

## 6.7 EMERGENCY AND EVACUATION POLICY

### Introduction:

Joondalup Family Centre has a responsibility to protect the health and safety of each individual at all times. 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.

### Definitions and Examples:

The Educators/staff defines **emergency**, in relation to an education and care service, as “any situation or event that poses an imminent or severe risk to the persons at the education and care service premises”.

Examples being:

1. Flood.
2. Fire.
3. A situation that requires the education and care service premises to be in lock-down; examples, but not limited to:
  - (i) Intruders (animal or human);
  - (ii) Power failures or electrocution;
  - (iii) Involvement of firearms or other weapons;
  - (iv) Structural damage.

### Related Documents

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This policy contains a number of sub-policies and procedures in regard to dealing with emergencies and evacuation procedures:

<b>National Quality Standards (NQS)</b>		
<b>Quality Area 2: Children's Health and Safety</b>		
<b>Standard 2.2</b>	<b>Safety</b>	<b>Each child is protected.</b>
Element 2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
<b>Quality Area 7: Governance and Leadership</b>		
<b>Standard 7.1</b>	<b>Governance</b>	<b>Governance supports the operation of a quality service</b>
Element 7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service

## Relevant Legislation

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Education and care Services National Law (WA) Act 2012	
179	Emergency action notices

Education and Care Services National Regulations 2012	
97	Emergency and evacuation procedures
98	Telephone or other communication equipment

### 6.7.1 Emergency Management

#### 1. Purpose and Scope

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In the event that Joondalup Family Centre needs to be evacuated, locked down, or locked out, we aim to conduct this in a rehearsed, timely, calm and safe manner to ensure the safety of all using the service.

Joondalup Family Centre has in place an **Emergency Management Plan** considering all relevant risks, including procedures for evacuation, lockdown, lockout and “shelter-in-place”, emergency response procedures, drills and training schedules.

This Policy applies to staff members, visitors, students, parents, children (including visiting children) and volunteers.

#### 2. Policy

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Joondalup Family Centre will conduct risk assessments to identify any potential emergencies and threats that could produce an emergency situation. 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, and take into account accessibility for adults or children with special needs.

We will ensure all educators, staff, visitors, volunteers and families are aware of our emergency evacuation procedures. Our **Evacuation Management Plan** and procedures are displayed throughout the organisation in prominent places.

The Evacuation Diagram will include

- An A3 size diagram of the floor or area.
- A title e.g. 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.

### **3. Procedures**

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Regular reminders to families to update their emergency contact information are communicated via our newsletter. This list is maintained in the emergency bag, online and on enrolment forms in the office.

#### **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) at all times. Our main telephone is located in the office. If there is a loss of electricity, a backup telephone is available and always ready for use.

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.

#### **Emergency and Evacuation Drills**

Emergencies that require immediate evacuation include:

- Fire
- Flood
- Bomb threats

Joondalup Family Centre will:

- Display emergency and evacuation procedures based on the service’s floor plan in every room and in common spaces
- Maintain a list of emergency telephone numbers and include this in the emergency evacuation kit.
- Display emergency telephone numbers prominently.
- Fire extinguishers will be tested as recommended by the manufacturer and documented.
- Ensure all staff and volunteers are aware of the policy and procedures relating to Emergency Management and Evacuation.
- Conduct regular evacuation drills (at least 1 per term) of each type of procedure eg: one lockdown and one evacuation).

We will develop a schedule for conducting drills for the different types of emergencies identified below. The drills:

- Will take place at various times of the day and week 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. We will appoint an observer to evaluate our drills using the **Emergency Evaluation Form**
- Will be immediately 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.
- Records of the emergency evacuation practice are to be logged with the date, time and names of children and educators present.
- Will include the emergency evacuation bag including the first aid kit

### **Fire**

Fire can occur in the Centre from an electrical fault or other means, or externally to the Centre as a result of a bushfire, accident or arson incident.

In the event of a fire, management will monitor information disseminated by DFES (Department of Fire and Emergency Services Western Australia) if relevant to do so.

All staff will remain calm and report the outbreak of fire. Immediately to the Approved Provider or Nominated Supervisor who will:

- Blow whistle 3 times for each room to hear.
- 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.

### **Severe weather /storms and flooding**

The Approved Provider or 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.
- follow any emergency instructions on the BOM website.

- Report to the Approved Provider or Nominated Supervisor regarding the status of children, staff and visitor's safety. After the storm passes, the Approved Provider or Nominated Supervisor will evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.

### **Bomb/chemical threat**

The Approved Provider or 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.

### **Evacuation procedure**

The Educators/staff Approved Provider/Nominated Supervisor will make the final decision and be guided by the advice of the relevant authority as to whether to evacuate the residence and/or venue.

The following procedure will apply:

1. The Educators/staff/educator will:
  - (i) Inform all persons in the service/venue to evacuate.
  - (ii) Telephone 000 or the local emergency service required and give their name, location of emergency (town, street number and telephone number).
  - (iii) Move all persons to the primary evacuation assembly area as indicated in the *Emergency Plan and Evacuation Strategies*.
  - (iv) Take the daily register (sign in and out book), parent contact file, medication of staff and children and any other relevant documents/items (for example portable first aid kit) with them when evacuating.
  - (v) Check all persons who are registered at the service venue at that time are in the evacuation assembly area.
  - (vi) Keep all children and persons calm during the evacuation.
  - (vii) The Educators/staff will inform the parents.

- (viii) Once the area has been declared safe by the appropriate authorities, the Educators/staff Approved Provider/Nominated Supervisor and the children can re-enter the residence and/or venue.
2. If emergency exits, as indicated on the *Emergency Plan Evacuation Strategies*, are blocked then:
  - (i) Educators/staff will utilise any alternative evacuation exits to ensure all persons leave the service venue in a safe manner.
3. If the primary evacuation assembly area is affected by the emergency, the Educators/staff Approved Provider/ Nominated Supervisor will immediately identify an alternative assembly area for all persons to exit to. This is to be clearly indicated to all who are exiting the service/venue.
4. If a child or person is requiring first aid or unable to leave the service/venue due to an injury, the Educators/staff Approved Provider/Nominated Supervisor will:
  - i) ensure all other persons are evacuated; and
  - ii) assist the person who is injured to evacuate.

### **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 will activate lockout procedures. These include:

- Lock doors to prevent entry
  - Check the premises for anyone left inside
  - Obtain Emergency Kit
  - Contact emergency services on 000
  - Goes to the designated assembly area
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- 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 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

### **Lock down Procedure**

In the event of a situation where children and educators need to stay inside due to imminent danger outside of the service, these lock down procedures will be enacted until otherwise notified by an appropriate authority:

- All children will proceed to a designated area in the service (as indicated in the emergency plan and evacuation strategies) and sit waiting for the residence to be deemed safe.
- Approved Provider/Nominated Supervisor will inform the parents if the event is going to extend beyond normal service hours.
- Obtain the emergency kit
- Documentation of this event to be made in an **Accident, Injury, Illness and Trauma Record**
- Notify the relevant Regulatory Authority of the incident as set out in the **Incident, Injury, Trauma and Illness Policy**

### **Major spills or emissions**

#### External:

The Approved Provider or 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 WA if required.

#### Internal

The Approved Provider or 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 WA if required.

## Earthquake

In the event of an earthquake it is important not to panic.

**If outside**, the Approved Provider or 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 and HOLD on until the shaking stops.

**If inside** the Approved Provider or 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 and, HOLD on until the shaking stops.

After the earthquake the Approved Provider or 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.
- Look on BOM website 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.

## 4 Document History

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Record of policy development		
Version	Date approved	Date for review
2014.1	30/06/2014	6/2015
2015.1	30/06/2015	6/2016
2016.1	30/06/2016	6/2017
2017.1	26/07/2017	8/2018
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## 6.7.2 Emergency Services Policy

### 1. Purpose and Scope

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This policy outlines the use of emergency services personnel in the event of an emergency.

This policy applies to all staff, volunteers and Bater users.

### 2. Policy

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An evacuation may be necessary in the event of a fire, chemical spill, bomb scare, earthquake, siege, flood etc. As outlined in **6.2.1 Emergency Management Policy**, this may require communication with Emergency Services personnel.

### 3. Procedures

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In order to assess whether you need to contact emergency services there are three questions to ask:

- Is someone seriously injured or in need of urgent medical help?
- Is your life or property being threatened?
- Have you just witnessed a serious incident?

If the answer to any of these questions is yes, then emergency services need to be called.



When you call Triple Zero (000) state whether you want Police, Fire or Ambulance

Stay calm, don't shout, speak slowly and clearly

Tell them exactly where to come. Give an address or location.

Don't hang up until the operator tells you to do so

The operator may ask you to wait at a pre-arranged point to assist emergency services

If you have a hearing or speech impairment, you can call **106** instead of **000**

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2014.1	30/06/2014	6/2015
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