

**Emergency Management Plan**

**2019-20**

Version 3

|  |  |
| --- | --- |
| DEECD Region | Eastern Metropolitan |
| Service Director/Manager Approving our Plan | Martina Dunkel |
| Physical Address | 8 Commercial Road, Ferntree Gully, VIC, 3156 |
| Fire District | CFA District 13 |
| Is the service on the Bushfire- At-Risk Register? | No |
| Date Approved | Oct 2018 |
| Next Review Date | Oct 2019 |

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# Purpose

The purpose of this Emergency Management Plan is to provide a detailed plan of how Kindoo! (Ferntree Gully/ FTG) will prepare and respond to emergency situations.

# Scope

This EMP applies to all educators, children, visitors, contractors and volunteers at Kindoo! FTG

# Distribution

A copy of our plan will be distributed to:

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Position Title and**  **Organisation Name** | **Date Sent** | **Email Address or**  **Postal Address** |
| Linda Jamieson | Manager Operations and Emergency Management  DET (Nth Eastern) | 26/01/2018 | 8392 9336  0448 284 749 |
|  | Officer Quality Assessment and Regulation Division (QARD) Nth Eastern | 26/01/18 | [emr.qar@edumail.vic.gov.au](mailto:emr.qar@edumail.vic.gov.au)  295 Springvale Road, Glen Waverley 3150  Glen Wav Switchboard  1300 651 940 |
| Colin Brown | Officer in Charge CFA District 13 Headquarters | 26/01/18 | 18-22 Lakeview Drive  Lillydale 3140  8739 1300 |
| John Hess | Officer In Charge, Senior Sargent, Knox Police Complex |  | 414 Burwood Highway  Wantirna South 3152  98817000 |
| Brett Taylor | Controller Knox Unit SES |  | 102 Lewis Road  Wantirna 3152 |
| Andrew Williams | Municipal Emergency Response Co-ordinator– City of Knox |  | 511 Burwood Highway  Wantirna South 3152 |
| Martina Dunkel | Approved Provider | 26/01/2018 | Martina.dunkel@kindoo.com.au |
| Martina Dunkel | Nominated Supervisor Kindoo Ferntree Gully | 07/01/19 | info@kindoo.com.au |
| In addition to the above individuals, copies of the EMP have been provided to all centre staff and are located in the Emergency Evacuation Bag |  |  |  |

# PART 1– EMERGENCY RESPONSE

# In Case of Emergency

|  |  |
| --- | --- |
| **In an Emergency** | |
| ***Call***  **Police, Ambulance, Fire Services** | 000 |
| ***For Advice call your***  **Approved Provider** | *Martina Dunkel*  *0434 869 035* |
| ***DEECD* Manager Operations and Emergency Management for your region** | **North Eastern: Linda Jamieson**  Phone: 03 8392 9336  Mobile: 0447 019 887 |
| *Convene your*  **Incident Management Team** | |

# Emergency Contacts

## 5.1 Emergency Services

In an emergency requiring **Police, Ambulance and MFB/CFA** attendance call **000**.

## 5.2 Our Children’s Service

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Key Roles | Name | Phone | Phone  (After Hours) | Mobile |
| CEO | Martina Dunkel | 0434 869 035 | 0434 869 035 | 0434 869 035 |
| Centre Director | Martina Dunkel | 0422 696 074 | 0434 869 035 | 0434 869 035 |
| Educational Leader | Rafeea Nisha | 0422 696 074 | 0449 286 091 | 0449 286 091 |
| Early Childhood Educator | Susan Taylor | 0450 104 055 | 0450 104 055 | 0450 104 055 |
| First Aid Officer | Rafeea Nisha | 0422 696 074 | 0449 286 091 | 0449 286 091 |
| OHS Representative | Susan Taylor | 0450 104 055 | 0450 104 055 | 0450 104 055 |
| Approved Provider/Licensee | Martina Dunkel | 0434 869 035 | 0434 869 035 | 0434 869 035 |

## 5.3 DEECD Region

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Name** | **Phone** | **Mobile** |
| Regional DEECD Manager, Operations and Emergency Management | North Eastern: Linda Jamieson | 8392 9336 | 0448 284 749 |

## 5.4 Local/Other Organisations

|  |  |
| --- | --- |
|  | **Phone** |
| Police Station Knox | 9881 7000 |
| Angliss Hospital- Upper Ferntree Gully | 1300 342 255 |
| Gas- MultiNet | 132 691 |
| Electricity- AusNet Distribution | 131 799 |
| Electricity- AGL Retail | 131 189 |
| South East Water Corporation | 132 812 |
| Facility Plumber | 8256 9611 |
| Facility Electrician | 1300 132 356 |
| City of Knox Local Government | 9298 8000 |
| SES (flood, storm and earthquake) | 132 500 |
| Victorian WorkCover Authority (formerly WorkSafe Victoria) | 1. 360 |
| Department of Human Services regional office Box Hill | 9843 6000 |
| DEECD Regional Office | 8392 9300 |

# Incident Management Team

## 6.1 Incident Management Team Structure

6.2 Incident Management Team (IMT) Contact Details

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| IMT Role/Activities |  | Primary Contact |  | Back Up Contact |
| Incident Controller (Chief Warden) | Name | Martina Dunkel | Name | Susan Taylor |
| Phone/Mobile | 0434 869 035 | Phone/Mobile | 0405 104 055 |
| Planning tasks will be performed by: | Name | Martina Dunkel | Name | Susan Taylor |
| Phone/Mobile | 0434 869 035 | Phone/Mobile | 0405 104 055 |
| Operations (Area Warden) tasks will be performed by: | Name | Rafeea Nisha | Name | Martina Dunkel |
| Phone/Mobile | 0449 286 091 | Phone/Mobile | 0434 869 035 |
| Communications tasks will be performed by: | Name | Martina Dunkel | Name | Susan Taylor |
| Phone/Mobile | 0422 696 074 | Phone/Mobile | 0405 104 055 |
| Logistics (Warden) tasks will be performed by: | Name | Susan Taylor | Name | Lisa Bunce |
| Phone/Mobile | 0405 104 055 | Phone/Mobile | 0401 186 940 |
| First Aid tasks will be performed by: | Name | Susan Taylor | Name | Lisa Bunce |
| Phone/Mobile | 0422 696 074 | Phone/Mobile | 0401 186 940 |

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# Incident Management Team Responsibilities

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| **Incident Controller (Chief Warden)**  **Pre-Emergency**   * Maintain current contact details of IMT members. * Ensure children/staff with special needs list and staff trained in first aid list are up to date. * Conduct regular exercises/drills. * Ensure our emergency response procedures are kept up-to-date. * Ensure staff on the IMT are aware of their responsibilities.   **During Emergency**   * Attend the emergency control point. * Ascertain the nature and scope of the emergency. * Ensure that the emergency services have been notified. * Ensure the appropriate response has been actioned. * Convene our IMT as required. * Initiate evacuation of affected areas/lock-down/lock-out/shelter-in-place as required. * Brief the incoming emergency services and respond to their requests.   **Post- Emergency**   * When the incident is rendered safe or the emergency services returns control, notify the IMT members to have staff and children return to normal operations. * Organise debrief with the IMT and, where appropriate, with any attending emergency Service. * Report serious incidents to the relevant Regulatory Authority in accordance with relevant regulatory requirements. Service agreements also require approved providers or licensees to notify DEECD in the event of a serious incident: * services operating under the National Quality Framework see [DEECD Reporting NQF](file:///D:/Users/08819981/Documents/P%20Casha/Personal/WORDS/DEECD%20Reporting%20NQF) * services operating under the Victorian children’s services legislation see [DEECD Reporting Vic](http://www.education.vic.gov.au/Documents/childhood/providers/regulation/pracnotesseriousin.pdf) |

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| **Planning**  **Pre- Emergency**   * Assist the Incident Controller. * Identify resources required. * Participate in emergency exercises/drills.   **During Emergency**   * Attend the emergency control point. * Ascertain the nature and scope of the emergency. * Report any changes in the situation to the Incident Controller. * Act as directed by the Incident Controller. * Plan for contingencies.   **Post- Emergency**   * Collect and evaluate information relating to the emergency. * Identify recovery needs and develop a recovery plan (if required). |
| **Operations (Area Warden)**  **Pre- Emergency**   * Regularly check and report on deficiencies of emergency equipment and kits. * Coordinate Safety practices (e.g. clear egress paths, access to first attack equipment e.g. fire extinguishers and disposal of rubbish) by wardens throughout their areas. * Participate in emergency exercises/drills.   **During Emergency**  On hearing alarm or becoming aware of an emergency, the Operations Warden will:   * Attend the emergency control point. * Communicate with the Incident Controller by whatever means available and act on instructions. * Implement the emergency response procedure relevant to the floor or area and ensure that the Incident Controller is notified. * Direct logistics officer (wardens) to check the floor or area for any abnormal situation. * Commence evacuation if the circumstances on their floor or area warrant this. * Control the movement of people. * Co-opt persons as required to assist a logistics officer (wardens) during an emergency. * Confirm that the logistics officer’s (warden) activities have been completed and report this to the Incident Controller or a senior officer of the attending emergency services if the Incident Controller is not contactable.   **Post Emergency**   * Compile report of the actions taken during the emergency for the debrief. | |

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| **Communications**  **Pre- Emergency**   * Assist the Incident Controller. * Attend training in the use of the service’s communication system as appropriate. * Maintain records and logbooks and make them available for emergency response. * Ensure emergency and parent contact details are up-to-date. * Participate in emergency exercises/drills.   **During Emergency**   * Attend the emergency control point. * Ascertain the nature and location of the emergency. Maintain up to date information. * Confirm that emergency services have been notified. * Notify appropriate IMT members. * At the direction of the Incident Controller provide instruction and information to staff, children and parents as required. * Keep a log of events that occurred during the emergency. * Act as directed by the Incident Controller.   **Post- Emergency**   * Collate logs of events completed by all IMT members during the emergency for the debrief and ensure they are secured for future reference. * Contact parents as required. |

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| **Logistics (Warden)**  **Pre- Emergency**   * Ensure staff are aware of the emergency response procedures. * Carry out safety practices (e.g. clear egress paths, access to first attack equipment e.g. fire extinguishers and disposal of rubbish). * Participate in emergency exercises/drills.   **During Emergency**  Persons selected to perform as Logistics Warden will carry out activities as set out in the emergency response procedures and as directed by the Operations Warden (Area Warden).  Activities may include the following:   * Attend the emergency control point. * Operate the communication system in place. * Check that any fire doors and smoke doors are properly closed. * Close or open other doors in accordance with the emergency response procedures. * Search the floor or area to ensure all people have evacuated. This function is of greater importance than a later physical count of those evacuated. * Ensure orderly flow of people into protected area. * Assist occupants with disabilities. * Act as lead of groups moving to nominated assembly areas. * Report status of required activities to the operations officer (area warden) on their completion. * Act as directed by the Incident Controller.   **Post- Emergency**   * Compile report of the actions taken during the emergency for the debrief. |

Staff Trained in First Aid

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| --- | --- |
| Staff Member | Training |
| Rafeea Nisha | HLTAID004 Provide an emergency first aid response in an education and care setting |
| Lisa Bunce | HLTAID004 Provide an emergency first aid response in an education and care setting |
| Susan Taylor | HLTAID004 Provide an emergency first aid response in an education and care setting |
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# Emergency Response Procedures

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| 10.1 On-Site Evacuation Procedure |

When it is unsafe for children, staff and visitors to remain inside the facility’s building the Incident Controller (Chief Warden) on-site will take charge and activate the Incident Management Team if necessary.

* **Call** **000** and inform emergency services of the nature of the emergency.
* Seek advice from your Service Manager or your DEECD regional Manager, Operations and Emergency Management if required.
* Evacuate children, visitors and staff out of the building to front car park
* Take the child attendance list, staff attendance list, your Emergency Kit/First Aid Kit and this Plan.
* Once at the assembly point, check all children, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
* Contact parents if required.
* Maintain a record of actions/decisions undertaken and times.
* Confirm with emergency service personnel that it is safe to return to normal operations.

**Actions After On-Site Evacuation Procedure**

* Determine whether to activate your parent re-unification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. parent reunification process or areas of the facility to avoid).
* Print and issue pre-prepared parent letters as appropriate.
* Ensure any children, staff or visitors with medical or other needs are supported.
* Undertake operational debrief with staff and Incident Management Team to review the on-site evacuation and procedural changes that may be required.
* Complete your Post Emergency Record form (refer to Appendix 4 of the Guide).
* Report serious incidents to the relevant Regulatory Authority in accordance with relevant regulatory requirements and DEECD in the event of a serious incident.

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| 10.2 Off-Site Evacuation Procedure |

If it is unsafe for children, staff and visitors to remain on the facility’s grounds the Incident Controller (Chief Warden) on-site will take charge and activate the Incident Management Team if necessary.

* **Call 000** and inform emergency services of the nature of the emergency.
* Seek advice from your Service Manager or your DEECD regional Manager, Operations and Emergency Management if required.
* Identify which off-site assembly point you will evacuate staff, children and visitors to.
* Evacuate staff, children and visitors to the front car park of 9a Commercial Road, Ferntree Gully (vacant school across the road)
* Take the children attendance list, staff attendance list, your Emergency Kit/First Aid kit and this Plan.
* Once at assembly point, check all children, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
* Maintain a record of actions/decisions undertaken and times.
* Contact parents if required.
* Confirm with emergency service personnel that it is safe to return to normal operations.

**Actions After Off-Site Evacuation Procedure**

* Determine whether to activate the parent re-unification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
* Print and issue pre-prepared parent letters as appropriate.
* Ensure any children, staff or visitors with medical or other needs are supported.
* Undertake operational debrief with staff and Incident Management Team to review the off-site and procedural changes that may be required.
* Complete your Post Emergency Record form (refer to Appendix 4 of the Guide).
* Report serious incidents to the relevant Regulatory Authority in accordance with relevant regulatory requirements and DEECD in the event of a serious incident.

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| 10.3 Lock-Down Procedure |

When an external and immediate danger is identified and it is determined that the children should be secured inside the building for their own safety the Incident Controller (Chief Warden) on-site will take charge and activate the Incident Management Team if necessary.

* **Call 000** and inform emergency services of the nature of the emergency.
* Announce the lock-down and provide instructions to staff e.g. close internal doors and windows, sit below window level or move into corridors.
* Check that all external doors (and windows if appropriate) are locked.
* If available, allocate staff to be posted at locked doors to allow children, staff and visitors to enter if locked out.
* Seek advice from your Service Manager or your DEECD regional Manager, Operations and Emergency Management if required.
* Divert parents and returning groups from the facility if required.
* Ensure a telephone line is kept free.
* Keep public address system free.
* Keep main entrance as the only entry point. It must be constantly monitored and no unauthorised people allowed access.
* If it is safe to do so, have a delegated staff member wait at the main entry to the facility to guide emergency services personnel.
* As appropriate, ascertain that all children, staff and visitors are accounted for.
* Maintain a record of actions/decisions undertaken and times.
* Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
* Contact parents as required.

**Actions After Lock-Down Procedure**

* Determine whether to activate the parent re-unification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
* Print and issue pre-prepared parent letters as appropriate.
* Ensure any children, staff or visitors with medical or other needs are supported.
* Undertake operational debrief to review the lock-down and procedural changes that may be required.
* Complete your Post Emergency Record form (refer to Appendix 4 of the Guide).
* Report serious incidents to the relevant Regulatory Authority in accordance with relevant regulatory requirements and DEECD in the event of a serious incident.

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| 10.4 Lock-Out Procedure |

When an internal immediate danger is identified and it is determined that children should be excluded from buildings for their safety the Incident Controller (Chief Warden) on-site will take charge and activate the Incident Management Team if necessary.

* **Call 000** and inform emergency services of the nature of the emergency.
* Announce lock-out 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
* Go to the designated off-site assembly point at 9a Commercial Road, Ferntree Gully (unused school across the road).
* Check that children, staff and visitors are all accounted for.
* Maintain a record of actions/decisions undertaken and times.
* Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
* Seek advice from your Service Manager or your DEECD regional Manager, Operations and Emergency Management if required.

**Actions After Lock-Out Procedure**

* Determine whether to activate the parent re-unification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
* Ensure any children, staff or visitors with medical or other needs are supported.
* Print and issue pre-prepared parent letters as appropriate.
* Prepare and maintain records and documentation.
* Undertake operational debrief to review the lock-out and procedural changes that may be required.
* Complete your Post Emergency Record form (refer to Appendix 4 of the Guide).
* Report serious incidents to the relevant Regulatory Authority in accordance with relevant regulatory requirements and DEECD in the event of a serious incident.

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| 10.5 Shelter-In-Place Procedure |

When an incident occurs outside the children’s service and emergency services or the Incident Controller (Chief Warden) determines the safest course of action is to keep children and staff inside a designated building in the facility (as evacuation might reasonably expose people to a greater level of danger until the external event is handled), the Incident Controller on-site will take charge and activate the Incident Management Team if necessary.

* **Call 000** and inform emergency services of the nature of the emergency.
* Move all children, staff and visitors to your pre-determined shelter-in-place area- main teaching room at 8 Commercial Road, Ferntree Gully
* Take the children’s attendance list, staff attendance list, your Emergency Kit/First Aid kit and this Plan.
* Seek advice from your Service Manager or your DEECD regional Manager, Operations and Emergency Management if required.
* Ascertain (as possible) if all children, staff and visitors are accounted for.
* Ensure communications with emergency services is maintained. Wait for emergency services to arrive or provide further information.
* Maintain a record of actions/decisions undertaken and times.
* Contact parents as required and provide notification if the shelter-in-place is going to extend beyond the service hours of operation.
* Where appropriate, confirm with emergency services personnel that it is safe to return to normal operations.

**Actions After Shelter-In-Place Procedure**

* Determine whether to activate the parent re-unification process.
* Determine if there is any specific information staff, children and visitors need to know (e.g. areas of the facility to avoid or parent reunification process).
* Ensure any children, staff or visitors with medical or other needs are supported.
* Print and issue pre-prepared parent letters as appropriate.
* Prepare and maintain records and documentation.
* Undertake operational debrief to review the shelter-in-place and procedural changes that may be required.
* Complete your Post Emergency Record form (refer to Appendix 4 of the Guide).
* Report serious incidents to the relevant Regulatory Authority in accordance with relevant regulatory requirements and DEECD in the event of a serious incident.

# Emergency Response Procedures for Specific Threats

## 11.1 Building Fire

* Phone **000** to notify the emergency services and seek advice.
* If appropriate, follow the procedure for **On-Site Evacuation**.
* Report the emergency immediately to the Incident Controller (Chief Warden) who will convene the IMT if necessary.
* Remain calm and activate the fire alarm.
* Extinguish the fire **(only if safe to do so).**
* Evacuate to the front car park or 9a Commercial Road (unused school across the road) as appropriateclosing all doors and windows.
* Check that all areas have been cleared and notify the Incident Controller.
* Check that all children, staff, visitors and contractors are accounted for.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.
* Direct all Media enquiries to DEECD Media Unit on 9637 2871.

## 11.2 Bushfire/Grassfire

* Phone **000** to notify the emergency fire services and seek advice.
* If appropriate, follow the procedure for **Shelter-In-Place**.
* Report the emergency immediately to the Incident Controller (Chief Warden) who will convene the IMT if necessary.
* Identify if any buildings need to be evacuated. Permanent buildings may be a safer option than portable/demountable buildings.
* If threat exists decide appropriate action e.g. move to shelter-in-place or evacuate the room/s, closing all doors and windows.
* Turn off power and gas.
* Check that all children, staff and visitors contractors are accounted for.
* Listen to TV or local radio on battery-powered sets for bushfire/weather warnings and advice.
* Ensure staff/children do not hinder emergency services or put themselves at risk by going near damaged buildings or trees.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.
* Direct all Media enquiries to DEECD Media Unit on 9637 2871.

## 11.3 Major External Emissions/Spill (includes gas leaks)

* Phone **000** to notify the emergency services and seek advice.
* Report the emergency immediately to the Incident Controller (Chief Warden) who will convene the IMT if necessary.
* Turn off gas supply.
* If the gas leak is onsite, notify your gas provider.
* If safe to do so, evacuate staff, children, visitors and including contractors to 9a Commercial Road (unused school across the road).
* Check children, staff, visitors and contractors are accounted for.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.
* Direct all Media enquiries to the Department’s Media Unit on 9637 2871.
* Await ‘all clear’ advice from emergency services or further advice before resuming normal service activities.

## 11.4 Intruder/Personal Threat

* Phone **000** to notify the emergency services and seek advice.
* Report the emergency immediately to the Incident Controller (Chief Warden) who will convene the IMT if necessary.
* 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.
* Determine if **evacuation or lock-down** is required. Evacuation only should be considered if safe to do so.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.
* Direct all Media enquiries to DEECD Media Unit on 9637 2871.

## 11.5 Bomb/Chemical Threat

* Phone **000** to notify the emergency services and seek advice.
* Report the emergency immediately to the Incident Controller (Chief Warden) who will convene the IMT if necessary.
* If a bomb/chemical threat is received by telephone:
  + **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 schools website:
  + do not delete the message
  + contact police immediately.
* Ensure the service’s 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.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.
* Direct all Media enquiries to DEECD Media Unit on 9637 2871.

## 11.6 Bomb/Substance Threat Checklist

**This checklist should be distributed to all persons who regularly accept incoming telephone calls.**

|  |  |  |  |
| --- | --- | --- | --- |
| **CALL TAKER** | | **CALL TAKEN** | |
| Name |  | Date of Call: |  |
| Phone Number |  | Call Start/End Time |  |
| Signature |  | Number of Caller |  |

**Complete the following for a BOMB THREAT**

|  |  |
| --- | --- |
| **QUESTIONS** | **RESPONSES** |
| 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**

|  |  |
| --- | --- |
| **QUESTIONS** | **RESPONSES** |
| 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 liquid, powder or gas? |  |
| Did you put it there? |  |

|  |  |
| --- | --- |
| **LANGUAGE** | |
| [ ] Abusive | [ ] Taped |
| [ ] Well Spoken | [ ] Irrational |
| [ ] Incoherent | [ ] Message read by caller |
| [ ] Other (Specify) |  |

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| --- | --- |
| **CHARACTERISTICS OF THE CALLER** | |
| Sex of caller |  |
| Estimated age |  |
| Accent if any |  |
| Speech impediments |  |
| Voice (loud, soft, etc.) |  |
| Speech (fast, slow etc.) | |  |  | | --- | --- | | **BACKGROUND NOISE** | | | [ ] Music | [ ] Local call | | [ ] Machinery | [ ] Long Distance Call | | [ ] Aircraft | [ ] Other (specify) | |
| Dictation (clear, muffled, etc.) |  |
| Manner (calm, emotional, etc.) |  |
| Did you recognise the voice? |  |
| If so, who do you think it was? |  |
| Was the caller familiar with the area? |  |

|  |
| --- |
| **EXACT WORDING OF THREAT** |
|  |

|  |  |
| --- | --- |
| **ACTIONS** | |
| **REPORT CALL TO:** |  |
| **ACTIONS:** |  |

## 11.7 Internal Emission/Spill

* Phone **000** to notify the emergency services and seek advice.
* Report the emergency immediately to the Incident Controller (Chief Warden) who will convene your IMT if necessary.
* Move staff/children away from the spill to a safe area and isolate the affected area.
* Seek advice in regards to clean up requirements, and if safe to do so, the spill can be cleaned up by staff. Personal Protective Equipment should be worn as per the requirements of the Material Safety Data Sheet and Safety Work Procedure.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.
* Notify the Victorian WorkCover Authority (formerly WorkSafe Victoria) if required.
* Direct all Media enquiries to DEECD Media Unit on 9637 2871.

## 11.8 Severe Weather / Storms and Flooding

* Phone **000** to notify the emergency services and seek advice if necessary.
* 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 keep away from windows. Restrict the use of telephone landlines to emergency calls only, particularly during a thunderstorm.
* After storm passes, evaluate the need to evacuate if uncontrolled fires, gas leaks, or structural damage has occurred as a result of the storm.
* Report any matter concerning the safety and wellbeing of children, staff and visitors to the Incident Controller (Chief Warden).
* Listen to local radio or TV on battery-powered sets for weather warnings and advice.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.
* Direct all media enquiries to DEECD Media Unit on 9637 2871.

## 11.9 Earthquake

* Phone **000** to notify the emergency services and seek advice.
* The Incident Controller (Chief Warden) will convene the IMT if necessary.
* Contact your Service Manager or your DEECD regional Manager, Operations and Emergency Management for advice and support if required.

**If Outside**

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 your head and neck with their arms and hands
* HOLD on until the shaking stops.

**If Inside**

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**

* Evaluate the need to evacuate if there are uncontrolled fires, gas leaks or structural damage to the building you are in.
* If you evacuate, watch out for fallen trees, power lines, and stay clear of any structures that may collapse.
* Arrange medical assistance where required and help others if you can.
* Report any matter concerning the safety and wellbeing of children, staff and visitors to the Incident Controller (Chief Warden).
* Tune in to ABC radio if you can and follow any emergency instructions.
* Direct all Media enquiries to DEECD Media Unit on 9637 2871.

## 11.10 Influenza Pandemic

For comprehensive guidelines and information on emergency responses to an influenza pandemic go to: [Human Influenza Pandemic Response Procedures](http://www.education.vic.gov.au/childhood/providers/support/Pages/emergency.aspx)

|  |  |
| --- | --- |
| PREPAREDNESS STAGE | |
| Description - No novel strain detected (or emerging strain under initial detection) | |
| **Category** | **Key Actions** |
| Hygiene measures | * Promote basic hygiene measures * Provide children and staff with information about the importance of hand hygiene  (more information is available at [Better Health](http://www.betterhealth.vic.gov.au/bhcv2/bhcarticles.nsf/pages/handwashing_why_it's_important)) * Provide convenient access to water and liquid soap and/or alcohol-based hand sanitiser * Educate staff and children about covering their cough to prevent the spread of germs |

|  |  |
| --- | --- |
| RESPONSE STAGE – STANDBY | |
| Description - Sustained community person-to-person transmission detected overseas | |
| **Category** | **Key Actions** |
| EMP preparation | In the month when an imminent threat is likely (April), (or at the time of the overseas detection if earlier):   * Prepare to enact pandemic response section of emergency management plan with stakeholders and prepare to activate Incident Management Team * Identify minimum requirements and key staff for continued operations (including planning for the absence of the director) |
| Hygiene measures | Continue to:   * Promote basic hygiene measures * Review cleaning procedures and determine whether frequency or other processes should change * Provide convenient access to water and liquid soap and/or alcohol-based hand sanitiser * Educate staff and children about covering their cough to prevent the spread of germs * Communicate the risk of influenza and how to identify cases of possible influenza based on the current up to date case definition by the Chief Health Officer, Department of Health |
| Communications | At the time of the overseas detection or earlier,   * ensure hygiene information is displayed (refer to Staying Healthy in Childcare (2005)) * consider providing information sessions for staff and parents about:   + pandemic influenza symptoms   + preferred hygienic practices   + vulnerable children * Follow Department of Health/Department of Health and Ageing advice provided by DEECD and distribute consistent messaging to staff, children and parents/carers. * Communicate status/situation, personal hygiene measures, containment measures (if necessary), availability of vaccinations to staff and parents/carers as appropriate (especially those people/families at a greater risk of infection) * School Nursing Program nurses may assist with information dissemination (provided by the Department of Health) as directed by Regional Nurse Managers (based at regional offices). * Utilise the sample letters developed by DEECD Central Office, provide parents information for next stage with advice from DEECD (if required) * Direct any media queries to the DEECD media unit on 9637 2871 |

|  |  |
| --- | --- |
| RESPONSE STAGE – ACTION | |
| Description – Cases detected in Australia | |
| **Category** | **Key Actions** |
| EMP enactment | * Enact emergency management plans where necessary * Activate Incident Management Team |
| Communications | * Follow the advice from the Department and distribute information about individual protective measures and cleaning procedures * Communicate status/situation, personal hygiene measures, containment measures (if necessary), availability of vaccinations to staff and parents/carers as appropriate (especially those people/families at a greater risk of infection) * School Nursing Program nurses may assist with information dissemination as directed by Regional Nurse Managers (based at regional offices) * Utilise the sample letters developed by DEECD Central Office, communicate plans for closure if applicable and send letters to staff, parents and carers as appropriate * Direct any media queries to the DEECD media unit on 9637 2871 |
| Containment | * Follow the advice of the Department of Health and DEECD including service closures and exclusion periods for infectious diseases * Identify a designated area to keep sick children quarantined from others until they can be taken home by parents   + Following any closures, notify the Quality Assessment and Regulation Division, DEECD according to the requirements of the relevant legislation. Further information is available at [www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation) * Inform carers of their obligations during closures * School Nursing Program nurses may be asked to assist the Department of Health with the distribution of antiviral medication at the direction of the Regional Nurse Manager (based in regions) |
| Outbreak management | * Notify the Quality Assessment and Regulations Manager of a serious incident according to the requirements of the relevant legislative framework. Further information is available at www.education.vic.gov.au/childhood/proividers/regulation * *You will be advised of any additional reporting requirements by DEECD and/or the Department of Health* |
| Management of service workforce | * Encourage staff who develop flu-like symptoms during a pandemic to stay away until completely well * Ensure staff who develop influenza-like illness to leave immediately and seek medical attention |
| Service closures | * Contact the Quality Assessment and Regulations Manager, DEECD regarding service closure policy   + Following any closures, notify the Quality Assessment and Regulation Division according to the requirements of the relevant legislative framework. Further information is available at [www.education.vic.gov.au/childhood/providers/regulation](http://www.education.vic.gov.au/childhood/providers/regulation) * Inform staff of their obligations during service closures |

|  |  |
| --- | --- |
| RESPONSE STAGE – STAND DOWN | |
| Description – Virus no longer presents a major public health threat | |
| **Category** | **Key Actions** |
| Recovery | * Implement recovery plan to help regain education of children and stabilize families and the community including::   + staff availability   + procedures to re-open (if applicable)   + provision of counselling (if required)   + monitoring cumulative effects of pandemic and identifying and supporting those who may need assistance * Incident controller to de-activate Incident Management Team and conduct final debrief(s) * Review effectiveness of Emergency Management Plans and update as appropriate – involve relevant staff and others eg School Nurses * Replenish personal protective equipment (if required) Replenish personal protective equipment (if required) * Be aware that multiple waves of the virus may occur and that review and revision of the plan may be required between waves |
| Communications | * Utilise the sample letters developed by DEECD Central Office, communicate status of situation to staff and parents/carers including supports that may be available |

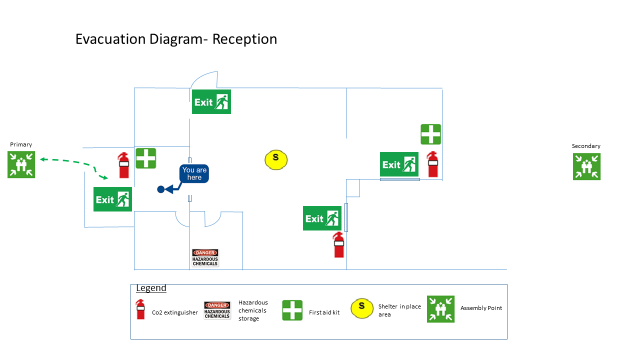
# Area Map

|  |  |
| --- | --- |
| Date Area Map Validated: | 16/02/2018 |

|  |
| --- |
| Primary Off Site Evacuation Point  9B Commercial Rd  **Secondary Off Site Evacuation Point :**  Eastern Ranges School  Distance to Primary Off-site Assembly Area: 25m  Estimated time to reach Off-site Assembly Area: 1 min to 9b Commercial Road  Distance to Secondary Off-site Assembly Area: 60m  Estimated time to reach Off-site Assembly Area: 2 min to Eastern Ranges School |
| **LEGEND**  Primary Off-Site Relocation route  Secondary Off-Site Relocation route |

# Evacuation Diagram

|  |  |
| --- | --- |
| Date Evacuation Diagram Validated: | **20/01/18** |

**

Instructions for Operations Officer/Wardens:

* Collect epi-pens, asthma kits, personal medications for staff, students and children, and emergency kit with mobile phone
* Collect facility Sign In Out sheets

|  |  |
| --- | --- |
| **Evacuation Procedure**  Upon instruction from Chief Warden:   * Close all windows if safe to do so. * If safe to do so, Chief Warden will obtain Emergency Bag, attendance records and medications * Gather children, staff, volunteers and visitors in your immediate vicinity. * Immediately evacuate group from the building to your designated assembly area.   + Proceed calmly- walk, don’t run.   + Leave possessions behind.   + Do not allow gathered members to leave the group. If they do so, do not follow.   + Physically challenged children will be assisted to exit the building by Wardens * Take attendance including a head count upon reaching your designated assembly area.   + Inform the attending Warden if any gathered members left your group.   + Report final headcount to Chief Warden.   + Report if any children, staff, volunteers or other visitors are missing. * Await further instruction from Wardens at designated assembly area * Physically challenged children will be assisted to exit the building by Wardens |  |

# PART 2 – EMERGENCY PREPARDNESS

# Children’s Service Facility Profile

**16.1 General Information**

|  |  |
| --- | --- |
| **Children’s Service Name** | *Kindoo! Ferntree Gully Campus* |
| Physical Address | 8 Commercial Road,  Ferntree Gully, VIC, 3156 |
| Operating Days | Monday to Friday, Saturday evenings |
| Operating Hours | Monday to Friday 7am to 11.30pm,  Saturday 6.30pm to 11.30pm |
| Phone | 0422 696 074 |
| Email | info@kindoo.com.au |
| Fax | n/a |
| Number of buildings | One |
| Is the facility a designated Neighbourhood Safer Place? | No |
| Shelter-In-Place Location | Main room |
| Number of Children | 44 |
| Total Number of Staff | 4 |
| Staff Member Responsible for Bulk Messaging (where an SMS system is in place) | Educational Leader |

**16.3 Building Information Summary**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Telephones (Landlines):** | | | | | | |
| Location | | Number | | Location | | Number |
| Reception | | (03) 9758 4682 | | Reception/Office | |  |
|  | |  | |  | |  |
|  | |  | |  | |  |
|  | |  | |  | |  |
|  | | | | | | |
| **Alarms:** | Location | | Monitoring Company | | Location of Shutoff Instructions | |
| Smoke Detectors | Staff room, Main Rooms and Reception | | N/a | | At individual detectors | |
| Intrusion | Reception | |  | | Switchbox in Reception | |
| Other |  | |  | |  | |
|  |  | |  | |  | |
| **Utilities:** | Location | | Service provider | | Location of Shutoff Instructions | |
| Gas / Propane | Not connected | | N/A | |  | |
| Water | Front Gate | | South East water | | Shut off at front gate | |
| Electricity | Reception | | AGL | | Switchbox in Reception | |
| **Sprinkler System:** | | | | | | |
| Control Valve Location | | | N/A | | | |
| Shutoff Instructions Location | | | N/A | | | |
| **Building and Site Hazards:** | | | | | | |
| **Hazard Description** | | | | **Location** | | |
| Hazardous Chemicals | | | | Locked cupboard / outside storeroom  Pantry in Staff Room | | |
|  | | | |  | | |
|  | | | |  | | |
|  | | | |  | | |
|  | | | |  | | |
|  | | | |  | | |

# Risk Assessment

This table lists the identified threats and hazards to our children’s service, assessment of the risks associated with those threats and hazards and how we reduce their impact.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. **Identified Hazards and Potential Threats** | 1. **Description of Risk** | 1. **Current Risk Control Measures Implemented at our Service** | 1. **Risk Rating** | | | 1. **Treatments to be Implemented**   **Measures to be taken by our service to eliminate or reduce impact of the risk** | 1. **Revised Risk Rating**   **After implementing Treatments** | | |
| **Consequence** | **Likelihood** | **Risk Level** | **Consequence** | **Likelihood** | **Risk Level** |
| Fire | Breakout of fire within the facility or grounds | Installation of fire extinguishers and smoke alarms, | Severe | Rare | Medium | Quarterly rehearsal of Evacuation Procedures, establishment of IMT Team, daily review of weather conditions, liaison with CFA in bush fire season | major | rare | medium |
| Intruder | Unauthorised person/s gains access to the site | Installation of keypad entry to facility, security lighting installed, Policies including two people on premises at all times(incl. opening and closing), Emergency numbers posted in Reception and Staff Room, External gates locked overnight, no playground access after 6.30pm, | major | possible | high | Emergency Gates locked at all times (only authorised staff to hold keys), CCTV monitoring system to be installed in coming quarter, Staff briefing to be held at each change of shift | major | unlikely | medium |
| Severe weather event | Weather event of severity is experienced such as flood, hail storm, severe winds, bush fires etc | All loose outdoor equipment stored nightly, daily checking of weather and warning forecasts | moderate | possible | high | Monthly garden maintenance with offsite debris removal, gutters cleaned annually | minor | possible | medium |
| Influenza pandemic | Influenza spread among staff and/ or children | Implementation of Hygiene Policy, Dealing with Infectious Diseases Policy | moderate | likely | high | All staff to be immunised each May, review of DHS advices, hand sanitising on entry/ exit | moderate | possible | medium |
| Loss of Essential services | Loss of electricity or water service | Water dispensers available at all times | minor | unlikely | low | Battery operated torches held on site in Emergency Bag, water sprayers available in extreme heat, | minor | unlikely | low |
| Smoke | Smoke inhalation | Installation of smoke detectors | Major | unlikely | medium | Replacement of detector batteries each 31st October, testing of smoke alarms quarterly when Emergency Evacuation procedures are rehearsed | Major | unlikely | medium |
| Heat health | High temperatures impact on health and wellbeing of staff and/ or children | Installation of air conditioning, water dispensers for hydration | Moderate | unlikely | medium | Water sprayers and face washers available in extreme heat, limited outside play when temp reaches 35deg, encouragement of hydration | Moderate | rare | low |
| School bus emergencies | Vehicle accident or mechanical breakdown. Driver fatigueRoad conditions | Engage approved fully licensed drivers with WWC’s and first aid qualifications.Car seats are Aust Standard compliant and expertly fitted with a range of seat types and sizes to meet varying child requirements | Moderate | unlikely | medium | Transport Policy to be implemented, use of driver log book/work diary as required, scheduled servicing of vehicles to include testing of all restraints, full safety kit included with each vehicle | minor | unlikely | low |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | Drill | Person Responsible | Date Drill was Performed | Observer’s Record Completed\*  ✓ | | April 2019 | Full Service Evacuation (Fire) | Martina Dunkel |  |  | | July 2019 | Lock Down (Intruder) | Martina Dunkel |  |  | | October 2019 | Full Service Evacuation | Martina Dunkel |  |  | | January 2020 | Bush Fire | Martina Dunkel |  |  |   *Emergency Management Plans are required to be tested regularly. Facilities on the Bushfire at Risk Register (BARR) should test their evacuation procedures and drills at least once per term during the October to March bushfire season.*  *\*An ‘Emergency Drill Observer’s Record’ is required to be completed after each drill. An ‘Emergency Drill Observer Record’ template is provided at Appendix 3 of the Guide.* |

# Emergency Response Drills Schedule

# Emergency Kit Checklist

|  |  |  |
| --- | --- | --- |
| **Our Emergency Bag Contains:** | | ✓ |
| Children’s data and parent contact information (contained in EMP) | |  |
| Children and staff with special needs list (contained in EMP) including any children’s medications | |  |
| Enrolment records including authorisations and parent contact details | |  |
| Staff contact information | |  |
| Traffic/emergency safety vest and tabards | |  |
| Facility keys | |  |
| Standard portable First Aid Kit. Refer to [First Aid Kits Contents Checklist](http://www.education.vic.gov.au/Documents/school/principals/governance/firstaidkitschecklist.doc) | |  |
| A charged mobile phone and charger/s | |  |
| Torch with replacement batteries (or wind up torch) | |  |
| Whistle | |  |
| Portable battery powered radio | |  |
| Copy of facility site plan and EMP including evacuation routes | |  |
| Bottled water | |  |
| Portable non-perishable snacks such as sultanas, dried fruits and energy bars | |  |
| Sunscreen and spare sunhats | |  |
| Plastic garbage bags and ties | |  |
| Toiletry supplies | |  |
| Other | |  |
|  | |  |
| **Date Emergency Kit checked:** |  | |
| **Next check date:** |  | |

# Emergency Management Plan Completion Checklist

This Emergency Management Plan Completion Checklist has been developed for use as a ‘final check’ to assist you to confirm that you have completed all the components of your EMP.

Please note that it is your responsibility to identify potential local hazards to your facility, assess the risks these pose and develop measures to reduce or mitigate the risks to your children’s service community.

**Final Check Completed by: Date:**

|  |  |  |
| --- | --- | --- |
| **Component** | **🗸 🗴** | **Action** |
| **Cover page** |  |  |
| Manager/Director name, service address, EMP issue date, EMP review date, BARR status, fire district have been specified. |  |  |
| **Distribution list** |  |  |
| Distribution list has been completed. |  |  |
| **Contact numbers and Communications Tree** |  |  |
| Appropriate key local community contact numbers have been added e.g. Fire, Ambulance, Police, local government, nearest hospital. |  |  |
| Key contact numbers for internal staff have been added. |  |  |
| Service Manager and DEECD regional contact numbers are included. |  |  |
| **Communications Tree** detailing process for contacting emergency services, staff and parents included. |  |  |
| **Incident management team** |  |  |
| An Incident Control structure has been identified, with appropriate persons assigned and contact details provided. |  |  |
| Responsibilities are clearly defined and back up names included for each position on the IMT. |  |  |
| **Evacuation, lockdown, lockout and shelter-in-place procedures** |  |  |
| Procedures that are specific to the children’s service processes have been completed for: |  |  |
| Evacuation onsite |  |  |
| Evacuation offsite |  |  |
| Lockdown |  |  |
| Lockout |  |  |
| Shelter-in-place |  |  |
| **Emergency response procedures** |  |  |
| Localised emergency response procedures have been developed for specific emergencies in-line with the hazards/threat identified in the risk assessment. |  |  |
| **Staff trained in first aid** |  |  |
| Staff trained in first aid list is included. |  |  |
| **Area map and evacuation diagram** |  |  |
| The area map is clear and easy to follow. |  |  |
| The area map has:  two evacuation assembly areas on site |  |  |
| external evacuation routes |  |  |
| surrounding streets and safe exit points marked |  |  |
| emergency services access points marked |  |  |
| **Evacuation diagram** |  |  |
| The evacuation diagram is clear and easy to follow |  |  |
| The evacuation diagram has:  a pictorial diagram of the floor or area (at least 200mm x 150mm in size, A3) |  |  |
| a title e.g. EVACUATION DIAGRAM |  |  |
| the ‘YOU ARE HERE’ location |  |  |
| the designated exits, which shall be in green |  |  |
| hose reels, marked in red |  |  |
| hydrants, marked in red |  |  |
| extinguishers, marked in red |  |  |
| designated shelter-in-place location |  |  |
| date plan was validated |  |  |
| location of primary and secondary assembly areas |  |  |
| a legend. |  |  |
| **Parent contact information** |  |  |
| Parent contact information has been obtained and is up-to-date. |  |  |
| **Children and staff with special needs list** |  |  |
| Children and staff with special needs have been identified and strategies put in place for these persons where they require assistance in the event of an emergency. |  |  |
| **Profile** |  |  |
| Profile has been populated and reflects the service’s buildings, utilities etc. |  |  |
| **Risk assessment** |  |  |
| Potential local hazards/threats have been identified. |  |  |
| Risks have been rated and risk assessments included. |  |  |
| Local mitigations/controls have been specified. |  |  |
| **Emergency drill schedule** |  |  |
| Drills have been scheduled once per term (quarterly) for different types of emergencies |  |  |
| **Emergency kit checklist** |  |  |
| Emergency Kit Checklist has been developed with children’s service requirements. |  |  |