

Appendix 1 - Emergency Procedures

Emergency Procedures

Evacuation procedures: on-site and offsite

Use this procedure for on-site and offsite evacuations. On-site evacuations may occur when it is necessary to evacuate the building but not the entire service premises.

Also refer Bushfire Policy for bushfires. Nominated Supervisor should advise neighbouring businesses/homes of emergency ASAP eg. by phone or visiting business/home.

1. If there's a fire, staff member who's first on scene immediately
 - sounds alarm eg sounds bell/whistle every 5 seconds for 1 minute and says an evacuation (not practice) is taking place and extinguishes fire if safe/time to do so
 - calls 000
 - advises Nominated Supervisor
2. For other emergencies requiring evacuation employees or volunteers advise Nominated Supervisor who sounds alarm eg sounds bell/whistle every 5 seconds for 1 minute and says an evacuation (not practice) is taking place and calls 000
3. For Bushfire emergencies where transport from service is required (ie no safe assembly area) the Nominated Supervisor implements the transport plan. This may mean advising emergency services transport for children and adults at centre urgently required if planned transport unavailable
4. For fire emergencies
 - Nominated Supervisor turns off gas and electricity supplies if appropriate and safe
 - staff close all doors and windows
5. All educators on breaks return to their room to help evacuate children to assembly area
 - if children are outside evacuation may occur from there if this is the safest option
 - if only some children outside educators/Room Leader will immediately decide who is responsible for evacuating children who are inside and outside
6. Room Leaders advise which educators in room will
 - evacuate mobile children
 - evacuate infants and toddlers
 - help children and adults who cannot walk by most appropriate method which has been previously discussed eg. evacuation cots, wheelchairs, physical assistance

Appendix 1 - Emergency Procedures

7. Educators evacuate children to assembly area
 - do not use lifts in multi-storey building if there is a fire
 - conduct head count so aware if all children accounted for
 - locate child if there is time to do so and this won't risk safety of other children/ adults.
8. Educators must acknowledge Room Leader's directions.
9. Nominated Supervisor advises which educators/staff will check toilet, kitchen, playrooms, cot rooms and outside areas for children and adults and guide remaining children and visitors to the on-site/off-site assembly point. Educators/staff must acknowledge Nominated Supervisor's directions.
10. Designated educators/staff evacuate toilet, kitchen, playrooms, cot rooms and outside areas to assembly area
11. Nominated Supervisor collects children's and staff attendance sheets, visitor register and the Emergency Kit including medications before leaving centre (must include parent/guardian phone numbers)
12. Nominated Supervisor locks door if there is immediate danger inside building
13. Nominated Supervisor advises neighbouring businesses/homes of emergency eg by phone or visiting business/home if this has not already occurred
14. Educators check all children in their groups are present at assembly area using attendance sheets
 - report any absences to Nominated Supervisor as soon as possible
15. Nominated Supervisor checks all educators, staff and visitors are present at assembly area
16. Nominated Supervisor advises emergency services immediately if any child or adult is missing and follows their advice
17. Educators and staff supervise and reassure children
18. Educators and staff support children, staff and visitors who are injured and apply first aid if required
 - first aid applied by employees with current first aid qualifications
19. Educators and staff follow instructions from emergency services

Appendix 1 - Emergency Procedures

20. Nominated Supervisor and educators contact parents/guardians to tell them what has and will happen by the most appropriate method in the situation eg via service website, email, answering machine, telephone calls, phone texts
21. Nominated Supervisor ensures no-one leaves assembly point until emergency services give all clear

After emergency

22. Nominated Supervisor ensures children or adults who are injured receive medical attention if required
23. Nominated Supervisor and educators contact parents/guardians to collect children if required by the most appropriate method in the situation eg. via service website, email, answering machine, telephone calls, phone texts eg. building damaged and unsafe
 - tell parents/guardians any relevant information eg. areas to avoid, parking instructions
24. Nominated Supervisor ensures educators stay on duty to care for and supervise children (after rostered hours if necessary) until families or relief staff arrive
25. Nominated Supervisor implements following where parents/guardians cannot be contacted, or are unable to get to the centre, to collect their child:
 - contact parents/guardians and authorised nominees every 15 minutes where previous attempts to make contact have been unsuccessful
 - ensures there are sufficient numbers of service staff available (including relief staff) to adequately care for and supervise each child
 - ensures child is never left alone with any adult unknown to staff, or not assisting in managing the emergency or child's care in a professional capacity
 - contact the police or Child Protection Services for advice if emergency is over and service staff are unable to stay with the child any longer
26. Complete Incident, Injury, Trauma and Illness Record for children that have suffered an injury or trauma
27. Get parent/guardian to sign Incident, Injury, Trauma and Illness Record and give them a copy
28. File original Record in child's file and record summary details in the Incident, Injury, Trauma and Illness Register, including time notified to Regulator if relevant
29. Nominated Supervisor notifies the Regulator of serious incident within 24 hours through NQS ITS
30. File acknowledgement with Incident Record in child's file

Appendix 1 - Emergency Procedures

31. Nominated Supervisor notifies the Work Health and Safety Authority as soon as possible about work related incidents where
 - a person dies
 - a person suffers a serious injury or illness
 - there's a dangerous incident (near miss)

See WHS Incident Notification Fact Sheet NSW for more information. File notification in WHS Register.

32. Debrief after emergency, review emergency plan and procedures, and implement any improvements
33. Record improvements in QIP

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 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 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.

Appendix 1 - Emergency Procedures

- 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 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.
- 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 Nominated Supervisor who 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.

Appendix 1 - Emergency Procedures

Bush fires / Grass Fires

Refer Bushfire Policy

Severe weather / Storms and flooding

The Nominated Supervisor 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 Nominated Supervisor regarding the status of children, staff and visitors 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

Appendix 1 - Emergency Procedures

- 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.

Appendix 1 - Emergency Procedures

Bomb / Substance Threat Checklist

Stay Calm

Call Taker		Call Taken	
Name:		Date/Time:	
Telephone:		Call duration:	
Signature:		Number of:	

Complete the following for a Bomb Threat

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

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?	

Appendix 1 - Emergency Procedures

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:

Appendix 1 - Emergency Procedures

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 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.

Appendix 1 - Emergency Procedures

If inside

- The Nominated Supervisor 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 Nominated Supervisor 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 Nominated Supervisor.
- Notify the ambulance by dialling '000'.
- The Nominated Supervisor 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.

Appendix 1 - Emergency Procedures

Intruder/personal threat

- Notify the Nominated Supervisor 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 Nominated Supervisor will determine if evacuation or lockdown is required. Evacuation only should be considered if safe to do so.