

# Emergency Management and Evacuation Policy

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## 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 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.

As our service is connected to the school and as the school owns the building, the school has identified any potential risks. They have liasoned with Chabad Youth and CSG and have identified Evacuation and Lock down procedures need to be in place due to identified risks.

The Nominated Supervisor is responsible for:

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

## Emergency Management Plan Procedures

The Nominated Supervisor / Certified Supervisor is responsible for implementing procedures when an emergency situation arises.

### Communication

The Nominated Supervisor 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 Front reception.

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. The Nominated Supervisor will also ensure we have a torch and a supply of fully charged batteries.

## Emergency Communication Plan

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

- the display of emergency telephone numbers prominently throughout the service near all telephones.
- the display of evacuation diagrams based on our floor plans prominently near each exit .

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The Evacuation Diagram will include:

- an A4 size diagram of the floor or area
  - a title eg Evacuation Route
  - designated shelter-in-place location and assembly area.
  - date plan validated.
  - location of assembly areas
  - evacuation route in red arrows
  - 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.

## Emergency and Evacuation Procedures and Drills

### Rehearsal Evacuation Drill (Every Term)

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 term. 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.
- Will be immediately followed by an evaluation sheet given out to each staff member present. The Certified Supervisor will gather all the evaluation sheets and read them, she will then identify any issues/changes that need to be made and take to implement these in future plans.

## **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.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

**Last reviewed: March 1st, 2017**

**Date for next review: March 1st, 2018**

# 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. 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 and cot rooms; to the Assembly Area, 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.

## 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 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.
- 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.
- Notify the Department of incident, as set out in the Serious Incident and Complaints fact sheet and 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 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.
- Notifies the Department of incident, as set out in the Serious Incident and Complaints fact sheet and our Incident, Injury, Trauma and Illness Policy.

## 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 Assembly point 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.

### **BUSHFIRES/GRASS FIRES**

Refer Bushfire Policy

### **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.
- Direct all media enquiries to DEECD Media Unit on 9637 2871.

### **PANDEMIC**

- Be aware of DEECD 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).
- Direct all media enquiries to DEECD 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.
- 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.

### 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	
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**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)

- 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 <insert assembly point/s>. This may be an offsite location.
- Check staff, children and visitors are accounted for.
- Contact the region for advice and support, as appropriate.
- Direct all media enquiries to the DEECDs 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 WorkSafe Victoria 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.
- If there is damage to the facility 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.
- 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.

### 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.

## Appendix B

### 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:		

Appendix C

Risk assessment template for emergencies

This is an example taken from the Victorian [Guide to Developing an Emergency Management Plan](#) - refer for further information and written example

1. Identified Hazard	2. Description of Risk	3. Current control measures implemented at our early childhood service	4. Risk Rating			5. Treatments to be Implemented	6. Revised Risk Rating after implementing Treatments		
			A Consequence	B Likelihood	C Risk Level		A Consequence	B Likelihood	C Risk Level
<p><i>Only include in your EMP those hazards that are applicable to your early childhood service</i></p> <p><i>The examples provided below are not intended to be exhaustive.</i></p>		<p><i>Only include in this column those controls that have actually been implemented in your early childhood service.</i></p> <p><i>If you choose to use any of the examples below, make sure the wording describes the situation in your workplace.</i></p>				<p><i>Measures to be taken by our early childhood service to eliminate or reduce impact of the risk</i></p>			