

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 or Nominated Supervisor 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.

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.

We will use the risk assessment template in the [Guide to Developing an Emergency Management Plan](#) to identify and assess potential risks.

- Developing the EMP.
- Ensuring the EMP can be easily identified and is accessible.
- 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** 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
 - **Testing the EMP** every quarter

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- **Reviewing** the EMP annually.
- Keeping records of all emergencies.
- Keeping records of meetings.

Our service will use the Department of Education and Early Childhood Development [EMP template](#) .

Emergency Management Plan Procedures

The Approved Provider or Nominated Supervisor is responsible for implementing procedures when an emergency situation arises.

We will implement the procedures outlined in the [Guide to Developing an Emergency Management Plan](#) which we have adapted for our service and attached. If we identify additional threats or emergencies these are also attached.

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 the office desk.

If there is a complete loss of electricity and the telephones at the service are not available, the mobile phone can be used 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 emergency telephone numbers are prominently displayed near the telephones at the office desk.
- the display of evacuation diagrams based on our floor plans prominently near each exit

The Evacuation Diagram will include:

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- an A4 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.
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- 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 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 using the templates in the [Guide to Developing an Emergency Management Plan](#). We will appoint an observer to evaluate our drills.
- will be 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
Occupational Health and Safety Act 2004
Emergency Management Act 1986

Guide to Developing an Emergency Management Plan by DEECD Victoria

Review

The policy will be reviewed annually by the Out of School Hours Care subcommittee of School Council.

<u>Ratification Date</u> November 2019	<u>Review Date</u> Year 2020	<u>Version Number</u> 3	<u>Date Produced</u> October 2015
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Appendix A

Emergency Procedures

On-site evacuation procedure

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

- sound the alarm or whistle. Any educators on breaks will return to their group of children to assist with the evacuation.
- Call 000.
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate on-site is made, evacuate staff, children and visitors out of the building in accordance with the evacuation plan, checking toilet, kitchen, playrooms to the oval/big gymnasium/Truman Gymnasium if this is the evacuation option.
- Take the children's attendance list (sign in/sign out roll), staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, educators will ensure children in their groups are accounted for. The Approved Provider or Nominated Supervisor will liaise with educators to ensure all children, staff and visitors are accounted for.
- Supervise and reassure children assisted by educators.
- Wait for emergency services to arrive or provide further information.
- Contact Notify Security Services Unit (SSU) **(03) 9589-6266**.
- Direct all media enquiries to DET Media Unit on 9637 2871.

Off-site evacuation procedure

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

- sound the alarm. Any educators on breaks will return to their group of children to assist with the evacuation.
- Call 000.
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate off-site is made, determine which off-site assembly point you will evacuate staff, children and visitors to.
- Evacuate staff, children and visitors in accordance with the evacuation plan, checking toilet, kitchen, playrooms and cot rooms; to the The Grange Community Centre/Cricket Club
- Take the children's attendance list, staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, educators will ensure children in their groups are accounted for. The Approved Provider or Nominated Supervisor will liaise with educators to ensure all children, staff and visitors are accounted for.
- Supervise and reassure children assisted by educators.
- Wait for emergency services to arrive or provide further information
- Notify Security Services Unit (SSU) **(03)** 9589-6266.
- Direct all media enquiries to DET Media Unit on 9637 2871.

Lockdown procedures

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 Nominated Supervisor:

- 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 (000)
- goes to the designated assembly area
- check that children, staff and visitors are all accounted for

Actions after lockout

- Determine whether to activate the parent re-unification process.
- Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
- Ensure any children, staff or visitors with medical or other needs are supported.
- Follow up with any children, staff or visitors who need support.
- Seek support from the regions Manager, Operations and Emergency Management as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.
- notifies Security Services Unit (SSU) **(03)** 9589-6266.
- Direct all media enquiries to DET Media Unit on 9637 2871.

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 or Nominated Supervisor :

- 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.
- Seeks support from the Manager, Operations and Emergency Management at the DEECD region.
- Notify Security Services Unit (SSU) **(03) 9589-6266**.
- Direct all media enquiries to DET Media Unit on 9637 2871.

Emergency response procedures (specific emergencies)

FIRE

- Report the outbreak of fire immediately to the Approved Provider or Nominated Supervisor.
- Remain calm and activate the fire alarm.
- Phone **000** to notify the fire brigade.
- Extinguish the fire **(only if safe to do so)**.
- If threat exists evacuate the room/s to the oval/The Grange Community Centre/big gym/Truman Gymnasium closing all doors and windows.
- Check that all areas have been cleared and notify the Incident Controller.
- Check children, staff, visitors and contractors are accounted for.
- Notify Security Services Unit (SSU) **(03) 9589-6266**.
- Direct all media enquiries to DET Media Unit on 9637 2871.

SEVERE WEATHER /STORMS AND FLOODING

- 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 keep away from windows. Restrict the use of telephone landlines to emergency calls only.
- After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
- Report to the Approved Provider or Nominated Supervisor regarding the status of children, staff and visitors safety
- Notify Security Services Unit (SSU) **(03) 9589-6266**.
- Direct all media enquiries to DET Media Unit on 9637 2871.

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PANDEMIC

- Be aware of DET Pandemic Incident Response Procedures (the Influenza Pandemic Actions at Appendix D of the Guide to Developing an Emergency Management Plan).
- 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 the instructions of DEECD and the Department of Health (including the Chief Health Officer)
- Notify Security Services Unit (SSU) **(03)** 9589-6266.
- Direct all media enquiries to DET Media Unit on 9637 2871.
- Be prepared for multiple waves.

BOMB/CHEMICAL THREAT

- 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 (000)
- If a bomb/chemical threat is received electronically or through the service's website:
 - do not delete the message
 - contact police immediately (000)
- 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 Security Services Unit (SSU) **(03)** 9589-6266.
- Direct all media enquiries to DET Media Unit on 9637 2871.

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 callers	

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?	

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)	

Was the caller familiar with the area?	
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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:	



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MAJOR EXTERNAL EMISSIONS/SPILL (includes gas leaks)

- Notify the Approved Provider or Nominated Supervisor.
- Call the Fire Brigade by dialling 000.
- Turn off gas supply.
- If it's a gas leak onsite, notify your gas provider (number can be found on the emergency numbers and key contacts page).
- Evacuate staff, children, and visitors (including contractors) to The Grange Community Centre/Cricket Club.
- Check staff, children and visitors are accounted for.
- Contact the region for advice and support, as appropriate.
- Notify Security Services Unit (SSU) **(03) 9589-6266**.
- Direct all media enquiries to the DET's Media Unit on 9637 2871.
- Await 'all clear' or further advice before resuming normal children's services activities.

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

- Move staff/children away from the spill to a safe area.
- If safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure/Practice (procedures including OHS Service Policy).
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to manage.
- Notify Security Services Unit (SSU) **(03) 9589-6266**.
- Direct all media enquiries to the DET's Media Unit on 9637 2871.
- Notify WorkSafe Victoria **132360** if required (refer to Notifiable Incidents to WorkSafe Flowchart).

EARTHQUAKE

- Don't panic.

If outside

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

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

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
- If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
- Arrange medical assistance where required.
- Help others if you can.
- Report the status of staff, children and visitor safety to the Incident Controller (Chief Warden).
- Tune in to ABC radio if you can and follow any emergency instructions.
- Notify Security Services Unit (SSU) **(03)** 9589-6266.
- Direct all media enquiries to the DET's Media Unit on 9637 2871.
- If there is damage to the facility, if it is safe 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.
- Notify the Approved Provider or Nominated Supervisor.
- Notify the ambulance by dialling '000'.
- Designate someone to meet and direct the ambulance to the location of the casualty.
- Try not to leave the casualty alone unless emergency help arrives.
- Do not move the casualty unless exposed to a life threatening situation.
- Notify Security Services Unit (SSU) **(03)** 9589-6266.
- Direct all media enquiries to the DET's Media Unit on 9637 2871.

INTRUDER/PERSONAL THREAT

- Notify the Approved Provider or Nominated Supervisor.
- Notify the police by dialling '000' and requesting assistance.
- 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.
- Determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.



- Notify Security Services Unit (SSU) **(03)** 9589-6266.
- Direct all media enquiries to the DET's Media Unit on 9637 2871.