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# POLICY AND PROCEDURE

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## EMERGENCY RESPONSE

### 1. POLICY STATEMENT AND/OR PURPOSE

Catholic Early Learning & Care (CEL C) will ensure the health and safety of all those who work for or utilise services by actively identifying safety issues and addressing such issues through the development and implementation of safety procedures.

To ensure the health and safety of all workers and any other person, the development of safety procedures is necessary and training in those safety procedures are essential for its effectiveness. These safety procedures include:

- Emergency procedures;
- Fire safety;
- General and Fire Evacuation;
- Lockdown.

In the event of an evacuation/lockdown, the warden is required to complete and submit the “Evacuation form” to the WHS Manager and Operations Manager.

### 2. APPLICATION

This procedure applies to all Catholic Early Learning and Care Services in the Diocese of Cairns.

### 3. PROCEDURE

#### **Emergency Procedures:**

The types of emergencies that can occur at a CEL C workplace include:

- Fire & Smoke
- Bomb Threat
- Medical Emergency
- Personal Threat
- Internal Emergency
- External Emergency
- COVID

#### **CEL C services will:**

- Identify all possible emergency situations and develop plans and procedures for responding to the situations.
- Ensure all staff are fully aware of the emergency and evacuation procedures.
- Rehearse and evaluate procedures.

#### **Emergency Control Organisation (ECO):**

The Nominated Supervisor is responsible for ensuring safety of staff and other persons in the service building in the event of a fire or fire alarm.

### **Emergency Control Organisation:**

An Emergency Control Organisation is defined in the AS 3745 – 2010 as a structured organisation/ (group of staff) that will initiate an appropriate response to emergency situations. The emergency control organisation for the CELC services is:

- Chief Warden – Nominated Supervisor or Responsible Person on duty
- Warden – Lead Educators (ELC only)

Due to the size of the services the Chief Warden takes on the responsibilities of the communication and first aid officer (these roles may be delegated to other staff depending on the nature of the emergency).

- To ensure that the fire brigade identify the wardens, the following identifiable clothing must be worn by:
  - Chief Warden – white hats
  - Wardens –red hats (LDC)

### **The Nominated Supervisor or Responsible Person on duty (chief warden) is responsible for:**

- Maintaining the Evacuation Bag and its contents is checked quarterly:
  - Evacuation Bag Contents:
    - > Band aids
    - > Wet wipes
    - > Water
    - > Cups
    - > Rubbish bags
    - > Tissues
- Ensuring the evacuation bag is stored with or in immediate proximity of the First Aid kit
- Ensuring a Medical Quick List is current and located with the First Aid kit
- Ensuring a Contacts Quick List is current and located with the First Aid kit
- Children’s medication is stored in an easily accessible container in immediate proximity of the Evacuation Bag and First Aid kit
- Developing procedures for all possible emergencies.
- Developing a risk assessment identifying the specific risks associated with the service.
- Inducting new Educators in their emergency role.
- Ensuring the service has safe means of escape, clear exits, access to extinguishers, communication equipment is working correctly, first aid is organised for quick retrieval.
- Conducting both evacuation and lockdown drills every three months.
- Record keeping of any fire, drills/lockdown, emergency training and evacuations.
- Documentation to cover maintenance and installation of fire safety equipment.
- Emergency response plans located at every exit.
- Replace specialised equipment as necessary.
- Media response must be directed to the Executive Director Diocesan Services and Support

### **Responsibilities during an Emergency:**

- Determine action.
- Contact emergency services – using service phone/mobile phone
- Activate alarm - If unable to activate alarm – code phrase to be used (e.g. fire fire fire, code black)
- Initiate evacuation/lockdown.
- Collect First Aid Kit, Evacuation Bag, Children’s medication container, contacts Quick List, service mobile phone, staff sign on sheet and children’s roll
- Safely and promptly coordinate the evacuation of all people onsite:

- Chief Warden to lead children and all other visitors onsite to the assembly point.
- Evacuating as practiced – in a line or as a group with Chief Warden leading at the front and warden/educator at the back.
- Warden/Educator to follow at back of children, sweeping the area for any other children.
- Close windows and doors as exiting if safe
- Notify all educators using walkie talkies and staff on breaks via personal mobile numbers.
- Keep a log of events.
- Communicate with emergency services – using service phone/mobile phone.
- Contact CELC Operations Manager/Executive Director/WHS Manager
- Ensure children are safe and supervised whilst in the Emergency Assembly area.

**Fire:**

**Emergency Control Organisation (ECO):**

The Nominated Supervisor is responsible for ensuring safety of staff and other persons in the service building in the event of a fire or fire alarm.

**Educators Responsibilities:**

- Gather children, roll.
- Following chief fire warden instructions – lockdown/evacuate
- Sweep the area systematically ensuring no one returns to swept area.
- Attempt to contain or extinguish the fire, only if it is safe to do so. (fire emergency)
- Mark roll at the evacuation point.
- Reporting to Chief Warden using the walkie talkie/personal mobile phone – all clear/injuries/missing persons
- Keep children calm.
- Keep phone lines clear.

**Evacuation Procedures:**

When a fire alarm sounds, or a fire is detected in a building all persons are to immediately evacuate the building by the nearest approved FIRE EXIT and go to the nominated Assembly Area. Reference should be made to the Evacuation diagram.

**Fire Extinguishers:**

Each fire extinguisher is to be located in a prominent place and readily accessible within the building. Fire extinguishers are NOT to be located in positions where they cannot easily be seen and/or where it is not easily accessible. Where practicable, extinguishers should be located along normal paths of travel and near exits. Where the possibility of dislodgement and damage exists, the extinguisher may be located at a height greater than 1.2 metres, if accessibility is maintained.

Extinguishers in and around buildings shall:

- Have their locations clearly indicated by the appropriate signage.
- The signs are to be mounted at no less than 2 metres above the floor level, or at a height that makes them apparent to a person of average height; and
- The extinguisher location sign shall be clearly visible from up to 15 metres in all directions of approach.
- Once an extinguisher has been used it must not be returned to its position. Label it “used/empty” and have refilled by a certified firefighting service/company as soon as possible.

**Operate the fire extinguisher as follows:**

- Pull pin and test the extinguisher.
- Aim the nozzle at the base of the fire.

- Squeeze the handle.
- Control fire by sweeping the base of the flames with a hose.
- Stay between the doorway and the fire to allow quick exit if the fire suddenly erupts or cannot be extinguished with the fire extinguisher.
- Do not get too close to the fire.
- Continue using the extinguisher until the fire is extinguished.

### **Fire and evacuation diagrams:**

Every service is required to develop and maintain fire and evacuation diagrams for each building the nominated supervisor has control over.

The fire and evacuation diagrams must:

- Be displayed in a conspicuous position, securely attached to a wall or the internal side of a door and orientated in line with the building layout, and
- Be appropriately located on each evacuation route of the building; and
- Include any building changes; and show the following.
- Have an arrow indicating 'you are here', corresponding to the place in the building where the sign/diagram is displayed.
- The route from 'you are here' on the sign / diagram to the nearest exit of the building.
- Each exit of the building
- Each designated assembly area of the building
- Any intercommunication devices in the building
- The manually operated fire alarms in the building.
- The firefighting equipment in the building

### **Bomb Threat:**

- Remain calm –treat as genuine, record information. DO NOT HANG UP.
- Attract attention of second person –To call 000
- Be attentive –Note background noise, music, traffic, voice characteristics does the caller indicate knowledge of service?
- Record enter details on the bomb report form.
  - **When** is the bomb going to explode?
  - **Where** is it right now?
  - **What** does it look like?
  - **What** kind of bomb is it?
  - **What** will cause it to explode?
  - **Why** was it placed?
  - **Did** you place the bomb?
  - **What** is your address?
  - **What** is **your** name?
- Notify –000/Chief Warden,
- Prepare – to follow instructions of Chief Warden/police, assist in search if requested, evacuate if necessary.
- Look for suspicious items or changes in the arrangement of equipment, furnishings or other articles.
- Staff and visitors should take their personal items with i.e. valuables, purses, bags/backpacks. (ensure there is nothing suspicious in/with personal items)
- If an object is found DO NOT TOUCH IT. Report that you have found it. Open doors and windows where possible and evacuate the area.

## **Medical Emergency:**

### **1. DANGER**

- Ensure the area is safe for yourself, others and the injured person.

### **2. RESPONSE**

- Check for response.
- No response – send for help.
- Response – make comfortable, check for injuries, monitor.

### **3. SEND FOR HELP**

- Call triple zero (000) for an ambulance or ask another person to make the call.

### **4. AIRWAY**

- Open mouth – check airway for foreign objects, place in recovery position

### **5. BREATHING**

- Look, listen and feel
- Not normal breathing – start CPR
- Normal breathing – place in recovery position, monitor breathing, manage injuries, treat for shock

### **6. CPR**

- Start CPR – continue until help arrives or patient recovers (30 chest compressions: 2 breaths)

### **7. DEFIBRILLATION**

- Apply defibrillator if available and follow voice prompts.

## **Personal Threat – Lockdown:**

- Remain calm - do not panic / shout, avoid eye contact, do not make sudden movements.
- Do not take risks - hand over whatever is requested, alert other staff if safe to do so
- Do only what you are told - do not volunteer information
- Follow lockdown / evacuation process.
- Observe offender's characteristics - sex, height, voice, clothing, tattoos, jewellery, items touched, vehicle
- Call 000/Notify Chief Warden/Record

## **Lockdown:**

The Nominated Supervisor or Responsible Person (Chief Warden) will contact Emergency Services (000) immediately.

- Educators and children not in a secure room when a LOCKDOWN is sounded, will proceed immediately to the closest secure room. Children should proceed to the nearest room occupied by an educator. Sit out of sight of windows and doors.
- Once inside the secure room all windows and doors are to be closed and locked from the inside. Turn Off Lights, close curtains and blinds if safe to do so.
- Educators are to report via walkie talkie to the Chief Warden all children under their supervision and any other persons with them. The Chief Warden will check children against the roll.
- Once inside a secure room all persons are to remain there until the all clear is sounded. Once the room is secure no person other than a recognised child, educator / teacher, member of the non-teaching staff or a Police, Fire or Ambulance Officer with proper uniform or identification should be allowed into the room.

- If a person is attempting to enter the room and that person is not known to educators, or has not identified themselves as one of the above mentioned members of the Emergency Services, the room is to be remained locked and walkie talkie contact made immediately to the Chief Warden.
- During this procedure only directions or instructions from Qld Police Service, Qld Fire & Rescue Service or Chief Warden may be followed.
- Only use the telephone to warn of danger in your vicinity. Do not use the telephone to gain information on the reason for the lockdown. This will be provided later.
- The ALL CLEAR will be signalled in the same way that the end of an evacuation is sounded, that is, one long continuous ring and an announcement on the walkie talkie. Educators and children will be given an explanation for the lockdown.

### **Internal Emergency:**

Examples: explosion, electrical power failure, water supply failure, structural failure, leak of hazardous chemical, illegal occupancy

- Dial '000'
- State the nature and location of the emergency and the estimate of the number of people involved.
- Follow evacuation procedures to evacuate all persons in the immediate danger area.
- Follow the instructions of the Chief Warden.
- Stand by to assist in rescue operations if necessary.

### **External Emergency:**

Includes - bushfire, earthquake, flood, aircraft crash, civil disturbance, cyclone, neighbouring building fire.

- Contact - call 000 if required.
- Prepare - to evacuate and secure area.
- Treat - injured persons, call 000 of trapped/injured persons.
- Advise - other staff of situation, warden.

### **Earthquake:**

#### **If you are indoors during an earthquake**

- DROP to the ground; take COVER by getting under a sturdy table or other piece of furniture; and HOLD ON until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Stay inside until the shaking stops and it is safe to go outside. Do not exit a building during the shaking. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
- DO NOT use the elevators.
- Be aware that the electricity may go out or the fire alarms may turn on.

#### **If you are outdoors during an earthquake**

- Stay there.
- Move away from buildings, streetlights and utility wires.
- Once in the open, stay there until the shaking stops. The greatest danger exists directly outside buildings, at exits and alongside exterior wall.

### **Evacuation:**

- Follow directions given by Wardens or Fire Officers.

- Gather children and leave immediately by the nearest safe exit.
- Warden is to sweep the area prior to leaving, ensuring no one can return to the swept area
- Move quickly, do not run.
- Assist persons with special needs.
- If there are any injuries, unaccounted for or person still in the building, notify the Chief Warden immediately
- Roll call at assembly point.
- Report - to chief warden

### **Suspect letters/package:**

If a letter or package appears suspicious and may contain hazardous materials use the following procedures:

- Do not handle or disturb the letter or package.
- Do not clean up any powder or substance from the letter.
- Hold your breath, move from the area and close the door behind you.
- Keep your hands away from your eyes, mouth and ears;
- Alert any other persons present.
- Wash your hands and arms thoroughly.
- Turn off fans and air conditioning, where possible.
- Contact CELC Manager.
- Call triple 000
- Do not return to the area where the suspect item is located.

### **Recognising suspect items:**

- Proper names and title not or incorrectly used.
- Address is handwritten or poorly typed;
- Restrictive markings e.g. "CONFIDENTIAL";
- Common words misspelt.
- European or foreign mail; or
- Lacks address of the sender.

### **Training:**

Nominated Supervisors will conduct their own training annually through the Warden Training accessed through the CELC website, WSS then Emergency Management.

- Fire evacuation training must be completed on first day of employment.
- Emergency training must be completed within one month of starting employment.
- Knowledge of Global Harmonised System new labelling systems for chemicals and safety sheets to be used for chemical hazards.

Topics covered are:

- What is a Control Organisation.
- Chief Warden Duties.
- Before, During, After.
- Services can download and modify and add any specific instruction relevant to them.

Any staff at the service that conduct the 'Responsible Person' role must attend the following training.

- Evacuation coordination instructions - within one month, annual – provided by Diocesan WHS Advisor

- Training is to be recorded on wall chart record and displayed.
- Records are to be kept as a hard copy and electronically

**Record Keeping:**

Records must be kept of any fire, fire alarm, fire safety training, fire evacuation drills, fire safety equipment installed, portable firefighting equipment and maintenance of that equipment.

The fire safety training records must show:

- The date of the training;
- The training officer/person;
- The contents of the training program;
- The names of the attendees;

**School Premises:**

If services are utilising school premises, the duty of care for staff within school buildings become the responsibility of the service. It is important that the Nominated Supervisor and the School Principal work collaboratively to establish emergency responses that consider the safety and wellbeing of school personnel working on school premises out of school hours though during service hours. This may include, before school care, after school care and vacation care.

**4. BREACHES OF THIS POLICY**

Appropriate disciplinary action will be taken against a person who is found to have breached the requirements contained within this document. Action taken will depend on the nature and circumstance of each breach and could include: an official warning and note on the individual’s personnel file; a formal written and/or verbal apology; counselling; demotion; transfer; or suspension or dismissal for very serious matters.

**5. ENQUIRIES**

Catholic Early Learning and Care Executive Director - [admin@cclc.catholic.org.au](mailto:admin@cclc.catholic.org.au)

**6. SEE ALSO**

**Legislation**

- Work Health & Safety Act and Regulations 2011
- Education and Care Services National Regulations 2011
- Regulation 97
- Education and Care Services National Law Act 2010
- The National Quality Standards for Early Childhood Education and Care 2018
- Fire and Emergency Services Act 1990
- Building Fire Safety Regulation 2008

**7. APPROVAL**



Vicki Bell  
 Executive Director  
 Catholic Early Learning and Care

**Date: 19/11/2021**