

Emergency Management and Evacuation Policy

NQS

QA2	2.3.3	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
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National Regulations

Regs	168(2)(e)	Policies and procedures in relation to emergency and evacuation
	97	Emergency and evacuation procedures
	98	Telephone or other communication equipment

MTOP

LO3	Children become strong in their social and emotional wellbeing.
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Aim

In the event that the service needs to be evacuated, we aim to conduct this in a rehearsed, timely, calm and safe manner to secure the safety of each person using the service. The safety and wellbeing of each child, educator and person using the service is paramount above any other consideration in the time of an emergency or evacuation. Any other procedures will be carried out only if it is safe to do so.

Related Policies

Emergency Service Contact Policy

Lockdown Policy

Incident, Injury and Trauma and Illness Policy

Administration of Authorised Medication Policy

Death of a Child Policy

Medical Conditions Policy

Implementation

The Approved Provider is responsible for ensuring our service has an Emergency Management Plan (EMP) in place that has considered all relevant risks, includes procedures for evacuation, lockdown, lockout and “shelter-in-place,” emergency response procedures and drills and training schedules.

Our EMP will be developed by the Approved Provider or Nominated Supervisor who will lead an EMP planning team.

We will refer to the South Australian [Guide to Developing an Emergency Management Plan](#) as a best practice model and tailor the procedures to our Service operations.

The Approved Provider or Nominated Supervisor is responsible for:

- **Identifying the risks and threats that could produce an emergency situation.**

They will conduct a risk assessment to identify potential emergencies that could affect our service and use this to prepare emergency and evacuation procedures. An evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc. Local emergency services will be consulted for advice including local fire services, police, ambulance, local government, community leaders and other relevant agencies. The advice will include information about evacuation routes and assembly points, and take into account accessibility for adults or children with special needs.

- **Developing the EMP** which will include:

- Emergency contact details for people who have specific roles or responsibilities under the EMP
- Contact details for local emergency services
- A description of how we will alert people to an emergency by siren or bell or Whistle
- Evacuation procedures including how we will assist any child or person with special needs
- A map of the service showing the location of fire equipment, emergency exits and assembly points
- Processes for advising neighbouring businesses about emergencies
- Processes to ensure staff are trained in our emergency procedures
- Processes we will follow after an incident.
- Procedures we will follow to test our EMP and familiarise our children and staff with the EMP.

- **Ensuring the EMP can be easily identified and is accessible.**

The EMP or a summary of the EMP will be displayed on pin board at front of OSHC

Establishing an Incident Management Team (IMT).

- Ensuring that visitors and relief staff are aware of the emergency response procedures.
- Implementing the EMP including:

- **Disseminating information** about the EMP and the procedures relating to emergency management and evacuation to staff, children, visitors and families. Families will receive written notification from the service. We will use informal games and discussions to familiarise children with our evacuation and emergency procedures.
- **Scheduling training for** the IMT and all educators, staff and volunteers. This will include ensuring educators are provided with training on how to use fire extinguishers, fire blankets and other emergency equipment. Training may include evacuation drills, identifying assembly points and the location of emergency equipment, first aid arrangements and how to turn off the electricity and gas supplies. All new educators and staff will receive training during their induction and refresher training for all educators and staff will take place annually.
- **Testing** the EMP every quarter
- **Reviewing** the EMP annually.
- Keeping records of all emergencies.
- Keeping records of meetings and emergency drills.

Emergency Management Plan Procedures

The Approved Provider is responsible for implementing the attached procedures when an emergency situation arises (Appendix A).

Communication

We will ensure we have access to reliable communication channels in the event of an emergency by maintaining access to a telephone (such as fixed-line telephone, mobile phone, satellite phone, 2-way radio, video conferencing equipment) at all times.

Our main telephone is located at OSHC OFFICE

If there is a loss of electricity a Mobile is carried by staff.

If there is a complete loss of electricity and the telephones at the service are not available, a mobile phone will be provided and ready to use at all times to ensure educators can make emergency contact.

Emergency Communication Plan

We will ensure all educators, staff, visitors, volunteers and families are aware of our emergency evacuation procedures through:

- the display emergency telephone numbers prominently throughout the service in the following locations, including near telephones or available near mobile phones –

OSHC Office

- the display of evacuation diagrams based on our floor plans prominently near each exit –

OSHC Foyer

The Evacuation Diagram will include:

- an A3 size diagram of the floor or area
 - a title eg Evacuation Plan
 - the “You are here” location
 - designated exits in green
 - communication equipment and where installed in red
 -
 - hose reels, hydrants, extinguishers in red.
 - designated shelter-in-place location and assembly area.
 - date plan validated.
 - location of assembly areas
 - a legend.
- Regular reminders to families via email and newsletters that we maintain a Register of emergency telephone numbers for families and we must have current contact information. The Register is located in the following location –OSHC office .

Emergency and Evacuation Procedures and Drills

Rehearsal Evacuation Drill (Every Three Months)

The service will add to each child’s sense of security, predictability and safety, and ensure all educators and staff are familiar with our emergency evacuation procedures, by conducting rehearsal evacuation drills every three months. We will develop a schedule for conducting drills for the different types of emergencies identified in our EMP. The drills:

- will take place at various times of the day and week (rather than always on a Tuesday at 10 am for example) to ensure all children and staff members get the opportunity to rehearse. All persons present at the service during the evacuation drill must participate accordingly.
- will be documented and assessed against specific outcomes. We will appoint an observer to evaluate our drills using the checklist at Appendix B.

- will be immediately followed by a debriefing session to identify any improvements that may be made to the procedures. Any staff training needs will be identified and action taken to implement the relevant training.

Sources

Education and Care Services National Regulations 2011

National Quality Standard

Work Health and Safety Act 2012

Work Health and Safety Regulations 2012

Fact Sheet Emergency Plans – Safe Work Australia

Guide to Developing an Emergency Management Plan - DEECD Victoria

Review

The policy will be reviewed annually or when there are changes to the service which may affect the EMP such as renovations or changes to the number of staff or children. The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Last reviewed: December 2019

Date for next review: December 2020

Emergency Procedures

Evacuation procedures: on-site and offsite

If it is unsafe for children, staff and visitors to remain inside the building, the children's service will be evacuated. The Approved Provider will take charge and activate the emergency evacuation procedures (or activate the Incident Management Team) by.

- sounding the alarm. Any educators on breaks will return to their group of children to assist with the evacuation.
- Calling 000.
- Informing emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- Determining which on-site or off-site evacuation assembly point will be used.
- evacuating staff, children and visitors out of the building in accordance with the evacuation plan, checking toilet, kitchen, playrooms and cot rooms to the assembly area.
- Taking the children's attendance list (sign in/sign out roll), staff roster and the Emergency Kit/First Aid kit.
- liaising with educators to ensure all children, staff and visitors are accounted for once at assembly area. Educators will ensure children in their groups are accounted for.
- Supervising and reassuring children assisted by educators.
- Waiting for emergency services to arrive or provide further information.

Lockdown procedures

Refer Lockdown Policy

Lockout Procedure

The following lockout procedure will be used when an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety. The Approved Provider (or the Incident Management Team):

- Activates lockout procedures.
- Announces lockout with instructions about what is required. Instructions may include nominating staff to:
 - lock doors to prevent entry

- check the premises for anyone left inside
- obtain Emergency Kit.
- Contacts emergency services on 000.
- Goes to the designated assembly area.
- Checks that children, staff and visitors are all accounted for.

Actions after lockout

- Determine if there is any specific information staff, children, parents and visitors need to know (e.g. areas of the facility to avoid).
- Ensure any children, staff or visitors with medical or other needs are supported.
- Follow up with any children, staff or visitors who need support.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

Shelter-in-place procedures

The following shelter-in-place procedure will be considered when an event takes place outside of the children's service and emergency services determine the safest course of action is to keep children and staff inside a designated building in the children's service until the external event is handled.

If a shelter-in-place action is determined the Approved Provider

- activates shelter-in-place procedures.
- Moves all children, staff and visitors to the pre-determined shelter-in-place area.
- Obtains emergency kit.
- Notifies parents/families if the shelter-in-place is going to extend beyond the services hours of operation.
- Notifies the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

Emergency response procedures (specific emergencies)

FIRE

All staff will remain calm and report the outbreak of fire immediately to the Approved Provider activate the fire alarm.

- Phone **000** to notify the fire brigade.
- Extinguish the fire (**if safe to do so**).
- Implement evacuation procedures if threat exists and close all doors and windows.
- Check that all areas have been cleared.
- Check children, staff and visitors are accounted for.

- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

BUSHFIRES/GRASS FIRES

Refer Bushfire Policy

SEVERE WEATHER /STORMS AND FLOODING

The Approved Provider will direct educators and staff to:

- Store or secure loose items external to the building, such as outdoor furniture.
- Secure windows (close curtains & blinds) and external doors. If necessary, tape windows and glass entrances. Utilise boards and sandbags if required.
- Protect valuables and disconnect electrical equipment – cover and/or move this equipment away from windows.
- (During a severe storm) remain in the building and ensure they and children keep away from windows. Restrict the use of telephone landlines to emergency calls only.
- Tune in to ABC radio if possible to follow any emergency instructions.
- Report to the Approved Provider regarding the status of children, staff and visitors safety.

After the storm passes, the Approved Provider will evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.

PANDEMIC

The Approved Provider will:

- Ensure basic hygiene measures are in place including the display of hygiene information.
- Provide convenient access to water and liquid soap and/or alcohol-based sanitiser.
- Educate staff and children about covering their cough to prevent the spread of germs.
- Stay alert and follow any instructions issued by Health authorities.
- Be prepared for multiple waves.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

BOMB/CHEMICAL THREAT

The Approved Provider will implement the following procedures:

- If a bomb/chemical threat is received by telephone:
 - **stay calm**
 - **do not** hang up
 - refer to the bomb threat checklist.
- If a bomb/chemical threat is received by mail:

- avoid handling of the letter or envelope
 - place the letter in a clear bag or sleeve
 - inform the Police immediately.

- If a bomb/chemical threat is received electronically or through the service's website:
 - do not delete the message
 - contact police immediately.

- Ensure doors are left open.
- **Do not** touch any suspicious objects found.
- If a suspicious object is found or if the threat specifically identified a given area, then evacuation may be considered.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.

Bomb/substance threat checklist

This checklist should be held by persons who regularly accept incoming telephone calls.

KEEP CALM

CALL TAKER		CALL TAKEN	
Name		Date/Time:	
Telephone #		Duration of call	
Signature		Number of	

Complete the following for a BOMB THREAT

QUESTIONS	RESPONSES
When is the bomb going to explode?	
Where did you put the bomb?	
What does the bomb look like?	
What kind of bomb is it?	
What will make the bomb explode?	
Did you place the bomb?	
What is your name?	
Where are you going?	
What is your address?	

Complete the following for a SUBSTANCE THREAT

QUESTIONS	RESPONSES
When will the substance be released?	
Where is it?	
What does it look like?	
When did you put it there?	
How will the substance be released?	
Is the substance a liquid, powder or gas?	
Did you put it there?	

CHARACTERISTICS OF THE CALLER	
Sex of caller	
Estimated age	
Accent if any	
Speech impediments	
Voice (loud, soft, etc)	
Speech (fast, slow etc)	
Dictation (clear, muffled, etc)	

Manner (calm, emotional, etc)	
Did you recognise the voice?	
If so, who do you think it was?	
Was the caller familiar with the	

LANGUAGE	
<input type="checkbox"/> Abusive	<input type="checkbox"/> Taped
<input type="checkbox"/> Well Spoken	<input type="checkbox"/> Irrational
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Message read by caller
<input type="checkbox"/> Other (Specify)	

BACKGROUND NOISE	
<input type="checkbox"/> Music	<input type="checkbox"/> Local call
<input type="checkbox"/> Machinery	<input type="checkbox"/> Long Distance Call
<input type="checkbox"/> Aircraft	<input type="checkbox"/> Other (specify)

EXACT WORDING OF THREAT

ACTIONS	
REPORT CALL TO:	
ACTIONS:	

MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)

The Approved Provider will:

- Call the Fire Brigade on 000.
- Turn off gas supply.
- If it's a gas leak onsite, notify the gas provider (number can be found on the emergency numbers and key contacts page).
- Implement evacuation procedures.
- Check staff, children and visitors are accounted for.
- Await 'all clear' or further advice before resuming normal children's services activities.
- Notify the Regulatory Authority of incident as set out in our Incident, Injury, Trauma and Illness Policy.
- Notify WorkSafe if required.

INTERNAL EMISSION/SPILL (e.g. cleaner's storeroom)

The Approved Provider will:

- Move staff/children away from the spill to a safe area.
- If safe to do so, direct staff to clean the spill. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet.
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to manage.
- Notify WorkSafe ACT if required.

EARTHQUAKE

- Don't panic.

If outside

The Approved Provider will instruct staff and children to:

- Stay outside and move away from buildings, streetlights and utility wires.
- DROP, COVER and HOLD
 - DROP to the ground
 - Take COVER by covering their head and neck with your arms and hands
 - HOLD on until the shaking stops.

If inside

The Approved Provider will instruct staff and children to:

- Move away from windows, heavy objects, shelves etc.
- DROP, COVER and HOLD
 - DROP to the ground

- Take COVER by getting under a sturdy table or other piece of furniture or go into the corner of the building covering their faces and head in their arms
- HOLD on until the shaking stops.

After the earthquake the Approved Provider will:

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building.
- Instruct educators, staff and children to watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Ask educators and staff about the status of staff, children and visitor safety.
- Arrange medical assistance where required.
- Instruct educators and staff to help others if possible.
- Tune in to ABC radio if possible to follow any emergency instructions.

If there is damage to the facility and it is OK to do so, you may take notes and photographs for insurance purposes.

MEDICAL EMERGENCY

- Check for any threatening situation and remove or control it (if safe to do so).
- Remain with the casualty and provide appropriate support.
- Notify First Aid Officer and the Approved Provider
- Notify the ambulance by dialling '000'.
- The Approved Provider will designate someone to meet and direct the ambulance to the location of the casualty.
- Do not leave the casualty alone unless emergency help arrives.
- Do not move the casualty unless exposed to a life threatening situation.

Refer "Administration of First Aid" in our Incident, Injury, Trauma and Illness Policy.

INTRUDER/PERSONAL THREAT

- Notify the Approved Provider who will request assistance from the police by dialling '000'.
- Do not do or say anything to the person to encourage irrational behaviour.
- Initiate action to restrict entry to the building if possible and confine or isolate the threat from building occupants.
- The Approved Provider determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.

Emergency Drill/Exercise ‘Observer’ Record

Item	Yes ✓	No ✓
Were emergency services briefed on exercise prior to exercise being started?		
Did the person discovering the emergency alert the other occupants?		
Was the alarm activated?		
Was the emergency service notified promptly?		
Did staff direct persons from the building/site per the evacuation procedures?		
Were isolated areas searched?		
Was the evacuation logical and methodical?		
Did someone take charge? If yes, who?		
Did occupants act as per instructions?		
Was a roll call conducted for:		
Children		
Staff		
Visitors (including contractors and volunteers)		
Was someone appointed to liaise with the emergency service/s?		
Was someone appointed to liaise with the parents/community?		
Was the emergency service given the correct information?		
Did anyone re-enter the premises before the “all clear” was given?		
Did anyone refuse to leave the building/site?		
Area of Emergency plan tested by current exercise:		