

Policy Applies to:

This policy applies to everyone who works at or interacts with Mercy. It covers all Mercy staff, credentialed specialists, contractors, students, volunteers, and others who undertake work on Mercy's behalf. Support in the meeting the obligations and expectations of this policy is facilitated by Mercy staff.

As emergencies can affect anyone present in our facilities, the policy also extends to patients, visitors, and members of the public.

Related Standards:

- Ngā Paerewa Health and Disability services standard
- Health and Safety at Work Act 2015 (HSWA)
- Health and Safety at Work (General Risk and Workplace Management) Regulations 2016
- Health and Safety at Work (Hazardous Substances) Regulations 2017
- Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018
- Civil Defence Emergency Management Act 2002

Rationale:

Mercy is committed to maintaining a safe, resilient, and well-prepared environment that protects the health, safety, and wellbeing of everyone in our care or workplace. Emergencies can arise from a range of internal or external events and have the potential to disrupt critical services and place patients, staff, Credentialed Specialists, contractors, volunteers, and visitors at risk.

Cultural Considerations:

Mercy recognises that emergencies can impact people differently and is committed to ensuring responses uphold tikanga Māori and Te Tiriti principles; respect the cultural needs of Pacific peoples and Culturally and Linguistically Diverse (CALD) communities; and provide accessible, inclusive communication and support for individuals. During any emergency, Mercy will act in ways that maintain dignity, privacy, and cultural safety, support whānau and community involvement, honour practices related to grief and end-of-life and minimise distress or disruption that could compromise a person's cultural identity or spiritual wellbeing.

Definitions:

- **Emergency:** An event that threatens people or services and requires an immediate response. **Emergency Plan:** A document outlining procedures to follow in the event of an emergency.
- **Assembly Area (AA):** A safe location for personnel after evacuation.
- **CD:** Civil Defence, Government organisation for civilian protection during emergencies.
- **MOH:** Ministry of Health, Government department for public health.
- **CIMSERT:** A manual system for coordinating emergency response at Mercy Hospital.
- **Debriefing:** A structured review and evaluation process following an emergency or exercise.

- CIMS: Coordinated Incident Management System, a systematic approach for managing emergency incidents.
- SERP: Statewide Emergency Response Plan, specific tasks and instructions for a site's emergency response.
- ECP (Emergency Continuity Plan): Emergency continuity Plan, a plan for continuing critical functions during or after an emergency.

Objectives

The objectives of Mercy's Emergency Management Policy align with the four principles of emergency management:

- **Reduction**- identify and manage existing hazards.
- **Readiness**- Prepare staff and systems to effectively manage emergency events.
- **Response**- Ensure timely and effective action during internal and external emergencies.
- **Recovery**- Enable the rapid restoration of services and return to business as usual.

Implementation:

Training and Exercises:

- Emergency and fire training is provided at orientation and extinguisher training with department leads every 2 years.
- Fire Warden training every two years.
- 6-Monthly fire evacuation practice.
- CIMSERT-based exercises with Heads of Department and key staff.

Systems and Documentation:

Two-System Response:

- **Internal:** Mercy's emergency response system is known as CIMSERT.
- **External:** Coordinated with Health New Zealand / Te Whatu Ora and other city organisations under the national CIMS framework.

Emergency procedures wall chart.

Emergency Management documentation is stored in:

- CIMSERT boxes (Appendix 6 – CIMSERT Guide and Contents).
- Emergency Management Box (for external CIMS coordination).

Collaboration and Planning:

- Awareness and familiarity with the City of Dunedin Civil Defence Emergency Management Plan <https://www.otagocdem.govt.nz/media/1169/dunedin-cdem-plan-july-2018.pdf>

- Collaboration with Te Whatu Ora for joint CIMS training and exercises.

Documentation required for the CIMSERT emergency response is held in the CIMSERT boxes. CIMSERT box locations are included in Appendix 6 – CIMSERT Guide and Contents of CIMSERT Boxes.

Documentation required for collaboration with Te Whatu Ora/other city agencies (CIMS) is held in the Emergency Management Box.

Evaluation:

Evaluation of the Emergency Management Policy is conducted through:

- Completion of new staff orientation/induction
- Incident feedback
- Policy and procedures risk rated and reviewed
- Annual Emergency Plan Audit and action plan
- Feedback from mandatory training day/orientation day and ad hoc training

Associated Documents

Legislation/Standards

- The New Zealand Coordinated Incident Management System (CIMS) Third Edition
- NZ Public Health and Disability Act 2000 (reprint 2018)
- Health Act 1956 (reprint 2018)
- Health & Safety at Work Act 2015
- Civil Defence and Emergency Management Act 2002 (reprint 2018)
- City of Dunedin civil defence emergency management plan 2018 section 5.14 Health and disability services
- National Civil Defence Emergency Management Plan Order 2015 (reprint July 2022)
- National Health Emergency Plan 2015
- National Health Emergency Plan – Guiding Principles for Emergency Management Planning in Health and Disability sector 2005
- Epidemic Preparedness Act 2006
- Health and Safety at work (hazardous Substances) Regulations 2017 version Jan 2022
- Emergency Care for first responders NZRC (2016)

Internal documentation:

- Risk Management Policy
- Hazard and Risk Register
- Waste Management Policy
- Fire Safety Policy and appendices.
- Hazard register
- CIMSERT wall charts, task cards and associated documentation
- CIMSERT manuals

- Emergency Management Induction Training
- Emergency Plan and appendices
- Hazardous Substances Policy

Appendices:

- Emergency Management Plan
- Appendix 1 – Key Contacts List
- Appendix 2 – Incident Management Plan
- Appendix 3 – Recovery Management Plan
- Appendix 4 – Emergency Procedure Chart
- Appendix 5 – Adverse Weather – Emergency Transport
- Appendix 6 – CIMSERT Guide and contents of CIMSERT Boxes
- Appendix 7 – CIMS Forms and Guidelines
- Appendix 8 – Contents of Emergency Box
- Appendix 9 – Ward manual worksheets for charting consumables
- Appendix 10 – Pandemic Plan
- Appendix 11 – Alarm Bells Plant and equipment alarm station
- Appendix 12 – Victim-witness memory enhancement form – male and female
- Appendix 13 – Bomb Threat Checklist