



## Emergency Response Plan

All members should familiarise themselves with the club's Emergency Response Plan. Copies of the plan are displayed in Locker Rooms, bar, the Office and Golf Shop.

Where the plan speaks of an ambulance being used, Members should be aware that they are covered by personal insurance expenses for injury sustained on the Golf Course. Where a staff member decides to call an ambulance, the staff member will be acting for and on behalf of the club.

### 1. Getting Help

- If you have a mobile phone carry it in your golf bag, turned off until required. Load the Club phone numbers into your mobile phone – 03 5568 1654 & 03 5568 2866
- Tell others in your group that you have it with you.

### 2. Personal Emergency on the course

- Assess the situation as to the level of help needed.
- **If in doubt**, do not discuss with the sick person whether or not to call an ambulance, **IMMEDIATELY CALL THE AMBULANCE**.
- State clearly to the ambulance "Come to the Golf Club car park along Woodbine road and someone will meet you there". Be very clear about this; **do not confuse the ambulance service**.
- Call the clubhouse on 55681654 and inform the staff member who answers of the situation. Inform them as to your whereabouts on the course and ask them to meet the ambulance in the car park.
- Stay with the sick or injured person and provide what aid and comfort you can. Let others know what has happened on the basis that a trained medical professional or first aid officer may be nearby.

### 3. Less Serious Situation on the Course

- If it is obvious that the situation is temporary or not life threatening call the clubhouse/pro shop, **however if in doubt immediately call an ambulance**.
- Inform the clubhouse/pro shop of your whereabouts on the course and what help is required. If required, advise of the need for first aid and describe the difficulty so that equipment can be brought to the scene.
- Stay with the person who is ill and give what first aid you can. Let others know what has happened on the basis that a trained medical professional or first aid officer may be nearby.

- A staff member will attend and take over the situation from you.

#### 4. Personal injury in the Clubhouse.

- Inform a staff member immediately

#### 5. Serious Situation in the clubhouse.

- Leave the Clubhouse by the nearest available exit – **do not rush or panic.**
- In the unlikely event of an emergency the primary assembly point is the 18<sup>th</sup> Hole 50 metres east of the Clubhouse as shown on map below. Please make your way there unless otherwise advised by Club Staff Members. Gather to the safest point away from any potential danger.
- Do not wander away from friends or companions; no one wants to place themselves in danger by needlessly looking for you.
- Staff members are responsible for checking all areas of the Club to ensure that a full evacuation occurs.
- If you are unsure that assistance has been requested, call 000 immediately. Do not presume that someone else has done so.

#### Club Map



Red balloon shows the emergency assembly point, which is the 18<sup>th</sup> Hole .

Adopted: June 2014