

Emergency and Evacuation Policy and Procedure

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| Title: | Emergency and Evacuation Policy and Procedure | | |
| Last Reviewed: | October 2015 | Next review due: | September 2016 |
| NQF Reference: | National Law section 167 National Regulations 97, 168 NQS 2, 7 | | |

Policy

The safety of each individual attending the service is paramount. To the best of the services ability, precautionary measures will be implemented to support the health, safety and wellbeing of those attending the service.

Procedure

To support the health, safety and wellbeing of those attending the service:

- a risk assessment will be conducted to identify potential and relevant emergencies to the service;
- a floor plan and relevant instructions will be prominently displayed near each exit in relation to each identified emergency and evacuation procedure (e.g. evacuations and invacuations);
- relevant emergency and evacuation procedures will be rehearsed and documented every 3 months that the service is operating. Educators, children and volunteers who are present at the time of the rehearsal, will be involved in the rehearsal;
- the outcome of the emergency or evacuation rehearsal will be discussed with the children on the completion of each rehearsal.

Identified emergency and evacuation procedures include:

Break In Procedure

1. Where a break in has occurred, notify the Police of the break in and follow any instructions given, including restricting access to the area.
2. Ensure the Senior Management Team (if not present) are notified.
3. Ascertain any damage that may have occurred, using the daily hazard checklist.
4. Where the Police have instructed access to the area is to be restricted, or where damage has occurred that may pose a threat to the health or safety to children, an alternative area will be used until the area is deemed safe by the Senior Management Team or other relevant party (e.g. Tasmania Police, Tasmania Fire Services).
5. Where an alternative area is used, parents¹ are to be notified. If the area is not currently listed as a regular excursion, every effort will be made to receive the parents¹ written permission regarding immediate use of the area;
A risk assessment will be conducted regarding the suitability of the proposed temporary area;
The Education and Care Unit (ECU) must also be notified of any impending changes to the premises.
6. Notify the insurance company of the break in.
7. Complete the required documentation in regard to the insurance claim and/or police report.

Serious injury of child

1. A suitably qualified, senior staff member² is to apply first aid and call or direct someone else to call an ambulance or other relevant emergency service, as required.
2. The child's parents¹ are to be contacted and notified of the situation.
3. The Senior Management Team are to be notified.

4. A full report is to be completed regarding the incident, including any relevant documentation required (i.e. incident report).
5. The Education and Care Unit (ECU) must be notified within 24 hours of the incident or the time the person becomes aware of the incident.

Armed hold-up/Abduction/Hostage Situation

1. If safe to do so, staff are to move all children and others present at the service to the designated lockdown area³. At all times, the safety of the children and staff is paramount.
2. Where possible and safe to do so:
Contact Tasmania Police;
Contact the Senior Management Team;
The Senior Management Team will notify the parents of any children involved;
3. If a serious incident, the ECU must be notified within 24 hours of the incident or the time the person becomes aware of the incident.
4. Appropriate support services will be offered to the family, children and staff.

Where an armed person enters the service:

5. Staff are to cooperate with the demands made to minimise the danger as much as possible.
6. Where safe to do so, move all children and other persons to the designated lockdown area³.
7. If the person demands money or other items, hand over the requested items - at all times the safety of children and all other persons is paramount.
8. Staff are to make every attempt to note all possible details about person including:
 - the physical features (e.g. scars; height in relation to door frame);
 - clothing (e.g. mask or hood; colour; style);
 - jewellery;
 - details of the vehicle (registration number, direction of travel; a useful method of getting details of vehicle registration number is for one person to remember numbers and another to remember letters);
9. When the intruder has left, contact Tasmania Police immediately (000).
10. Notify, if not present, the Senior Management Team, who will in turn notify the Board of Directors in a timely manner.
11. Police, on their arrival, will assume control from the Senior Management Team.
12. A senior staff member² not immediately involved in the emergency situation will evaluate if staff/children are suffering shock. Where it is apparent someone is suffering from the immediate effects of shock:
 - a suitably qualified first aider will commence administering first aid;
 - if necessary, medical attention must be organised immediately (e.g. ambulance);
 - the responsible person at the service will contact family members of staff/children.
13. An Incident Report is to be completed by each witness on the day of the incident.
14. An incident 'de-brief', to be conducted by appropriate professional personnel, is to be held within 48 hours, with all staff involved in the incident; and children, if appropriate, and with parental permission.
15. The Senior Management Team and at least one senior staff² member will review the relevant security procedures within 48 hours and where applicable implement revised security strategies.

Fire Evacuation Procedure

All staff must be aware of the:

1. Location of the telephone and number of Fire Brigade.
2. Location of exits.
3. Location of the relevant assembly area.

4. The identity of the Chief Warden⁴.

Action to be taken by person discovering the fire:

On becoming aware of any signs of a fire (e.g. smell or hearing the fire alarm):

1. Ensure that any person who may be in immediate danger is removed from the immediate area.
2. Extinguish the fire if safe to do so.
3. Notify the Chief Warden⁴.
4. Where time permits and safe to do so, close all windows and doors.

Action to be taken by Chief Warden⁴ (as required):

1. Confirm the Fire Brigade have been notified.
2. Raise the alarm by blowing the whistle.
3. Coordinate the evacuation of the centre, including the delegation of duties to other staff members as required (e.g. each staff member to support children in their area of responsibility to move in a quiet and orderly manner to the safest and closest exit area [in regard to position of the fire]).
4. Collect the contact list, attendance sheets, staff roster and nearest mobile phone.
5. Place notice on front door, if safe to do so.
6. Ensure all areas are checked, including sleep areas, staff room and toilets, to ensure all children, staff and visitors are evacuated.
7. Exit via the closest and safest exit point and proceed with children and staff to the designated assembly area⁵.
8. The Chief Warden⁴ will conduct a roll call to ensure all staff and children and other persons present are accounted for.
9. Meet and liaise with the fire brigade.
10. No-one must re-enter the building until permission has been given by the Fire Brigade or, in the case of a drill, by the Chief Warden⁴ or CEO.

Bomb Threat

- Report the threat immediately to Tasmania Police (000).
- Follow any instructions given by Tasmania Police (even where contrary to this procedure).
- Alert another person of the situation, so an evacuation can commence (where applicable, the duress button may be used for this).
- The 'Bomb Threat Checklist' is to be implemented (a copy of the checklist will be stored at each relevant telephone at the service).

Written Threat

Where a written threat has been received:

- Do not handle letter/envelope unnecessarily.
- Place in plastic envelope to retain evidence (e.g. fingerprints, postmarks).
- Notify Tasmania Police.
- Notify the Senior Management Team.

Actions to be taken on receipt of a bomb threat:

- Stay CALM and LISTEN.
- Gain the ATTENTION of the Director/colleague.
- Keep the CALLER TALKING and obtain as much information as possible.
- Record the EXACT wording of the threat.

Important Questions to Ask:

- Where did you put it?
- When is the bomb going to explode?
- What does it look like?
- Did you place the bomb?

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General Questions to Ask:

- Why did you place the bomb?
- How will the bomb explode? OR How will the substance be released?

Bomb Treat Questions:

- What type of bomb is it?
- What is in the bomb?
- What will make the bomb explode?

Chemical/Biological Threat Questions:

- What kind of substance?
- How much of the substance is there?
- How will the substance be released?
- Is the substance a liquid, powder or gas?

Other Questions to Ask:

- What is your name?
- Where are you?
- What is your address?

Caller's Voice (circle where applicable):

- Accent (specify)
- Any impediment (specify)
- Voice (loud, soft etc.)
- Speech (fast, slow, slurred, disguised etc.)
- Diction (clear, muffled)
- Manner
- Did you recognise the voice?
- If so, who did you think it was?
- Sex of the caller (male/female/unknown)
- Age of the caller (estimate)

Threat Language (circle where applicable):

- Well spoken
- Incoherent
- Irrational
- Taped
- Message read by caller
- Abusive
- Other

Background Noise (circle where applicable):

- Street (sirens, traffic)
- House noises (TV, animals)
- Voices
- Music
- Other

Call Taken:

- Date/Time
- Duration of the call
- Where the number (i.e. caller ID) is displayed, record the incoming number
- Number called
- Recipient

KEEP LINE OPEN AFTER CALLER HAS HUNG UP

Suspect Object

If a suspect object is found, (e.g. an object is left unattended and/or of an unusual shape, size, sound or is suspiciously labelled or, found in unusual location or, no owner is readily identifiable) the object should not be touched or moved.

Isolate the area.

Notify Tasmania Police (000).

Notify the Senior Management Team.

1. Evacuate the service.
2. Ensure all areas are checked, including sleep areas, staff room and toilets, to ensure all children, staff and visitors are evacuated.
3. Collect the contact list, attendance sheets, staff roster and nearest mobile phone from office.
4. Place notice on front door, if safe to do so.
5. Exit via the closest and safest exit point and proceed with children and staff to the designated assembly area⁵.
6. Conduct a roll call to ensure all staff and children and other persons present are accounted for.
7. Await instructions from Tasmania Police.

Death of child while attending the service

1. A senior staff member² must contact Tasmania Police and the ambulance.
2. If other children are present, relocate children to another area and support children.
3. Contact CEO.
4. Where the child's parents are not already in attendance at the service, the police will notify the child's parents.
5. The CEO and any other staff involved in incident to write a full report; which may be requested by the Board of Directors, the ECU and/or Tasmania Police.
6. The ECU must be notified as soon as practicable but within 24 hours of the death, or the time that the person becomes aware of the death.
7. Appropriate support services will be offered to the family, children and staff

In addition to and to support the above procedures the service will:

- Inform and make available to parents¹ the service's policies and procedures.
- Verify any changes to the collection arrangements regarding children being educated and cared for by the service.
- After an identified serious incident, a professionally run de-briefing session will be held for all staff involved as soon as possible.
- Where applicable, support services will be offered to all relevant children and families.

Parents¹ will:

- Notify the service of any changes to persons authorised to collect their child/ren.
- Notify the service of any arrangements or orders authorised under a relevant Family Law legislation.
- Notify the service of any changes to arrangements regarding the collection of their child/ren.
- Sign children 'in' on arrival, and 'out' on departure, on a daily basis.

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Links to other policies or documents:

- Child Protection Policy and Procedure
- Delivery and Collection of Children Policy and Procedure
- Staff Policy and Procedure
- Supervision Policy and Procedure

Sources:

- Department of Education Tasmania
- Special Response & Counter-Terrorism Unit
- Department of Police and Emergency Management
- Tasmania Fire Service
- *Education and Care Services National Law*
- *Education and Care Services National Regulations*

¹Parents includes a parent or other person named in the child's enrolment record.

²Senior staff member as defined in the *Fair Work Act*.

³Designated lock down area as applicable to each room (which is clearly highlighted to all staff on induction).

⁴The Chief Warden is the senior staff member² present at the time of the emergency.

⁵Designated assembly area is the area identified as the emergency assembly area for each service.

Bomb Threat Checklist

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