



EMERGENCY ACTION PLAN



IN THE EVENT OF ANY EMERGENCY NOTIFY THE VENUE MANAGER AS SOON AS POSSIBLE

EMERGENCY CONTACTS	<p>VENUE ADDRESS: 9 Adams Avenue, Mount Maunganui VENUE PHONE: 07 577 8551 ASSISTANT AQUATICS MANAGER: s 7(2)(f)(ii) [REDACTED] AQUATICS OPERATIONS MANAGER: s 7(2)(f)(ii) [REDACTED] HEALTH & SAFETY TEAM: s 7(2)(f)(ii) [REDACTED]</p>							
FIRE								BOTTOM OF CAMPGROUND STEPS IN CARPARK
ACTS OF VIOLENCE	ESCAPE Move quickly and quietly away from danger, but only if it is safe to do so	HIDE Stay out of sight and silence your mobile phone	TELL Call the Police by dialling 111 when it is safe				 Phone for help. Put phones on silent	 Stay in lockdown until all clear
EARTHQUAKE / TSUNAMI	 DROP	 COVER	 HOLD	 Follow signs		 TSUNAMI SAFE LOCATION Wait for official all clear	TOP OF CAMPGROUND VIA STEPS IN CARPARK	

Health & Safety Manual

HS7-26 V.2.1 Mt Hot Pools EAP

Issue Date: 09/11/2024. Review Date: 09/11/2025

EMERGENCY EQUIPMENT LOCATION



FIRST AID KITS:
Inside Staffroom, Lifeguards



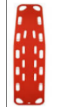
AED/DEFIB:
Outside staff room



FIRE EXTINGUISHERS:
As per map



WATER HOSES:
As per map



SPINAL BOARDS:
Cupboard next to plant room



OXYGEN:
Outside staff room



SPILL KIT & PPE:
Plant room



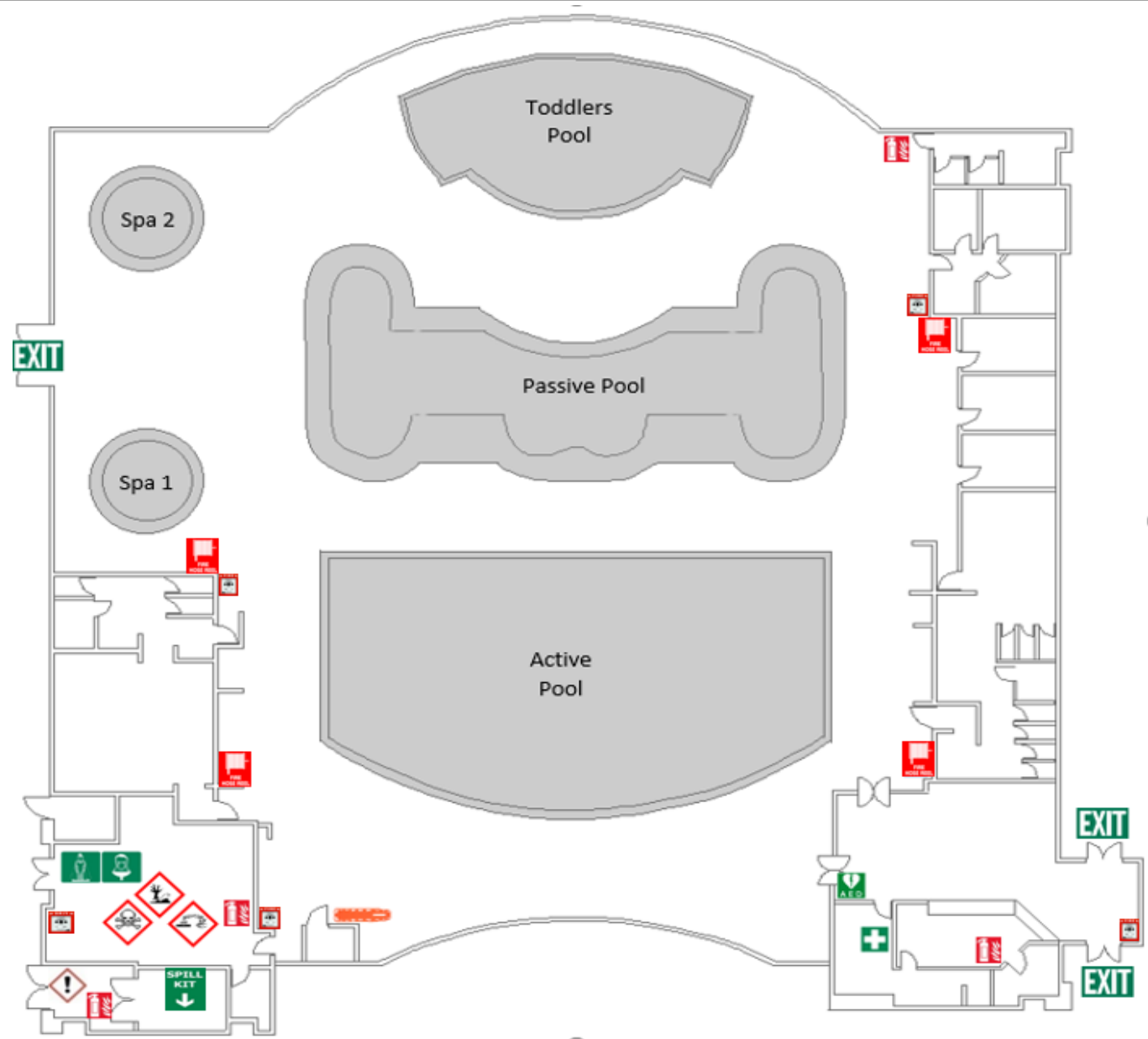
EMERGENCY SHOWER:
Plant room



EYE WASH:
Plant room



FIRE ALARM:
As per map



↓ FOR ADDITIONAL INFORMATION TURN OVER ↓

FIRE	ACTS OF VIOLENCE	PSYCHO-SOCIAL	BOMB THREAT	LOST / MISSING CHILD	POWER BLACKOUT	HAZARDOUS MATERIALS	MAJOR MEDICAL/ INJURY	MINOR MEDICAL/ INJURY	WATER RESCUE	DISEASE OUTBREAK	EARTHQUAKE /TSUNAMI	EXTREME WEATHER	STAFF SUPPORT
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FIRE

IF YOU CAN DEAL WITH THE FIRE SAFELY:





- Make sure there is no risk to personal or public safety.
- Only use fire extinguishers if you are confident in how to use them, use the correct type for the fire.
- Extinguish the fire with appropriate fire-fighting equipment.
- Be aware of additional possible hazards i.e., flammable chemicals and electricity.
- Do not speak with media. This will be handled through the GM Operations or CEO.

IF YOU CANNOT DEAL WITH THE FIRE SAFELY:

- Activate the fire alarm by breaking glass at the nearest alarm point.
- Close all fire doors as you exit the building.
- If safe to do so, take the trauma pack and first aid supplies with you to the assembly point.
- Follow the emergency evacuation procedure.
- Beachside Holiday Park must be notified immediately to ensure the safety of campers on the boundary of our venue 07-575 4471.
- Do not speak with media. This will be handled through the GM Operations or CEO.

If clothing catches fire, immediately: STOP, DROP and ROLL.



CLASS A	CLASS B	CLASS E	CLASS F
			
Wood, Paper, Plastics	Flammable Combustible Liquids	Energised Electrical Equipment	Cooking Oils and Fats

ABE (Dry Powder) White Band	✓	✓	✓	✗
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FIRE

ACTS OF VIOLENCE

YOUR SAFETY COMES FIRST

- DON'T be the hero.
- DON'T resist.
- DON'T make sudden movements, talk to, or stare at offenders.
- DON'T chase offenders.
- DON'T touch anything offenders may have touched.

ESCAPE



Move quickly and quietly away from danger, but only if it is safe to do so

HIDE



Stay out of sight and silence your mobile phone

TELL



Call the Police by dialling 111 when it is safe

ESCAPE

IF THE OFFENDER IS INSIDE YOUR BUILDING AND YOU CAN ESCAPE.

- Push silent panic button if within reach (located under reception desk).
- Escape by the nearest safe exit or window.
- Notify anyone you encounter to exit the building immediately.
- Evacuate to a safe area away from danger and take protective cover.

IF YOU ARE OUTSIDE WHEN A SHOOTING OCCURS

- Drop to the ground immediately, face down as flat as possible.
- Move or crawl away from gunfire, trying to utilise any obstructions between you and the gunfire.
- When you reach a place of relative safety, stay down & do not move.

HIDE / LOCK DOWN

IF THE OFFENDER IS OUTSIDE THE BUILDING OR YOU ARE UNABLE TO ESCAPE THE BUILDING.

- Push silent panic button if within reach (located under reception desk).
- Lock all external doors that you can safely get to.
- Move everyone from pool area into changing rooms.
- Move out of open areas & into a lockable room.
- If the door will not lock, barricade it with whatever is available.
- Close all blinds if possible.
- Turn off the lights.
- Stay away from the doors & windows.
- Silence mobile phones.
- Wait for the Police to come & find you.
- Do not answer the door or respond to commands until you are certain they are issued by a Police Officer.

ENCOUNTER / TAKE ACTION

IF THE OFFENDER ENTERS YOUR WORKSPACE

- Stay calm.
- Push silent panic button if within reach (located under reception desk).
- Carefully note the offenders' description, but don't stare.
- Run/escape/hide if possible.
- Do what you are told if they demand money (your life is more important than money or property).
- If their demands affect your safety, try to negotiate, but do not escalate the situation.
- Attempting to overcome the offender with force is a last resort but could be used in extreme circumstances.

As soon as safely possible:

- If silent panic button is triggered the Security company can view the cameras, hold a message up to the cameras if you can't call for Police.
- Dial 111 – To either provide details or allow Police to listen to the situation.
- If possible, note direction offenders leave in & description of their vehicle.
- Stop people entering the area used by the offenders, 'freeze the scene'.
- Ask witnesses to wait until Police arrive and speak with them, separate witnesses into different areas from each other if possible.
- Check staff for shock & make arrangements for counselling.
- Once Police arrive, they may opt to close the facility.
- The senior staff member on site must phone the Venue Manager. The Venue Manager will contact GM Operations and the CEO.

ACTS OF VIOLENCE

PSYCHOSOCIAL

PUBLIC DISTURBANCE

DESCRIPTION: A public disturbance is an incident occurring where an individual becomes loud, aggressive and/or violent to staff or customers.

PROCEDURE

Follow this procedure to avoid a conflict deteriorating into a more violent incident:

- When aware of a public disturbance, reception is to contact the most senior staff member on site (via radio or phone) “to attend for a public disturbance in *area of disturbance*”.
- If the situation becomes out of hand activate the silent panic alarm if within reach.
- The Venue Manager and other available staff report to the disturbance.
- The Venue Manager attempts to control and diffuse the situation using tact and diplomacy.
- Other staff assist and act as witnesses against claims of provocation from our staff. Try to move the scene away from the public view.
- The Venue Manager may decide to call the Police for assistance.
- **NEVER BECOME PHYSICALLY INVOLVED UNLESS ACTING IN SELF-DEFENCE.**
- The Venue Manager will phone the GM Operations and Chief Executive Officer and inform them of the incident and what actions have occurred.

SUSPICIOUS PERSON / TRESPASSER

DESCRIPTION: Trespassing is where a person enters a venue and either does not have permission to be there or their behaviour is such that BVL would not give permission for them to be there.

If you notice a suspicious person/trespasser:

- Advise other staff of the description, location & activity of the person.
- Assess the nature of the suspicious person/trespasser: calm or aggressive?
- Greet the person, advise them who you are and ask them why they are there. Whenever possible, ensure you have a colleague with you.
- If the reason for their visit appears legitimate, take them to who they need to see. If the reason for their visit is not legitimate, explain that they have to leave the premises.
- If the person leaves when requested, they are no longer considered a trespasser. If they refuse to leave when requested:
- Explain that staff will have to call the Police. If they still refuse to leave, ask a colleague to call the Police.
- If it is safe, stay with them until the Police arrive.
- If they give any indication of violence, walk away, and activate the silent panic alarm. If possible, keep them under observation from a safe distance until Police arrive.
- When Police arrive, update them on the situation.

PSYCHOSOCIAL

BOMB THREAT

PROCEDURE

- Never use electronics during a bomb threat. No cell phones or radios.
- Stop admission to the building.
- Notify the Beachside Holiday Park 07-575 4471 (nearby campers may need to be evacuated)

	IF YOU RECEIVE A BOMB THREAT VIA PHONE	IF YOU RECEIVE AN EMAIL OR FIND A NOTE	IF YOU FIND A SUSPICIOUS ITEM (bag, box, vehicle, ticking noise in bin etc.)
STEP ONE	<ul style="list-style-type: none"> • Let the caller finish without interruption. • Write down the message exactly. • Listen for indications of caller's age, gender, condition (drunk, angry etc.), nationality (accent etc.) and background noises (music, traffic etc.). • Keep the person talking and note EXACT answers to: <ul style="list-style-type: none"> ○ WHEN will the bomb explode? ○ WHERE did you put the bomb? ○ WHAT does it look like? ○ WHAT kind of bomb is it? ○ WHAT will make it explode? ○ HOW long has the bomb been in position? • Do not hang up the phone. 	<ul style="list-style-type: none"> • Advise the senior staff member. • Try to not disturb the note too much so Police forensics can get fingerprints etc. 	<ul style="list-style-type: none"> • Tell others to move away. Isolate the item using cones or chairs. • Do not touch or move any suspicious object. • Send someone to advise senior staff member that you have found a suspicious item.
STEP TWO	<ul style="list-style-type: none"> • Call Police 111 (on a landline). <ul style="list-style-type: none"> ○ State that you have received a bomb threat/found a note/have a suspicious item. ○ State your name and physical location & address. ○ State location of bomb and time set to explode, if known. ○ Answer the questions as best as you can, and follow the instructions given by Police. • Notify and evacuate staff and customers verbally if necessary or use the PA system with the following announcement to evacuate: <i>"Ladies & gentlemen. May I have your attention please. It has become necessary to evacuate. Please leave via your nearest fire exit, immediately."</i> Repeat twice. • Do not activate fire alarm (unless directed to do so by Police). • If safe to do so, take the trauma pack and first aid supplies with you to the assembly point. • Once evacuated to the assembly point, consider moving everyone as far away from the building (or vehicle) as possible. 		

BOMB THREAT

LOST / MISSING CHILD

LOST CHILD

- Bring child into reception area and keep them in view of the CCTV cameras and do not leave them unattended. Reassure the child if necessary.
- If child is capable, ask them for their parent/caregiver's name and page them over the PA system.
- If child isn't capable to provide a name of a parent/caregiver, put a page across PA system saying you have a lost child at reception and if you're missing a child to come to reception. Do not give the child's name across the PA for the child's safety. When someone comes to claim the child, ask them for a description. Make sure they know each other. Ask the caregiver for ID and write down their name and ID number. If you have any concern about the way the child is reacting to the adult, do not hesitate to call the Police.
- Under no circumstances is a staff member to evict a child from the facility, walk or drive a child home.
- If a parent cannot be found. Ring the Police on 111.

MISSING CHILD

- Page the child's name and ask them to come to reception.
- Use the PA to ask the public to look out for child if they are too young.
- Get any capable people to help search inside and outside the facility.
- Use the Warden Evacuation Form to ensure nowhere is missed.
- Do a perimeter sweep of entire site, concentrating on water ways.
- If still no sign of child, contact the Police on 111.
- Once internal search is exhausted notify Beachside Holiday Park (07-575 4471) and Mount Surf Club (07-575 5595) to aid in search around immediate proximity.
- While Police are en-route to the facility, staff will continue to search the facility for the missing child. The staff should look in every cabinet, closet, cubby, and location where a child might hide. Search/contact neighbouring properties, especially if they are familiar to child. Use the assistance of other parents/guardians to help search too.
- The manager/senior person on site will always stay on the premises to be the contact person for Police as well as the missing child's parent/guardian.

If child abduction is suspected,

- Call Police immediately on 111 and follow their instructions.
- Begin lockdown procedures, monitoring all exits and letting no one in or out of the facility.

Preventing child abductions:

- Do not release a child to anyone without parental permission and photo ID.
- Call 111 and report any suspicious individual.

LOST / MISSING CHILD

POWER BLACKOUT

The emergency lighting system will be automatically activated when a power failure has occurred.

PROCEDURE:

ACTION BY SENIOR STAFF MEMBER IN CHARGE:

- Should the cause of the outage not be identified then all swimmers are to leave the pools, dress and leave the premises.
- If it is night and the lifeguards cannot safely see customers, have the lifeguards evacuate the pools and ask patrons to sit on the poolside until the extent of the problem is understood. Ensure that all swimmers are out of the water.
- If it is daytime and there is sufficient light to see all customers, they can continue swimming until a water sample taken from within the pool drops below 1.5 PPM.
- Should the cause of the outage not be identified then all swimmers are to leave the pools, dress and leave the premises.
- Inform all customers of the situation.
“Your attention please, due to a power outage, all pools are now closed for safety reasons. Please exit the water immediately. You may use the changing rooms to dress and then leave the building. We apologise for any inconvenience incurred. Thank You.”
- Lifeguards and other staff are to remain on duty, checking the changing rooms until all patrons have departed.
- Remember to check and aid Massage Therapists and their clients.
- Put both filters into recirculation valve mode so when power comes on and the pumps start again, filters are clear before opening valves back to pool.
- Phone the Electricity Company faults line to check on status of power outage and when a return to power will occur.
- Phone the Venue Manager, GM Operations and Chief Executive Officer and inform them of the incident and what actions have occurred.
- Do not speak with media. This will be handled through the CEO.

POWER BLACKOUT

HAZARDOUS MATERIALS

If a strong chemical smell is detected inform a senior staff member immediately.

Do not switch on/off electrical switches/appliances

Senior staff member:

- Assess the situation
- Initiate the emergency evacuation procedure (if required)
- Call Fire & Police 1-111
- Beachside Holiday Park must be notified immediately to ensure the safety of campers on the boundary of our venue 07-575 4471
- Call Venue Manager, GM Operations & CEO

CHEMICAL SPILL

If a chemical spill is found within BV premises you must remove yourself from the area & inform senior staff member in charge immediately.

ISOLATE	NOTIFY	CONTAIN	DECONTAMINATE	DISPOSE
the spill area from other people	senior staff member (and emergency services for larger spills)	the spill from spreading, especially into drains. Apply relevant PPE before working with chemicals	the area using spill kit and following SDS procedure	of the neutralised substance and contaminated material safely in accordance with the HSNO legislation, Hazardous Substances (Disposal) Notice 2017 and EPA Notices (Amendments and Revocations) Notice 2020

DISPOSAL:

- DRY CHEMICALS: Gently sweep into a disposal bag, dispose of the bag through the appropriate disposal agent.
- GAS CHEMICALS: Fire Service to contain any gas leaks.
- WET CHEMICALS: If your venue has a stand-alone drainage system the chemical can be disposed of down the drain, alternatively ensure entire spill is absorbed, preventing contamination of public drains.

PERSONAL HARM

If a person comes into direct contact with any chemicals follow the emergency instructions provided in the Safety Data Sheet for the chemical, alternatively contact the poisons helpline for instruction 0800 764 766.

HAZARDOUS MATERIALS

MAJOR MEDICAL / INJURY

MAJOR INCIDENT

Examples include broken bones, unconsciousness, loss of signs of life, serious epileptic seizures, angina, heart attack, heat stroke, asthma, drowning.

1. Initial Response

Keep calm and act quickly, maintain control.
Qualified staff ONLY can provide first aid.
The first responder (lifeguard) is responsible for directing and communicating with other qualified bystanders.

2. Emergency Assistance

Lifeguard to contact Reception to phone Emergency Services – Dial (1) 111.
Provide details of situation and location.
Reception to radio the lifeguard to confirm contact with Emergency Services. Reception is to notify the senior staff member in charge and the Venue Manager.

3. Additional Assistance

The first responder will decide if other staff should provide assistance.
Continued surveillance of other pool users must be considered first.
If qualified staff are not available to continue observing the pool, evacuate the pool.
Other staff can assist with bringing necessary emergency equipment, gathering witness statements, and keeping other customers away.

4. Awareness of other customer responses

Be aware that other customers may panic or ask questions.

5. Who is in charge before, during and after the incident?

The first responder (Lifeguard) is in charge until responsibility is discharged to a senior staff member or advanced medical care.

6. Preferred System of Communication

Verbal, hand-held radios and telephone.

7. Handling the Affected Person and Aftercare

If affected person is breathing, use the recovery position, monitor breathing, and keep warm and comfortable with a blanket until medical assistance arrives.
If affected person stops breathing, start resuscitation.
In the case of deceased, cover the body. Allowance for cultural protocols must be considered.

8. Notifiable Event Reporting

Immediately following a major incident, phone the Venue Manager, Venues and Programmes Manager and CEO.
Complete an incident report form or enter directly into Eco Portal.
Notifiable Event Procedure - All plans need to be updated.

9. Public Relations – Police/Media/Family

All media enquiries are to be directed to the GM Operations Manager OR CEO immediately.
Do not release any information under any circumstance.

10. Post Incident

Senior staff member to check that all staff return to normal duties.
Senior staff member to arrange counselling if an incident could have affected staff.

DANGER

Ensure scene is safe

RESPONSE

Ask for name

SEND

Ask someone to get reception to call emergency services

AIRWAY

Open mouth, look for foreign material and maintain the airway

BREATHING

Look, listen, feel

CPR

30 compressions
2 breaths

DEFIB

Turn on and follow the voice prompts

MAJOR MEDICAL / INJURY

CPR

D Dangers?

R Responsive?

S Send for help

A Open Airway

B Normal Breathing

C Start CPR
30 compressions : 2 breaths

D Attach Defibrillator (AED)
as soon as available, follow prompts

Continue CPR until responsiveness or normal breathing return

CHEST COMPRESSIONS

	Compressions: Breaths	Compression Rate	Depth	Compress With
Adult 8 years +	30:2	120 per min	2/3 depth of body	2 Hands
Child 1-8 years	30:2	120 per min	2/3 depth of body	1 Hand
Infant Under 1 year	30:2	120 per min	2/3 depth of body	2 Fingers

DANGER

Ensure scene is safe

RESPONSE

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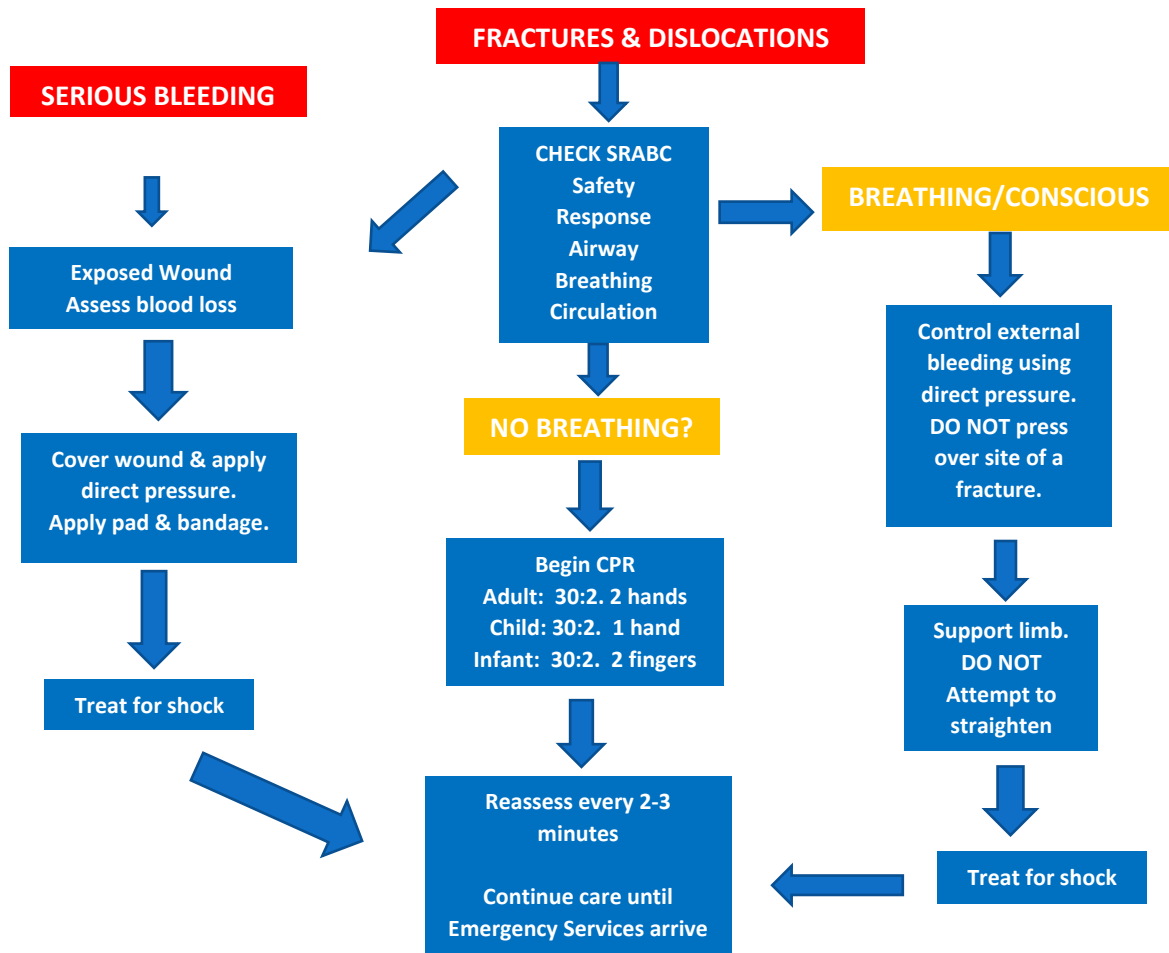
DEFIB

Turn on and follow the voice prompts

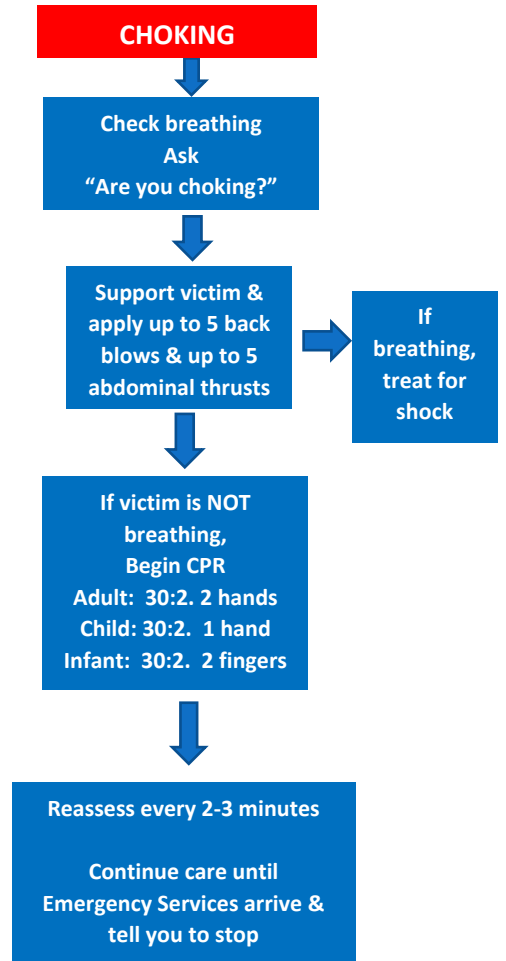
CPR

SERIOUS INJURY FLOWCHART

Lifeguard to contact reception to Dial 1(111).
Pool Rescue Code TWO with details of incident

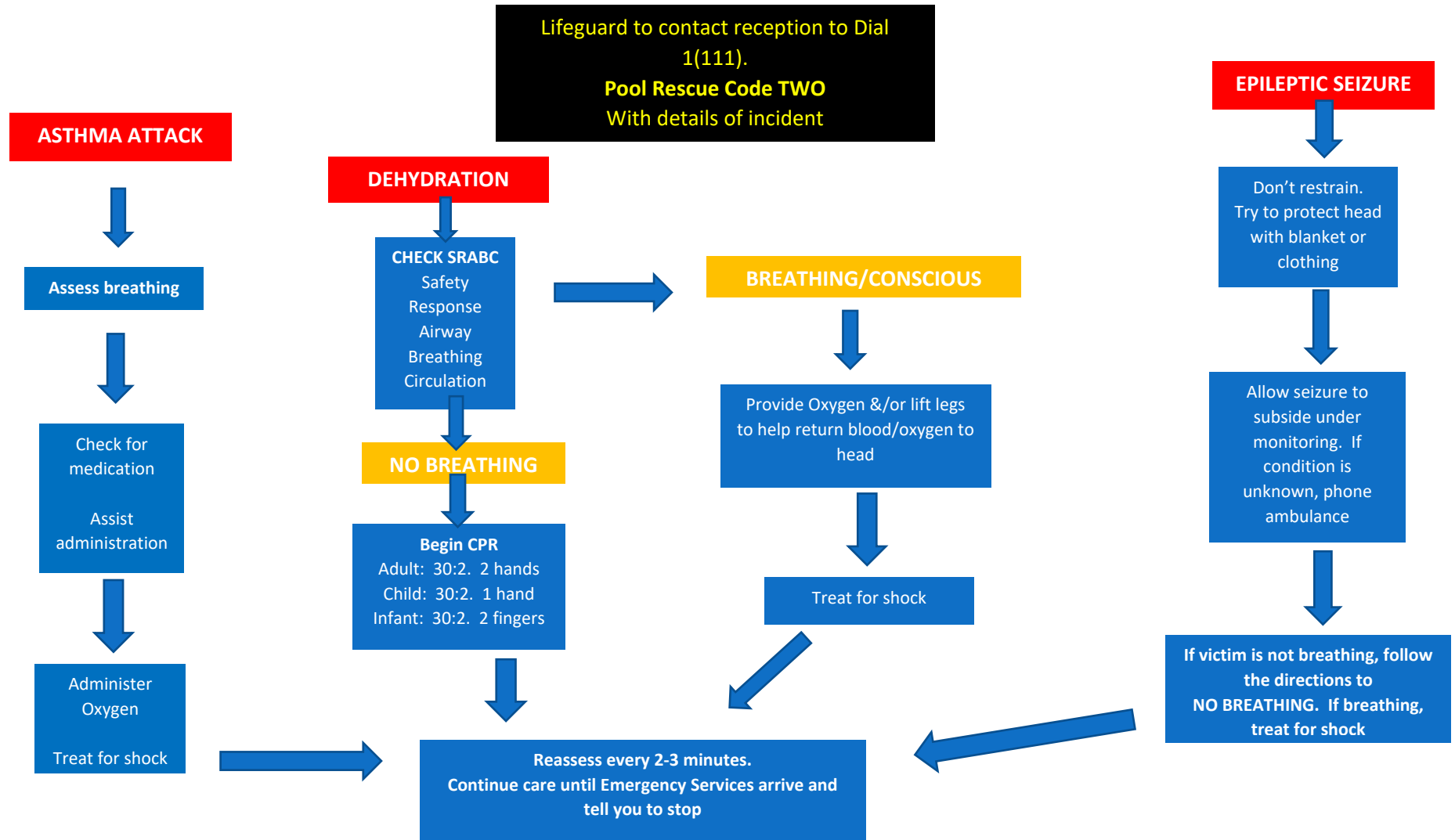


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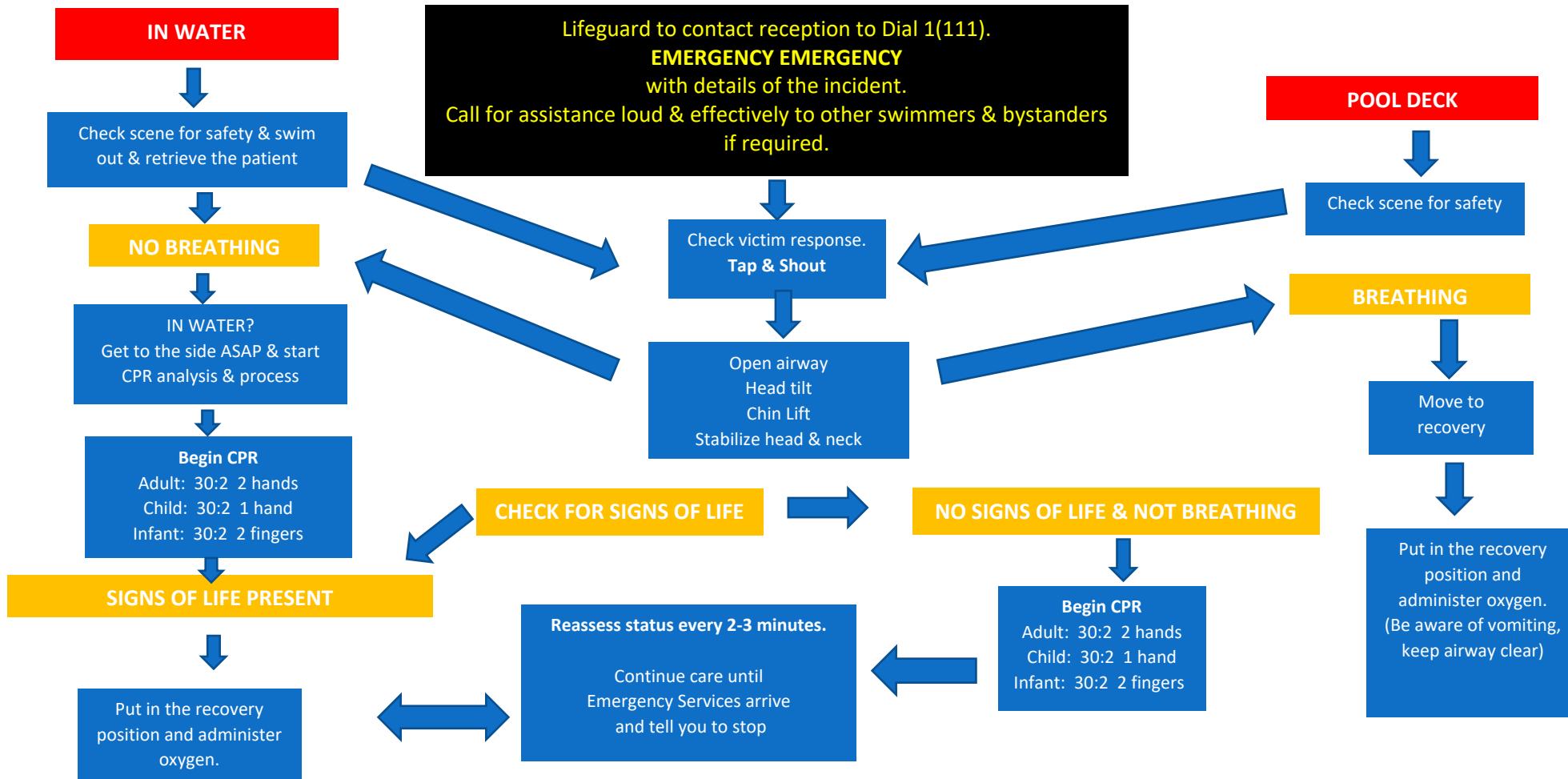
SERIOUS INJURY FLOWCHART

MEDICAL EVENT FLOWCHART



MEDICAL EVENT FLOWCHART

UNCONSCIOUS PATIENT



UNCONSCIOUS PATIENT

MINOR MEDICAL / INJURY

MINOR INCIDENT

Examples include blood nose, minor cuts, abrasions, strains, or sprains

1. Initial Response

Keep calm and act quickly, maintain control.

Qualified staff ONLY can provide first aid, other staff may provide supervision.

The first responder (lifeguard) is responsible for directing and communicating with other qualified bystanders.

2. Additional Assistance

The first responder will decide if other staff member should provide assistance.

Continued surveillance of other pool users must be considered first.

The first responder should enlist the assistance of a qualified staff member to continue observing the pool, otherwise evacuate pool.

Other staff can assist with bringing necessary emergency equipment, first aid supplies.

In the case of a lifeguard being unable to utilize the first aid room, the lifeguard will perform first aid on pool side by using first aid supplies via first aid station poolside.

If it becomes necessary for a lifeguard to take a person to the first aid room to administer treatment, if possible, follow this procedure: 'If it is a female or child requiring treatment, a female staff member in the first instance will carry out the treatment. Male staff can assist if required'

3. Awareness of other customer responses

Be aware that other customers may panic or ask questions.

4. Who is in charge before, during and after the incident?

The first responder (Lifeguard) is in charge in the first instance until responsibility is discharged to a senior staff member or further medical care.

5. Preferred System of Communication

Verbal, hand-held radios, and telephone.

SENIOR STAFF MEMBER PROCEDURE:

1. Ensure the situation is under control.
2. Check all staff return to their correct positions.
3. Check all relevant documentation and reports are completed.
4. Investigate what took place and fully record.



MINOR MEDICAL / INJURY

WATER RESCUE

FIRST RESPONDER

The first responder (lifeguard) is responsible for the initial support and primary assessment of the affected person.

1. If a situation arises in the pool area that you consider creates a serious (or may become serious) risk of injury or threat to life, then call a pool rescue emergency.
2. Radio Call Code: Rescue, Rescue, Rescue
3. Assess the situation before committing yourself and others to possible foreseeable injury, such as electric shock.
4. Keep calm and act quickly, maintain control.
 1. Enter the water using a slide in entry and utilise the correct spinal grip and roll over.
 2. Conduct primary assessment of airways, breathing and circulation.
 3. Immobilize patient.
 4. If nonresponsive, get out ASAP
 5. If breathing but nonresponsive, get out ASAP
 6. If breathing and responsive, exit the pool as the situation allows.
 7. Communicate and direct other responders.

SENIOR STAFF

1. After the announcement, report to the incident location.
2. Ensure all patrons within the Centre are not in the immediate area of the incident and help with evacuation if required.
3. Check reception has been notified and an ambulance has been called if necessary.
4. Ensure a telephone line is kept free throughout the emergency.
5. Oversee the process of emergency first aid. Work with and support the First Responder as appropriate.
6. Ensure the situation is under control.

Post Incident:

7. Check all staff return to their correct positions.
8. Check for staff and public who may be in shock and make arrangements for counselling.
9. Phone the Venue Manager, GM Operations and CEO and update them on the incident and what actions have occurred.
10. Check all relevant documentation and reports are completed.
11. Investigate what took place and fully record.
12. Plan return to normal duties.
13. Do not speak with media. This will be handled through the CEO.

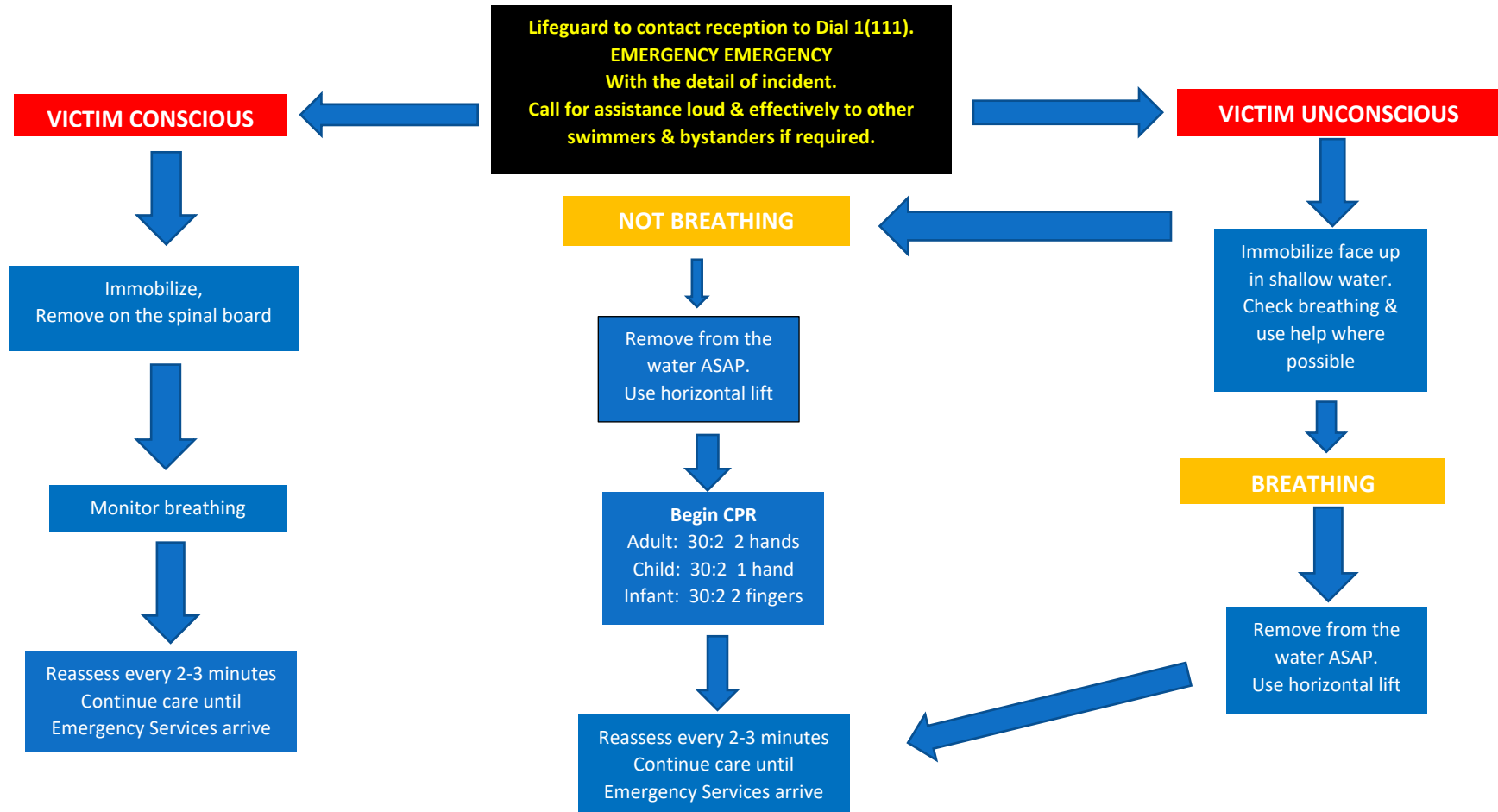
OTHER RESPONDERS

Identify which response activities are already being completed and carry out any that have not been delegated or actioned.

1. If required, assist the first responder in maintaining a supported body position.
2. Critical: poolside supervision
3. Clear patrons away from the immediate area or complete evacuation.
4. Notify reception
5. Ensure an ambulance has been called if required.
6. Wait and guide ambulance staff
7. Take over class instruction/childcare supervision
8. Fetch first aid equipment
9. Assist with first aid treatment
10. Notify the Venue Manager of the incident
11. Obtain eyewitness statements
12. Record all facts

WATER RESCUE

SPINAL (IN WATER) FLOWCHART



SPINAL (IN WATER) FLOWCHART

DISEASE OUTBREAK

DEFINITIONS

- Infectious Disease:** Illness caused by pathogenic microorganisms, such as bacteria, viruses, parasites, or fungi; the diseases can be spread, directly or indirectly, from one person to another.
- Epidemic:** An outbreak of disease that attacks many people at about the same time and may spread through one or several communities.
- Pandemic:** When an epidemic spreads throughout the world.

STAFF

- Practice good hygiene habits (i.e., wash hands, cover coughs).
- If symptoms are present do not come to work, contact your doctor.
- Monitor customers for symptoms (management will advise what to look for).
- Maintain a calm atmosphere (do not alarm customers).
- Communicate with management about any concerns.
- Follow instructions provided by management.

MANAGERS

- Identify at risk staff (i.e., front line staff, pregnant, low immunity).
- Monitor staff and customer health.
- Take direction from senior leadership/H&S team.
- Identify areas of increased risk of spreading an infection and add additional controls if possible (i.e., increased cleaning schedule).

SENIOR LEADERSHIP / H&S TEAM

- Monitor official channels of communication about the risk (i.e., verify social media claims).
- Assess severity of outbreak (i.e., rate of infection, availability of immunisations).
- Identify alternative work practices (e.g., staff work from home).
- Action any additional protection/isolation solutions suitable to the outbreak (i.e., distribute face masks, set up isolation rooms).
- Consider the following scenarios:
 - high numbers of workers away due to illness or caring for dependants.
 - disruption to supplies of goods and services
 - restrictions on public gatherings or closure of schools
 - restrictions on, or disruption to public transport

DISEASE OUTBREAK

EARTHQUAKE / TSUNAMI

BEFORE AN EARTHQUAKE:

- Know where the first aid kit is located.
- Practice DROP, COVER and HOLD.
- Identify safe places within workplace:
 - Somewhere close to you – less than 3 metres. Under a strong table, hold legs to prevent it moving away. Next to interior wall, away from windows, protect head & neck with arms.

DURING AN EARTHQUAKE:

- If inside a building, move no more than a few steps, DROP, COVER & HOLD. Stay inside until shaking stops.
- If outside, move away from buildings, trees, streetlights, and power lines; then DROP, COVER & HOLD.
- In Pool : Pool becomes like a washing machine. Customers within the pool should try move to the centre of the pool so they are not hurled against the side or thrown out of the pool.
- If near the coast, DROP, COVER & HOLD, then move to higher ground immediately in case a tsunami follows the quake.

AFTER AN EARTHQUAKE:

- Remove all swimmers from Spa 2, toddlers pool, massage suites and family room in case of rock fall from Mauao until all clear is given.
- Listen to local radio stations as emergency management will be broadcasting the most appropriate advice.
- Expect to feel aftershocks.
- Check for injuries and get first aid if needed.
- Be aware that electricity could be out, and fire alarms can go off.
- If you are in a damaged building, get outside and find a safe open place.
- Watch out for fallen power lines, stay out of damaged areas.
- Only use the phone for short essential calls – keep lines clear for emergencies.
- If you smell gas or hear a hissing noise, get everyone out quickly and turn off gas if you can. If you see sparks, broken wires and electrical damage turn off electricity at fuse box if safe to do so.

Mt Hot Pools Evacuation Zone – via steps in carpark, head up Mauao.

In case of tsunami warning evacuate as per fire with exception of assembly point.

TYPES OF WARNINGS:

- For a local source (in NZ) there may be no time for an official warning, you may feel a strong earthquake that makes it hard to stand up, or a weak rolling earthquake that lasts a minute or more. There could be a sudden rise/fall in sea level and loud and unusual noises from the sea.
- An official warning for distant and regional sources of tsunamis may be given by Civil Defence and Emergency Management via national media, local authorities, or sirens.

BEFORE A TSUNAMI:

- Know where the first aid kit is located.
- Know where the nearest high ground is and how to get there.

DURING A TSUNAMI:

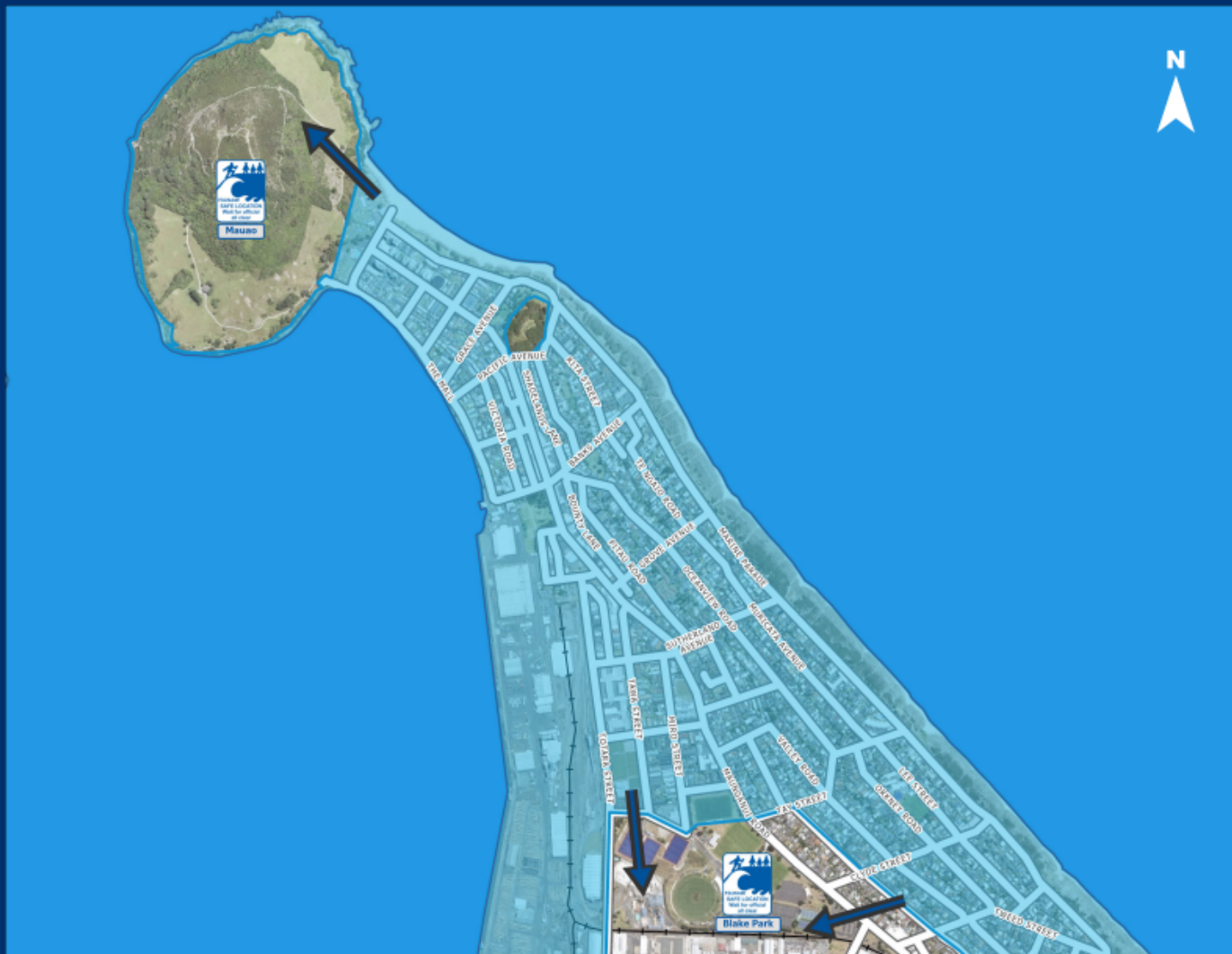
- Take first aid kit with you if possible. Do not travel into areas at risk to get belongings.
- Move immediately to higher ground. If evacuation signs are available, follow routes shown.
- If you cannot escape the tsunami, go to the upper storey of a sturdy building, or climb on to a roof or up a tree.
- Never go to the shore to watch for a tsunami.
- Listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for the community and the situation.

AFTER A TSUNAMI:

- Continue to listen to the radio for Civil Defence advice and do not return to evacuation zones until authorities have given the all clear.
- Be aware that there may be more than one wave and it may not be safe for up to 24 hours. The waves following the first one may also be bigger.
- Check for injuries and get first aid if needed.
- DO NOT GO SIGHT SEEING.
- When re-entering buildings use extreme caution, look for broken utilities- report to authorities.

EARTHQUAKE / TSUNAMI

TSUNAMI EVACUATION ZONE: Mount Maunganui *Mauao*



IMPORTANT

Parts of this area are at risk of tsunami

A **LONG** or **STRONG** earthquake could be your only warning.



LONG or **STRONG:**
GET GONE

DO NOT ignore these natural warning signs:

- Strong earthquake where it is hard to stand up.
- Weak, rolling earthquake shaking for longer than a minute.
- Unusual sea behaviour, like sudden sea level changes.
- The sea making loud and unusual sounds, especially roaring noises.

WHAT TO DO?

- 1 Leave immediately, don't wait for an official warning.
- 2 Walk or bike quickly if possible. Only drive if you have to.
- 3 Move quickly to higher ground, or as far from the coastline as possible.

STAY OUT OF THE TSUNAMI EVACUATION ZONE AND LOW-LYING AREAS UNTIL YOU GET THE ALL CLEAR FROM OFFICIAL CHANNELS

For more information visit:
www.bopcivildefence.govt.nz

Follow Bay of Plenty Civil Defence on social media for updates.

- facebook.com/bopcivildefence
- twitter.com/bopcivildefence
- Listen to the radio

VIEW
ONLINE
MAP
HERE



Tsunami Evacuation Zone
 Tsunami Safe Area is anywhere beyond the Tsunami Evacuation zone
 Tsunami Safe Locations are possible evacuation points
 Evacuation Route
 Waterway
 Scale: 1:16,000



EXTREME WEATHER

In any extreme weather event, listen to official channels of communication for updates and advice (i.e., Civil Defence Emergency Management).

STORM / LIGHTNING

Water is a great conductor of electricity. Swimming pools are connected to a much larger surface area via underground water pipes, gas lines, electric and telephone wiring, etc. Lightning strikes to the ground anywhere on this metallic network may induce shocks elsewhere.

- In the event of a thunderstorm, monitor the time between the lightning and thunder. This can be done by counting the seconds between the lightning strike and thunder (flash to bang method). Every second equates to the strike being 1km away.
- If the lightning strike is within 2 seconds (2km) you need to start evacuating all pools.
- Keep calm and methodical, DO NOT cause panic.
- If a customer refuses to leave after polite, repeated requests, then leave them and report the matter to the senior staff member.
- Continue to monitor the time between Lightning and Thunder.
- Do not allow anyone back into the pools until the senior staff member confirms all clear. This should be at least 30 minutes after the last observed lightning strike.
- Do not take any unnecessary personal risks.

VOLCANO

- Volcanic ash is a health hazard, especially if you have respiratory difficulties such as asthma or bronchitis.
- Be prepared to evacuate quickly if necessary and take first aid supplies with you.
- Protect water supplies, machinery, and sensitive electronics from possible ash fall.
- Check on customers and neighbours who may require special assistance.

If you are outside, seek shelter in a car or a building. If caught in volcanic ash fall, use a handkerchief or cloth over your nose and mouth. If you must go outside use protective gear such as masks and goggles and keep as much of your skin covered as possible.

If you are inside stay indoors. Close all windows and doors to limit the entry of volcanic ash. Place damp towels at thresholds. Do not tie up phone lines with non-emergency calls.

FLOOD

Move critical equipment and documents to higher levels. Switch off electrical equipment. Water supplies can become contaminated. Do not attempt to walk or drive through flood waters, unless absolutely necessary and it is safe to do so.

TORNADO

Follow the earthquake procedure.

EXTREME WEATHER

STAFF SUPPORT

SUPPORT:

To provide employees (and their family) who are involved in a serious incident that may include death or drowning, of either a work colleague or a customer using the facility where they are working. Post traumatic incident counselling services, called OCP, are made available to those affected.

Being involved in a critical incident at any level can be a very traumatic experience to all those involved, and the post critical incident debriefing is crucial to ensure status quo in the workplace is achieved in an expeditious manner, taking into consideration concerns of all employees, and dealing with them in a confidential and sensitive manner.

PURPOSE:

Bay Venues Ltd provides a voluntary service but strongly encourages participation by all affected employees (which on some occasions may include those not directly involved but have a relationship with persons involved and this could include family members and spouses) in confidential, professional counselling after such a major accident.

It is acknowledged that all individuals react differently to major accidents and as such may require varying degrees of post-incident counselling and debriefing.

PROCESS:

- The Venue Manager/Senior Staff Member in charge will contact the service and make arrangements for a counsellor to be provided onsite.
- The Venue Manager/Senior Staff Member in charge will advise the People and Capability Manager of arrangements.
- Provision is for immediate counselling for either group sessions or individual one on one session.
- The employee can, if required, arrange for further ongoing, confidential counselling at the employer's cost.
- Details of the employee's involvement are confidential and are not to be divulged to the employer without the employee's consent.

Call us 24/7: [0800 377 990](tel:0800377990)

Book online: ocp.co.nz



STAFF SUPPORT

