

# Emergency Procedures

**2022**

# Middle Park OUTSIDE SCHOOL HOURS CARE EMERGENCY PROCEDURES

Updated: Jan 2022

These procedures will be conducted in the event of an emergency or situation in which children, staff and community members are at risk of harm or injury. The procedures for the following situations will be outlined:

- Fire evacuation
- Full Lockdown
- Shelter-in-Place Lockdown
- Reverse lockdown
- Bomb threat
- Medical emergency
- Missing child

<b>Director of Operations</b>	Tristan Dieben
<b>Assistant Coordinator</b>	Mandy Andersen
<b>Educational Leader</b>	Kirsten Stevens
<b>Responsible Person</b>	Riley Bygraves Anna Flett William Castano
<b>First Aid Wardens</b>	Mandy Andersen Kirsten Stevens Riley Bygraves (In this order) Anna Flett William Castano
<b>Assembly Area Wardens</b>	Responsible Person on shift
<b>Building Wardens</b>	Director / Responsible Person on shift

**Control Centre:** OSHC Office

**First Aid Post:** Grandstands

## COMMUNICATION

Telephone Responsible Person to inform Fire Brigade and/or Police (call 000)  
Intercom Staff Member who discovers emergency to walkie talkie control centre and all staff members  
Messengers All staff present at the evacuation point

## WARNING DEVICE

All warnings to be given out over walkie-talkies to all educators. Management, Wardens, and Leaders to carry Mobile phones as secondary communication devices.

## **Evacuation Procedure:**

This procedure will be followed if there is an event on the school grounds or in the immediate vicinity of the school grounds which poses a serious hazard to the school and OSHC community on site. The purpose of this procedure is to safely evacuate all children, staff and community members to the fire assembly point and prevent any harm or injury.

### **Signalling the Incident:**

Upon noticing any event which is likely to cause harm or injury, other staff in the immediate area must be notified as well as the Responsible Person for the session and/or the Nominated Supervisor. The School Principal and/or School Administration staff should also be notified as soon as possible if they are on-site by the Responsible Person/Nominated Supervisor. The Responsible Person or Nominated Supervisor will arrange for "000" to be called as soon as possible if deemed necessary.

### **Evacuation Signal:**

A handheld megaphone is to be located in a visible space within the staff room which will be used as a siren. When the school has been notified, they will also trigger the school alarm system. A message will also be placed over the radios signalling to all staff to "*FE, Follow evacuation procedure*". This message should be repeated at least 3 times upon signalling the evacuation so that the message can be clearly heard.

### **Evacuation Procedure – During OSHC opening hours**

- Upon hearing the siren, staff will direct all children to leave what they were doing immediately and move in a prompt and orderly fashion to the cricket pitch on the oval. Staff members should be evenly spaced amongst the group, with one leading the group and one at the back.
- The Responsible Person Float / or other delegated staff member will ensure all children evacuate the OSHC building and the toilets. They will then close all of the doors and windows in order to contain any possible fire within the building.
- The Responsible Person will bring an Ipad to use for a roll for staff and children so a headcount can be conducted upon assembly.
- All children will be seated quietly at the cricket pitch.
- Once all staff and children are at the cricket pitch a roll call will be conducted to ensure all persons have evacuated safely.

### **Evacuation Procedure – During School Hours**

- Upon hearing the School Fire Alarm, all Educators should promptly leave the building and assemble at the evacuation point at the Upper Oval
- The Nominated Supervisor and/or Responsible Persons will ensure that the building windows are closed if safe to do so, then assemble at the evacuation point.
- The Nominated Supervisor or Responsible Person will also bring a copy of the OSHC staff roster to ensure that all staff have made it safely to the evacuation point.
- OSHC staff will wait for the school to give the all clear before returning to the building.

### **Putting Out fires**

All staff members will complete an annual fire safety training course. Attempts to extinguish fires should take place as early as possible to prevent the spread if safe to do so. For cooking fires such as fat fires, the fire blanket can be used. For wood fires, electrical fires and flammable liquid fires, the fire extinguisher should be used. Only staff or trained adults are to use this equipment.

If the fire has been extinguished with the fire blanket or fire extinguisher, Mount Ommaney Fire Station will be contacted on the number "3033 8600". If the fire has not been extinguished or

cannot be safely extinguished, “000” will be called as soon as possible. The building or area in which the fire occurred should not be used again until it is deemed safe by the Fire Department to do so. The evacuation procedure should be conducted regardless of whether staff are attempting to put it out.

**Alternative Fire Assembly Points:**

In the event the Upper Oval is inaccessible as the evacuation assembly point, the Lower Oval (by the hall adjacent to Sumners Rd) will act as the alternative assembly area.

**Notification of Fire Evacuation:**

If a fire evacuation has taken place, the Nominated Supervisor (if not on site) and Approved Provider must be notified as soon as the evacuation is complete.

**Full Lockdown Procedure:**

This procedure will be conducted in the event that staff, children, and community members are at risk of the threat of force or violence. Situations that may require a Full Lockdown Procedure include but are not limited to:

- Persons entering school grounds in breach of a known restraining or domestic violence order
- Persons entering school grounds who are acting erratically, under the influence of alcohol or drugs, or carrying a weapon.
- Direct threats and acts of violence on school grounds against children, staff, or community members
- Acts of terrorism
- Acts of violence on school grounds or the surrounding area which puts children and educators at risk.

A full lockdown involves getting all children and educators safely locked indoors away from these dangerous situations.

**Signalling the Incident:**

If a staff member becomes aware that there is a potentially dangerous person or situation on school grounds, they shall contact one of the Responsible Persons on duty about the incident. This Responsible Person will then determine if the incident warrants a Full Lockdown. If it does the Responsible Person will call “000” for the police. If school staff are likely to be on site, the School Principal and/or Front Administration office shall be notified by the Responsible Person immediately.

**Full Lockdown Signal:**

If the lockdown occurs during OSHC opening hours, a Full Lockdown will be signalled over the radios by a Responsible Person on duty saying the code “LD”. All staff should have radios on hand in case of a lockdown situation. During school hours a Full lockdown will be signalled using the school alarm system.

**Full Lockdown Procedure - during service hours:**

- As soon as the signal is given, staff will discretely guide all children into the OSHC room (or hall if it is closer) asking them to keep their voices down and maintain calm.
- Once everyone has safely made it to the room then children will be asked to lay down away from the windows and remain silent and still.

- All windows and entry points will be closed, and lights switched off by all staff in the room. This will be overseen by the Responsible Person in Charge. Once this has been completed all educators will join the children on the floor away from the windows. Doors will be locked by the Floating Responsible Person.
- The lockdown will remain in place until the “all clear” is given.
- Once the lockdown has finished, the roll will be called to ensure that all children and staff are accounted for.

#### **Full Lockdown Procedure – outside service hours:**

- As soon as the signal is given, all staff will quietly and discretely return to the OSHC room.
- Once all OSHC staff are safely inside the building the doors will be locked, the windows will be closed and the lights will be switched off.
- All staff will lie down on the ground away from the windows.
- The lockdown will remain in place until the “all clear” is given by the school.
- Once the lockdown has finished the roster will be used for a headcount.

#### **Notification of a Full Lockdown**

In the event that full lockdown is conducted during service hours, then the Nominated Supervisor and Approved Provider must be notified as soon as possible.

### **Shelter-in-place Lockdown Procedure:**

This procedure will be conducted in the event that there is a hazard which poses a threat outdoors but can be mitigated by staying indoors. Examples include:

- Potentially dangerous wildlife on site such as a stray dog, snake, or mob of kangaroos
- Severe and/or hazardous weather such as severe smoke haze, temperatures above 38 degrees Celsius and severe storms and/or lightning.
- Gas leaks or other hazardous substances present outdoors.

A shelter-in-place lockdown involves getting all persons safely indoors and sheltered from the hazard.

#### **Signalling the hazard:**

All educators will carry radios at all times so that they can safety directives can be followed. The Responsible Person in charge during the session will make the decision as to whether a shelter-in-place lockdown is required. If a potential hazard such as a dangerous animal is spotted by an educator, they will inform the Responsible Person immediately so that they can make the decision about whether to call a shelter-in-place lockdown.

#### **Shelter-in-place Lockdown Signal:**

Upon determining that a shelter-in-place lockdown is required, the Responsible Person will radio to staff to “follow the shelter-in-place procedure.” They may also provide further instructions to avoid certain areas or for educators and children in the hall to stay indoors.

#### **Shelter-in-place Lockdown Procedure – during service hours:**

- When the signal is given, an educator in each area will blow their whistle three times to indicate for children to stop, look and listen, then direct all children to return indoors.

- In the event of a storm, it is advised if safe to so for educators to put away any outdoor equipment so that it does not get damaged or blow away. This includes bringing school bags inside.
- Once all children are indoors, the staff will then advise children to stay in the room unless they are being picked up by their parents/carer or the “all-clear” is given.
- In the event that there is a dangerous animal on site during the school term then the Administration office will be notified so that they can arrange for it’s removal. If the Administration office cannot be contacted, then the Responsible Person will make this arrangement.

### **Shelter-in-place Lockdown Procedure – outside service hours:**

Staff on site will listen to any directives given over the school PA system. If the instruction is given to stay indoors is given, then staff should do so until the “all-clear” is given.

### **Notification of a Shelter-in-place Lockdown:**

If a shelter-in-place lockdown has been completed the Nominated Supervisor should be notified.

## **Reverse lockdown**

A reverse lockdown will be conducted in the event that there is an incident within a room which requires children to exit the room for their own safety. This may be in response to a serious behaviour incident involving a child or children, a disgruntled community member within the building or a medical emergency (more information in the “medical emergency” section).

A reverse lockdown to protect others from an aggravated child should be called if any:

- A child has potentially inflicted a significant injury to another child or staff member out of aggression
- They are likely to inflict serious injuries to either themselves and/or others
- The presence of multiple people in the room is over-stimulating and making it harder to self-regulate
- They are causing damage to property
- They are shouting obscene language and are not stopping despite staff intervention
- Staff are unable to adequately calm them down.

A reverse lockdown to protect others from an aggravated community member (such as a parent/carer) will take place if:

- The community member causing the threat is already in the room, rendering a lockdown in the room unsafe. (A Full Lockdown within another space such as the hall may be called if necessary)
- The community member is making threats of violence
- They are using obscene language towards staff or children
- They seem to be under the influence of drugs or alcohol
- They are significantly breaching the parent code of conduct

### **Signalling the Event:**

As soon as the incident occurs, it is imperative that staff act fast to contain the situation and use the necessary behaviour management/negotiation skills. The closest responsible person (either the RP in charge or Float) will determine whether or not it is necessary to evacuate the room.

### **Reverse Lockdown Signal:**

The code for a reverse lockdown is “Reverse LD” and will be stated over the radios for all staff to adhere to. If it is required for a Full Lockdown to be conducted elsewhere the message should be

clear, however still using the codes in order to maintain discretion. An example would be “Reverse LD in the OSHC room! Please LD in the Hall until further notice.”

### **Reverse Lockdown Procedure – during service hours:**

- Upon hearing the signal staff will immediately usher all children out of the room, along with enough staff to ensure adequate supervision outside the room. At least 2 staff should remain inside the room to help contain the situation.
  - If a full lockdown in another space is required, then the Full Lockdown procedure will be followed in this space.
- Educators will advise all children to stay away from the doors and windows. No children should be playing at the front or back verandas during the situation.
  - If a full lockdown is not required for the situation, children will be able to play in the outdoor areas as normal.
- A staff member will be assigned to complete the signing in/out of children from the service to help prevent people from gathering at the front of the room.
- The staff in the room will work to contain the situation to the best of their abilities.
  - If it is an aggravated child, these staff will also try to the best of their abilities to prevent this child from leaving the room until they have adequately calmed down.
  - Parents/carers should be contacted as soon as possible to collect their child at their earliest convenience. For any children who have been injured by that child, there parents should also be contacted soon after.
  - If it is an aggravated community member, then they should be reminded that their conduct is in breach of the Parent Code of Conduct.
- When the situation has adequately calmed down then the “all clear” will be given.
  - If it is situation in which a child has caused a serious situation, they will have to remain under strict terms supervision which have been determined by the Responsible Person.

### **Reverse Lockdown Procedure – outside of service hours:**

- Note: This is only likely to occur due to an aggravated community on the premises.
- If a community member is contravening the Parent Code of Conduct in a manner which is putting staff at the threat of harm, then 2 staff will stay inside the room to deal with the situation.
- One of the staff in the room should also call the principal on the school phone network using the number “811” if safe to do so to inform them of the situation. If this number cannot be reached, then the school administration will be notified using the number “820”.
- Staff and children should not re-enter the room until they are advised by the staff inside that the situation has been diffused.

### **Notification of a Reverse Lockdown:**

It is required that both the Nominated Supervisor and Approved Provider are notified of a Reverse Lockdown taking place. If the lockdown has taken place in response to a child’s behaviour, the parent of the child should be notified, and a behaviour support discussion should take place (see Behaviour Support Policy). If it is in response to a community member’s misconduct then the Nominated Supervisor in consultation with the Approved Provider will determine if any further action needs to take place.

## **Bomb Threat Procedure:**

This procedure will take place under the circumstance that communication is received informing us of a bomb on the school campus. This constitutes a serious emergency which must be dealt with in a punctual and discrete manner.

### **Signalling the Event:**

As the staff member receiving the call may be unable to discretely make any verbal signals, A sign may be used at an office window. After asking the question “Where did you put the bomb?”, the sign “Code BT, please follow lockdown/evacuation procedure” with the applicable procedure will be posted on the window for all staff to see. As soon as this sign is noticed, the relevant procedure will begin. If no-one else is in the room during service hours, then a radio message with the signal should be called once the location of the threat has been determined. Outside of service hours the Nominated Supervisor will be contacted immediately either via, slack, text or a call and they will immediately contact the school principal.

### **Bomb threat signal:**

The code for the lockdown is “Code BT”. The staff member who has received the threat will then determine whether it is a lockdown or evacuation procedure which either be signalled on the sign or mentioned on the radios.

### **Bomb threat procedure – during service hours:**

- The staff member responding to the bomb threat call should remain calm and gather as much information from the caller as they can. There is a bomb threat checklist readily available in both offices, to record the necessary information and guide the questioning.
- The staff member receiving the call will signal the incident to the other educators as soon it is known whether to evacuate or lockdown.
- As soon as the procedure has been signalled, all persons will discretely move to the correct location for that procedure.
- Two staff will lead the way to the relevant location, looking out for any suspicious looking items which could cause a threat. Such items will be completely avoided, and communication will be made over the radios to indicate whether to change the location of the lockdown/evacuation.
- When the phone call from the bomb threat is over, the person who received the call should stay by the phone in case they call back again as long as it is safe to do so. The Nominated Supervisor and/or the School Principal.
- Once the Nominated Supervisor and/or School Principal has received notification from the necessary authorities that the threat is over, only then will the evacuation/lockdown end.

### **Bomb threat procedure – outside of service hours:**

- The staff member responding to the bomb threat call should remain calm and gather as much information from the caller as they can. There is a bomb threat checklist readily available in both offices, to record the necessary information and guide the questioning.
- If another staff member is in the building, then the event will be signalled in the most discrete way necessary, and that staff member will contact the Nominated Supervisor and/or the School Principal.
- All staff should evacuate and lockdown in line with the school’s directive.

### **Notification of a Bomb Threat:**

It is essential that the Nominated Supervisor is notified either during or immediately after the call so that they can take the necessary action. The Approved Provider will also be made aware of the incident when it is safe and practical to do so. ACEQA must also be notified of the incident within 24 hours of the incident occurring.



## **Medical Emergency Procedure**

The procedure will take place in response to a serious medical event. This applies to all children and staff on site, and community members who are on site during operating hours. This extends to any injuries which may require an ambulance to be called which take place within the OSHC licenced space.

### **Signalling the event:**

In the event of a medical emergency the Educators in the immediate area should be notified immediately, followed by the Responsible Person for the session and the Nominated Supervisor if present.

### **Medical Emergency Signal:**

In the event of a medical emergency the first staff member will clearly state over the radios "Medical Emergency in (*specified area*).” If it involves a child with a know medical issue, such as severe asthma, anaphylaxis or other conditions, the necessary treatment will be taken there immediately and it will be indicated which child is involved.

### **Medical Emergency Procedure:**

- Once the person experiencing the medical incident has been discovered, a staff member must stay with that person at all times. They will follow their first aid procedure which they have been trained with.
- The signal will be placed as soon as possible. As soon as this signal has been placed an ambulance will be called on "000". The person placing the call should use a mobile phone and be situated in the same area as the casualty.
- All children will be moved away from the area where the casualty is situated.
- After the Ambulance has been called, the emergency contacts for the casualty will be contacted to inform them of the incident, requesting there arrival to the service as soon as possible.
- If the ambulance arrives and the emergency contact for the casualty has not yet arrived, a responsible person or the Nominated Supervisor will go with the casualty on the ambulance. If no other Responsible Person is available then a senior qualified educator may take the journey on the ambulance.

### **Notification of a Medical Emergency:**

The Nominated Supervisor should be notified as soon as possible of any such casualties. A thorough accident form will then be completed when is possible to do so and must be submitted within 24 hours of the incident occurring to the department (ACEQA).

## **Missing Child Procedure:**

This procedure will take place if a child who is under the care or intended to be under the care of Outside School Hours Care is unable to be located. This constitutes as serious event which must be dealt with in a timely manner.

### **Signalling the Event:**

This may occur whenever it is clear that a child is not with the supervision range of educators. The Responsible person will then determine whether the missing child procedure needs to take place.

### **Missing Child Signal:**

When it is determined that a child is missing, the Responsible person for the session will state over the radios the following code. "MC, looking for (*Child's Name*).” As soon as this call is given the event will be triggered.

**Missing Child Procedure when their whereabouts is unknown:**

- As soon as the signal is given, all children will be asked to stop play and assemble together in their respective areas, sitting down once together. A staff member at each area will then check the whole space for the missing while the other staff keep the group together. The Responsible Person should also make a note of when and where the child was last seen.
- During this time a Responsible Person will then attempt to contact the child's listed contacts to determine whether they were collected without notice.
- If the child's listed contacts do not know the child's whereabouts, their contacts cannot be reached and they still have not been found, the Responsible Person will contact the Police on "000" to report a missing child.
- A missing child report shall be completed by the Responsible Person within or immediately after the session.

**Missing Child Procedure when the child is known to have left the school grounds:**

- As soon as child is making their way to exit the school grounds without parental/staff consent, a staff member will follow them so that their whereabouts are known. This must be communicated to the Responsible Person in charge. That staff member will follow them off of the school grounds if they make an attempt to leave.
- The staff member with that child will inform them that if they leave the school grounds the police will have to be contacted. If they have left the school grounds then the local police station will be called (Mount Ommaney Police Station) on (07) 3712 5222 if during their open hours, or the police will be called on "000". They will then continue to try and guide that child back to the licensed space.
- Parents will be contacted immediately after the police have been called, requesting that child's immediate collection from the service.
- A missing child report should be completed whenever a child leaves the school grounds without parental/staff consent and must be completed either during or immediately after the session.

**Notification of a missing child:**

The Nominated Supervisor must be notified immediately after the parents/police have been contacted by the Responsible Person. The completed missing person report must be filed off to the department within 24 hours of the incident occurring.