Monash Health

Emergency Code Booklet

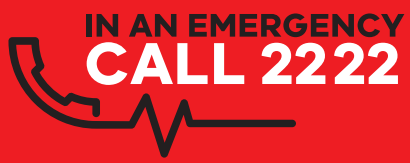
IN AN EMERGENCY
CALL 22 22

(9594 7860 by mobile)

Display this booklet clearly by each phone.
This booklet is not for use at community sites.

Updated November 2021

Code Red
Fire / Smoke



Code Red: Fire / Smoke

If you detect fire or smoke

1. **Remove** any persons in immediate danger, if safe to do so.

   Dial emergency number **2222**, state **'CODE RED'** and location.

2. **Alert**
   Activate break glass alarm.

3. **Contain and control**
   Close doors.

4. **Extinguish** fire if safe to do so.
   Use correct extinguisher.

5. **Evacuate** to assembly area.

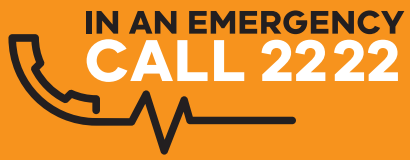
Emergency Phase Information

Standby
A fire alarm has been triggered or there is suspicion of fire with no confirmation of smoke or flame.

Activate
Smoke or flame has been confirmed.

All Clear
Notified at the instruction of the incident commander once the incident has concluded, the facility is safe.

Code Orange Evacuation



Code Orange: Evacuation

1. **Evacuate** to allocated assembly point if area under immediate threat or when instructed.
2. **Check all rooms/toilets**
   Evacuate in order of:
   - Visitors
   - Walking patients
   - Non ambulant patients
3. If safe to do so, **collect patient records and medical charts.**
4. **Conduct head count** at evacuation assembly area. **Remain in assembly area until further instructed.**

   Continue medications (intravenous infusions, etc.) and care provision.

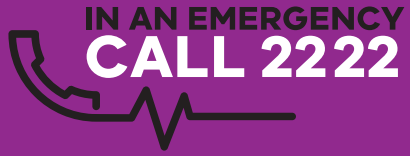
Emergency Phase Information

Standby
An incident is being investigated which may require evacuation. Consider actions required if incident progresses to Activate phase.

Activate
Evacuate your workplace, irrespective of the reason.

All Clear
The incident has been resolved, return to work areas or initiate business continuity plans as per Incident Commander instructions.

Code Purple
Bomb Threat



Code Purple: Bomb Threat

Keep calm – do not panic – treat as genuine

1. **Threat received by telephone**
   - Prolong call
   - Do not replace handset (enables call to be traced)

   Signal other staff for help. Follow bomb threat checklist at the back of this booklet.

2. Dial emergency number **2222**, state **'CODE PURPLE'** and location.

3. **Zone warden initiates search action**
   Check all rooms, waste-bins, fire cupboards, paper-bags, suitcases.

4. **If suspicious object found:**
   - Do not touch
   - Keep area clear
   - Inform zone warden / incident commander

5. **Prepare to evacuate**
   If necessary initiate **'CODE ORANGE'**.

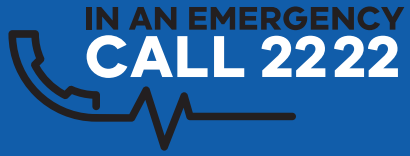
Emergency Phase Information

Standby
A bomb threat has been received or a suspicious package found.

Activate
The threat is assessed and a decision is made by Incident Command to either;
- Search the area without evacuating
- Evacuate and search the area
- Evacuate without searching

All Clear
Incident Command confirms all clear with Victoria Police, and notifies Contact Centre. Return of displaced persons and normal business functioning if the area is deemed safe.

MET Call
Medical Emergency



MET Call: Medical Emergency

1. **Danger**
   Look for any dangers to yourself before assisting an injured or ill person.

2. **Response**
   Check if the person responds when you talk to them, touch their hands or squeeze their shoulder.

   If no response, call a 'CODE BLUE'.

3. **Send for help**
   Dial emergency number **2222**, state **'MET Call'** and location of the person needing help.

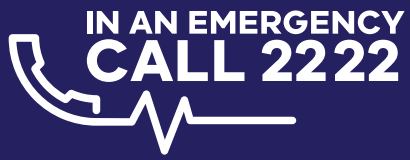
   Do not leave the patient, alert others to assist.

4. **Provide first aid**
   Give first aid as necessary while awaiting help.

MET Call must be called for:

- Inpatients in a ward setting who breach MET criteria
- Any employee, visitor or carer who needs medical attention

Code Blue
Critical Medical Emergency



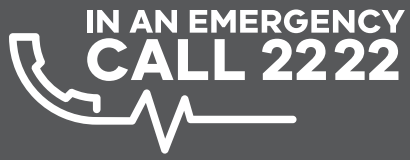
Code Blue: Critical Medical Emergency

1. **Danger**
   Look for any dangers to yourself before assisting an injured or ill person.
2. **Response**
   The person does not respond when you talk to them, touch their hands or squeeze their shoulder.
3. **Send for help**
   Dial emergency number **2222**.
   State **'CODE BLUE'** and location of the person needing help.
4. **Provide first aid**
   Give first aid as necessary while awaiting help.

Code Blue must be called for:
anyone displaying 'no signs of life', identified by:

- Unconscious (unresponsive)
- Not breathing normally, not moving
- No palpable pulse.

Code Grey
Clinical Aggression



Code Grey: Clinical Aggression

1. **Remain calm and Remove**
   Do not jeopardise your own safety, maintain a safe distance.

   Remove any person in immediate danger, if safe to do so.

2. **Alert**
   Dial emergency number **2222**.
   State **'CODE GREY'** and location.

   Activate duress alarm if available.

3. **Communicate and Contain**
   Respond in a non-threatening manner and de-escalate if safe to do so.

   Brief Code Grey team leader on arrival.

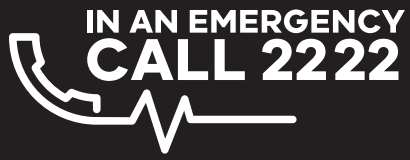
   Assist as required and directed.

4. **Escalate**
   If level of threat increases or not within safe control of Code Grey team, escalate to **'CODE BLACK'**.

Code Grey is called for aggressive behaviour, including:

- Verbal or physical abuse
- Threats or other intimidating behaviours
- Physical attacks such as hitting, pinching or scratching
- Significant deliberate self-harm

Code Black
Personal Threat



Code Black: Personal Threat

1 Remain calm and Retreat
Do not jeopardise your own safety, maintain a safe distance or retreat to safety.

Remove any person in immediate danger, if safe to do so.

2 Alert
Dial emergency number **2222**.
State **'CODE BLACK'** and the location (Police will be contacted).

Activate the duress alarm if available.

3 Contain
Stay out of danger if not directly involved and prevent others from entering area.

Brief Code Black team leader on arrival.

Assist as required and directed.

4 Evacuate
If necessary, initiate **'CODE ORANGE'**.

5 Document
Refer to offender description form at the back of this booklet.

Code Black is called when:
there is an imminent and immediate threat to safety. This may include:

- Physical attack
- Threats with an offensive weapon or object
- Life threatening acts of self-harm
- Armed/unarmed intrusion/attack
- Illegal occupancy

Code Yellow
Internal Emergency

Code Yellow: Internal Emergency

1. **Remove** any persons in immediate danger, if safe to do so.

2. **Alert**
   Raise the alarm.

   Dial emergency number **2222**, state **'CODE YELLOW'**, situation and location.

3. **Contain and control**
   If applicable, close doors.

   Restrict access to the area.

   Turn off valves etc., if safe to do so.

4. **Evacuate**
   If necessary, initiate **'CODE ORANGE'**.

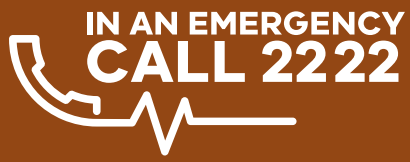
Emergency Phase Information

Standby
An incident affecting infrastructure, utilities or communications has been reported and is being investigated.

Activate
An incident affecting infrastructure, utilities or communications has been confirmed. The Incident Commander will issue instructions and provide support to areas as needed.

All Clear
Incident Commander will issue the All Clear when the affected area is declared safe and ready to return to usual business.

Code Brown
External Emergency



Code Brown: External Emergency

1 Prepare

Prepare for surge in patient presentations.

- Review bed capacity and surge spaces
- Review and ensure adequate supplies and equipment
- Review staffing (request staff stay on-shift, alert on-call staff).

2 Respond

Follow job action cards if applicable.

Follow directions of incident commander.

3 Recover

Request debriefing.

Support colleagues.

Emergency Phase Information

Standby

Notification of a possible external emergency has been made.

Prepare to respond according to the **CODE BROWN** procedure.

Activate

Incident Commander has confirmed an external incident has occurred which may overwhelm available resources.

All wards / departments – determine available resources and bed capacity.

Respond as instructed by the incident commander.

All Clear

Incident Command has confirmed that the incident has concluded.

Return to usual business.

Bomb Threat Checklist

Be calm
Obtain attention – alert your supervisor or nearby colleague
Make conversation – keep the caller talking
Back – don't hang up or put the headset back, call can be traced

Details

Time/Date call received: _____ Telephone number of caller (if obtainable): _____

Phone number call received on: _____

Exact wording of threat: _____

_____

Were they familiar with the area? _____

Ask these questions

Where exactly is the bomb? _____

What does it look like? _____

What time is it going to explode? _____

What will make the bomb explode? _____

Who put the bomb there? _____

What kind of device is it? _____

Why was it put there? _____

When was it put there? _____

Where are you calling from? _____

Can you give me your name and contact details? _____

Delay the call

Bomb Threat Checklist continued

Be calm
Obtain attention – alert your supervisor or nearby colleague
Make conversation – keep the caller talking
Back – don't hang up or put the headset back, call can be traced

Analysis of the caller's voice

Sex: _____ Estimate of age: _____

Demeanor (angry, calm, obscene, giggling, other): _____

_____

_____

Accent (if any): _____

Other speech characteristics (fast, slow, slurred, distorted, distinct, stutter, lisp, other): _____

_____

_____

English fluency (good / fair / poor): _____

Background noise

None, TV/radio, train, aircraft, traffic, construction, sirens, other: _____

_____

_____

Your details

Name: _____ Who did you report the call to? _____

What time/date did you report the call? _____

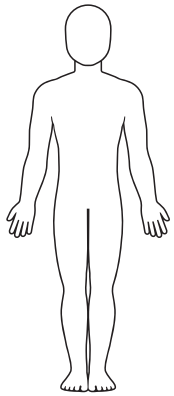
Your work location: _____

Your signature: _____

Offender Identification Form

Use one form for each offender involved.
Do not consult others while completing the form, discussions can influence or distort memories of what one person has seen.

T – Tattoos
P – Piercings
D – Deformities
W – Wounds
S – Scars



Description of offender

Name: _____ Sex: _____
Age: _____ Height: _____
Ethnicity: _____ Eyebrows: _____
Eye colour/type: _____ Build: _____
Complexion: _____ Weight: _____
Hair colour: _____ Clothing: _____
Jewellery: _____ Tattoos: _____
Piercings: _____ Scars: _____
Further details: _____

Details

Date of incident: _____ Time of incident: _____ Completed by: _____

Other important information

What did the offender say? _____

Weapons used: _____

Vehicle Description (where applicable)

Make: _____ Model: _____ Type: _____
Colour: _____ Registration Number: _____ Plate Colour: _____
State of Registration: _____ Year: _____

Monash
Health