LA TROBE UNIVERSITY

LA TROBE UNIVERSITY COMMUNITY RESILIENCE PLAN

MARCH 2019

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La Trobe University Community Resilience Plan

La Trobe University

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REV	DATE	DETAILS
-	30/11/18	Issued to La Trobe University for review and discussion
A	18/01/19	Updated issue for Darebin Council review and feedback
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	NAME	DATE	
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EXECUTIVE SUMMARY

The purpose of this Community Resilience Plan is to provide a coordinated strategy for improving the ability of the La Trobe University Melbourne campus community to withstand and recover from the impact of extreme events. A resilient community is one which is well-informed, prepared, and able to utilise its resources effectively to respond to an adverse situation, maximising safety and minimising impact.

The campus local and regional history of extreme weather events shows a recurrence of heatwaves and intense storms and rainfall events which have led to flooding and structural damage. Climate change projections for the locality indicate that the occurrence and intensity of such events is likely to increase in the future, and therefore it is important that the campus is prepared to respond effectively to dangers and disruptions which arise from such events.

Being prepared for an emergency involves careful planning and consideration of the most effective response to a variety of incidents and scenarios. Development of an emergency plan is an activity which is recommended for all community members, and steps to guide the development of an emergency plan are provided in this document. Creation of an emergency kit is another recommended activity for all campus occupants, with suggested emergency kit contents outlined in this plan. Special requirements need to be considered in emergency planning, such as the communication needs of culturally and linguistically diverse backgrounds, and the needs of those who require assistance during an evacuation.

The University has developed procedures and resources in place for responding to an emergency event. It is recommended that community members familiarise themselves with these procedures and resources in order to be better prepared to respond in an emergency, with information including the following:

- University critical incident procedures which list how to act in response to a range of emergency scenarios, including severe storms and floods.

- Municipal assistance available from emergency services, other agencies, and local Council, as detailed in the *Darebin Municipal Emergency Management Plan*

- The communication channels which will provide warnings, advice, and updates in the event of an emergency event

Key community contacts and emergency contacts are provided in this document, as well as checklists to facilitate development of an emergency plan and emergency kit by campus occupants.

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1   INTRODUCTION

1.1   PURPOSE

The purpose of this Community Resilience Plan is to provide a coordinated strategy for improving the ability of the La Trobe University Melbourne Bundoora campus community to withstand and recover from danger and disruption related to extreme events. In particular, natural disasters resulting from a changing climate have been considered to ensure the campus is adequately prepared for and resourced to respond effectively to an extreme event.

1.2   DEFINING RESILIENCE

Community Resilience in the context of this Community Resilience Plan refers to the ability of a community to respond to a disaster and to minimise its impact during and after the event. Community Resilience is defined in the Green Cross Australia *Community Resilience Guideline for Developers* as follows:

Community Resilience

Is the ability and adaptive capacity of a community to withstand, recover and adapt from stress.

Community resilience refers to the amount of disturbance a community can handle from changes in climate or a disaster without losing functionality.

Communities that are located or have been designed without protection from more intense and frequent weather are considered to be highly sensitive and lacking resilience.

A community lacking resilience will:

• require greater assistance during emergencies

• require greater support services

• be more sensitive to extreme temperatures

• be less able to afford any increases in living expenses.

From *Community Resilience Guideline for Developers – Green Cross Australia, March 2013*

1.3   SOURCES OF INFORMATION

The following sources of information have been used to prepare this report:

- La Trobe University website
- Darebin Municipal Emergency Management Plan, June 2017
- Green Star Communities v1.1 rating tool submission guidelines
- Community Resilience Framework for Emergency Management – EMV Emergency Management Victoria
- Community Resilience Guideline for Developers – Green Cross Australia, March 2013
- Victoria State Emergency Service (SES) Emergency Toolkit

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1.4   FUTURE UPDATES

This Community Resilience Plan brings together information relating to current University, Municipal, and regional resources, processes, and strategies for improving community resilience and managing emergencies. The CRP should be reviewed and updated regularly to ensure the information remains up to date and that new plans and strategies for Community Resilience are integrated into the document. It is recommended that the CRP is reviewed annually at a minimum.

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2 IDENTIFICATION OF RISKS

This section outlines the campus local and regional history of extreme weather events. It then provides an overview of the Climate Adaptation Planning process which has been undergone by the university, including the identification of community-related climate risks and mitigation strategies which have been derived from this process.

2.1 HISTORY OF EXTREME WEATHER EVENTS

Consideration of previous extreme weather events relevant to the site is useful to provide context to the types of extreme weather events which the community should be prepared for, with the impact of climate change meaning extreme weather events such as these are expected to occur with greater frequency and intensity in the future. The table below details historical extreme climate events experienced both locally and regionally to the campus:

EVENT	DESCRIPTION
1983 DUST STORM	8th February 1983: The city is enveloped by a massive dust storm that "turned day into night".
1983 BUSHFIRES (ASH WEDNESDAY)	16th February 1983: Melbourne is encircled by an arc of fire as the Ash Wednesday fires encroach on the city.
2003 THUNDERSTORM AND FLOODS	2nd December 2003: 106.5mm of rain falls in 2.5 hours in areas including Darebin. Severe hailstorms caused thousands of dollars of damage to cars in the suburb of Lilydale. Rail company Connex Melbourne announce that flooding and power damage will cause transport delays the following day.
2005 FLOODS	2nd February 2005: Up to 125mm of rain in 24 hours in Melbourne region, causing widespread river flooding
2007 FLOODS	27th December 2007: 60mm of rain in one hour in the local Darebin area caused widespread flooding
2009 HEATWAVE AND BLACK SATURDAY FIRES	January 2009: A heatwave results in a record three successive days over 43 °C, followed by Melbourne's hottest day on record on 7th February. The temperature on 7th February reaches 46.5°C at La Trobe University's Melbourne campus. This heatwave triggers the Black Saturday bushfires, which become Australia's worst bushfires in recorded history.
2010 STORMS AND FLOODS	6th March 2010: Storms pass directly over Melbourne bringing large hail, flash flooding and high winds, causing widespread damage across western and central Victoria, stopping all modes of transportation in Melbourne.
2011 FLOODS	February 2011: Severe rainstorm causes flash flooding in parts of Melbourne.
2012 HAILSTORM	23 August 2012: Intense hail in Bulleen with 8mm diameter hailstones
2013 HEATWAVE	4–12 March 2013: Melbourne faces a 10-day heatwave.
2013 FLOODS	31 May 2013: Melbourne faces heavy rain and thunderstorms. Melbourne Airport records 10mm of rain in 10 minutes.

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EVENT	DESCRIPTION
2014 HEATWAVE	14–17 January 2014: Melbourne records four consecutive days of temperatures exceeding 41 °C, two of which exceed 43 °C
2016 FLOODS	58mm of rain in 28 minutes in Darebin
2016 THUNDERSTORM ASTHMA	21 November 2016: A thunderstorm triggers asthma attacks across Melbourne which kill 9 and hospitalises hundreds.
2017 STORMS AND RAIN	19 December 2017 – Melbourne experiences severe thunderstorms along with heavy rain, damaging winds and large hailstones.

2.2   CLIMATE ADAPTATION PLAN

In October 2018, a Climate Adaptation Plan was created for the La Trobe University Melbourne campus.

Climate change predictions for La Trobe University include the following:

- Increase in number of hot days (above 35°C) and maximum temperatures, correlating to heatwaves which are more extreme and more frequent

- Annual decrease of rainfall, but increase to peak rainfall intensity and storm volume, and therefore greater risk of flood conditions

- Increased frequency of very high and extreme fire danger days

- Proportion of time in drought is projected to increase, with potential impact on air quality due to bushfires and dust

- Wind speed projected to increase in winter and decrease in other seasons.

Based on the climate change projections for the campus, a risk register has been created and risk mitigation strategies developed. A number of mitigation strategies relate to design and maintenance initiatives to be administered by the University, however some risks also relate to community response and operational considerations. These are summarised in the following table:

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CLIMATE RISK	POTENTIAL CLIMATE CHANGE IMPACT	PROPOSED UNIVERSITY COMMUNITY MITIGATION MEASURE
Increased heatwave severity	• Heat stress may become a significant health issue for staff and students getting around campus, walking on uncovered pathways causing increased exposure. • Outdoor events, visitor programmes, and outside works might cause heat stress to stakeholders.	• During a heat wave, re-schedule afternoon classes to the morning or evening, or arrange for remote learning. • Minimise movement between buildings by scheduling classes within the same building where possible. • Avoid scheduling, or re-schedule, any outdoor works, events, or site visits during extreme heat days. • Communicate preferred routes, preferably shaded, for students to walk to transport and other buildings.
Intense rainfall	• Inundation of civil drainage infrastructure/ catchment moat areas with resulting flood damage and safety risk. • Lakes/ Reservoirs north of main drive near the golf course might cause flooding to the moat system passing through the campus.	• Implement Code Brown and follow Floods response flowchart • Ensure Floods response flowchart is communicated among community
Increased storm severity	• Increased intensity and occurrence of storms and associated damaging wind, rain, and hail damage to people and structures	• Implement Code Brown and follow Severe Storms response flowchart • Ensure Severe Storms response flowchart is communicated among community
Increased wind speeds	• High wind speeds causing branches, building façade elements, or other loose debris to blow from buildings and become a safety risk to people in the vicinity	• Issue warnings to stay indoors and indicate safe routes for users
Increase in risk of bushfires	• Bushfires encroaching on campus from surrounding bushland putting human life at risk.	• Implement fire evacuation procedures • Bushfire Management Plan exists to manage bushfire risks for the campus

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3 PREPARING FOR AN EMERGENCY

Planning for an emergency in advance can be a highly valuable exercise. This sections outlines how individuals can prepare an Emergency Plan and an Emergency Kit to help them to respond quickly and effectively in the event of an emergency. It is recommended that all campus staff and students prepare an Emergency Plan and Emergency Kit as appropriate to support them to be safe, well-equipped, and informed in an emergency event.

3.1 EMERGENCY PLAN

An emergency plan can be created for a household, workplace, or can constitute a general plan for what to do if an emergency event occurs. The following steps should be taken in preparing an emergency plan:

- Research hazards and emergency arrangements in your community. This Community Resilience Plan will provide an understanding of relevant information for La Trobe University's Melbourne campus, including historical extreme weather events, risks identified for the project, and arrangements in place to prepare for and respond to an emergency scenario.

- Plan and collaborate with others. This may include friends, family, housemates, dependents, and co-workers. Discuss what you would do in an emergency scenario, including where you would go, and what you would do if you were separated from each other.

- Plan evacuation routes and consider alternatives routes which could be taken in the event of flooding, infrastructure damage, etc.

- Consider who you are responsible for in an emergency. This may include children, parents, employees, pets.

- Consider any special assistance you may need, or those around you may need, relating to factors such as:

  o Low or no vision

  o Low or no hearing

  o Restricted or no mobility

  o Difficulty in learning or understanding

  o Medical requirements

  o Senior citizens

  o Children

  o Needing English translation

- Learn what communication channels are available for staying aware and informed during an emergency event

- Create a sheet or a card with all important emergency contact details written on it. Include contacts listed in Section 5 – Contacts, as well as personal contacts such as a friend who may provide somewhere to stay, or a relative you need to check on.

3.1.1 SPECIAL ASSISTANCE DURING EMERGENCY

For those requiring special assistance during an evacuation, personal emergency evacuation plans are to be created in collaboration with the university. Please go to the following link for further information:

[Personal Emergency Evacuation Plan for persons requiring special assistance during an evacuation](#)

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3.1.2   CULTURALLY AND LINGUISTICALLY DIVERSE BACKGROUNDS

Special consideration is required for communicating information and warnings to people from culturally and linguistically diverse backgrounds.

3.1.3   EMERGENCY PERSONNEL AND EQUIPMENT

The following personnel and resources are available on the campus:

- Building and floor warden registers

    Floor warden registers for all campuses at La Trobe University.

- First aid registers

    Find staff trained in first aid at all La Trobe University campuses

- First aid training

    First aid and cardiopulmonary resuscitation training is provided by Premium Health. This training is delivered online and on-site at your campus, and is available to La Trobe staff and students.

- Defibrillators

    Locations of Defibrillators on all campuses at La Trobe University

3.2   EMERGENCY KIT

An emergency kit is a resource which can be quickly obtained during an emergency to increase safety and preparedness. Suggested contents for an emergency kit is as follows:

- Battery operated radio and torch (with spare batteries)
- First aid kit
- Gloves – sturdy leather or garden gloves and rubber gloves
- Copy of emergency plan and important documents
- Non-perishable food and drinking water for up to three days

Items to add if evacuating or if a warning is issued:

- Mobile phone and charger
- Prescriptions and medications
- Pet needs – food, leash etc
- Clothing and sturdy shoes
- Personal/other important document/cards

An Emergency Kit Checklist is provided in Appendix B of this document.

3.3   COMMUNICATION CHANNELS

The following communication channels can be used to stay informed during an emergency event on campus:

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Communication Channel	Details
VicEmergency *Centralised website for Victorians to find emergency information and warnings. The site also provides preparedness and recovery information related to emergencies.*	https://emergency.vic.gov.au/ VicEmergency App (available via App Store or Google Play)
Victorian SES Information Line *Operates only during large-scale emergencies*	1300 VIC SES 1300 842 737
Plenty Valley FM *Local radio station broadcasting messages from Emergency Services during times of natural disaster and other emergencies*	88.6 FM http://www.pvfm.org.au/
La Trobe University Facebook page	https://www.facebook.com/latrobe/
La Trobe University Twitter feed	https://twitter.com/latrobe @latrobe
Bureau of Meteorology *Weather information such as forecasts, warnings, storm radar*	1300 659 217 http://www.bom.gov.au
Department of Health & Human Services *Recovery and safety advice*	http://www.health.vic.gov.au

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4   RESPONDING TO AN EMERGENCY

The University has procedures in place for emergency and critical incidents. The University's response codes for different types of extreme event response are outlined in this section. Local municipality also has resources and procedures for the handling of emergencies in the municipal area which are described in this section.

In the event of an emergency or critical incident on campus, after calling the emergency services, campus security should be called. The on-campus security staff will be able to provide a more immediate response, and this will also enable security to assist with getting the Emergency Services to the right location as quickly as possible.

4.1   EMERGENCY AND CRITICAL INCIDENT PROCEDURES

The Emergency and Critical Incident Procedures provides staff with advice on what to do in emergencies to ensure safety is prioritised and impact minimised. It is useful for all campus occupants to be familiar with the procedures for responding to different types of critical incidents and emergencies. The University's emergency incident response codes which relate to extreme events are outlined below.

CODE BROWN: EXTERNAL EMERGENCY

An external emergency is an event that stretches or overwhelms the University's resources e.g. structural collapse, explosion, fire or flood.

Raise Alarm

• Call (0) 000 and Campus Security on (03) 9479 2222 and provide your name, location and type of incident

Stand By

• The University is alerted to an incident that may require a response

• Security Personnel will seek to confirm the extent of the incident and gather information on the current situation and availability of staffing and resourcing

• Stand by, await further instructions

Respond

• Incident is confirmed

• Incident Response Group (IRG) is notified of the Code Brown activation

• Code Brown plans are activated and the University commits resources and personnel

• Follow directions for Building Warden/Security/Emergency Services

Stand Down

• The incident is controlled

• Response operations are concluded and there is movement towards a return of normal business

• Whilst stand down may be instigated, a return to normal business may not occur for some time

• Await further instructions from the University

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Code Red refers to a fire and smoke incident that poses an immediate threat to safety of people or University assets.

Remain Calm

• Do not shout 'FIRE' as this may cause panic and lead to injuries

Remove

• If safe to do so, move any people in immediate danger to a safe area

Raise Alarm

• Notify any nearby occupants of the danger

• Activate nearest "break glass" alarm if no alarms are sounding. The system will automatically notify the Emergency Services and Campus Security

Contain

• Close the door, if safe to do so

• If safe to do so and you are trained, attempt to extinguish the fire using the correct equipment

<u>Evacuate</u>

Listen for the tone and respond as required

Do

• "BEEP" "BEEP" Remain calm and await further instructions

• "WHOOP" "WHOOP" Evacuate the building following the building/area Warden's instructions

• Follow the exit signs, walk quickly and calmly closing doors and windows behind you

Don't

• Use lifts/elevators (unless advised by Warden)

• Re-enter the building/area until directed by the Warden, security or attending emergency service

• Panic, you should remain calm

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A gas leak or chemical spill is classed as significant if the safety and security of personnel or University assets is affected.

Gas Leak or Chemical Spill

• It is important to know what you are handling in the first place. Only those people trained in the storage and handling of dangerous goods should have access

Respond

• If safe to do so assist anyone in immediate danger

• DO NOT allow other people to enter the area

• If anyone has been exposed to a substance, set up an isolation and decontamination area

• If available and safe to do so, put on Personnel Protective Equipment (PPE). Observe and support exposed persons until Emergency Services arrive

• Remain calm and DO NOT put yourself at risk

Contain

• Control the Hazardous Material

• Clear the immediate area of staff and students

• Close doors and windows only if safe to do so

• If safe to do so, turn off ignition sources, isolations switches, ventilation and machinery

• DO NOT smell, touch or taste the material

• Evacuate to the designated assembly area. DO NOT return to building until advised to do so by Building Warden or Emergency Services

• Remove any personnel who are down wind of the incident

Raise Alarm

• Contact Campus Security on (03) 9479 2222 and provide your name and location and type of materials involved

• Alert surrounding areas and evacuate by hitting the nearest Break Glass Alarm. The system will automatically notify the Emergency Services and Campus Security

An alternative assembly area may need to be used if the weather conditions are transporting vapours toward the primary assembly area. Listen for instructions and take note of unusual smells and conditions

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Code orange is when evacuation is required. Always follow evacuation procedures.

Assess

• Assess the risk and act accordingly. DO NOT PUT YOUR SELF IN DANGER

• In the event of a gas leak, or chemical spillage DO NOT HANDLE. Only those trained personnel (Emergency Services) should have access to remediating the issue (Refer Code Yellow)

Raise Alarm

• Notify Campus Security on (03) 9479 2222

• If an evacuation is required push the nearest Break Glass Alarm to activate the evacuation tone. The system will automatically notify the Emergency Services and Campus Security

Evacuate

• If safe to do so, immediately assist/evacuate all affected personnel to the designated areas identified by the Wardens or Emergency Services personnel

• Restrict entrance to danger zone and shut doors if possible

• Walk quickly and calmly closing doors and windows behind you if safe to do so

• Do not use lifts

• Check all rooms, especially change rooms, toilets, meeting rooms and storage areas

• Report to the Chief/Building Warden when your floor has been evacuated

• DO NOT RETURN to the building until the Building Warden/Security/Emergency Services has declared that it is safe to do so

• Find alternative assembly area to be used if weather conditions create further hazards

OTHER INCIDENT RESPONSES

Additional incident response codes not outlined above are as follows:

- Code Blue: Medical Emergency (First Aid)
- Code Black: Personal Threat
- Code White: Major Disruption or Outage Incident
- Code Green: Data Breach/Cyber Incident
- Code Purple: Bomb/Chemical or Biological Threat

Further information about emergency and critical incident procedures at La Trobe University is located at the following webpage: https://www.latrobe.edu.au/emergency/procedures

4.2   MUNICIPAL EMERGENCY MANAGEMENT

Municipal Councils have an important role in emergency management as they have access to resources and information about their communities which they are able to utilise in a coordinated way during a crisis. The City of Darebin Municipal Emergency Management Plan (MEMP) addresses the prevention of, response to, and recovery from

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emergencies within the City of Darebin. The MEMP is a multi agency document developed by the Municipal Emergency Management Planning Committee. The objectives of the MEMP are as follows:

- Implement measures to prevent or reduce the causes or effects of emergencies

- Manage arrangement for the utilisation and implementation of municipal resources in response to emergencies

- Manage support that may be provided to or from adjoining municipalities

- Assist the affected community to recover following an emergency

- Complement other Local, Regional, and State planning arrangements

In an emergency, Darebin City supports response agencies through provision of municipal resources and the coordination of relief and recovery at the local level. This includes the management of:

- The provision of emergency relief

- The provision of municipal resources during response and recovery

- Municipal assistance to agencies during the response to and recovery from emergencies

- The assessment of the impact of the emergency

- Recovery activities within the municipality

4.3   EVACUATION AND SHELTER LOCATION

As outlined in the Darebin Municipal Emergency Management Plan, the Incident Controller will be responsible for determining the need to activate emergency relief services and/or nominating safer locations for relocated people to travel to. The Victoria Police Evacuation Manager is responsible for coordinating the shelter of evacuated people, and Council is responsible for the provision of shelter and for managing Emergency Relief Centres. The Department of Health and Human Services will support Municipal Councils as required.

Appropriate site shave been predetermined by the MEMPC across City of Darebin, however the location of an emergency relief centre will be determined dependent on the emergency and impact to the community. If an emergency relief centre is to be opened, information will be communicated to the impacted community.

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5 CONTACTS

This section outlines key community contacts (subsection 5.1) and emergency contacts (subsection 5.2) for the university.

5.1 KEY COMMUNITY CONTACTS

Key contacts for a range of community services and organisations available at the Melbourne campus are detailed in the table below:

Community Contact	Contact Details
Campus security	03 9479 2222
Infrastructure & Operations Service Desk	03 9479 2017
Counselling and mental health services	Location: Level 2, Peribolos East Building, La Trobe University Melbourne Campus • Opening hours: 9am – 5pm weekdays • Telephone: 03 9479 2956 • Email: counselling@latrobe.edu.au After-hours Counselling: 1300 687 327
Medical clinic / GP services – La Trobe University Medical Centre	Location: Corner Plenty Road and Kingsbury Drive, La Trobe University Melbourne Campus • Clinic opening hours: Monday-Friday 8.30am-5pm, Saturday 9am-1pm • Telephone: 03 9473 8885
Disability Advisor	T: 03 9479 2900 E: equity@latrobe.edu.au

5.2 EMERGENCY CONTACTS

The table below outlines emergency contacts for the university:

Emergency Contacts	Contact Details
Emergency services	From mobile: 000 From a campus landline: 0 000
Campus security	03 9479 2222
SES flood, storm, tsunami, earthquake emergency assistance	132 500

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APPENDIX A: EMERGENCY PLAN CHECKLIST

The below checklist has been compiled to assist members of the La Trobe University Melbourne campus community to develop an emergency plan.

Emergency Plan List	Checklist
Research hazards and emergency arrangements in your community	☐
Plan and collaborate with others. Discuss what you would do in an emergency scenario, including where you would go, and what you would do if you were separated from each other.	☐
Plan evacuation routes and consider alternatives routes which could be taken in the event of flooding, infrastructure damage, etc.	☐
Consider who you are responsible for in an emergency. This may include children, parents, employees, pets.	☐
Consider any special assistance you may need, or those around you may need, relating to factors such as: • Low or no vision • Low or no hearing • Restricted or no mobility • Difficulty in learning or understanding • Medical requirements • Senior citizens • Children • Needing English translation	☐
Learn what communication channels are available for staying aware and informed during an emergency event	☐
Create a sheet or a card with all important emergency contact details written on it. Include contacts listed in Section 5 – Contacts, as well as personal contacts such as a friend who may provide somewhere to stay, or a relative you need to check on.	☐
Create an Emergency Kit – refer Appendix B	☐

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APPENDIX B: EMERGENCY KIT CHECKLIST

The below checklist has been compiled to assist members of the La Trobe University Melbourne campus community to create an emergency kit for use during an emergency event on campus.

Emergency Kit Contents	Checklist
Battery operated radio and torch (with spare batteries)	☐
First aid kit	☐
Gloves – sturdy leather or garden gloves and rubber gloves	☐
Copy of emergency plan and important documents	☐
Non-perishable food and drinking water for up to three days	☐
Items to add to Emergency Kit when evacuating, or if a warning is issued:	
Mobile phone and charger	☐
Prescriptions and medications	☐
Pet needs – food, leash etc	☐
Clothing and sturdy shoes	☐
Important cards / documents such as drivers' license, passport etc.	☐
House and car keys	☐

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APPENDIX C – SEVERE STORMS AND FLOODS RESPONSE FLOWCHARTS

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9 Severe storms and floods

Severe storms

Remain within a secure building

↓

Draw blinds and keep clear of windows

↓

Move to the lower floor of multi-storey buildings

↓

For added protection – shelter under desks

↓

Evacuate only under instruction from Security/ IERT, Wardens or Emergency Services

↓

Move to assembly area and remain until all clear is given

↓

Assess damage, commence salvage

↓

Complete incident report and notify Insurance Office of extent of damage

Floods

Isolate electrical supply if safe to do so

↓

Exit the area if flooding threatens safety

↓

Enter flooded areas only if declared safe by appropriate authorised persons

↓

Remove assets and documents to 'dry havens'

↓

Assess damage and commence salvage

↓

Arrange for recovery of water damaged items

↓

Complete incident report and notify Insurance Office of extent of damage