

Emergency Management Procedure (EMP)

Standard Operating Procedure

An EMP is a written set of instructions to help employees deal with incidents or situations that could pose a threat to life, health or property. There are different types of emergency situations, including (but not limited to):

- Missing Participant,
- Medical emergency,
- Bomb threats,
- Fire,
- Flood,
- Electrical storm.

Essential Safety Procedure

Warning Signal

In the event of an emergency, a person will continue to blow three loud whistles until everyone is assembled at their designated Safe Meeting Place.

Safe Meeting Place

Should there be the need for an evacuation of an area, or there is obvious concern for the safety of any participants, or the safety of yourself from a hazard, you and the group must move to your designated safe meeting place. The preferred order is outlined below. If a hazard exists at Safe Meeting Place 1, move onto 2 etc.

Safe Meeting Places are:

On Site

1. Your Activity shelter.
2. The square field in the carpark

Nepean River (Bridge Access Point)

1. In the bus

Road Accident

1. Move to a safe distance from the vehicle and wait for emergency services.

Activities run by an external operator

1. Follow all safety instructions given by the staff of the external operator.

You and the participants may need to prepare for a possible long stay in a meeting place. They will need to have warm clothes and water. All other possessions are to be left behind unless instructed otherwise by management.

Head Count/Role Call

A head count must be done before you and the group leave the activity site. If the threat of the hazard is immediately compromising safety move the group to a safe distance and then do a head count.

At the campsite or the safest meeting place you must account for every participant by name this includes all adult teachers or parents.

Chain of Command

The following list is a guide to how the chain of command would work if a full contingent of management were on site or spread throughout the crisis. Should any of the below be absent, the next on the list assumes command for that position.

1. DIRECTORS
2. OPERATIONS MANAGER/S
3. SITE MANAGER/S
4. SENIOR INSTRUCTOR/S

A chain of command may be established to better control logistics and efficiency of operations throughout the situation or crisis.

Once a command centre is established all operations and communications must go through this point so a “big picture” may be obtained so the best course of action can be

taken. This is done to ensure and account for all people, and efficiency of resources, throughout the operation.

It is important to remember that the task you are allocated may not be glamorous or what you feel as important but has been deemed necessary by the chain of command.

Chain of Action

The chain of action will vary depending on the hazard and the circumstances around it. Because of this we need to be flexible in how a situation is dealt with.

As a group leader you must do a head count at the activity and then move to your designated safe meeting place and do another role call and wait for further instruction.

All Nepean Adventure Centre staff not directly responsible for a group must report to the square field and await further instruction from the established chain of command.

From the concrete bus turning bay the following will happen:

- All staff will be accounted for.
- A command head quarters will be established.
- A chain of command will be established.
- All participants and accompanying adults will be accounted for by a physical presence role call (the person must be there to answer to their name).
- A plan will be implemented to minimise loss, prioritised in the following order:
 1. Human Life;
 2. Possessions (all animals are considered possessions);
 3. Property (damage is minimised).

At no time should life be unnecessarily endangered whilst implementing the plan.

Types of Communication

At present the 3 methods of communication used at Nepean Adventure Centre are mobile phone, landline phone and verbal instruction.

All phone calls should be specific and brief. This allows command to be able to keep the lines of communication open to all involved. After the initial call to command your phone is only to inform command or emergency services of any changes.

Remember that the emergency could involve more than your situation. The command centre needs to coordinate all parties and be free to do so.

Should the phone system fail, all persons involved need to report to their designated safe meeting place. From these safe places communication will be established and the Chain of Action implemented.

General Emergency Procedure for Nepean Adventure Centre

Fire

If an emergency of this type is threatening the safety of Nepean Adventure Centre and the participants you must call the office or the **Operations Managers** and report it (you should have these phone numbers programmed in your phone). In the event of a bushfire refer to the Bushfire Management Plan. All managerial staff have the NSW RFS “Fires Near Me” app installed and with NAC listed as a Watch Zone. All notifications of fires in the area are noted to the Manager in charge who will liaise with any groups on site or visiting in the short term if they are deemed to be a threat.

Explosion, Flood, Chemical Spill

If an emergency of this type is threatening the safety of Nepean Adventure Centre and the participants you must call the office or the **Operations Managers** and report it (you should have these phone numbers programmed in your phone). Office staff will communicate with **Emergency Services** and co-ordinate other resources. Your primary responsibility is the well-being of the participants and their re-location to your designated safe meeting place.

Road Accident

If an emergency of this type has occurred and involved Nepean Adventure Centre and/or its participants you must call the office and report it. Office staff will communicate with the **Police and Ambulance** and you are to address the well being of the participants. Your primary responsibility is the well-being of the participants and their re-location to a safe place.

You must get the following information from the other party involved:

- Name, Address and Phone number
- Insurance details.

- Give your name and Nepean Adventure Centre contact details.

Never assume responsibility for the accident

Electrical Storm

If an emergency of this type is threatening the safety of Nepean Adventure Centre and the participants you **must** stop the activity and move participants to a safe place. Call the office or the **Operations Managers** (you should have these phone numbers programmed into your phone). You will be informed of any program changes, if required. (Refer to the weather SOP.)

Medical Emergency

If an emergency of this type is threatening the safety of Nepean Adventure Centre and the participants you must call the office and report it. Office staff will communicate with the **Emergency Services** and you are to immediately address the well being of the participants.

An ambulance must be called if the patient/s is clearly in need of medical attention or the medical incident is above your level of training.

Emergency Services (DIAL 000)

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|--------------------|---------------|
| • Ambulance | • Fire |
| • Police | • SES |

After calling 000 you must be prepared to give the following details and answer any questions should they request additional information.

- Location (including landmarks)
- Telephone number of where the call is being made.
- What happened
- What is happening
- The number of people in need of assistance
- Condition of casualty or casualties
- Any other information they request

NEVER HANG UP BEFORE THEY DO!

The Press and Media

At no stage is any member of staff to speak to or give any information to the media regarding any incident at Nepean Adventure Centre. If you are approached by the media for comment on any matter that has happened at Nepean Adventure Centre while you are employed with NAC you must respond with “no comment” and refer them to the main office.

End of essential safety procedures