Policies and Procedures Manual

Policy Group 7: Emergencies
Policy Group 7: Emergencies

7.1 Emergency Equipment and Facilities
7.2 Drills and Evacuations
7.3 Harassment and Lockdown
7.4 Fire Safety Compliance
Policy 7: Emergencies

7.1 Emergency Equipment and Facilities Policy

Personal safety and security of children, educators and volunteers (all persons on the premises) are of prime importance whilst in attendance at the Service. The Service therefore takes a proactive approach to managing emergencies, developing emergency procedures and equipping educators and children with sound knowledge of them.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- NQS Area: 2.3.1, 2.3.2, 2.3.3; 3.1.2; 7.1.1, 7.1.2; 7.3.5

Procedures

Smoke alarms are fitted in each room and the Nominated Supervisor (or a delegate) will test them twice a year in accordance with the manufacturer’s instructions.

Service Management in conjunction with the Health and Safety Representative (see Policy 6.3 – Workplace Health and Safety) will be responsible to ensure that:

- There is a megaphone for sounding warnings of an emergency, which is kept in good working order, and tested regularly;
- Exits are easily opened and clearly marked with evacuation plans;
- There shall only be one entrance and exit for Parent and Guardians at the service – the front door. Parents and guardians are not permitted to enter through the back door as they may trip over or run into children who are using the area.
- There are appropriate fire extinguishers, properly installed and maintained and that educators have basic training in the use of the fire blankets and fire extinguishers kept at the venue. Locations will be clearly indicated by appropriate signage.

The Service calls upon the advice of the Queensland Fire Service (or another appropriate Authority) to provide up-to-date information on the appropriate measures which are required to comply with this aspect of this Policy.

<table>
<thead>
<tr>
<th>Date of Development</th>
<th>Date of amendment</th>
<th>Date Ratified</th>
<th>Date of Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.2.12</td>
<td>30.7.13</td>
<td>22.2.12</td>
<td>1.2.14</td>
</tr>
</tbody>
</table>
7.2 Drills and Evacuations Policy

The Service acknowledges the need to ensure that educators and children are aware of, and understand, evacuation and other procedures in the case of an emergency. The service therefore takes a proactive approach through the regular implementation of practice drills and evaluations.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.1, 2.3.2, 2.3.3; 4.2.1; 7.1.1, 7.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*

Procedures

Risk assessments will be conducted to identify potential emergencies, and Educators will be notified of these and how to manage each situation.

Emergency evacuation procedures will be clearly displayed near the entrance of each room at the Service. Evacuation plans will be child friendly and displayed at child height.

Educators must ensure that all exits are kept clear and unlocked to enable a quick departure. This will be included on the daily safety checklists and will be marked each day if compliant. Any comments or issues relating to these preventative measures will be noted on the checklist and brought to the attention of the Nominated Supervisor.

Emergency evacuation and lockdown procedures will be carried out every 3 months for Before and After School Care and at the beginning of each Vacation Care program. This drill will occur on different days of the week so that all educators and children are familiar with the procedures.

Emergency telephone numbers will be clearly displayed within the Service.

For these emergency situations, educators will have access to a telephone outside of the room.

In an emergency situation, the educator who first discovers the emergency will sound the megaphone.

The Nominated Supervisor or in her/his absence the Certified Supervisor will take charge of the situation and/or delegate others to:-

- Telephone the relevant emergency number 000;
- Check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
- Contact school administration if/when time allows;
- Collect daily roster to account for all employees;
- Collect staff/volunteer sign-in sheets and parent contact numbers;
- Collect first aid kit;
- Close all doors and windows (only if able) to help to contain the fire (if relevant);
- Take a mobile phone;
- Once at the designated assembly area, check the roll to make sure that all children and staff are accounted for.

Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

Bomb Threat

In the event of a bomb threat, the following information will be recorded by the person who answers the call, on the ‘bomb threat checklist’ (see Appendix C):

- Time and date of the call;
• the wording of the threat;
• Other specific details.

DO NOT hang up the phone, without alerting indicating for another person to use a separate phone to call police to report the threat.

Implement an evacuation of the building according to the services’ emergency evacuation procedure.

When safe, complete an incident report on the situation, attach the bomb threat checklist and forward to Management.

**Evaluation**

An ‘evacuation drill evaluation form’ (see Appendix C) is to be completed by the Nominated Supervisor or Health and Safety Representative as soon as possible after the drill.

Issues identified through this evaluation will be discussed at the next team meeting and referred to management if necessary. Feedback should also be provided to the children.

**Emergencies involving violent behavior of a child**

If a staff member feels threatened by the behavior of a child, or feels that the child’s behavior may escalate to threaten other children in his/her care, for example when a staff member is collecting Prep or Grade 1 children from the allocated areas prior to the After School Care session. The staff member will say ‘911’ into their walkie talkie at which point 1-2 staff members in the room will go into lock down with all the signed in children, while the remaining staff will run to the area to assist the staff member who has made the ‘911’ call. The staff will remove any children from the area that may be at risk of being harmed and take them to the room, while the remaining staff will gently restrain the aggressive child if they are going to hurt themselves. The Nominated Supervisor/Nominated Supervisor will be kept informed of the situation by walkie-talkie and assess what action needs to be taken to resolve the emergency. An incident report will be completed and the parents notified as per 2.6 – Guiding Children’s Behaviour.

<table>
<thead>
<tr>
<th>Date of Development</th>
<th>Date of amendment</th>
<th>Date Ratified</th>
<th>Date of Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.2.12</td>
<td>30.7.14</td>
<td>31.7.12</td>
<td>1.2.14</td>
</tr>
</tbody>
</table>
Harassment and Lockdown Policy

The Service acknowledges the need to ensure that educators and children are aware of, and understand, evacuation and other procedures in the case of an emergency. The service therefore takes a proactive approach through the regular implementation of practice drills and evaluations.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.1, 2.3.2, 2.3.3; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*

Procedures

In the event of harassment or unauthorised persons refusing to leave the premises the Nominated Supervisor, or in their absence, the Certified Supervisor will initiate the following drill:

- The educator or child (if appropriate) being harassed, or the closest observer of the child or other educator being harassed, will give a prearranged signal, which is made known to all educators, to begin the drill (e.g. code word, special song);
- The Nominated Supervisor or other person, who receives the signal, will calmly and quietly inform other educators of the need to remove the children to safety. If the threat is inside, children will be escorted outside by educators. If the threat is outside then children will be escorted inside by educators;
- The Nominated Supervisor/Health and Safety Representative, will immediately obtain and if possible record relevant information (e.g. physical descriptions, car registration etc.) on a service incident report;
- An educator will witness and provide back-up for the Nominated Supervisor/Health and Safety Representative, but only if it does not place that person in a position of unacceptable risk or harm to themselves, to any child or to others.

In the event of an internal threat (intruder, bomb and/or behaviour issue) where children are to be escorted to an outside area, once the prearranged signal has been acknowledged, the Nominated or Certified Supervisor will or direct an Educator to:

- telephone the relevant emergency number;
- check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
- collect sign-in sheets and parent contact numbers;
- close and lock all doors and windows (only if appropriate and able to do so);

Once at the designated assembly area, an educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected.

In the event of an external threat (intruder, fire, bomb, gas leak) where children are to be escorted inside, once the prearranged signal has been acknowledged, the following drill will be initiated:

- Educators will calmly and quietly move the children to safety inside the room, checking the toilets, storage rooms and near-by buildings;
- All doors, windows and curtains will be shut and locked (if safe to do so);
- An educator will check the roll to make sure that all children and educators are accounted for including children who have already been signed out and have been collected;
- Educators will encourage children to sit quietly.

During all such drills, educators are to calm the children and provide them with suitable games and activities as far as reasonably possible.

The Nominated Supervisor or Health and Safety Representative will call 000 for back up if the drill is an actual emergency.

No one will leave, nor be permitted to leave, the area in such a drill until the Nominated Supervisor is satisfied that it is safe to do so.

At no time will educators try to physically remove an unwanted visitor.
All threatening situations will be evaluated as soon as possible after the event and any necessary modifications or enhancements to these procedures made accordingly.

The school office will also be contacted and notified of the situation.

<table>
<thead>
<tr>
<th>Date of Development</th>
<th>Date of amendment</th>
<th>Date Ratified</th>
<th>Date of Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.2.12</td>
<td>2.7.12</td>
<td>31.7.12</td>
<td>1.2.14</td>
</tr>
</tbody>
</table>
7.4 Fire Safety Compliance Policy

In order to ensure the safety and wellbeing of children, families and educators, the Service recognises the need to ensure that systems, equipment and premises comply with the regulatory requirements in relation to fire safety. Management will ensure educators are aware of their responsibilities in relation fire safety.

### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *National Construction code 2011 - Building Code of Australia, volume 1 (class 1 – 9 buildings)*
- *Fire and Rescue Service Act 1990, Building Fire Safety Regulation 2008*
- *NQS Area: 2.3.2; 7.1.1, 7.1.2; 7.3.2, 7.3.5.*

### Procedures

Management will ensure that the premises used for OSHC are compliant with Building Fire Safety Regulations 2008 (Queensland).

The Nominated Supervisor and/or Health and Safety Officer will be responsible to:

- Keep emergency exits clear and unlocked at all times;
- Ensure emergency evacuation signs and posters are displayed, including a site map showing the position/location of the building on the grounds, the assembly points and the routes to them;
- Have a developed evacuation procedure with allocated tasks for educators;
- Conduct emergency evacuation drills on a regular basis;
- Ensure fire safety equipment is maintained regularly.

<table>
<thead>
<tr>
<th>Date of Development</th>
<th>Date of amendment</th>
<th>Date Ratified</th>
<th>Date of Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.2.12</td>
<td></td>
<td>22.2.12</td>
<td>1.2.14</td>
</tr>
</tbody>
</table>
7.5 Extreme Weather Policy

The service acknowledges that extreme weather conditions could pose significant risk to children and educators attending the service during operating hours therefore precautions to ensure the health and wellbeing of children and educators will be implemented. Extreme weather conditions may include excessive heat, bushfires, torrential storms, floods, hail stones and/or snow.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 2.3.2, 2.3.3; 5.1.3, 5.2.3; 7.1.2, 7.3.2, 7.3.5*

Procedures

In relation to extreme weather events, the service will take its lead predominantly from the school, weather warnings and forecasts. Therefore if the school in which the service is located is closed, the OSHC service may also be closed.

The Nominated Supervisor will be responsible to ensure that the heating and cooling requirements of the service are adequate and maintained at an acceptable temperature.

In the case of extreme weather events and possible power outages, the Nominated Supervisor will ensure a ‘storm pack’ including a torch, batteries and a small radio is readily accessible to educators. The Nominated Supervisor will ensure the service mobile phone is accessible to educators, when required.

The Nominated Supervisor will ensure that risk assessments are conducted for identified extreme weather events with control measures identified. Educators will be required to read and sign all risk assessments.

During times of hot weather, educators and children will be encouraged to:
- Follow the service’s Sun Safety Policy by wearing sun smart clothing, a broad brimmed hat and applying sunscreen.
- Drink fluids more frequently throughout the session, particularly cold water.
- Keep cool by wrapping a bandana or washer around their neck or using a mist bottle to spray themselves.
- Staying indoors, preferably in an air-conditioned or well-ventilated building with fans and open windows.
- Limit strenuous outdoor activities by conducting games and activities indoors or in shaded areas outdoors.

During times of inclement weather, educators and children will be encouraged to:
- Conduct games and activities indoors or in an undercover area outdoors.

If an extreme weather event occurs during service operating hours, the Nominated Supervisor will:
- Monitor the situation using local radio or other social media;
- Ensure educator and children’s safety by remaining indoors or in an area that is deemed safe.

If, during normal operating hours, closure of the service is expected as the result of an extreme weather event, the Nominated Supervisor will:
- Contact Management to make them aware of the situation;
- Contact families to arrange collection of their child;
- Ensure the regulatory authority and relevant government agencies such as DEEWR are notified of closure as soon as practical.

<table>
<thead>
<tr>
<th>Date of Development</th>
<th>Date of amendment</th>
<th>Date Ratified</th>
<th>Date of Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>30.7.13</td>
<td>22.2.12</td>
<td>1.2.14</td>
<td></td>
</tr>
</tbody>
</table>