

Emergency Management Plan For Meruka Childcare Co-operative Service Approval # SE-00003078



MERUKA CHILD CARE CO-COPERATIVE

Service Manager	Kylie Hammon
Address	5 Meruka Drive, ELTHAM, 3095
Is the service on the Bushfire At-Risk Register (BARR) – Centre-based services only	Yes
Is the service a designated Neighbourhood Safer Place	No
Fire District	Central
Issue Date	31/01/14
Last Review Date	10/03/2014
Next Review Date	October 2014

A copy of this plan has been distributed to:

Name	Title/Organisation	Date	Email
Narelle Hart	Nilumbik Shire Council	28/01/2014	narelle.hart@nilumbik.vic.gov.au
Eltham Police Station	Eltham Police Station 21 Pryor Street, Eltham 3095	28/01/2014	
	DEECD	28/01/2014	nmr.bushfire.operations@edumail.vic.gov.au
Eltham CFA	Eltham CFA 909 Main Road, Eltham, 3095	28/01/2014	
	Meruka Website for Families & Educators	28/01/2014	www.meruka.net

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1. Purpose

The purpose of this Emergency Management Plan is to provide a detailed plan of how Meruka Childcare Co-operative will prepare and respond to emergency situations.

2. Scope

This EMP applies to all educators, children, visitors, contractors and volunteers at Meruka Childcare Co-operative.

3. In Case of Emergency

Incident occurs	CALL	000
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Identify	<u>WHO</u>	<ul style="list-style-type: none"> ✓ The number and name/s of persons involved. ✓ Name of the person reporting the emergency/critical incident.
	<u>WHAT</u>	✓ The nature of the emergency/critical incident.
	<u>WHEN</u>	✓ The time you became aware of the emergency/critical incident.
	<u>WHERE</u>	✓ The location of the emergency/critical incident and contact phone numbers if the emergency/critical incident is away from the children's service premises.

Report	<ul style="list-style-type: none"> ✓ Report serious incident to the Regulatory Authority in accordance with relevant regulatory requirements. ✓ Serious Incidents: Children's services operating under the National Quality Framework see http://www.education.vic.gov.au/Documents/childhood/providers/licensing/nfqseriousincid.pdf ✓ Serious Incidents: Children's services operating under the Victorian children's services legislation see http://www.education.vic.gov.au/Documents/childhood/providers/licensing/pracnotesserioussin.pdf
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4. Emergency numbers and key contacts

Group	Phone Number	
Police	Life-threatening or time critical emergency	000
	Non-life threatening incident	000
	Local Police Station - Eltham	(03) 9430 4500
Ambulance	000	
Fire Services Authority MFB/CFA	000	
State Emergency Service	132 500	
DEECD Regional Manager of Operations and Emergency Management	South Western – Andrea Cox, 5337 8429 North Western – Bruce Corrie, 5440 3148 North Eastern – Stuart Brain, 5761 2134 South Eastern – Kevin O'Rourke, 8765 5761	
Hospital Austin Hospital Burgundy St Heidelberg 3084	9496 5000	
Gas (TRU Energy)	132 083	Emergency – 1800 676 300
Electricity (TRU Energy)	133 466	Emergency – 131 799
Water Corporation (Yarra Valley Water)	131 1721	Faults – 13 2762
Local Government (Nillumbik Shire Council)	03 9695 2722	
Environment Protection Authority	9695 2722	
WorkSafe Victoria	132 360	
Department of Human Services- Child Protection (Regional Office)	1300 360 391	
Department of Human Services (North Metro Region)	03 9412 5333	
Fire Alarm System - Wormald	9538 7000	
Security Alarm – Security Network	9731 0011 / 9731 1666	

5. Service Emergency Contact Information

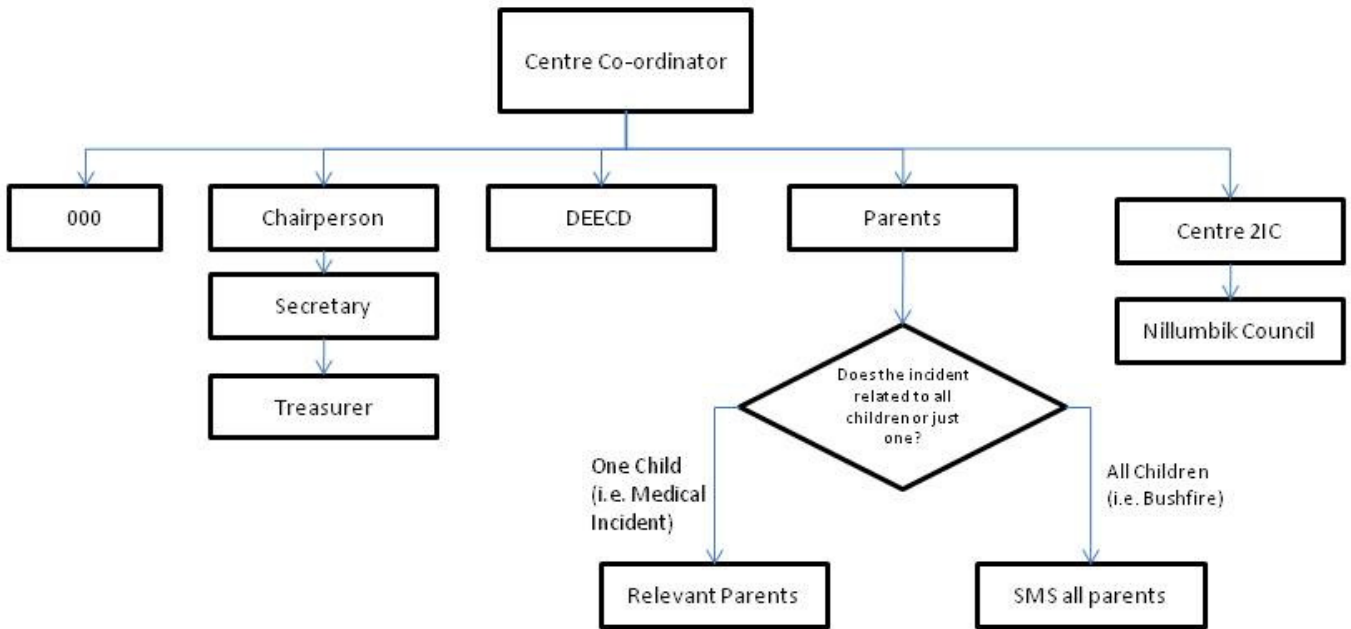
Role	Name	Phone No. (Daytime)	Phone No. (Mobile)
Director/Manager	Kylie Hammon	9431 2867	0411 469 445
2IC Role (Shared Role)	Sarah Muir Peta Lynne Potts	9431 2867	0417 739 623 0405 042 922
Early Childhood Teacher Educator	Christie McVeigh	9431 2867	0431 722 012
Committee Chair	Melanie Tait	0419 108 948	0419 108 948
Approved Provider/Licensee	Melanie Tait Lorraine Plail Terri Psiakis	0419 108 948 0408 523 411 0438 080 919	0419 108 948 0408 523 411 0438 080 919
Other			

5.1 Parent /family contact information

All Record for attending children are kept on-site and copies accessible off-site

Name of parent/ guardian	child's Name	Contact	Phone/ mobile	After hours	Alternate contact

5.2 Communication Trees



In the event of Evacuation or an Emergency incident occurring, parents will be contacted via SMS and email and asked to pick up their children from the Centre.

The SMS and email will have a 10 minute time frame for reply.

If no reply is received then a phone call will be made by a staff member via dedicated emergency mobile phones to be kept in the Coordinator's office and at each of the three designated emergency spots within the children's rooms. These mobile phones are to be kept maintained and charged at all times. If no contact can still be made then the emergency contacts for that child will be called to come and pick up the child. If possible in the event of evacuation of the Centre, local authorities will be advised of this action including Nillumbik Council, Department of Human Services, local fire authorities, police and any other persons as deemed necessary by the Coordinator.

6. Service Profile

SERVICE PROFILE SUMMARY	
Name of service: Meruka Child Care Co-operative	Hours of Operation: Monday to Friday between 7am and 6:30pm. The centre is closed on public holiday and for approximately two and a half weeks during the Christmas and New Year period.
Service Address: Meruka Drive, Eltham, VIC 3095	Numbers Children: Maximum 50
	Children/staff with disabilities:
Service Phone: 03 9431 2867	Staff: Meruka has up to 18 staff members on duty each day and on occasion may have students participating in practical placements throughout the year.
Service Fax: N/A	Levels/floors: 1
Email: meruka@netspace.net.au	Rooms: The centre has 3 designated areas: <ul style="list-style-type: none"> • Babies (0-2 yrs) – 12 babies each day • Children (2-3yrs) – 16 children each day • Children (3-6 yrs) – 22 children each day
After hours emergency contact: Name: Kylie Hammon Phone: 0411 469 445	

BUILDING INFORMATION		
Alarms		
Type	Location	Shutoff Instructions
Fire	Foyer Entrance	Key to Panel in Key Box – Toddler / Kinder Storeroom. Only trained & authorised personnel to access panel.
Intrusion	Beside Main Noticeboard in passageway (LHS)	All Meruka educators / personnel have a personal PIN number. To shut off enter PIN number.

Telephones	
Location	Type
Office	Landline and Mobile (0429) 053 460
Kinder Room	Landline and Mobile (0488) 200 384
Toddler Room	Landline and Mobile (0488) 200 253
Babies Room	Landline and Mobile (0488) 128 839

Utilities		
Type	Location	Shut off Instructions
Gas	LHS driveway entrance Meruka Drive	Secured within cage – Key A in Office (All staff hold this key)
Water	LHS driveway entrance Meruka Drive	
Electricity	Hallway near disabled toilet	
Sprinkler System		
Control Valve Location	Nil Sprinkler System	
Shutoff Instructions		
Roof Access		
Location	Babies Room	
Access	Internal Roof Access via Manhole External Roof Access – Secure Ladder Point beside Babies Room	
Roof Anchor Points	Roof Anchor Points are located above shared Toddler / Kinder Toilet facilities.	
On Site Hazards		
Hazard – e.g. chemical storage	Location	
Chemical Storage	Laundry Room Cupboard.	

7. Risk Assessment

Risks have been assessed using the Risk Matrix supplied within the DEECD Guide to developing an Emergency Plan (pg. 19) as shown below;

Figure 4: Risk Matrix

RISK RATING		Consequence				
		Insignificant	Minor	Moderate	Major	Severe
Likelihood	Almost Certain	Medium	High	Extreme	Extreme	Extreme
	Likely	Medium	Medium	High	Extreme	Extreme
	Possible	Low	Medium	Medium	High	Extreme
	Unlikely	Low	Low	Medium	Medium	High
	Rare	Low	Low	Low	Medium	Medium

Figure 5: Consequence Definitions

Descriptor	Definition
Insignificant	No Injury
Minor	Injury/ill health requiring first aid
Moderate	Injury/ill health requiring medical attention
Major	Injury/ill health requiring hospital admission
Severe	Fatality

Figure 6: Likelihood Definitions

Descriptor	Definition
Rare	The event may occur only in exceptional circumstances
Unlikely	The event may occur at some time, say once in 10 years
Possible	The event should occur at some time, say once in 3 years
Likely	The event will probably occur in most circumstances, say once a year
Almost Certain	The event is expected to occur in most circumstances

Identify Potential Threats/Hazards List the hazards that could cause injury/incident	Description of Risk	Current Risk Control Measures	Risk Rating (refer to OHS Risk Management Procedure)			Risk Control Measures List the control measures required to eliminate or minimise the risk
			Consequence	Likelihood	Risk Level	
Bushfires & grassfires	<p>Risk of death/injury from burns or smoke inhalation.</p> <p>Risk of property damage or property loss.</p> <p>Risk of psychological injury.</p>	<ul style="list-style-type: none"> Emergency Management Plan Smoke Detection System External Alarm Testing (monthly) Fire Extinguishers External Fire Extinguisher Inspections (6mthly) Staff training – Fire Extinguisher Use Bushfire Policy Centre closure on Extreme Fire Danger Days Bushfire Drills Bushfire Packs Internal Procedure Training Sessions 	Severe	Unlikely	High	
Fire	<p>Risk of death/injury from burns or smoke inhalation.</p> <p>Risk of property damage or property loss.</p> <p>Risk of psychological injury.</p>	<ul style="list-style-type: none"> Emergency Management Plan Smoke Detection System External Alarm Testing (monthly) Fire Extinguishers External Fire Extinguisher Inspections (6mthly) Staff training – Fire Extinguisher Use Internal Procedure Training Sessions 	Severe	Unlikely	High	
Severe weather, storms and flooding	<p>Risk of roof down flooding</p> <p>Risk of injury.</p>	<ul style="list-style-type: none"> Emergency Management Plan Internal Staff Training Plans 	Major	Unlikely	Medium	

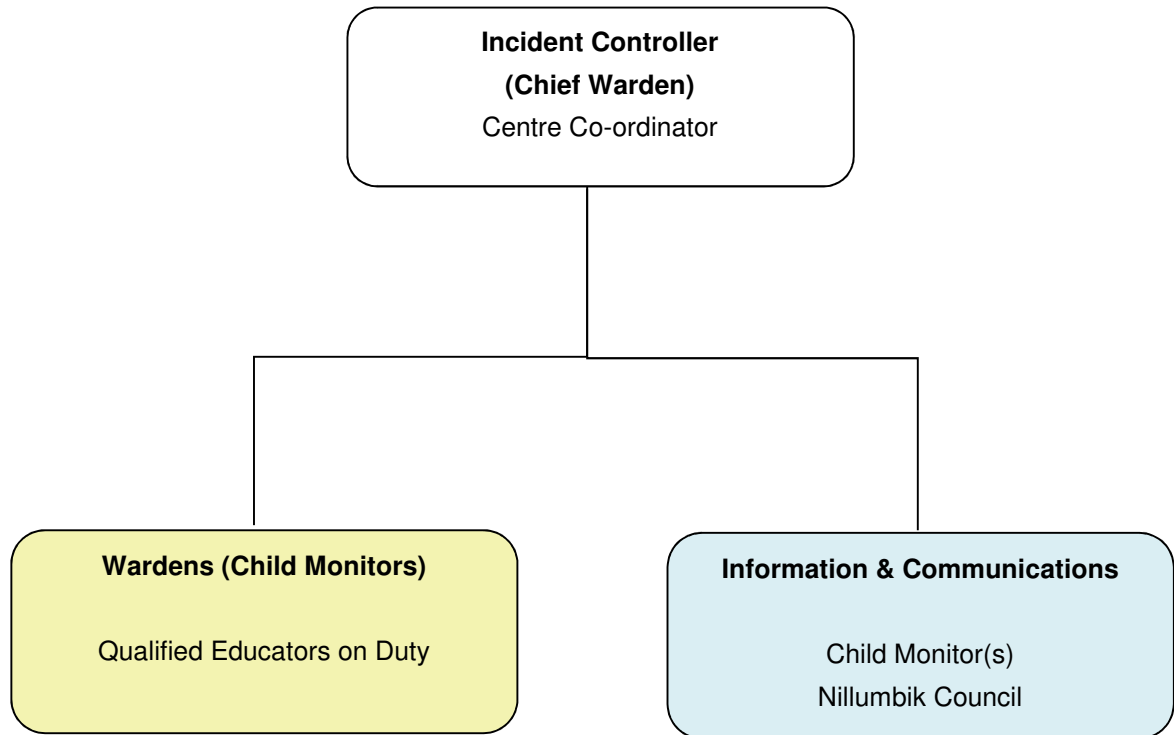
	Risk of property damage.					
<i>Intruders/personal threat</i>	Physical or psychological injury could occur to staff, children, visitors or contractors if threatened or physically assaulted by an intruder. There is a risk that property could be damaged.	<ul style="list-style-type: none"> • Emergency Management Plan • Internal Staff Training Plans • Restricted Site Access • Key Lock Entry • Site Security Protocol • Cash Free Policy • Grievances & Complaints Policy • Counselling Support Services 	Major	Unlikely	Medium	
<i>Earthquake</i>	Risk of injury. Risk of property damage or property loss.	<ul style="list-style-type: none"> • Emergency Management Plan • Internal Staff Training Plans 	Severe	Rare	Medium	
<i>Bomb Threat</i>	Physical or psychological injury could occur to staff, visitors or contractors.	<ul style="list-style-type: none"> • Emergency Management Plan • Internal Staff Training Plans 	Severe	Unlikely	High	
<i>Vehicle Incident</i>	Risk of death/injury	<ul style="list-style-type: none"> • 10km speed limit in car park area 	Major	Possible	High	
<i>Pandemics and communicable diseases</i>	Risk of Health and/or Death (in extreme cases of a pandemic)	<ul style="list-style-type: none"> • Immunisation recommendations for staff and children. Copies of immunisation records kept upon commencement. • Illness Exclusion Periods • Additional Staff Leave entitlements • Communications Systems (to notify of illness within the centre. • Health Department Advise (in the event of notified Gastroenteritis Outbreaks) • Cleaning Procedures • Good Hygiene Practices 	Severe	Possible	Extreme	

		<ul style="list-style-type: none"> Staff training re DEECD Pandemic Response Procedures 				
<i>Pests (Snakes, Spiders)</i>	Risk of Health and/or Death	<ul style="list-style-type: none"> Daily Inspection of Playground External Pest Control Contractors Emergency Management Plan Internal Staff Training 	Major	Possible	High	

<p>Major Medical emergency</p> <ul style="list-style-type: none"> Allergies (Anaphylaxis) Asthma General 	<p>There is a risk to health and possibly death.</p>	<ul style="list-style-type: none"> Emergency Management Plan Anaphylaxis Policy Asthma Policy Staff First Aid Training (Lvl 2 including Anaphylaxis and Asthma) Parental Notification Forms No Nut Policy Anaphylaxis Policy Individual Anaphylaxis Action Plans (to be on display) Individual Asthma Management Plans (to be on display) Ventolin (or equivalent) Asthma Medication / Spacer & 70% Alcohol Swabs in First Aid Kits Asthma First Aid Posters Displayed Epi-pens in First Aid Kits All foods prepared on site considering allergies. Staff Training refreshers re Epi-pen use Child play / development activities to consider allergies (i.e. removal of cereal boxes or egg cartons) Cleaning procedures (after meals to ensure removal of allergens) 	<p>Severe</p>	<p>Possible</p>	<p>Extereme</p>	
<p>Hazardous Substance Release: Inside and Outside Facility Grounds</p>	<p>Exposure to certain liquids or gases may be hazardous to health.</p>	<p><i>Inside</i></p> <ul style="list-style-type: none"> Chemical Handling Procedures Segregated Storage Minimal Usage MSDS Folder Selection of Non DG/HS cleaning 	<p>Major</p>	<p>Unlikely</p>	<p>Medium</p>	

		products where possible. <ul style="list-style-type: none">• PPE (Gloves) <i>Outside</i> <ul style="list-style-type: none">• Internal Designated Assembly Area• Emergency Management Plan				
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8. Incident Management Team



IMT Member	Name of staff member and contact details	Name of 'Back up' staff member and contact details
Incident Controller (Chief Warden)	Kylie Hammon	2IC <ul style="list-style-type: none"> •Jesse O'Brian (or) •Pete Lynne Potts
Communications	Child Monitors	
Wardens	Child Monitors	

9. IMT Responsibilities

Incident Controller (Centre Co-ordinator)

Pre-emergency

- Conduct regular exercises/drills
- Ensure the emergency response procedures are kept up-to-date
- Maintain telephone contact lists
- Gather relevant information (such as updates on advancing bushfires)
- Attend training and emergency exercises, as required.
- Ensure that the Emergency Kits are suitably resourced and is inspection on a regular basis

During emergency

- Attend the emergency control point
- Ascertain the nature and scope of the emergency
- Ensure the appropriate response has been actioned
- Ensure that the emergency services have been notified
- Establish communications with relevant staff
- Initiate evacuation of affected areas if necessary
- 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 students return to the service
- Organise a debrief with the IMT and, where appropriate, with any attending emergency service
- Compile a report for the IMT.

Communications Officer

Emergency

- Transmit initial emergency communications (particularly in relation to parent communication.)

Post-emergency

- Nillumbik Council will be responsible for media releases or formal communications relating to an Emergency.

Warden (Child Monitors)

Pre-emergency

- Report on deficiencies of emergency equipment.
- Carry out safety practices (e.g. clear egress paths, access to first attack equipment e.g. fire extinguishers and disposal of rubbish).
- Attend training and emergency exercises.

Emergency

- Carry out activities as set out in the emergency response procedures and as directed by Incident Controller.

Activities may include the following:

- 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 area warden on their completion.

Post-emergency

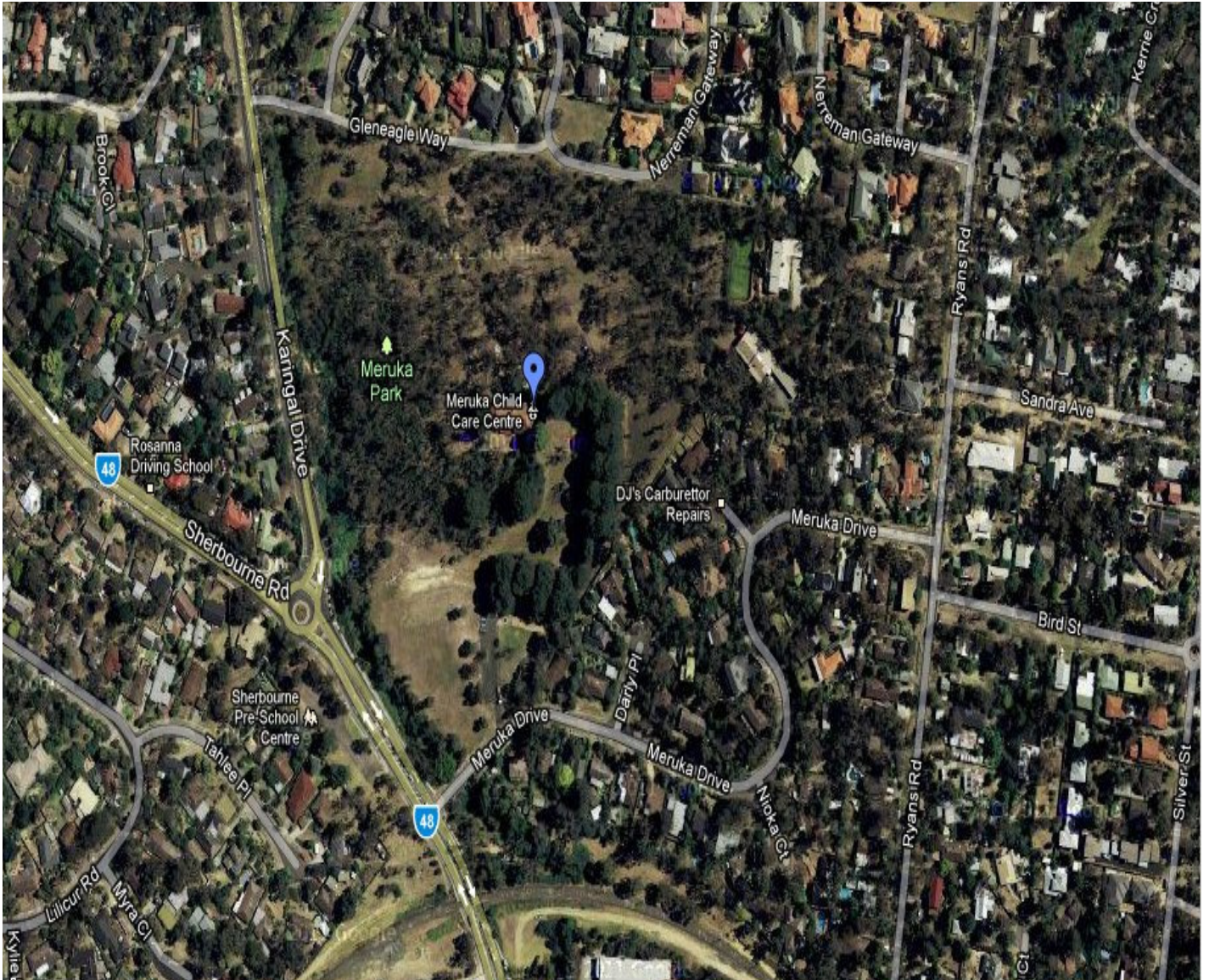
- Compile report of the actions taken during the emergency for the debrief.

Support Roles (Parents)

Pre-emergency

- the provision of accurate Emergency Contact information,
- supply of appropriate protective clothing for children that attend the centre on days of Extreme Bushfire danger

10. Location Map (Satellite)



11. Area Map for External Evacuation & Evacuation Diagram

EMERGENCY EVACUATION PLAN

01/2014

Meruka Childcare Cooperative
5 Meruka Drive, Eltham
Victoria 3095

IN AN EMERGENCY TELEPHONE
Police / Fire / Ambulance
DIAL 000

Evacuation Assembly Areas
Back of Carpark Area &
Back of Playground Area **A & B**

EVACUATION PROCEDURES

1. **REMOVE ALL PEOPLE** - From immediate danger
2. **RAISE ALARM** - Notify Children & Staff or by blowing whistle
3. **ALERT EMERGENCY SERVICES CALL 000**
4. **EVACUATE** - Calmly Walk / Move / Carry all children via nearest safe exit to the Assembly Area.
5. **COLLECT** - Attendance Book, any Keys for Locked Gates & FIRST AID Kit / Emergency kit.
6. **CHECK** - All children and staff are accounted for.
7. **NOTIFY** - Emergency Services of your location and emergency.

When you Dial The Emergency Number
Ask for the relevant service operator (Police / Fire / Ambulance) and pass on the following information:

- The type of emergency
- Street name & number & Suburb
- Nearest cross Street; (If Known)
- Street directory reference; (If Known)
- Also any other information asked by the operator.

P Police
F Fire
+ Ambulance
DIAL 000

Additional Information
Map Reference : Melways 21 G4

LEGEND

	Emergency Exit
	Dry Chemical Extinguisher
	Water Extinguisher
	First Aid
	Fire Blanket
	Fire Hose Reel
	Intercom / Emergency
	Male Toilet
	Female Toilet
	Disabled Toilet

BDS FLOORPLANS 2012

12. On-site Evacuation procedure

If it is unsafe for children, staff and visitors to remain inside the building, the children's service will be evacuated. The Incident Controller (Centre – Co-ordinator) on site will take charge and determine who does what (activate your Incident Management Team).

- Call 000.
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate on-site is made, evacuate staff, children and visitors out of the building to Emergency Assembly Area B.
- Take the children's attendance list, staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, check all children, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.

13. Off-site evacuation procedure

If it is unsafe for children, staff and visitors to remain inside the building, the children's service will be evacuated. The Incident Controller (Chief Warden) on site will take charge and determine who does what (activate your Incident Management Team).

- Call 000.
- Inform emergency services of the nature of the emergency (e.g. "There is smoke in the building").
- If the decision to evacuate off-site is made, determine which off-site assembly point you will evacuate staff, children and visitors to.
- Evacuate staff, children and visitors to Emergency Assembly Area A.
- Take the children's attendance list, staff roster and your Emergency Kit/First Aid kit.
- Once at assembly area, check all children, staff and visitors are accounted for.
- Wait for emergency services to arrive or provide further information.

Note:

An off site evacuation point, other than that identified in the Area Map as Evacuation Point A, has not been allocated as Risk Assessments completed as part of the preparation of this Plan have not been able to establish a location which would be suitable and safely accessible.

The movement of children to the Meruka Park lower car park has been deemed unsuitable as transfer of children would only be possible via the only access road into the facility which would be required for use by Emergency Services.

The only other alternative is removal to a nearby street via a grassed pathway through Meruka Park. The nature of the paths surface would significantly hinder the movement of the evacuation cot (utilised for the transport of non ambulatory children) and has been assessed as posing an unacceptable risk to staff and children.

Consultation with Regulatory Agencies have not identified an alternate off site evacuation point at this time.

14. Lockdown procedures

The following lockdown procedures will be used when an external and immediate danger is identified and it is determined that the children should be secure inside the building for their own safety.

- Incident Controller activates the Incident Management Team
- Announce the lockdown and provide instructions to staff e.g. close internal doors and windows, sit below window level or move into corridors.
- Advise Victoria Police and other appropriate emergency service agencies.
- Check that all external doors are locked.
- If available, allocate staff to be posted at locked doors to allow children, staff and visitors to enter if locked out.
- Divert parents from the children's service.
- 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 possible, have a delegated staff member wait at the main entry to the children's service to guide Emergency Services personnel.
- Ascertain (as possible) if all children, staff and visitors are accounted for.
- Record some details of actions undertaken and times (use the Post-Emergency Record).
- Await de-activation advice from emergency services personnel (if appropriate).
- De-activate lockdown using predetermined de-activation signal.

Actions after lockdown

- Confirm with Emergency Service personnel that it is safe to de-activate lockdown.
- 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.
- Follow up with any children, staff or visitors who need support.
- Seek support from the Manager, Operations and Emergency Management at the DEECD region as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockdown and procedural changes that may be required.
- Notify the Department of incident, as set out in the Serious Incident and Complaints fact sheet.

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.

- Incident Controller activates Incident Management Team.
- Announce lockout 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
- Contact emergency services.
- Go to the designated assembly area.
- Check that children, staff and visitors are all accounted for.

Actions after lockout

- 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.
- Follow up with any children, staff or visitors who need support.
- Seek support from the regions Manager, Operations and Emergency Management as required.
- Prepare and maintain records and documentation.
- Undertake operational debrief to review the lockout and procedural changes that may be required.
- Notify the Department of incident, as set out in the Serious Incident and Complaints fact sheet.

15. Shelter-in-place procedures

The following shelter-in-place procedure will be considered when an event takes place outside of the children's service and emergency services determine the safest course of action is to keep children and staff inside a designated building in the children's service until the external event is handled.

If a shelter-in-place action is determined:

- Incident Controller activates the Incident Management Team.
- Move all children, staff and visitors to the pre-determined shelter-in-place area (Kinder Room).
- Obtain emergency kit.
- Notify parents/families if the shelter-in-place is going to extend beyond the services hours of operation
- Seek support from the Manager, Operations and Emergency Management at the DEECD region.
- Notify the Department of incident, as set out in the Serious Incident and Complaints fact sheet.

16. Emergency response procedures (specific emergencies)

FIRE

- Report the outbreak of fire immediately to the Incident Controller (Chief Warden).
- Remain calm and activate the fire alarm.
- Phone **000** to notify the fire brigade.
- Extinguish the fire (**only if safe to do so**).
- If threat exists evacuate the room/s to Emergency Assembly Area B closing all doors and windows.
- Check that all areas have been cleared and notify the Incident Controller.
- Check children, staff, visitors and contractors are accounted for.

BUSHFIRES/GRASS FIRES

- Call 000.
- Co-ordinator or 2IC to SMS & Email parents (if possible) advising of situation.
- Staff to move children/visitors to Kinder Room - check that all children/staff/visitors are accounted for.
- Children/staff to dress in protective clothing & have water bottles nearby.
- Children to shelter under fire blankets with a staff member.
- Staff to turn off air conditioning, power & gas, shut windows & doors. Place wet towels near door cracks and have mops & filled buckets at ready.
- Staff to co-operate with directions of Emergency Services & Council at all times.
- Contact the region for advice and support, as appropriate.
- Direct all Media enquiries to DEECD Media Unit on 9637 2871.

SEVERE WEATHER /STORMS AND FLOODING

- 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;
Direct staff and children to assemble inside buildings:
 - Stand against interior walls or hallways on lowest floor possible (upper floors may be damaged)
 - Stand away from windows
 - Avoid rooms that will bear the full force of the wind
- Ensure that all staff and children are accounted for and have taken shelter.
- 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 to the Incident Controller (Chief Warden) regarding the status of children, staff and visitors safety.
- Direct all media enquiries to DEECD Media Unit on 9637 2871.

BOMB/CHEMICAL THREAT

- 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 services 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.

Bomb/substance threat checklist

This checklist should be held by persons who regularly accept incoming telephone calls.

KEEP CALM

CALL TAKER		CALL TAKEN	
Name		Date/Time:	
Telephone #		Duration of call	
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 a liquid, powder or gas?	
Did you put it there?	

CHARACTERISTICS OF THE CALLER	
Sex of caller	
Estimated age	
Accent if any	
Speech impediments	
Voice (loud, soft, etc)	
Speech (fast, slow etc)	
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	

LANGUAGE	
<input type="checkbox"/> Abusive	<input type="checkbox"/> Taped
<input type="checkbox"/> Well Spoken	<input type="checkbox"/> Irrational
<input type="checkbox"/> Incoherent	<input type="checkbox"/> Message read by caller
<input type="checkbox"/> Other (Specify)	

BACKGROUND NOISE	
<input type="checkbox"/> Music	<input type="checkbox"/> Local call
<input type="checkbox"/> Machinery	<input type="checkbox"/> Long Distance Call
<input type="checkbox"/> Aircraft	<input type="checkbox"/> Other (specify)

EXACT WORDING OF THREAT

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ACTIONS

REPORT CALL TO:	
ACTIONS:	

GAS LEAK

- Notify the Co-ordinator
- Isolate the gas supply at the source (**IF SAFE TO DO SO**)
- Notify the Fire Brigade by dialing 000
- Notify the Gas Supply Company
- Turn off the Air Conditioning to prevent the spread of gas
- Remove all ignition sources (**IF SAFE TO DO SO**)
- Turn off the electrical supply
- Evacuate to internal assembly area
- Remain at Assembly area until further advised by Emergency Services
- Contact the region for advice and support, as appropriate.
- Direct all media enquiries to the DEECDs Media Unit on 9637 2871.
- Await 'all clear' or further advice before resuming normal children's services activities.

CHEMICAL SPILL

- Move staff/children away from the spill to a safe area.
- Identify the Material
- Obtain and review the Material Safety Data Sheet (MSDS) (if available)
- Do NOT touch damaged container or spilled material unless wearing suitable Personal Protective Equipment (ie Gloves)
- Stop Leak **IF SAFE TO DO SO**
- Contain Spill **IF SAFE TO DO SO** preventing entry into drains /storm water or sewer systems
- Absorb and dispose of waste in accordance with the chemical MSDS.
- Contact the Fire Brigade if the nature of the emission/spill is unknown or it is unsafe to deal with.
- Notify WorkSafe Victoria if required (refer to Notifiable Incidents to WorkSafe Flowchart).

EARTHQUAKE

- Don't panic.

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 their head and neck with your 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.
- Help others if you can.
- Report the status of staff, children and visitor safety to the Incident Controller (Chief Warden).
- Tune in to ABC radio if you can and follow any emergency instructions.
- If there is damage to the facility it is OK to do so, you may take notes and photographs for insurance purposes.

INTRUDER/PERSONAL THREAT

- Notify the Incident Controller (Chief Warden).
- Notify the police by dialling '000' and requesting assistance.
- 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 lockdown is required. Evacuation only should be considered if safe to do so.

PANDEMIC

- Be aware of DEECD Pandemic Incident Response Procedures (the Influenza Pandemic Actions at Appendix D)
- Ensure basic hygiene measures are in place including the display of hygiene information
- Provide convenient access to water and liquid soap and/or alcohol-based sanitiser
- Educate staff and children about covering their cough to prevent the spread of germs
- Stay alert and follow the instructions of DEECD and the Department of Health (including the Chief Health Officer)
- Direct all media enquiries to DEECD Media Unit on 9637 2871
- Be prepared for multiple waves

MEDICAL EMERGENCY

Action Plans have been prepared for the following key Medical events;

- General
- Anaphylaxis
- Asthma
- Snake / Spider Bites

All staff have current First Aid training including CPR, Anaphylaxis and Asthma

Medical Initial Response - General

- Caregiver to call out for assistance
- Caregiver to remain with injured child / individual
- Call an ambulance - 000
- The Coordinator or group leader will notify the parent/guardian and then accompany the child to the hospital if the parent/guardian does not arrive at Meruka before the ambulance leaves.

Anaphylaxis Action Plan

In the event of;

Mild to moderate Allergic reaction including; Swelling of lips, face or eyes, Hives or welts, Abdominal Pain, Vomiting.

1. Call out for **CODE BLUE** & yell out the child's name.

Caregiver needs to stay with the child at ALL times.

Utilise older children to alert other staff if needed.

Watch for signs of Anaphylaxis;

- **Difficulty / noisy breathing**
- **Swelling of the Tongue**
- **Swelling / Tightness in throat**
- **Difficulty talking and/or hoarse voice**
- **Wheeze or persistent cough**
- **Loss of Consciousness and/or collapse**
- **Pale and Floppy (young children)**

2. Person who is alerted to Code Blue collects that child's Epi-pen from kitchen and/or other medication needed and takes to Caregiver along with telephone.
3. Follow the Childs Action Plan
 - Give Epi-pen or Epi-pen Jnr.
 - Call Ambulance – 000.

If No Epi-pen

- Call 000 IMMEDIATELY

If in doubt, Give Epi-pen or Epi-pen Jnr.

4. Co-ordinator or 2IC is alerted to contact family/carer and advise of situation

Asthma Management

Individual Asthma Management plans are to be provided by parents who have advised that their child may be prone to Asthma attacks. These plans are to be displayed in the child's room for easy reference by staff.

In the event of the child suffering from an Asthma attack, staff are to follow the directions of the Individuals plan including administration of Medication as supplied by the parents. All staff are to have completed Asthma training.

Snake / Spider Bites

Snake Bites

Caregiver to call out for assistance

Caregiver to remain with injured child / individual resting & reassuring them.

1. Bandage Firmly – initially cover the bite site then cover the whole limb starting from the fingers / toes
2. Immobilize the limb

DO NOT WASH the bite area (It is extremely important to retain traces of venom for use with venom identification kits)

DO NOT RAISE the injured limb

Call 000 or 012 if on a mobile

The Coordinator or group leader will notify the parent/guardian and then accompany the child to the hospital if the parent/guardian does not arrive at Meruka before the ambulance leaves.

Note:

Staff are not to attempt to catch a snake.

If the location of the snake is known, it is highly recommended that a staff member watch the snake (from a safe distance) until the arrival of the Snake Catchers. Catch rates are significantly higher if this step is implemented.

Red-back Spider Bites

Signs of a spider bite: Intense local pain which spreads. Small hairs stand on end.

Apply icepack to bitten area and seek medical assistance

17. Emergency drills / training schedule

Quarter	Training Event	Person Responsible	Date(s) completed
January	Bushfire Training	All Staff – to be conducted with the children	
February	Internal Fires / Smoke Bushfire Training	All Staff – Staff Meeting	
March	Bushfire Training	All Staff – Staff Meeting	
April	Medical Response General / Snakes	All Staff – Staff Meeting	
May	Asthma Management	All Staff – Staff Meeting	
June	Medical / Anaphylaxis	All Staff – Staff Meeting	
July	Personal Threat	All Staff – Staff Meeting	
August	Bomb Threat	All Staff – Staff Meeting	
September	Storm / Flooding	All Staff – Staff Meeting	
October	Chemical Spill / Gas Leak	All Staff – Staff Meeting	
November	Bushfire - Training	All Staff – Staff Meeting	
December	Bushfire - Training	All Staff – to be conducted with the children	

18. Children and staff with special needs list

Information of a sensitive medical nature should be retained by the children's service for internal use only and not be distributed. Sensitive medical details of staff members and children should be removed from the copy of the EMP you return to your regional office.

First name	Last Name	Staff or child?	Room / Area	Condition	Assistance Needed During an Emergency / Evacuation	Who Will be responsible ?

Appendix A: Emergency Drill/Exercise 'Observer' Record

Item	Yes	No
	✓	✓
Were emergency services briefed on exercise prior to exercise being started?		
Did the person discovering the emergency alert the other occupants?		
Was the alarm activated?		
Was the emergency service notified promptly?		
Was Security Services Unit notified promptly (if appropriate)?		
Did staff direct persons from the building/site per the evacuation procedures?		

Were isolated areas searched?		
Was the evacuation logical and methodical?		
Did someone take charge? If yes, who?		
Did occupants act as per instructions?		
Was a roll call conducted for:		
Children		
Staff		
Visitors (including contractors and volunteers)		
Was someone appointed to liaise with the emergency service/s?		
Was someone appointed to liaise with the parents/community?		
Was the emergency service given the correct information?		
Did anyone re-enter the premises before the "all clear" was given?		
Did anyone refuse to leave the building/site?		
Area of Emergency plan tested by current exercise:		

APPENDIX B: Emergency Kit Checklist

Have you:	✓
Child Data e.g. sign-in sheet	
Children and staff with special needs list	
Enrolment records including authorisations and parent contacts	
Staff Data	
List of staff with emergency management or training skills	
Keys (All staff issued with keys for site)	

Standard portable first aid kit	
A charged mobile phone	
Torch with replacement batteries (or wind up torch)	
A megaphone	
Portable battery powered radio	
Bottled water	
Copy of EMP	
Sunscreen and spare sunhats	
Whistle	
Plastic garbage bags and ties	
Toiletry supplies e.g. nappies/wipes	
Other	

Bushfire Response Equipment List

Contents	✓
3 x Emergency Services Contacts List (1 per room)	
3 x Current Children Emergency Contact Numbers List (1 per room)	
All Action Plans for Children with Special Needs (eg Asthma, Anaphylaxis) (Copy per room)	
3 x CPR Guidelines (1 per room)	
3 x Pad & Pencil (1 per room)	
3 x Torch (1 per room)	
7 x Fire Blankets (4x Kinder Room, 2x Toddler Room, 1 x Baby Room)	
12 x Overalls (2 in each room)	

Bushfire Kit *(kept in the hall on days of Extreme Fire Danger)*

Contents	✓
12 Cotton overalls various sizes	
Fire Blankets	
12 Fire Helmets or goggles and masks with filters	
12 pairs Boots various sizes	
2 Garden Hoses	
12 Water sprayers	
12 Buckets	
12 Mops	
Map of area (in Office)	
Mobile phone (in Office & one in each Room)	
SMS system of contact working	
3 Boxes of Bushfire Clothing for children. (Long Sleeved Cotton or Woolen Pants & Shirts) Babies & Toddler Room boxes – 16 sets of clothing, Kinder Room Box – 22 sets of clothing.	

APPENDIX C: Post-emergency record

Facility	
Date	
Time Of Notification	
Name Of Person Taking The Call	
Position	
Name Of Person Reporting The Incident	
Contact Telephone Number	
Details	
Immediate Action	<p>Incident Controller notified: YES / NO Time _____</p> <p>Other staff notified: YES / NO Time _____</p> <p>Emergency Services notified: YES / NO Time _____</p> <p>Region and ESMU notified: YES / NO Time _____</p>
Major Activities	
Issues	<p>Operational Debriefing Required: YES / NO Date/Time: _____</p> <p>Person Responsible to organise: _____</p> <p>Confirmation of Operational Briefing: Date/Time: _____</p> <p>Issues for Follow up action:</p>
Signature	
Date	

Appendix D: Influenza Pandemic Actions

For more detail, refer to DEECD Pandemic Incident Response Procedures

STAGE 1 PREPAREDNESS AND STAGE 2 STANDBY

Remain alert to the risks of an influenza pandemic; Prepare to commence enhanced arrangements and increased vigilance for case detection.

Response category	Actions	Comments
Emergency management plan preparation	<ul style="list-style-type: none"> • In April, ensure emergency management plans (including emergency numbers and key contacts) are up to date and pandemic planning arrangements are included • Ensure contact lists of staff, students, families, local services – Department of Health, Department of Human Services, Local Government Emergency Management Coordinators are up to date • Ensure your call tree of key staff is circulated along with nominated school Incident Management Team members • 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	<ul style="list-style-type: none"> • Promote basic hygiene measures • Review cleaning procedures and determine whether frequency or other processes should change • 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	<ul style="list-style-type: none"> • In April, ensure hygiene information is displayed (refer to Staying Healthy in Childcare (2005)) • In May, consider providing information sessions for staff and parents about: <ul style="list-style-type: none"> ○ pandemic influenza symptoms ○ preferred hygienic practices ○ vulnerable children • Communicate status/situation, personal hygiene measures, containment measures (if necessary), availability of vaccinations etc 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 • Direct any media queries to the DEECD media unit on 9637 2871 	
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STAGE 3 RESPONSE

Pandemic declared. Minimise transmission, minimise mortality and morbidity, maintain essential services and inform, engage and empower the public.

Response Category	Proposed Actions	Comments
Emergency management plan enactment	<ul style="list-style-type: none"> • Enact emergency management plans where necessary • Activate Incident Management Team 	
Containment	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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 	

	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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/providers/regulation • <i>You will be advised of any additional reporting requirements by DEECD and/or the Department of Health</i> 	
Management of workforce	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Contact the Quality Assessment and Regulations Manager regarding service closure policy • Following any closures, notify: <ul style="list-style-type: none"> ○ 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 • Inform staff of their obligations during service closures 	
Communications	<ul style="list-style-type: none"> • 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) • 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 	

STAGE 4 STAND DOWN

Response Category	Proposed Actions	Comments
Emergency management plan review	<ul style="list-style-type: none"> • Develop a recovery plan for return to normal operations which includes: <ul style="list-style-type: none"> ○ 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) • Be aware that multiple waves of the virus may occur and that review and revision of the plan may be required between waves 	
Communications	<ul style="list-style-type: none"> • Communicate status of situation to staff and parents/carers including supports that may be available 	