cover – e.g. the Hyundai i40's which are covered by Hyundai and the contact details are in each Hyundai i40 car. If you are out on a journey and you experience a problem which appears to require immediate attention, e.g. a warning light comes on in the dash-board, the driver should pull over to a safe place and check the car manual or call the relevant AA or Hyundai number for advice.

## 4.24 FALLEN TREES BLOCKING OFF ACCESS/EGRESS TO ANY AREA OF THE SERVICES

Contact John Hanlon or Pat Morrissey. If John or Pat is not available, contact a Senior Manager who may authorise staff to contact Fergal Colbert, Tree Care to remove the tree if necessary. Arrange for maintenance or horticulture staff to put up warning signs/cones. If the main entrance or avenue is

blocked, notify staff coming on duty if possible. Alternative arrangements may have to be made for parking if there is no access to the premises.

#### **4.25 COMPUTER BREAKDOWN / LOSS OF COMPUTER DATA / DATA THEFT**

Carriglea Cáirde Services' private cloud is backed up every 15 minutes. All data hosted in the cloud is recoverable within a set period of time. Data should not be stored on local devices or removable storage devices where it cannot be backed up to the cloud and is therefore vulnerable to data loss or delays attempting to recover unavailable data.

In the event of hardware failure (personal computer, thin client, laptop, tablet) all data hosted in the cloud can be accessed from any other device configured to connect to the Service's cloud. While awaiting technical assessment of their non-performing device or a replacement device, users may access their data from another device that is / can be configured to connect to the Service's cloud.

In the event of hardware failure of a cloud server, there is automatic failback to an alternate server. 24 x 7 technical support is in place for critical issues only, which covers organisation-wide failure of a server.

All user accounts are password protected to limit the risk of a data breach of access by an unauthorised person. All new user accounts are requested at managerial level and access rights of former users are revoked. See policy on *Information Governance, Confidentiality, Data Protection and FOI (SD-25)* for further information on protection of data and data breaches.

In the event of loss of personal data or a data breach, the Data Protection Officer, Mary McGrath, should be contacted as soon as possible and a plan put in place to limit any adverse impact of the data breach.

#### **4.26 PEST CONTROL**

For presence of vermin, contact office staff responsible for maintenance who will contact Pestguard.

Where rodents are sighted, staff in the Maintenance/Horticulture Department may also be contacted and traps may be put down, if appropriate.

For further details see Policy & Procedure on Waste Management and Pest Control

#### **5.0 DEBRIEFING AFTER AN EMERGENCY**

Dealing with an emergency situation may result in staff feeling traumatised and in need of support. Carriglea Cáirde Services acknowledges this and offers support via the Employee Assistance Scheme provided by Inspire Workplaces. Staff will have access to the Employee Assistance Scheme 24 hours a day. See Policy on *Employee Assistance Scheme* HR-33 in HR Folder.

Support for staff from line managers, colleagues and peers in the aftermath of an adverse event is important. Where appropriate, managers should meet with staff following an adverse event to give staff an opportunity to discuss the event and to offer advice and support if required. Support should also be provided to service users or any other person associated with the Services who are impacted by an adverse event. The support of the Services sessional psychologist may also be accessed in certain circumstances.

## APPENDIX I

### SEVERE WEATHER PLANNING GUIDANCE

Checklist:

Do you need to issues messages to families, transport providers, suppliers?	
Do you need to alter your staff rota or have contingency plans in place with staff to be available if required?	
Do you have sufficient stocks of food, bottled water, heating oil?	
Do you have contact numbers for all those who you may need to liaise with?	
Do you have relevant emergency equipment e.g. salt, sand-bags, shovels?	
Do you have torches in working order / spare batteries?	
Do you need to arrange alternative transport?	
Do you need to consider alternative accommodation?	
Have you checked for loose slates, open doors on sheds, open windows, unsecured items e.g. refuse bins?	
Do you need to cancel day services or any other non-essential activities?	
Do you know how to turn off the water in the house in the event of a burst pipe?	