

SELF-CARE DECONTAMINATION



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Justice Institute of BC
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V3L 5T4

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Centre for Applied Research
Office of Applied Research & Graduate Studies
Justice Institute of BC
715 McBride Boulevard New Westminster, B.C. V3L 5T4
Tel: 604.525.5422
e-mail: appliedresearch@jibc.ca
www.jibc.ca

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1 SELF-CARE DECONTAMINATION

1.1 Introduction

The SIMTEC PROJECT is a four year research contract administered by the Justice Institute of British Columbia (JIBC) to explore effective psychosocial responses during disasters. The research is funded by the Canadian Safety and Security Program, Defence Research and Development Canada and championed by Health Canada.

In particular, the aim is to develop training and resources to assist first responders when attending to the psychosocial needs of their community, their colleagues and themselves during times of crisis.

In 2013 the SIMTEC research team focused on the psychosocial considerations during a decontamination incident. The review of the research and best practices has resulted in the creation of new Self-Care Decontamination protocols and communication strategies; both with psychosocial considerations embedded in the protocols and materials.

The U.S. Department of Homeland Security (2012), based upon NFPA 472, encourages a **flexible and scalable three-tiered decontamination response** that includes

- self-care decontamination,
- gross decontamination, and
- technical decontamination;

where **Self-care decontamination** is a process by which individuals dis-robe, wipe themselves clean and re-robe immediately after relocating outside the “hot zone.” Removal of contaminants using a high pressure water source is handled by first responders and referred to as **gross decontamination**. **Technical decontamination** is the process through which contaminants are removed by showering in facilities specifically designed for decontamination purposes.

Decontamination training should be based on existing research, recommendations and best practices (i.e. NFPA 472 & ORCHID Study). The SIMTEC research has focusing on developing new protocols for self-care decontamination (also referred to as “self-decon”) based on available research and protocols regionally, nationally and internationally.

1.2 Communication

There is consensus in the guiding literature that initial responders will be required to initiate critical communications in a CBRNE incident. SIMTEC researchers have; therefore, developed a

brief script to be read by the appropriate first responder (i.e., first on scene) to facilitate the engagement of those exposed and/or contaminated. The purpose of the script is to engage and lead victims through the Self-Care Decontamination protocols.

Additionally, SIMTEC research also has identified that decontamination protocols related to assisting and understanding the needs of at-risk populations are sparse. Little work has been done to seek strategies to reduce the trauma of the event for any population; now the SIMTEC protocols also address psychosocial considerations when supporting all persons throughout the entire decontamination process.

1.3 SIMTEC Self-Care Decontamination Protocols

This manual describes how to utilize a new set of protocols to engage and successfully lead a group of people through a step-by-step “self-care decontamination process” (to precede gross and technical decontamination processes). The protocols enable a first responder to demonstrate and engage diverse populations requiring decontamination by: reading from a brief script or Aide-Memoire, using gestures, actions and different voice control techniques.

The same technique is applied to protocols for “At Risk Populations,” those person who require additional consideration, extra time and additional assistance due to medical conditions, physical conditions, and age, religion or language difficulties. The protocols have attempted to address the known psychosocial considerations for all people undergoing decontamination, including:

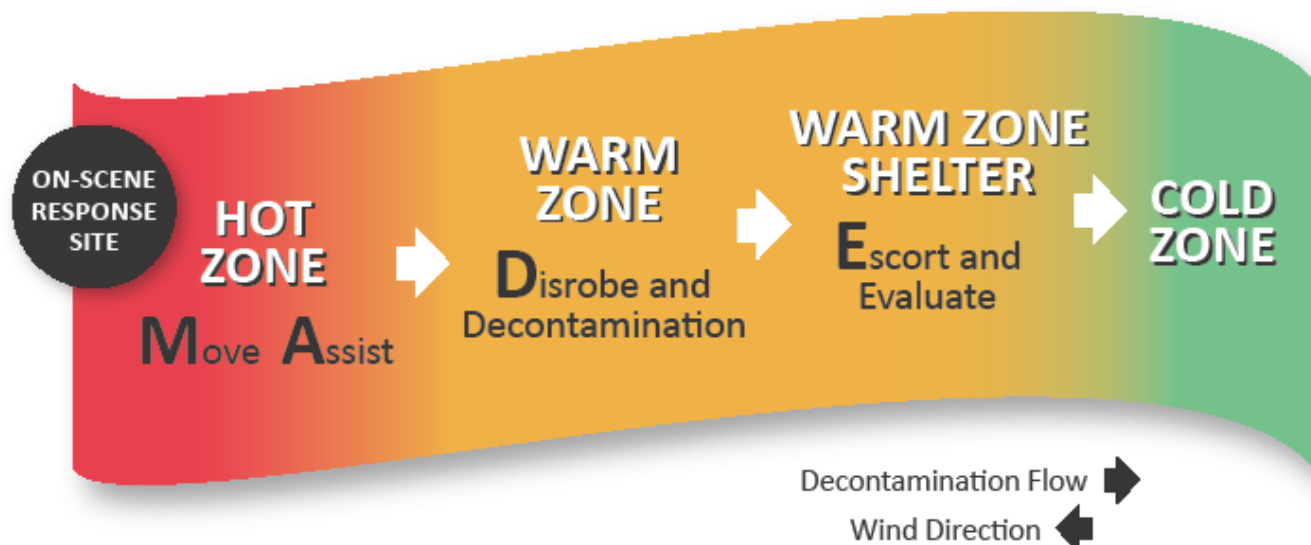
- Fear and anxiety of the overall decontamination process
- Fear of the equipment and gear protecting responders (e.g.,: alien looking suits)
- Fear of the unknown
- Issues surrounding dignity and privacy
- Issues around embarrassment

1.4 Purpose

The Self-Care Decontamination process can start soon after the arrival of the first responder and a considerable time before the arrival of the nearest HazMat team if there is one available. It is known that a HazMat team can take as long as 45 minutes to arrive on scene, suit up and be ready to begin decontamination. Self-Care Decontamination can start immediately and is can remove up to 80% of contaminants in the process. Following decontamination, those exposed can then go through a triage process to determine what, if necessary, they may require for further decontamination (e.g.,: gross decontamination or technical decontamination completed by the HazMat team).

2 Self-Care Decontamination MADE Simple

Self-Care Decontamination **MADE** Simple



Move people away from the contaminated Hot Zone to a safe area 100 metres upwind. Have casualties use a buddy system for assistance

Assist with reassurance to casualties and have buddy system help each other in pairs or teams

Disrobe and Decontaminate by wiping off exposed skin and hair from the top down and remove clothing as quickly as possible

Evaluate and Escort to an area of shelter for further HazMat, medical and disaster psychosocial system evaluation before discharge



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AIDE-MEMOIRE CHECKLIST



MADE FIRST RESPONDER Self-Care Decontamination Aide-Memoire



| Move | ✓When Complete |
|--|----------------|
| Maintain Order: Ensure casualties are safe, under control, and reinforce that they will be safer staying at the scene as help is coming | |
| Communication: Have everyone find a buddy and partner up for assistance and move | |
| MOVE the group 100m upwind to a safe area; Leave nobody behind; nothing by mouth | |
| Remain at a safe distance: Ensure that you remain 5 metres upwind from the casualties | |
| Communication: Reinforce and report more help and support is on the way | |
| Communication: Inform command of HazMat incident, request Disaster Psychosocial Service (DPS) workers, and request HazMat ETA | |

| Assist | ✓When Complete |
|---|----------------|
| Maintain a team environment: Have casualties stay with buddy and team groupings | |
| Self-Decon: Identify and secure someone to help you demonstrate self-decon | |
| Self-Decon Kits: If Self-Care Decontamination Kits are available - Ensure everyone has a kit | |

| Disrobe and Decontaminate | ✓When Complete |
|---|----------------|
| NO SELF-CARE DECONTAMINATION KITS | |
| Pre-clean: Use whatever is available to wipe any exposed hair and skin from top down | |
| Disrobe: Remove clothing; nothing over the head; cut or rip clothing from the back and waist up. Leave clothing on the ground with possessions and... | |
| MOVE UPWIND 5 metres and decontaminate - wipe down skin with whatever is available | |
| Move to Shelter | |
| WITH SELF-CARE DECONTAMINATION KITS | |
| KITS Pre-clean: Use Sudecon® RSDL (reactive skin decontamination lotion) wipes in pocket on the outside of the kit, wipe hands to count of 10 and all exposed skin and hair from top down – follow with Water Based Wipes to remove residue. Flush eyes if burning with eye wash | |
| KITS Disrobe: Remove Clothes and shoes down to underwear, put in clear bag #2. | |
| KITS: Valuables and cell phones can go in blue bag (seal tightly) and remain with casualty | |
| MOVE UPWIND 5 metres and wipe down hair and skin with H2O wipes from top down | |
| KITS Rerobe: Open yellow bag #3 and put on Tyvek smock, footwear, wrap in blanket and put on ID bracelet. Take blue bag with phone etc., and move to shelter | |

| Escort and Evaluate | ✓When Complete |
|--|----------------|
| Escort to Shelter for Medical/HazMat/DPS Response team evaluation | |
| Medical Assessment: The casualty referred to a medical professional | |
| Psychosocial Support: The casualty has been connected with a Psychosocial Services Worker | |
| Technical Decontamination: Casualty has been escorted for showering when required | |
| Other points to remember: <ul style="list-style-type: none"> • Communicate with and reassure every casualty clearly and use eye contact • Provide pre- and post-shower bags if available to HazMat technical decon station. Recommend families shower together regardless of gender • Engage gross decontamination with care: request medical assessment consultation prior to • Allow exposed casualties through with the Blue Bag unless specifically directed otherwise • Utilize psychosocial workers, provide decon dolls if available, and casualties with cell phones instruct them to notify their family that they are OK and that the family should not attend the scene | |



ADULT

SELF-CARE DECONTAMINATION PROTOCOL

Training Guide: Self-Care Decontamination MADE Simple

Move → Assist → Disrobe & Decontaminate → Evaluate

Move people away from the contaminant to a safe area 100 metres upwind, using buddies for assistance.

Assist and help each other in pairs or teams of buddies.

Disrobe & Decontaminate: wipe off exposed hair and skin and remove outer garments as quickly as possible.

Evaluate by Escorting to an area of shelter and evaluate the need for further decontamination, medical and or psychosocial supports.

Self-Care Decontamination Protocol: *WITHOUT* Self-Care Decontamination Kits

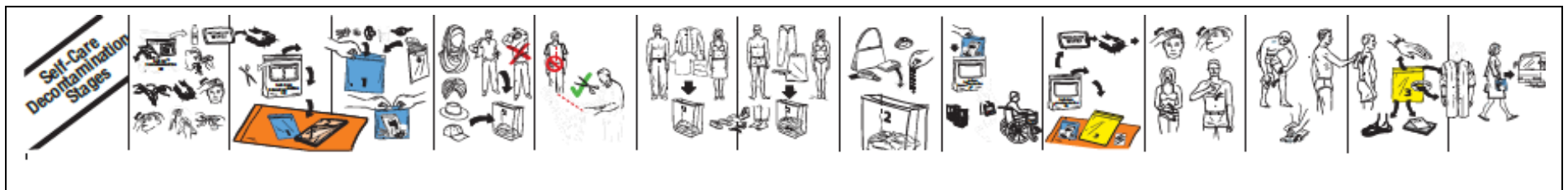
| | RESPONDER: INSTRUCTIONS | CASUALTIES: ACTIONS |
|--|---|---|
| MOVE | <p>Responder must remain 5 metres upwind from casualties at all times</p> <p>Stay together and immediately move 100 metres upwind/uphill</p> <p>Do not leave the area: you are safer here where we can help you</p> | <p>Casualties move quickly and calmly 100 metres upwind/uphill</p> |
| ASSIST | <p>Assist each other to move away from danger</p> <p>Leave no one behind. Everyone get a buddy</p> | <p>Casualties assist each other to move away from danger forming buddy teams to ensure no one is left behind</p> |
| DISROBE & DECONTAMINATE | <p>Wipe exposed skin & hair and blow nose; concentrate on airways, mouth and eyes</p> <p>Wipe glasses and leave on if necessary</p> <p>Remove footwear and outer clothing down to underwear</p> <p>Nothing over the head – cut off clothes from the back if possible; cut or rip from waist up and off from the front</p> <p>Leave clothing on the ground</p> <p>Move 5 metres upwind away from discarded clothing to protect from off-gassing</p> <p>Wipe down all exposed skin and each other’s backs</p> | <p>Using whatever is available casualties wipe off hair, exposed skin and clear noses</p> <p>Wipe off glasses and leave on if required</p> <p>Casualties remove footwear and outer garments down to undergarments</p> <p>If possible do not pull clothing over the head; cut or rip garments from the back and from waist up to neck pulling off from the front</p> <p>Casualties move 5 metres upwind from discarded clothing</p> <p>Casualties wipe down exposed hair and skin from top to bottom, front and each buddy will wipe each other’s back</p> |
| EVALUATE | <p>Move to shelter/triage where HazMat and medical specialists together with psychosocial workers will conduct evaluation for discharge</p> | <p>Casualties move together to an area of shelter for further medical and decontamination evaluation</p> |

Self-Care Decontamination Protocol: *WITH* Self-Care Decontamination Kits

| | RESPONDER: INSTRUCTIONS | CASUALTIES: ACTION |
|--|--|---|
| MOVE | <p>Remain 5 metres from casualties at all times</p> <p>Stay together and move 100 metres upwind/uphill</p> <p>Do not leave the area: you are safer here where we can help you</p> | Casualties quickly and calmly move 100 metres upwind/uphill |
| ASSIST | <p>Assist each other to move away from danger</p> <p>Leave no one behind. Everyone get a buddy</p> | Casualties assist each other to move away from danger forming buddy teams to ensure no one is left behind |
| DISROBE & DECONTAMINATE | <ul style="list-style-type: none"> • Do not take anything by mouth until advised by medical staff • Use Sudecon® wipes from bag exterior to wipe exposed hair and exposed skin from top down and blow nose. (concentrate on airways, mouth and eyes). Then wipe with water wipes • Rinse eyes if irritated using eye-wash bottle in exterior pocket of Kit. Flush out from bridge of nose towards outer face • Wipe glasses and leave on if necessary • Remove footwear & outer clothing down to underwear. Nothing over the head – using scissors, cut off clothes from behind cutting up from the waist. Assist each other as necessary • Place cell phone with display side facing outward into [Blue cell phone] bag along with valuables, keys, medications, etc. Seal bag and do not reopen it • Seal clothing into Clear Bag #2 • Move quickly with remaining bag and [cellphone bag] 5 metres upwind away from discarded clothing • Wipe hands clean using water wipes • Wipe clean all exposed hair and skin moving in one direction top to bottom front and back • With fresh cloth assist buddy by wiping his/her back • Discard wipes on ground or into Orange Bag • Re-robe and place ID bracelet on wrist from Bag #3 • Wrap in foil blanket • Seek assistance from others as necessary | |
| EVALUATE | Move to shelter/triage taking cell phone bag and FAQ pamphlet with you | Move together to shelter for further medical and decontamination evaluation |

Additional Key Points

- Decontamination can be stressful. Reassure every casualty and communicate clearly with eye contact.
- Inform casualties not to leave the scene to avoid contaminating others and to have the best chance of proper and efficient decontamination.
- First Responder must remain at least 5 metres upwind away from casualties at all times.
- Use the buddy system to reassure, encourage and recognize the signs of stress and/or injury.
- Use psychosocial workers, decontamination doll (when available) and have casualties inform their family/friends they are okay and not to attend the scene.
- If kits are available to HazMat teams, provide pre- and post-shower bags and give families the option to shower together regardless of gender.
- Engage gross decontamination with utmost care: essential to request medical assessment consultation before proceeding whenever possible.



100 metres upwind

----- Immediate and most critical steps -----

Move <5 metres further upwind and clean to shelter



CHILD

SELF-CARE DECONTAMINATION PROTOCOL

Training Guide: Self-Care Decontamination MADE Simple

Move → Assist → Disrobe & Decontaminate → Evaluate

Move people away from the contaminant to a safe area 100 metres upwind, using buddy system for assistance.

Assist reassure and ensure people are in pairs or teams of buddies.

Disrobe & Decontaminate: wipe off exposed hair and skin and remove outer garments as quickly as possible.

Evaluate by escorting to an area of shelter and evaluate the need for further decontamination, medical and or psychosocial supports.

Self-Care Decontamination Protocol: *WITHOUT* Self-Care Decontamination Kits

| | RESPONDER: INSTRUCTIONS | CASUALTIES: ACTIONS |
|--|---|--|
| MOVE | <p>Responder must remain 5 metres upwind from Casualties at all times</p> <p>Stay together and move 100 metres upwind/uphill</p> <p>Do not leave the area: you are safer here where we can help you</p> | <p>Adult quickly and calmly moves with child 100m upwind/uphill</p> |
| ASSIST | <p>Assist each other to move away from danger</p> <p>Find a partner as a buddy. Leave no one behind</p> | <p>Adults help children to move away from danger and stay with a partner/buddy</p> |
| DISROBE & DECONTAMINATE | <p>Wipe exposed skin & hair and blow nose; (concentrate on airways, mouth and eyes)</p> <p>Wipe glasses and leave on if necessary</p> <p>Remove footwear and outer clothing down to underwear: children before adults</p> <p>Nothing over the head – cut or rip off clothes from the back if possible from the waist up</p> <p>Leave clothing on the ground</p> <p>Move 5 metres upwind away from discarded clothing</p> <p>Wipe down all exposed skin and each other’s backs</p> | <p>Using whatever is available adults wipe off children’s exposed hair, skin and nose then repeat the process on themselves</p> <p>Wipe off glasses and leave on if required</p> <p>Adults remove children’s footwear and outer garments then remove their own</p> <p>If possible do not pull clothing over the head; cut garments from the back from the waist up</p> <p>Adult moves with child 5 metres upwind from discarded clothing</p> <p>Adult wipes down child then themselves and wipes buddy’s back and vice versa</p> |
| EVALUATE | <p>Move to shelter/triage</p> | <p>Adults move with children to shelter area for further medical and decontamination evaluation</p> |

Self-Care Decontamination Protocol: *WITH* Self-Care Decontamination Kits

| | RESPONDER: INSTRUCTIONS | CASUALTIES: ACTIONS |
|--|---|---|
| MOVE | <ul style="list-style-type: none"> • Responder must remain 5 metres upwind from Casualties at all times • Stay together and move 100 metres upwind/uphill • Do not leave the area: you are safer here where we can help you | Adult quickly and calmly moves with child 100 metres upwind/uphill |
| ASSIST | <ul style="list-style-type: none"> • Assist each other to move away from danger • Find a partner as a buddy to assist each other • Leave no one behind | Adults help children to move away from danger finding a partner/buddy |
| DISROBE & DECONTAMINATE | <ul style="list-style-type: none"> • Do not take anything by mouth until advised by medical staff • Use Sudecon® wipes from bag exterior to wipe exposed hair and exposed skin from top down and blow nose: (concentrate on airways, mouth and eyes) child first and then adult with fresh wipe • Then wipe with water wipes • Rinse eyes if irritated using eye-wash bottle in exterior pocket of Kit. Flush out from bridge of nose towards outer face • Wipe glasses and leave on if necessary • Remove footwear & outer clothing down to underwear: children before adults. Nothing over the head – using scissors cut off clothes from behind cutting from top down • Place cell phone with display side facing outward into [cell phone] bag along with valuables, keys, medications, etc. Seal bag and do not reopen it • Seal clothing into Clear Bag #2 • Move quickly with remaining bag and [cellphone bag] 5 metres upwind away from discarded clothing • Adults need to wipe hands clean with water wipes then wipe down all exposed hair and skin of the child moving in one direction top to bottom front and back • With fresh cloth adults then clean themselves being careful not to touch the child again until wipe down is complete • With fresh cloth wipe buddy's back and they wipe your back (unless child is old enough to assist adult) • Discard wipes on ground or into Orange Bag • Re-robe child from Bag #3 and place ID bracelet on wrist, then adult does the same • Wrap child in rescue blanket and foil blanket, then wrap adult in additional foil blanket | |
| EVALUATE | Move to shelter/triage taking cell phone bag and FAQ pamphlet with you | Adults move with children to shelter for further medical and decontamination evaluation |

Additional Key Points

- Decontamination can be stressful. Reassure every casualty and communicate clearly with eye contact.
- Inform casualties not to leave the scene to avoid contaminating others and to have the best chance of proper and efficient decontamination.
- First Responder must remain at least 5 metres upwind away from casualties at all times.
- Use the buddy system to reassure, encourage and recognize the signs of stress and/or injury.
- Use psychosocial workers, decontamination doll and have casualties inform their family/friends they are okay and not to attend the scene.
- If kits are available to HazMat teams, provide pre- and post-shower bags and give families the option to shower together regardless of gender.
- Engage gross decontamination with utmost care: essential to request medical assessment consultation prior to proceeding.
- It is very important that once a parent/guardian starts to help their child that they only touch the child with clean hands and that the child does not touch the parent in order to not re-contaminate the child during the cleaning process.

Infant/Toddler

SELF-CARE DECONTAMINATION PROTOCOL

Training Guide: Self-Care Decontamination MADE Simple

Move → Assist → Disrobe & Decontaminate → Evaluate

Move people away from the contaminant to a safe area 100 metres upwind to take clothes off as soon as possible, partner with a buddy for assistance.

Assist: reassure and ensure people are in pairs or teams of buddies.

Disrobe & Decontaminate: wipe off exposed hair and skin and remove outer garments as quickly as possible.

Evaluate: escort to shelter and evaluate the need for further decontamination, medical and or psychosocial supports.

Self-Care Decontamination Protocol: *WITHOUT* Self-Care Decontamination Kits

| | RESPONDER: INSTRUCTIONS | CASUALTIES: ACTIONS |
|--|--|--|
| MOVE | <p>Responder must remain 5 metres upwind from casualties at all times</p> <p>Stay together and move 100 metres upwind/uphill</p> <p>Do not leave the area: you are safer here where we can help you</p> | <p>Adult quickly and calmly moves with infant/toddler 100 metres upwind/uphill</p> |
| ASSIST | <p>Parents assist your child(ren) and each other</p> <p>Leave no one behind</p> <p>Emphasise no breast feeding until clean</p> | <p>Adults help infant/toddler to move away from danger and stays with a partner/buddy</p> |
| DISROBE & DECONTAMINATE | <p>Wipe exposed skin & hair and blow nose (concentrate on airways, mouth and eyes)</p> <p>Wipe eyeglasses and leave on if necessary (remove contact lenses if eyes are burning)</p> <p>Remove footwear and outer clothing down to underwear: children before adults</p> <p>Nothing over the head – cut or rip off clothes from the back if possible. Leave clothing and walk away</p> <p>Move 5 metres upwind away from discarded clothing to protect from off-gassing</p> <p>Wipe down all exposed skin</p> | <p>Using whatever is available, adults wipe off infant’s exposed hair and skin and clear their nose. Repeat on themselves</p> <p>Wipe off eyeglasses to leave on if required (remove contact lenses if eyes are burning)</p> <p>Adults remove infant’s footwear and outer garments then remove their own. Do not pull over the head, if possible. Cut or rip garments from the back and up from the waist</p> <p>Adult wipes down the infant then themselves</p> <p>Adult moves with infant 5 metres upwind from discarded clothing and quickly wipe down all exposed skin</p> |
| EVALUATE | <p>Move to shelter/triage</p> | <p>Adults move with infant to an area of shelter for further medical and decontamination evaluation</p> |

Self-Care Decontamination Protocol: *WITH* Self-Care Decontamination Kits

| | RESPONDER: INSTRUCTIONS | CASUALTIES: ACTIONS |
|--|--|--|
| MOVE | <ul style="list-style-type: none"> • Responder must remain 5 metres upwind from casualties at all times • Stay together and move 100 metres upwind/uphill • Do not leave the area: you are safer here | Adult quickly and calmly move with their infant/toddler 100 metres upwind/uphill |
| ASSIST | <ul style="list-style-type: none"> • Leave no one behind • Assist each other, form buddy partnership, and move away from danger | Adults follow instructions and help their infants to move away from danger and find a buddy |
| DISROBE & DECONTAMINATE | <ul style="list-style-type: none"> • Do not take anything by mouth until advised by responding medical staff. No breastfeeding until clean • Wipe hands using Sudecon® wipes on the outside of the Kit • Wipe eyeglasses and leave on if necessary; remove contacts if eyes are irritated. Flush out eyes from bridge of nose towards outer face • Open Kits and remove changing pad and cell phone bag: lay infant on changing pad • Adults use Sudecon® wipes on bag exterior to wipe exposed skin & hair and blow nose: infant first then adult with fresh wipe • Instruct parents to keep infant from touching their body during the cleaning process to prevent cross contamination • Remove footwear & outer clothing down to underwear: children before adults. Nothing over the head – using scissors cut off clothes from the back cutting from the waist up. Put clothing into Clear Bag #2 • Place cell phone with display side facing outward into [cell phone] bag along with valuables, keys, medications, etc. Seal bag and do not reopen it • Move quickly with remaining bag and [cellphone bag] 5 metres upwind away from discarded clothing • Adults need to wipe hands clean with water wipes and then wipe down all exposed hair and skin of the infant: wipe in one direction from top to bottom, front then back • With fresh cloths adults then clean themselves being careful not to touch the infant again until wipe down is complete • Adult buddy will wipe down each other's backs. Discard wipes on ground or into Orange Bag. Re-robe infant from Bag #3 and place ID bracelet on wrist. Wrap child in rescue blanket and foil blanket. Bring soother. • Re-robe adult from Bag #3 and place ID bracelet on wrist. Wrap adult in additional foil blanket. | |
| EVALUATE | Move to shelter/triage and take cell phone bag and FAQ pamphlet with you | Adults move with infant to an area of shelter for further medical and decontamination evaluation |

Additional Key Points

- Decontamination can be stressful. Reassure every casualty and communicate clearly with eye contact.
- If Kits are available to HazMat teams, provide pre- and post- shower bags and give families the option of showering together regardless of gender.
- Inform casualties not to leave the scene to avoid contaminating others and to have the best chance of proper and efficient decontamination.
- First Responder must remain at least 5 metres upwind away from casualties at all times. Use the buddy system to reassure, encourage and recognize the signs of stress and/or injury.
- Ask your buddy, once they have decontaminated themselves, to watch your child so you can proceed with your own decontamination.
- Use psychosocial workers, decontamination doll (when available) and have casualties inform their family/friends they are okay and not to attend the scene.
- Engage gross decontamination with utmost care: essential to request medical assessment consultation prior to proceeding whenever possible.

AT RISK POPULATIONS

SELF-CARE DECONTAMINATION PROTOCOL

Training Guide: Self-Care Decontamination MADE Simple

Move → Assist → Disrobe & Decontaminate → Evaluate

Move people away from the contaminant to a safe area 100 metres upwind to take clothes off as soon as possible, partner with a buddy for assistance.

Assist: reassure and ensure people are in pairs or teams of buddies.

Disrobe & Decontaminate: wipe off exposed hair and skin and remove outer garments as quickly as possible.

Evaluate: escort to shelter and evaluate the need for further decontamination, medical and or psychosocial supports.

WOMEN WHO ARE PREGNANT

Key Message: “This process will help protect your baby.”

No special instructions that differ from an adult; however,

Provide reassurance and information. Explain that removing the chemicals will reduce harm to the fetus

Repeat that up to 80% of contaminants are removed following Self-Care Decontamination



Assure her that she will receive a medical assessment following the shower

OLDER ADULTS

Key Message: “We’re going to help you through this. Put up your hand if you need help or don’t understand.”

No instructions that differ from an adult; however,

May need extra encouragement

May have medications – place in Bag #1 and keep with them

May need to repeat instructions many times

May be hard of hearing

May be unable to stand for long

Do not rush



PEOPLE WITH CHEST PAIN

Key Message: “Please try to relax. Help is on the way”

You will need to interrupt the process briefly and communicate with the individual,

1. **Ask person to sit down and try to breathe normally**
2. **Persons should do what they can to stay warm, they should stay in their clothes and wrap in the Foil blanket found in the kit**
3. **Advise them that firefighters in decontamination suits will be coming to help them**
4. **ADVISE MEDICAL TEAM AND REQUEST IMMEDIATE SUPPORT**



PEOPLE WITH CHRONIC ILLNESS

Key Message: “What do you need me to do that will help you?”

No special instructions that differ from an adult or child; however,

If you don’t know what someone’s needs are, ASK

May need two buddies to assist during decon process

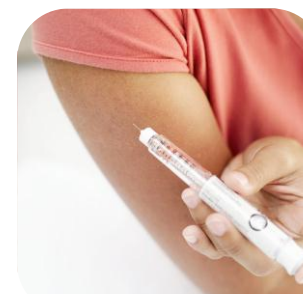
If medical equipment is attached to their body they should keep the equipment attached (e.g., ostomy bag, insulin pump, catheter)

Medical equipment should be rapidly assessed to see if it can be decontaminated. If it cannot be decontaminated, alternatives must be provided ASAP

ADVISE MEDICAL TEAM if replacement medication can be secured and ready for those who need it

If patients need to inject medication, if at all possible they should avoid doing so until after they shower

Will likely require additional time and assistance

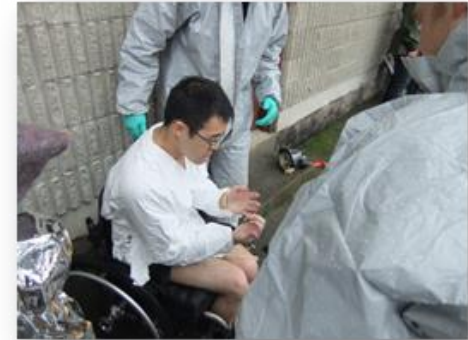


PEOPLE WITH WHEELCHAIRS OR LOW MOBILITY

Key Message: “We will provide you with a mobility aid as soon as we can after you have showered. In the meantime how can we best help you through this? WHAT DO I NEED TO DO FOR YOU?”

You will need two buddies to help non-ambulatory people through the decon process

Tell the buddies: “First clean yourselves.” the buddies will complete the Self Care Decon



Special instructions that differ from an adult or child are:

When your buddies are clean they will help you through the self-care decontamination as much as they can

As you watch your buddies clean themselves, if you don't think they will be able to help you clean yourself fast enough then stay as you are. We will get you more help

YOU WILL NOT BE ABLE TO TAKE YOUR WHEELCHAIR OR MOBILITY AID OUT OF THE AREA. If you do not think your buddies can help you leave after you are cleaned, you will have to stay where you are. WE WILL GET YOU MORE HELP

When the HazMat team arrives they will be able to help you further

Advise that specially trained firefighters will help them through the showers as follows:

They will ask how they can best assist you

They will lift you out of your wheelchair

You will be put on a surface with wheels

The firefighters will help you remove your clothing and you will be rolled into the shower

The firefighters will help you scrub down and get rinsed

They will help you get dressed if you need help

PEOPLE WITH PROSTHETIC LIMBS

Key Message “We will provide you with a mobility aid if necessary after you have showered. In the meantime PLEASE ADVISE US how we can best help you through this.”

Basic **INSTRUCTIONS** are similar to an adult or child with the addition of the following:

When wiping down your body, if you can take off your limb easily, then wipe it down carefully before reattaching it to you. If it is not easy to take off your limb then leave it on and wipe it down as thoroughly as you can

At the showers... Specially trained firefighters will help you through the shower if you cannot mobilise by yourself.

They will ask you if you need assistance

You will be put on a surface with wheels

The firefighters will help you scrub down and get rinsed if necessary

They will help you get dressed if you need help

PEOPLE WHO ARE DEAF, HARD OF HEARING OR USE HEARING AIDS

Key Message “We understand how important your hearing aid is. But for your safety, AFTER YOU HAVE LISTENED TO AND FOLLOWED THE INSTRUCTIONS you will have to remove your hearing aid and place it in Bag #1 for safekeeping.”

Basic instructions are similar to an adult or child; however,

People with hearing aids need the decontamination process explained to them before their hearing aids are removed

Ask the person to come closer to the front before they start self-decontamination

Do not raise your voice as this may be interpreted as anger

Maintain eye contact and use exaggerated gestures and body language

Ask if they understand at each step, are they ‘OK’

PEOPLE WHO WEAR CONTACT LENSES

Key Message: “Hard lenses may need to come out. If your eyes are burning you need to rinse them now.”



If the eyes are burning they should remove and discard their lenses

Basic **INSTRUCTIONS** are similar to an adult or child but differ as follows:

Take off one of the wipes on the outside of the bag and open it. Wipe your hands to the count of 10 then blow your nose

Take a clean cloth, open it fully. Close your eyes and wipe your face from your forehead to your chin. Put the dirty cloth into the orange garbage bag.

Take the eye rinse in your Kit and rinse your eyes, rinsing from the bridge of the nose to the outside of your face.

Take out your contact lenses if necessary and place in a clean wet cloth.

If your eyes are still burning, place a wipe over closed eyes for several minutes. Burning will stop in 5-10 minutes

PEOPLE WHO ARE BLIND

Key Message: “We will keep you safe. How can we best help you?”



You will need to instruct the blind person’s buddy to move aside from others to avoid extraneous sound interfering with their ability to hear the right instructions. Get them to lay out the blind person’s decontamination kit.

Basic **INSTRUCTIONS** are similar to an adult or child with the addition of the following:

Your buddy will instruct you on what to do as they do it; e.g., Remove clothes to underwear and take them >5 metres further upwind

PLEASE TELL US HOW WE NEED TO HELP YOU

Once the ‘Buddies’ are cleaned they should be careful NOT TO TOUCH THE BLIND PERSON AS THEY HELP THEM THROUGH THE DECONTAMINATION PROCESS. They need to provide clear instruction to the person who is blind regarding where the bags and contents are located.

PEOPLE WITH AUTISM SPECTRUM DISORDER or observed cognitive difficulties

Key Message: “I’m here to help you... YOU WILL BE SAFE”

Follow the adult or child procedure; however additional considerations are,

Make eye contact

Avoid touching the patient

Avoid authoritative or commanding tone

Speak slowly and clearly

Use simple language

Warn person what they are going to be doing and then ask them to watch and do what the buddy demonstrators are doing

Repeat instructions as necessary

PERSONS WITH HIGH LEVELS OF ANXIETY

Key Message: “Self-Decontamination is very effective. Up to 80% of the chemicals will be removed by this process. PLEASE PUT UP YOUR HAND IF YOU NEED HELP AT ANY TIME”

Basic instructions are similar to an adult or child; however,

Reassure victims that decontamination is effective. Try to let people know what to expect

Try to buddy them up with a calm person

If the person shows signs and symptoms of anxiety: muscle tension, rapid breathing, hyperventilation, sweating and/or tremor, treat them as if they have angina or chest pain. Sit them down and tell them more help is coming

Remaining calm give instructions in a straight forward manner

Be open to questions

PPE equipment can be very scary for children and adults. Explain how PPE looks before people encounter it.



PEOPLE WITH POSSIBLE MENTAL ILLNESS

Key Message: "I'm here to help you... YOU WILL BE SAFE "

Follow the adult or child procedure; however additional considerations are,

Make eye contact

Avoid touching the patient

Avoid authoritative or commanding tone

Speak slowly and clearly

Use simple language

Warn people what they are going to be doing and then ask them to WATCH AND FOLLOW THE DEMONSTRATORS

Repeat instructions as necessary

Avoid engaging in any delusional conversations

TOURISTS AND INDIVIDUALS WHO SPEAK LITTLE OR NO ENGLISH

Key Message: “We will keep you safe. - Communicate with diagrams, pictures, demonstrations, or gestures while speaking slowly.”

Basic instructions are similar to an adult or child; however,

Maintain Eye Contact unless culturally inappropriate. Use interpreters if possible (could be family or friends). Speak slowly TO THE PERSON not to the interpreter

Groups who speak the same language (e.g., group of tourists) should be kept together

Indicate that they should watch the buddy demonstrator at the front with the First Responder and USE the illustrated accordion booklet in the kits

Be aware of possible cultural differences. Ensure male responders help males through the shower line and female responders help females if possible

If the Storyboard Banner is available they can follow the pictographs

TRANSPERSONS

Key Message: “WHAT DO YOU NEED ME TO DO TO MAKE YOU FEEL SAFE THROUGH THIS PROCESS? Please ask for more help if you need it.”

Basic instructions are similar to an adult or child; however,

Having to disrobe in public may be extremely traumatizing. Give as much privacy as possible

Let people choose whether they would prefer to go into the male line or the female line when showering if separate lines are set up

Recognize how serious the consequences may be if the needs of this group are not acknowledged or if they are humiliated

If you are ever unsure what a person needs, ask them

PEOPLE WITH HIJAB, TURBAN, BURKA OR OTHER RELIGIOUS COVERINGS

Key Message “This may not be easy. We wouldn’t ask you to remove your head/religious covering unless it was an emergency. We will give you a suitable covering after the shower.”

and

“Your religion allows you to remove your head covering in an emergency that affects your life and safety.”

Basic instructions are similar to an adult or child; however,

If possible female responders should speak with females; male responder should speak with males



Explain the severity of the situation and that this may save their life

That all clothing, including their head covering, is the most contaminated and has to be removed

Allow the individual to remove the item on their own

Get others to hold the orange garbage bags around them as a shield if they need it while they remove their head covering

Tell them they may have to use several wet cloths to wipe down all of their hair. If they need more wet cloths they should ask others to give them some once they have finished using their supply or throw them another Cleaning Bag



IF THE HAIR IS IN A KNOT (as per Sikh) under the covering leave the hair knotted and instruct those people to wipe around the knot thoroughly

Tell them they will be able to cover their head once they have showered

Let them know they will be able to replace the item ASAP. ESS and/or DPS can assist after the showers

PERSONS WHO ARE HOMELESS

Key Message: “We are here to help you get through this.”

No special instructions that differ from an adult or child; however,

Be aware: Persons who are homeless have high rates of mental illness and disability with unexpected responses

May be very reluctant to remove clothing and may have many layers of clothing

Be patient, calm and approachable

Avoid raising your voice or fear-driven persuasion. Authoritative or controlling tone may trigger existing PTSD symptoms.



PEOPLE WHO NEED TO USE THE BATHROOM

Key Message: “We have a place for you to use with some privacy.”

Basic instructions are:

Ask the person to hold on if at all possible until they have been cleaned.

Show them where the portable toilet is located.

Ask the person to take some clean cloths (from Bag 3) with them.

Ask for three people to pick up their orange bags and walk to the toilet with the person to provide a privacy screen

Ask the people to hold up the orange garbage bags as a screen and face outwards while the person uses the toilet.

Ask if anyone else needs to use the toilet and if so they should use it now.



PEOPLE WITH PETS, THERAPY OR GUIDE DOGS OR POLICE DOGS

Key Message: “We understand how important your animal is to you. We will help you clean your pet.

DOG OWNERS OR POLICE HANDLERS PLEASE TAKE CARE OF YOUR OWN ANIMAL AND MOVE TO THE SIDE.”

Provide the Pet Cleaning Kit to handlers

Persons should wipe hands, face and hair and upper body before putting on a smock to proceed and decontaminate their animal

Direct the decontamination of the animal with its handler away from other people

A leash and soft muzzle are available in the kit to ensure control of the animal



Use as many wet cloths as necessary to clean the dog's hair/fur but do not let the animal get too wet, it will shake

Animals will “Alert” when their handler is in trouble. Allow the animal to see/hear the handler as much as possible

Police Dogs must only be managed by their handler

Guide and therapy dogs can be handled by others at the direction of the handler (e.g., blind person) if necessary



POLICE, PEACE OFFICERS AND POLICE DOGS

Key Message: “Follow my directions and you will be OK.”

No special instructions that differ from an adult with another service animal or pet; however,

If a suspect is in custody, the police officer will go through technical decontamination with the suspect and REMAIN IN FULL GEAR



Once the suspect is transferred into the custody of a ‘Clean’ officer, the initial officer must return to the Warm Zone and undergo a full technical decontamination

Police dogs will undergo decontamination by their handler and Dog Kits are available. If no kits are available the handler can use whatever is available to wipe down head to tail, back to feet before HazMat arrives. Following HazMat arrival dog and handler will proceed through technical decontamination as per training.

If kits are available flush the dog’s eyes and nose and wipe head to tail, back to feet with water wipes followed by towel. Do not rub as recontamination will occur. Clean pads on their feet carefully and thoroughly.

POLICE WITH SUSPECT UNDER ARREST REQUIRING DECONTAMINATION

Key Message: “Follow my directions.”

Provide the following **INSTRUCTIONS:**

**YOU WILL PROCEED THROUGH
TECHNICAL DECON SHOWERS IN FULL
GEAR ALONG SIDE THE SUSPECT**



**SUSPECT WILL STRIP DOWN AS REQUIRED AND BE TAKEN BY YOU
THROUGH SHOWERS**

YOU WILL HAND OVER SUSPECT TO RECEIVING OFFICER IN CLEAN ZONE

**YOU WILL RETURN TO WARM ZONE AND PROCEED THROUGH TECHNICAL
DECON TO MAINTAIN YOUR SAFETY**

CRIMINAL SUSPECTS

Key Message: “We will make sure you are safe if you FOLLOW MY INSTRUCTIONS.”

Basic instructions are similar to an adult; however,

It is preferable to have the suspect comply with the Self Care Decontamination process and every effort should be made to have them cooperate. If they do not, you must follow ‘suspect under arrest’ procedure AND REQUEST AN OFFICER TAKE CHARGE OF THE SUSPECT

If they are cooperative, they will need to be monitored closely by a designated police observer at 5 metres distance as they proceed through the Adult Self-Care Decontamination protocol

DECEASED PERSONS

Key Message: “We know this is distressing, but please DON’T TOUCH THE BODY.”

Basic considerations are:

Corpses will be the last to be decontaminated and retained within the Hot Zone until addressed

First responders should not handle the body

All management of a deceased person will require accurate documentation from responders. Assign an official as soon as a person is declared deceased

A Coroner or Medical Examiner needs to direct the management of any dead body in order to safe guard evidence and protect responders

The body will be decontaminated prior to medical examination and release.