

Emergency Management and Evacuation Policy

Mount Vernon

NQS

QA2	2.2.1	Supervision - At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
	2.2.2	Incident and emergency management - Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
QA6	6.2.3	Community engagement - The service builds relationships and engages with its local community.

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

EYLF

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 and where relevant each educator is responsible for:

- conducting a risk assessment to identify potential emergencies that could affect the principal office and each residence/venue and use this to prepare emergency and evacuation procedures. eg an evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc. (Optional template at Appendix C)
- developing and implementing an Emergency Management Plan based on all identified risks and which includes appropriate responses including evacuation, lockdown, lockout and shelter-in-place, and drill and training schedules. If appropriate, local emergency services (eg fire, police, ambulance), local government, community leaders and other relevant agencies will be consulted for advice about issues like evacuation routes and assembly points

The Victorian [Guide to Developing an Emergency Management Plan](#) will be used as a best practice model and tailored to Service operations.

The **Emergency Management Plan** will include:

- Emergency contact details for people who have specific roles or responsibilities
- Contact details for local emergency services
- A description of how we will alert people to an emergency eg siren/bell
- Evacuation procedures (see Appendix A)
- How we will assist any child or person with special needs
- An evacuation diagram based on the floor plans of the principal office or residence/venue showing the location of fire equipment, emergency exits and assembly points
- Processes for advising neighbouring businesses/residences 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 the Plan and familiarise children and staff with the Plan

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
- Ensuring relevant information from the Emergency Management Plan is displayed prominently at every exit point to ensure it can be easily identified and is accessible to all educators, , staff, visitors, volunteers and families.

Relevant information includes:

- Emergency service telephone numbers which will be displayed near telephones and service exits
- evacuation procedures and diagrams which will be displayed near each exit
- Establishing an Incident Management Team
- Ensuring that visitors and relief staff are aware of the emergency response procedures
- Implementing the Emergency Management Plan in emergency situations and:
 - **Disseminating information** about the Plan and the procedures to educators, , 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 as well as regular rehearsals
 - **Scheduling training for** all educators, , staff and volunteers eg how to use fire extinguishers, fire blankets and other emergency equipment, 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 at least annually.
 - **Testing** the Plan every quarter
 - **Reviewing** the Plan annually
- Keeping records of all emergencies
- Keeping records of meetings and emergency drills

Communication during Emergency

The Nominated Supervisor will ensure there is 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.

The main telephone at the principal office is located at 110-112 Mount Vernon road, Mount Vernon NSW. If there is a complete loss of electricity and the telephones at the Principal Office are not available, a mobile phone will be available and ready to use at all times to ensure educators can make emergency contact.

The Nominated Supervisor will also ensure there is a torch and a supply of fully charged batteries at the Principal office.

Emergency Communication Plan

The Nominated Supervisor will regularly remind families via conversations, email and newsletters that the Principal Office maintain a Register of emergency telephone numbers for families and we must have current contact information. The Register is located in the following location at the Principal Office at 110-112 Mount Vernon road, Mount Vernon NSW

The Nominated Supervisor will share information about families' updated emergency contacts.

Emergency and Evacuation Procedures and Drills

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**. The service will develop a schedule for conducting drills for the different types of emergencies identified in the Emergency Management Plan. 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
- be documented and assessed against specific outcomes using the Checklist at Appendix B. We will appoint an observer if possible
- be immediately followed by a debriefing session if possible, to identify any improvements that may be made. Any training needs will be identified, and action taken to implement the relevant training.

The Nominated Supervisor will implement measures to ensure educators comply with the procedures and requirements outlined in this policy

Sources

Education and Care Services National Law and Regulations

National Quality Standard

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

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 Emergency Management Plan 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: <insert date here>

Date for next review: <insert date here>

Appendix A

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 Nominated Supervisor, or the Incident Management Team will take charge and activate the emergency evacuation procedures by:

- Sounding the alarm.
- 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 or residence 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.
- Ensuring all children, staff and visitors are accounted for once at assembly area.
- Supervising and reassuring children (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 or staff should be excluded from buildings for their safety. The

Nominated Supervisor or the Incident Management Team:

- Activates lockout procedures.
- Announces lockout with instructions about what is required. The Nominated Supervisor will:
 - 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 if possible, 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 Nominated Supervisor or the Incident Management Team:

- 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. The Nominated Supervisor will:

- 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 Nominated Supervisor will (direct 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.
- Evaluate the status of children, staff and visitor's safety.

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

PANDEMIC

The Nominated Supervisor 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 Nominated Supervisor 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 Nominated Supervisor 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 Nominated Supervisor 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 if required.

EARTHQUAKE

- Don't panic.

If outside

The Nominated Supervisor will instruct staff or 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 Nominated Supervisor will instruct staff or 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 Nominated Supervisor will:

- Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building.
- Instruct 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 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 Nominated Supervisor
- Notify the ambulance by dialling '000'.
- The Nominated Supervisor will designate someone if possible, 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.

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

INTRUDER/PERSONAL THREAT

- The Nominated Supervisor 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 Nominated Supervisor will 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 (Co-ordination Unit)		
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:		

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>			