

## Emergency and Evacuation Policy (Including Critical Incidents)

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<b>Review Date</b>	<b>Under Review</b>
<b>Sources</b>	Education and Care Services National Regulations, October 2017 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations, October 2017 of Education, Employment and Workplace Relations, February 2008 Bush Fire Survival Plan, rfs.nsw.gov.au Managing Emergency Situations in Education and Care Services PSC National Alliance 2012 Local Emergency Management Planning, NSW Justice of Emergency Management, retrieved Jan 2019
<b>Consultation</b>	Peter Dyce – Community Safety Officer NSW RFS (Yass) 2013, 2015 Mike Cliff – Gundaroo R.F.S Captain 2019
<b>Relevant Document</b>	Refer also to the CCEL EMP, Greif and Loss and Media Policies

### **Aim:**

To consider emergency situations within local contexts and develop suitable emergency plans based on risk assessment outcomes using local and state-based resource agencies.

### **Definitions:**

#### **Country Children's Early Learning – Emergency Management Plan**

The CCEL-EMP is a course of action developed to mitigate the damage of potential events that could endanger the service's ability to function. The plan includes measures that provide for the safety of children, Educators and Service Staff. The EMP includes Emergency Evacuation, Lockdown and Relocation Plans as well as risk assessments for other potential emergencies or hazards for each FDC Home.

#### **Emergency Evacuation Plans**

An evacuation plan is used where it is deemed necessary to evacuate the immediate area or building to ensure the safety and wellbeing of children and adults.

#### **Emergency Lock down Plans**

Situations such as the threat of a violent person or a police operation in the vicinity, may require the service to go into lock down. This means the service or FDC Home must be secured by the locking of windows and doors and where possible moving all persons from view. These situations may take time to resolve so areas selected should allow for easy access to, food, water, toilets, nappy change and space for children to participate in quiet activities.

#### **Emergency Relocation Plans**

The Relocation Plan should follow the evacuation plan. Each Family Day Care Educator should nominate a relocation premises at the end of their Evacuation Plan. During any emergency relocation should not occur until the relocation site has been deemed safe by emergency services.

CCEL will seek advice from emergency services prior to FDC Educators operating during any period of emergency including floods, storms and other local emergencies. Educators will not operate if their area has been deemed as an extreme fire risk.

### **Critical Incident**

A critical incident can be defined as any event that has a stressful impact sufficient enough to overwhelm the usually effective coping skills of an individual. Critical incidents are abrupt, powerful events that fall outside the range of ordinary human experiences.

### **Explanation**

Characteristics of an emergency situation may be that they are sudden, unexpected, dangerous or distressing. Emergency situations may challenge coordinators and educator's beliefs, and the policies and procedures of the service. Normality is threatened. The situation may induce a strong emotional reaction that could have the ability to hamper clear thinking.

*Emergency refers to all situations or events posing an imminent or severe risk or threat to those present in an education and care service premises. An emergency could include a flood, fire or situation that requires a service to be locked down.*

### **Responsibilities:**

#### **In relation to Co-ordination Unit Staff:**

- Be aware of their obligations under the current Education and Care Services National Regulations and the current National Quality Standard in relation to Emergency and Evacuation procedures
- Conduct a risk assessment of each residence or venue prior to approval to assist in determining the required procedures for emergency evacuation
- Provide each Educator with support and training in the establishment of emergency evacuation procedures for their residence or venue
- Ensure Educators have training in the use of emergency equipment
- Ensure all Educators conduct quarterly drill emergency evacuations with children
- Ensure emergency evacuation procedures are displayed at the residence or venue during all Family Day Care Service hours
- Discuss emergency evacuation procedures with Educators at each visit to ensure they continue to be adequate for the services needs
- Assist Educators in identifying additional risks at their homes and develop risk assessments to rehearse quarterly.

#### **In relation to Educators:**

- Abide by the obligations under the current Education and Care Services National Regulations and the current National Quality Standard in relation to Emergency and Evacuation procedures
- Develop emergency and evacuation procedures for their residence or venue
- Complete a Fire Safety Risk Assessment Form:

- Prior to commencing Family Day Care Services
- If the Educators residence/venue changes
- Within every 5 years review of Emergency and Evacuation Procedure in consultation with a recognised authority.
- An Emergency and Evacuation Risk Assessment (Fire Safety Risk Assessment Form) must be conducted by a recognised relevant authority
- Ensure the Emergency and Evacuation procedures are prominently displayed near each exit and each area of the home or venue utilised for Family Day Care
- Participate in training on the use of emergency equipment
- Seek advice from the local Fire Brigade or approved fire services in regard to fire regulations for emergency exits
- Maintain the emergency and evacuation and lockdown procedures through the practice of regular drills
- Emergency and evacuation procedures and lockdown must be rehearsed at least every quarter
- Emergency and evacuation and lockdown rehearsals should take place at various times of the day and week
- Emergency and evacuation and lockdown rehearsals must be documented in the Educators Family Day Care Service Diary
- Discuss changes that may affect the Emergency and Evacuation Procedures and Plan with CCEL staff as they occur
- Ensure there is access to an operating telephone or other similar means of communication (fixed-line telephone, mobile phone, satellite phone, 2-way radio, video conferencing equipment) at all times
- Ensure access to emergency numbers by either displaying them next to a phone or with the Emergency and Evacuation Plan, where a phone can be readily accessed
- Ensure that children's family contact details are readily accessible and up to date in the case of an evacuation
- Discuss Emergency and Evacuation Procedures and Plans where appropriate with children
- Discuss Emergency and Evacuation Procedures and Plans with families, and other visitors to the service e.g. Educator Assistants, volunteers and students
- Inform families if there are any changes to the Emergency and Evacuation Procedures and Plan
- Have access to emergency equipment such as fire blankets and fire extinguishers
- Store fire blankets and fire extinguishers together, away from the stove and not in a cupboard, but out of children's reach
- Have emergency equipment tested regularly e.g. fire extinguishers, and record this in the Family Day Care Service Diary
- Family Day Care Programs in Bush Fire Prone Areas **do not** operate under the Extreme and Catastrophic Bush Fire Ratings

### **In Relation To The Emergency Evacuation and Emergency Kit Plan:**

The plan must include:

- How the Educator will determine **when** to activate their Emergency Evacuation Plan
- A description of what action/s to take, what should occur during an emergency
- How the children will be managed during an emergency
- What steps will be taken if there is an emergency whilst on an excursion
- A description of what equipment to take

- An Emergency and Evacuation Floor Plan showing two exit choices and the location of the Fire Equipment, Emergency Kit including First Aid Kit and Smoke Alarms
- The number and needs of the children in their care, including any additional needs and medical conditions
- A description of how to move immobile persons (e.g. babies)
- Roads to and from the location where the FDC Home/Venue is located
- Available transport
- Accessibility for Emergency Services
- Any potential difficulties in accessing the location of the Home/Venue
- At least two evacuation points
- That the instructions of emergency services will be followed at all times
- An alternate place of shelter to go to if the residence or venue cannot be re-entered e.g. another Educators home
- What should happen following an emergency

**The Emergency Kit Must include:**

- First Aid Kit
- Water
- Family Contact Information
- Country Children's Early Learning Contact Information

**Critical Incidents:****1. Identification and response**

- Identification is when an incident is disclosed to, or observed by, a service provider at any service delivery setting This can include disclosure by a client, family member or other professionals, to the service provider.
- Response covers the immediate activities undertaken to ensure the safety and well-being of clients, staff and visitors, preserve evidence and notify emergency services and family or other support people.

**2. Reporting**

- Reporting requires specific information regarding the incident identified.
- As part of this stage, follow-up is undertaken to ensure that the information provided in an incident notification is accurate, and service providers and the department are assured that appropriate actions are being planned and undertaken to manage the incident.
- Critical Incidents are to be reported to CCEL at the earliest opportunity, CCEL will report Critical Incidents to the Early Childhood Directorate via the NQAITS portal within 24 hours of the incident.

**3. Incident investigation**

- An investigation is a formal process of collecting information to ascertain the facts, which may inform any subsequent criminal, civil, disciplinary or administrative sanctions.
- The purpose of an incident investigation is to determine whether there has been abuse or neglect of a client by a staff member or another client, in relation to an allegation in a client incident report.

**4. Incident review**

- A review is the analysis of an incident to identify what happened, determine whether an incident was managed appropriately, and to identify the causes of the incident and any subsequent learnings to apply to reduce the risk of future harm. This review will be carried out by CCEL, the department) and any relevant external bodies external bodies.
- Note that incident reviews are distinguished from incident investigations (above), which have a focus on determining whether there has been abuse or neglect of a client by an Educator or another client. In general, if an investigation has been carried out, there is no requirement for the service provider to undertake an incident review, so long as the investigation sufficiently covered any relevant issues of quality assurance and continuous improvement that would otherwise be considered by a review.

#### 5. Analysis and learning

- Analysis and learning will include monitoring and acting on trends identified through the analysis of client incident information to enhance the quality of service and supports to all involved.
- Incident data analysis, which includes the monitoring, interrogating and acting on trends identified through the analysis of incident information. The purpose of analysing incident data is to fulfil three core objectives in relation to client incidents:
- Understand what is happening in relation to incidents
- Understand why this is happening (that is, what is driving these events – why are certain types of incidents / services / clients / locations seeing increases / decreases in incidents?)
- Use the information from analysis to change service polices, inform and educator service, staff, Educators and families.

#### Post Emergency Procedures:

After an Emergency situation the following steps are to be followed:

1. Seek support from External agencies
2. Review and evaluate the emergency situation
3. Manage Media Enquiries – to be responded to only by the Approved Provider, All Educators and staff must act in a manner which protects the privacy ad rights of children, families and staff.
4. Seek services and strategies for ongoing support for all involved.

#### Continual Monitoring and Improvement:

Continual improvement and monitoring will occur in the following ways:

- Incidental and planned consultation with families
- Co-ordination Unit Staff accessing current relevant information
- Co-ordination Unit Staff and Educators accessing current and relevant training
- Internal evaluation of incidences and the improvement of systems

#### Policy Review

Date Revised	Comments
July 2012	In relation to Educators: added information about the Fire Safety Risk Assessment Form
January 2013	Added information for In Home Care
July 2013	Added information and guidelines for Bush Fire Prone Areas Consulted Pete4r Dyce ( Standard Evac Proceures Page 4 and Bush Fires procedures

January 2014	Added information about what Educators should consider when writing their Emergency and Evacuation Plan
March 2014	Scheduled Policy Review – No changes made
September 2015	Scheduled Policy Review – CCEL Ensure Educators have training in use of fire equipment, added risk assessments for Reg 97.2
March 2017	Reviewed Guideline against RFS.NSW.gov.au “Get Ready For a Bush Fire”
November 2018	Removed In Home care
January 2019	Fire Risk Assessment Form under review

## Guideline to Developing Emergency Evacuation Procedures

1. Dial 000
2. Always follow Emergency Services Instructions
3. Evaluate the Situation
4. Decide whether to follow evacuation or lockdown procedures

### Evacuation Procedures

1. Gather children
2. Collect the Emergency Kit
3. List specific procedures for your home/venue and group of children (prams, rope etc.)
4. List your nominated assembly points
5. List your nominated place of shelter
6. Contact Country Children's Early Learning Ph: 0410 529 392
7. Contact the Children's Families

### Lockdown Procedures

1. Close all doors and windows
2. Isolate the house into compartments
3. Gather children
4. Collect the Emergency Kit
5. Re-locate to an area of the home/venue away from the direction of danger
6. Contact Country Children's Early Learning Ph: 0410 529 392
7. Contact the Children's Families

### House Fire Procedures

1. Gather children
2. Collect the Emergency Kit
3. List specific procedures for your home/venue and group of children (prams, rope etc.)
4. List your nominated assembly points
5. List how you will exit the house, and how you will leave the premises
6. List your nominated place of shelter, and how you will get there (by car, walk)
7. Evacuate as quickly and calmly as possible
8. Contact Country Children's Early Learning Ph: 0410 529 392
9. Contact the Children's Families

### Bush Fire Procedures

1. Gather children
2. Collect the Emergency Kit
3. Refer to and follow your Bush Fire Survival Plan
4. Listen to Alerts and Fire Danger Ratings
5. Evacuate early as quickly and calmly as possible
6. Evacuate to a Safe House, or a Neighbourhood Safer Place
7. Contact Country Children's Early Learning Ph: 0410 529 392
8. Contact the Children's Families



## Guidelines for Bush Fire Protection in a Bush Fire Prone Area

- Have a pre-determined procedure to follow during an emergency situation, this can be vital in surviving a major bush fire event
- Conduct the Bush Fire Assessment Tool to help you assess what you can do if the situation of a Bush Fire arises, the tool can be found at [www.bfat.rfs.nsw.gov.au](http://www.bfat.rfs.nsw.gov.au)
- Read through the Bush Fire Survival Booklet put out by the Rural Fire Service of NSW
- Write a Bush Fire Survival Plan
- Follow the Emergency Evacuation Procedures

## Guidelines for Lockdown during a Bush Fire

- Ensure you have torches ready
- Shelter in a room that is on the opposite side of the house from the approaching fire and that has a clear exit out of the house
- Patrol inside the house looking for sparks and embers
- Drink water to keep hydrated
- Close doors, windows, vents, blinds and curtains to prevent flames, smoke and embers from entering
- Put tape across the inside of the windows so they stay in place if they break
- Shut off gas at the meter or bottle
- Move furniture away from the windows to prevent any embers that enter the house from igniting
- Fill baths, sinks and buckets with water for putting out any fires that may start inside
- Place wet towels around the window and door edges to stop smoke and embers from entering
- Put a ladder next to the access hole to the roof space so you can check for spot fires

## Bush Fire Emergency Kit Must include:

- Portable Battery Operated Radio
- Waterproof Torch
- Spare Batteries
- First Aid Kit
- Candles with waterproof matches
- Woollen blankets
- Water
- Waterproof bag for valuables
- Emergency Contact Numbers
- Family Contact Information
- Country Children's Early Learning Contact Information

## Keeping your House Safe in a Bush Fire Prone Area

**Things you can do to help protect your house from a fire:**

- Insurance – maintain adequate levels of home and contents insurance
- Cut back trees or shrubs that are overhanging the house and dispose of cuttings appropriately
- Check the condition of your roof and replace any damaged or missing tiles
- Clean leaves from the roof, gutters and downpipes and fit quality metal leaf guards
- Non-combustible fences are the most effective at withstanding the intense heat generated by a bush fire
- Plant trees and shrubs that are less likely to ignite due to their low oil content
- If you have a water tank, dam or swimming pool, consider installing a Static Water Supply sign (SWS)
- Enclose underfloor areas
- Store wood piles a safe distance away from the house and keep covered
- Have a non-combustible doormat
- Install metal flywire or solid screens to the outside doors and windows
- Check the condition of external walls and cladding, seal any gaps
- Remove and store any flammable liquids away from the house
- Keep garden mulch away from the house
- Keep the grass short
- Ensure you have a hose which is long enough to reach every part of the home
- Make sure the pressure relief valves on LPG cylinders face outwards (so the flame is not directed towards the house)

## Fire Danger Ratings

Fire Danger Rating	What you should do
<p style="text-align: center;"><b>Catastrophic</b></p>	<p>For your survival, leaving early is the only option</p> <p>Leave bush fire prone areas the night before or early in the day – do not just wait and see what happens</p> <p>Make a decision about when you will leave, where you will go, how you will get there and when you will return</p> <p>Homes are designed to withstand fires in catastrophic conditions so you should leave early</p> <p>Family Day Care Programs in Bush Fire Prone Areas <b>should not</b> operate under the Catastrophic Rating</p>
<p style="text-align: center;"><b>Extreme</b></p>	<p>Leaving early is the safest option for your survival</p> <p>If you are not prepared to the highest level, leave early in the day</p> <p>Only consider staying if you are prepared to the highest level – such as your home is specifically designed, constructed or modified, and situated to withstand a fire, you are well prepared and can actively defend it if a fire starts</p> <p>Family Day Care Programs in Bush Fire Prone Areas <b>should not</b> operate under the Extreme Rating</p>
<p style="text-align: center;"><b>Severe</b></p>	<p>Leaving early is the safest option for your survival</p> <p>Well prepared homes that are actively defended can provide safety – but only stay if you are physically and mentally prepared to defend in these conditions</p> <p>If you are not prepared, leave early in the day</p>
<p style="text-align: center;"><b>Very High</b></p>	<p>Review your <b>Bush Fire Survival Plan</b> with your family</p> <p>Keep yourself informed and monitor conditions</p> <p>Be ready to act if necessary</p>
<p style="text-align: center;"><b>High</b></p>	
<p style="text-align: center;"><b>Low Moderate</b></p>	

## **Important information to always keep in mind**

- The higher the fire danger rating, the more severe the consequences could be for you, your family and the children in your care. As the fire danger increases so does the likelihood that people will die or be injured if a fire was to start
- On Catastrophic days no properties on areas where bush fire can start will be defensible. Some fires burn so intensely that not even specifically designed construction homes will be safe
- Severe, Extreme and Catastrophic Fire Danger Ratings mean a fire will be Unpredictable, uncontrollable and fast moving. This means that you may have little or no warning about the threat of a bush fire. You need to make sure that you keep yourself informed and be ready to put your plan into action

**The Fire Danger Rating should be your first trigger for activating your Bush Fire Survival Plan. The safety of you, your family, the children in your care and your home may depend on it!**

## Bush Fire Alerts

During a bush fire, alerts are used to give you an indication of the level of threat from a fire. You can find these on the NSW RFS website at [www.rfs.nsw.gov.au](http://www.rfs.nsw.gov.au) and on radio and television.

### There are 3 levels of Bush Fire Alerts

<p><b>Advice</b></p> <p>A fire has started</p> <p>There is no immediate danger</p> <p>Stay up to date in case the situation changes</p>
<p><b>Watch and Act</b></p> <p>There is a heightened level of threat</p> <p>Conditions are changing and you need to start taking action now to protect you, your family and the children in your care</p>
<p><b>Emergency Warning</b></p> <p>An emergency warning is the highest level of Bush Fire Alert</p> <p>You may be in danger and need to take action immediately</p> <p>Any delay now puts your life at risk</p>

During Bush Fires you may hear these Alert Levels being used on the radio. The NSW RFS website and the Bush Fire Information Line **1800 679 737** will be able to provide you with more information.

### You can keep up to date by:

- Knowing what the Fire Danger Rating is for your area, especially on hot, dry and windy days
- Look and listen for information on TV, Radio, the Internet, Mobile Phones, Facebook ([www.facebook.com/nswrfs](http://www.facebook.com/nswrfs)), Twitter (NSWRFS@NSWRFS) and by speaking with family, friends and neighbours
- If you receive a Bush Fire Alert, take it seriously and act promptly
- Watch for signs of fire, especially smoke or the smell of smoke
- Do not rely on a single source for emergency information
- Bush Fire Survival Plan
  - Download the "My Fire Plan" App (Apple @ iTunes, Android on Google Play)
- NSW RFS Fire Alert Phone App
  - Download "Fires Near Me" App (Apple @ iTunes, Android on Google Play)

## Bush Fire Survival Plan - Our Leave Early Plan

Bush Fire Survival Plan Written On: \_\_\_\_\_

It is recommended that you leave early if:

- There is a Catastrophic Fire Danger Rating
- There is an Extreme Fire Danger Rating
- There are young children in the house

### **Our triggers to leave early will be:**

(Consider triggers such as a fire in the vicinity of your home, the smell of smoke, loss of water or power, the ability to leave home safely)

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### **We will go to:**

(Consider low risk fire area)

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### **We will get there by:**

(Depending on where the fire is located, you may need to consider alternate routes)

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### **We will take:**

(Prepare your Emergency Survival Kit as well as anything else you might need such as kids favourite toys, medications, pet needs)

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### **We will tell:**

(Make sure people know where you are going, and when you get there safely)

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## **Our Back-Up Plan**

Sometimes things don't go according to plan. To make sure we are safe our other leave early options are:

### **Our Places of Last Resort are:**

(Neighbourhood Safer Places and other safe locations)

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### **Our back-up travel routes are:**

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### **If we cannot leave the house we will:**

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