



Emergency Management Manual

Smartie Pants Early Learning and Development



Long Daycare and Kindergarten

13-18 Old Diamond Creek Road

Diamond Creek

Licence ID: 10719

Revision – 4, March 2010

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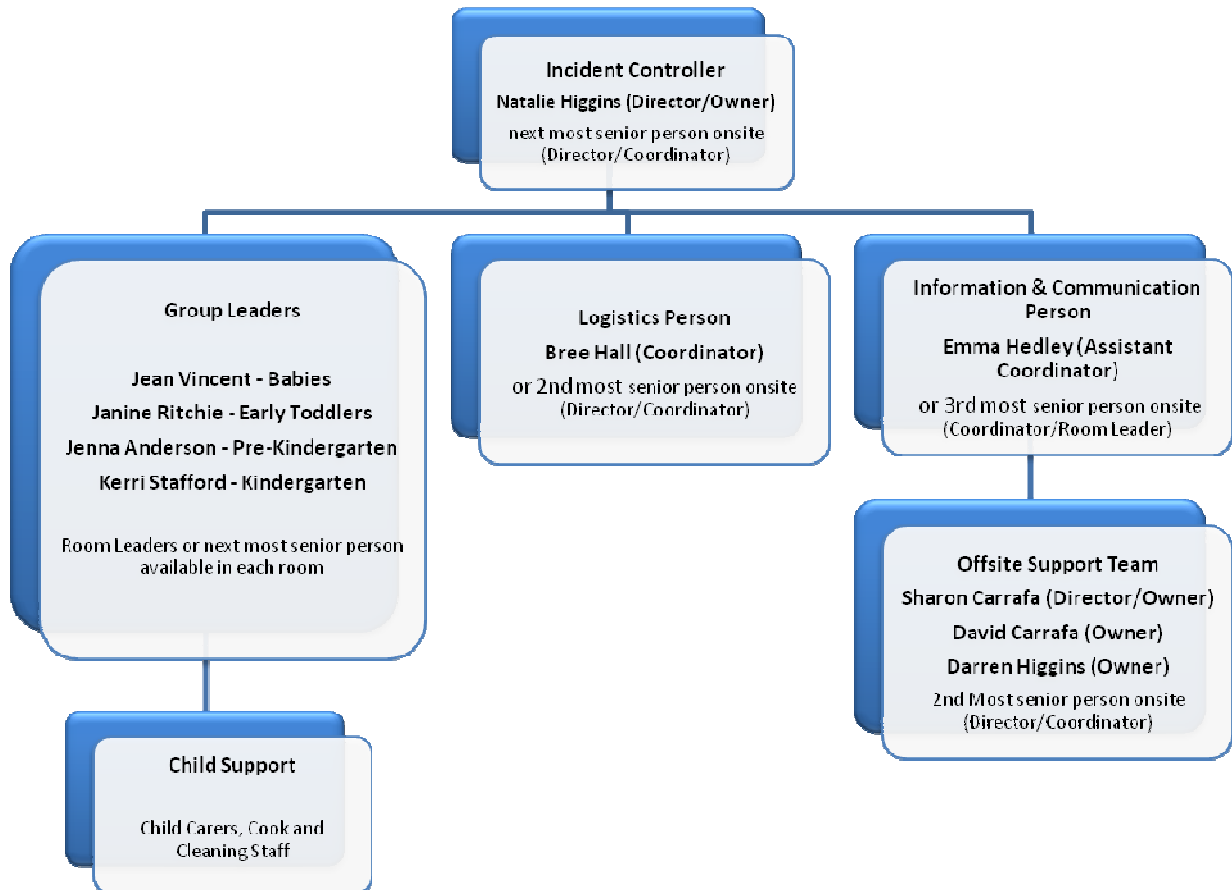
Attachments

1. Bomb Threat Checklist
2. Children with special needs;
3. Chemicals Used and Stored Onsite (includes detailed MSDS Information);

Incident Control System

Chain of Command

Situations may arise where senior members may not be onsite during an emergency, use the following to prioritise allocation of key emergency response roles.



Roles & Responsibilities

Roles	Responsibilities
Incident Controller	<p>Make key decisions and directs action of others</p> <p>Ultimate accountability for safety of children, staff and volunteers</p>
Logistics Person	<p>Collect Centre Life Saving Medications</p> <p>Collect mobile phone & Emergency Telephone lists</p> <p>Collect Evacuation and relocation procedures</p> <p>Supervise Group Leader Key Responsibilities</p> <p>Coordinate Transport (where necessary)</p> <p>(in the event of bushfire) Collect and Coordinate bushfire protection resources in preparation for the possibility of lockdown.</p> <p>Coordinate clearing, closing and locking of service (if evacuated)</p>
Information and Communications	<p>Contacts names on emergency call sheet</p> <p>Gathers relevant information (such as updates on advancing bushfires).</p> <p>Manages incoming calls from parents.</p> <p>Develops and delivers clear and consistent messages to parents/family (i.e.: "The children are safe and you may pick them up at...")</p> <p>Coordinate offsite resource team to support communication (Email to SMS, Website updates. etc.)</p>
Group Leaders	<p>Collect Attendance Sign in/out books</p> <p>Collect Emergency Response Bags</p> <p>Collect Life Saving Medication Bags & Plans</p> <p>Group children & coordinate roll call in preparation for evacuation</p> <p>(if time) Coordinate hats, sunscreen & shoes in preparation for evacuation</p> <p>Await and follow instruction from Incident Controller</p> <p>Provide for the safety and well-being of children, including active supervision</p> <p>Provides reassurance</p> <p>Conduct child head counts at least every 5 minutes</p>
Child Support	<p>(if active in a room) Provide Assistance to immediate Group Leader unless reassigned at the instruction of the Incident Controller to another Group Leader.</p> <p>(non active in room) Report to the Incident Controller immediately for assignment to a Group Leader.</p> <p>Follow instructions of the Group Leader</p> <p>Provide for the Safety and well-being of children, including active supervision</p> <p>Provides reassurance</p>

Emergency Situations

FIRE (Internal)

- Alert all persons nearby and request assistance
- Assist the safe removal/separation of children from fire
- Assist any other person in immediate danger (if safe to do so)
- Close the door on fire to contain the spread
- Call the fire brigade on “000” & notify the Chief Warden
- Extinguish the fire (only if safe to do so)
- **Activate Incident Control System**
- If threat to life exists, evacuate to one/two of two onsite Evacuation Assembly Areas
- Maintain control until site is made safe or children are safely collected



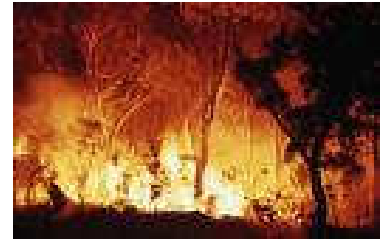
BUSHFIRE (with warning)

- **Activate Incident Control System**
- Call the fire brigade on “000”
- Alert & Prepare for evacuation or lockdown
- Close all windows and doors
- Turn off air-conditioning
- Turn off gas at main
- Block drain pipes with drain balls
- Fill Gutters with water from garden hose
- Store hoses inside away from radiant heat of bushfire, ready for use in subsequent ember attack fire fighting
- Ensure emergency evacuation points are clear (check & remove all combustible materials)
- Prepare children in appropriate clothing for safe evacuation and possible exposure to radiant heat (body covered with natural low fire danger fabrics)
- Prepare buckets, mops and wet towels for ember attack following passing of fire
- If threat deemed by Incident Controller as too great and there is sufficient time to evacuate a safe distance from passing fire, evacuate to the nominated offsite (relocation) evacuation assembly point by the Incident Controller, closing all doors.
- If there is insufficient time to evacuate,
 - Evacuate children to safer side/room of the building, lockdown room and wait inside for bushfire to pass;
 - Await further instruction from Incident Controller to determine if evacuation is warranted and safe;
 - While building remains occupied and when safe to do so, control any subsequent ember attack on building through use of hoses, mops and wet towels.



BUSHFIRE (no warning)

- Close all windows and doors to prevent smoke ingress to building
- Call the fire brigade on “000” & **Activate Incident Control System**
- Turn off air-conditioning
- Turn off gas at main
- If time and safe to do so:
 - Block drain pipes with drain balls
 - Fill Gutters with water from garden hose
 - Store hoses inside away from radiant heat of bushfire, ready for use in subsequent ember attack fire fighting
 - Ensure emergency evacuation points are clear (check & remove all combustible materials)
 - Prepare children in appropriate clothing for safe evacuation an possible exposure to radiant heat (body covered with natural low fire danger fabrics)
 - Prepare buckets, mops and wet towels for ember attack following passing of fire
- Wait inside for bushfire to pass
- Await further instruction from Incident Controller to determine if evacuation is warranted and safe
- While building remains occupied and when safe to do so, control any subsequent ember attack on building through use of hoses, mops and wetted towels.



Bomb Threat

- Remain calm and immediately refer to the attached bomb threat checklist. If applicable, pay attention to your telephone display and record the information shown in the display window
- Try to keep the caller on the line as long as possible to attempt to gather as much information as possible
- Try not to anger the caller at any time
- While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.)
- Note any characteristics of the caller's voice (gender, age, education, accent, etc.)
- Attempt to obtain information on the location of a device (room, car park etc.)
- Attempt to obtain information on the time of detonation and type of detonator
- **When possible, notify the most senior person on duty of the threat who will activate the incident control system and call “000”**
- Emergency response team to immediately search likely places like toilets, halls, foyer, children’s bags, entrance, sheds etc. for suspicious objects, ensure all doors are left open to facilitate access by emergency services. If suspicious object found:
 - Do not touch
 - Clear/evacuate area
 - Notify Incident Controller immediately
 - Follow directions
 - Prevent persons entering area where device is located
- In consultation with police and/or other emergency service organisation, evacuation of the building may be required



Special Note: It is possible that the bomb threat was designed perpetrator to elicit an uncontrolled evacuation with the intention of harming and/or abducting a child or children. Hence, all employees

must remain calm and vigilant, during an evacuation ensuring the security and welfare of children in their care.

Gas Leakage

- Activate Incident Control System
- Dial Emergency Services “000”
- Isolate gas supply (located on the west side of the staff car park)
- Shut down air conditioning and heating systems
- Remove ignition sources (if safe to do so). Turn off electrical supply
- If required, evacuate centre, ensuring a safe distance from leak is maintained if cannot be isolated.



Personal Threat

- Activate Incident Control System by advising the most senior person onsite
- Notify Police by dialling “000” and requesting immediate assistance
- Do not do or say anything to encourage irrational behaviour
- Attempt to increase security by locking all other access to the building, including side gates, doors etc.
- Evacuation should be considered (only if it is safe to do so)
- Have as many people as possible complete the Australian Federal Police’s Offender Description Form.

Floods/Severe Storm

Emergency Control Personnel should-

- Store or secure all loose items external to the building, such as outdoor furniture etc
- Assess the risk of overhanging large trees
- Disconnect all shade sails from around building (if safe to do so)
- Tape windows and glass entrances and protect them with boards and sand bags if necessary
- Isolate/shut off electricity, water and gas services
- Protect valuables, disconnect electrical equipment, and cover and/or move it away from windows
- During a severe storm remain in the building, keeping occupants away from windows
- After the storm, evaluate the need to evacuate if uncontrolled fires, gas leaks or structure damage has occurred as a result of the storm.



Earthquakes

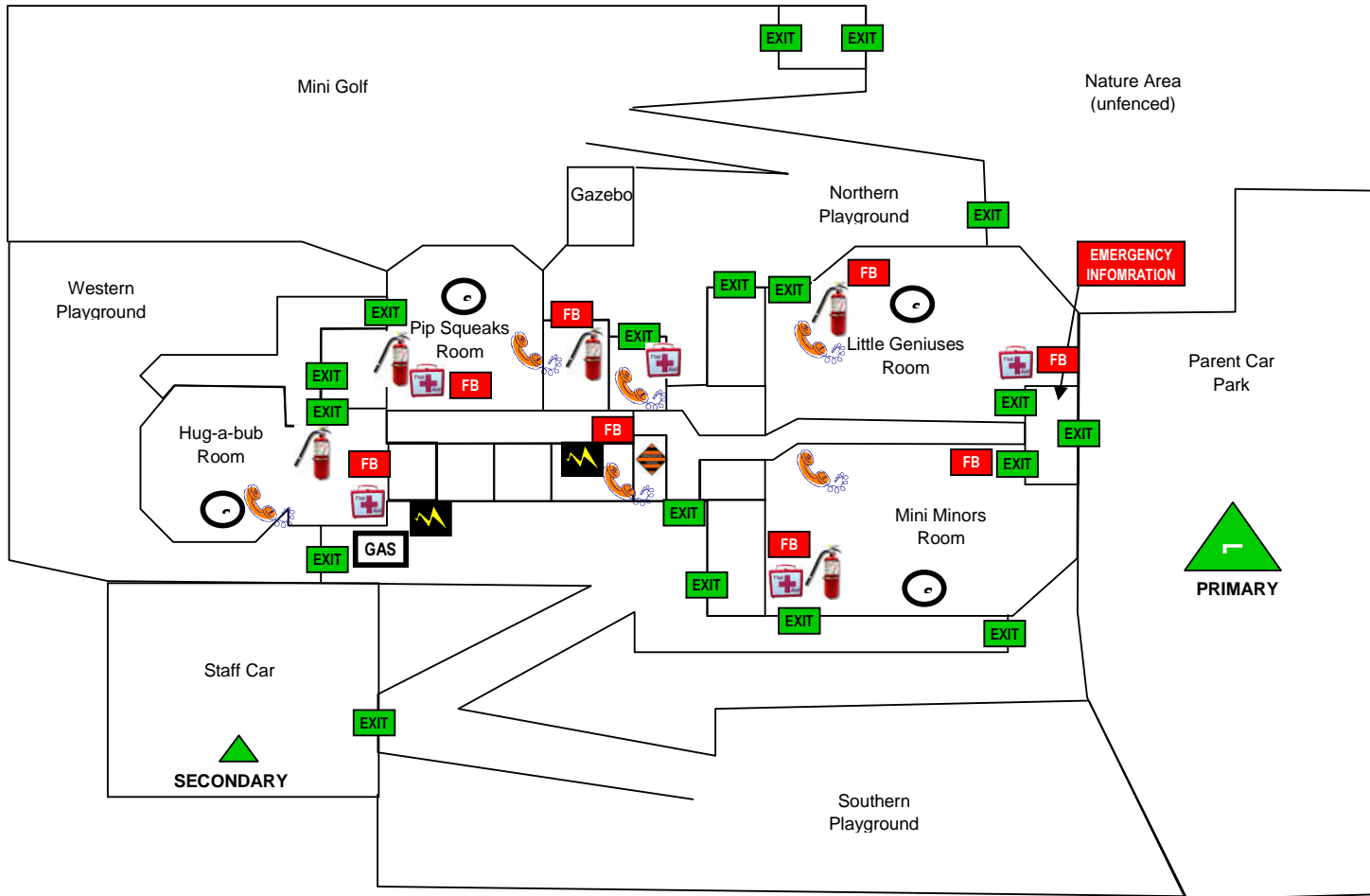
Emergency Control Personnel should-

- Instruct team members to move themselves and children away from windows and seek shelter under a table or desk;











After the earthquake...

- Evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred;
- Ensure evacuation areas are clear of trees, powerlines, buildings etc.
- Isolate and shut off electricity, water and gas;
- Arrange medical assistance as required;
- Use radios in each emergency response bag to tune into radio and follow emergency instructions.



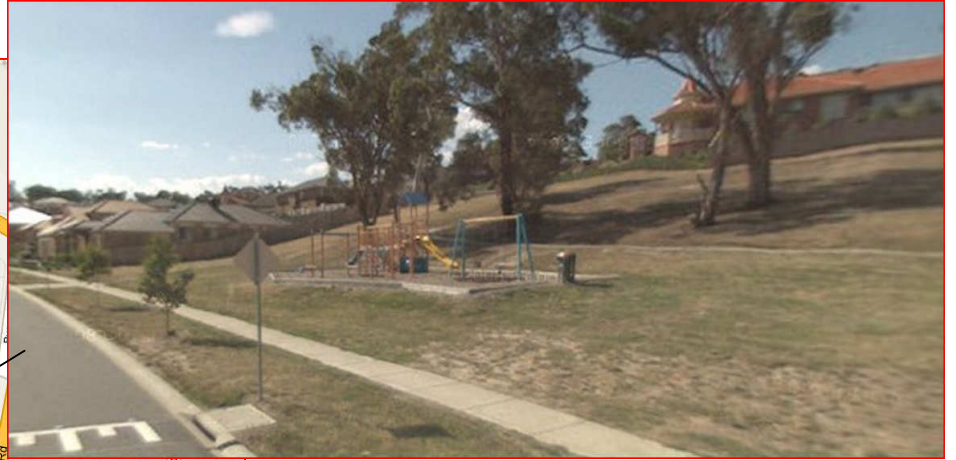
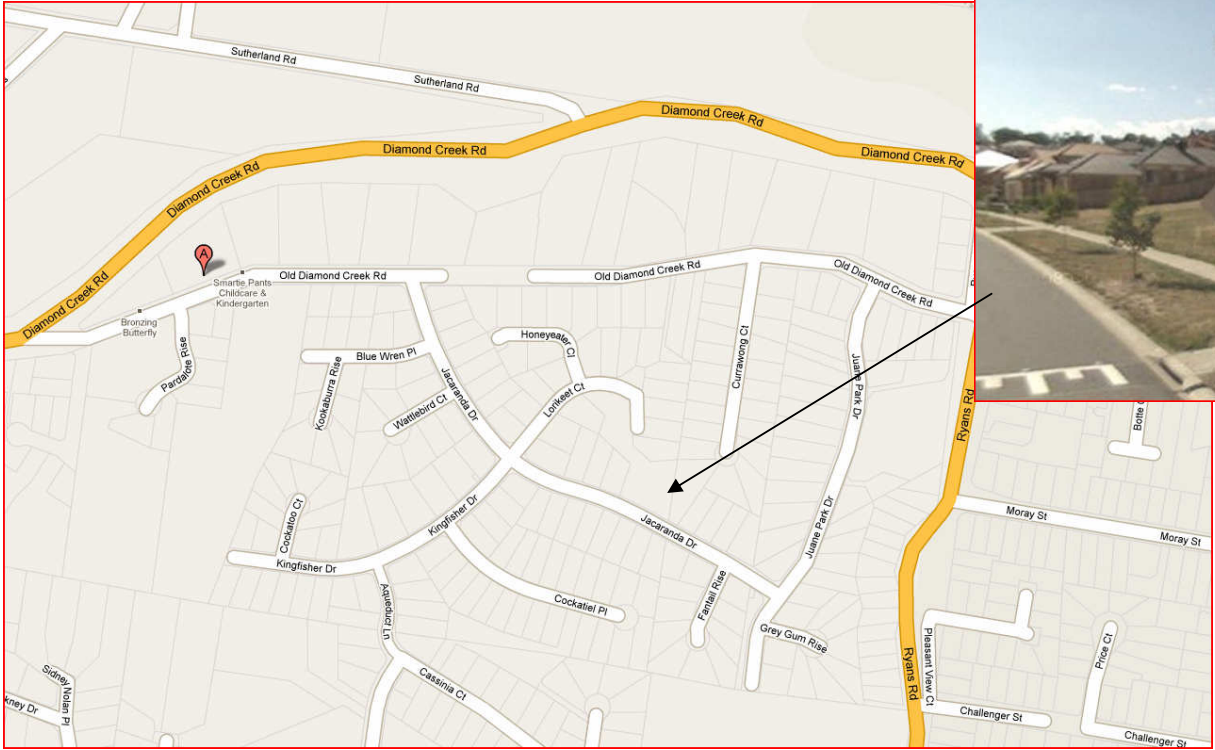


Legend:

- | | | | | | |
|---|--------------------------|---|--------------------------|---|----------------------------------|
|  | Telephone (Cordless) |  | Gas Pipeline Entry Point |  | Emergency Evacuation Point |
|  | Emergency Exit |  | Fire Blanket |  | First Aid Kit |
|  | Electricity Switch Board |  | Smoke Alarm |  | Dry Chemical Powder Extinguisher |
|  | Dangerous Goods Storage | | | | |

Emergency Response Schematic

Offsite Emergency Relocation Areas



Contact Information

Internal

For the purposes of protecting the privacy of staff contact telephone numbers this page of the report has been deleted. A hard copy is stored onsite in each room & has been emailed to the Department of Human Services on the 16 March 2010.

In an emergency please contact a director on:

0407882076 (Natalie)

0414370588 (Sharon)

Where practicable, the service will also organise an Email to SMS of information and contact numbers in the event of an emergency.

External Contacts

Organisation	Details
Police/Ambulance/Fire Services	☎ 000 Advise them: <ul style="list-style-type: none"> - 03 9438 3877 - Our location: 13-18 Old Diamond Creek Road - Melways Reference: MAP 11 G6 - Location of children in building - Your name - A brief description of the incident - Advise best entrance to use - Advise name of person who will meet emergency services
Police	www.police.vic.gov.au (03) 9247 6666 (Centre Switchboard (7am to 7pm only) Non-life threatening incident requiring police response (ring Local Police Station) Non Emergency Contact only: <ul style="list-style-type: none"> • Diamond Creek (03) 9438 8300 • Eltham (03) 9430 4500 • Hurstbridge (03) 9718 2111
Poisons Information Centre	www.austin.org.au/poisons ☎ 13 11 26 (24 hour line) ☎ 13 14 50 (non-English speakers)
Hospital(s)	Check your local listing or see: www.health.vic.gov.au/hospitals/pubwebs.htm
Country Fire Authority	www.cfa.vic.gov.au ☎ [Insert local number here]
Metropolitan Fire Brigade	www.mfb.vic.gov.au ☎ [Insert local number here]
Victorian Bushfire Information Line (24 hours)	☎ 1800 240 667
State Emergency Service	www.ses.vic.gov.au ☎ 132 500
Department of Sustainability & Environment	www.dse.vic.gov.au ☎ 136186
ABC Radio	AM 774 during bushfire or emergency events
DEECD Website	www.education.vic.gov.au
Department of Human Services - Child Protection (Regional Office)	www.dhs.vic.gov.au ☎ 131 278 (State wide)
Department of Human Services (Regional Office)	www.dhs.vic.gov.au ☎ 1300 360 391
Local government authority	www.mav.asn.au Check local listing (shire/council/city)
EPA	www.epa.vic.gov.au ☎ 03 9695 2722
Electricity	Eastern Energy 131799
Gas	Gas Faults and Emergencies: 132 083 Electricity Faults and Emergencies: 133 466 http://www.truenergy.com.au/Contactus/index.xhtml
Water	Yarra Valley Water 132762 Emergencies and Faults Yarra Valley Water 13 WATER (13 92837)
WorkSafe	www.worksafe.vic.gov.au ☎ 132 360
Nurse on Call	1300 60 60 24
Nillumbik Council	03 9483 8895 (after hours) Phone: (03) 9433 3111 Fax: (03) 9433 3777

Other Useful resources and contacts

Fire - Local CFA Brigades (non emergency only)

Arthurs Creek	(03) 9714 8793
Christmas Hills	(03) 9712 0598
Diamond Creek	(03) 9438 1457
Eltham	(03) 9439 7917
Hurstbridge	(03) 9718 2044
Kangaroo Ground	(03) 9712 0241
Kinglake	(03) 5786 1277
Panton Hill	(03) 9719 7382
Plenty Fire	(03) 9434 5920
Research	(03) 9437 1753
St Andrews	(03) 9710 1441
Wattle Glen	(03) 9438 2301
Yarrambat	(03) 9436 1222

Local Hospitals, Crisis Centres and other post event assistance

Lifeline	13 11 14
Crisis Line (24 Hours)	(03) 9329 0300
Sexual Assault Centre (24 Hours)	1800 806 292
Kids Help Line	1800 806 292
Child Protection Crisis Line	13 12 87
Grief Line	(03) 9596 7799
Austin and Repratriation Medical Centre	(03) 9496 5000
Diamond Valley Community Hospital	(03) 9435 2222
Eltham Community Health Emergency Accommodation	(03) 9431 1333
Department of Families	1800 670 305
Domestic Violence Line	1800 015 188
Down Syndrome Association	9486 2377
Family Assistance Office	136 150
Kids Helpline Counseling Service	1800 551 800
Maternal and Child Health Line	132229
Medicines Line	1300 888 763
National Asthma Foundation	1800 645 130
Parentline Counselling Service	132 289
SIDS & Kids	

DEECD Regional and Central Office contact numbers

Northern Metropolitan Region

Postal address: Locked Bag 2001, Coburg, Victoria 3058

Location: Level 2, 189 Urquhart Street, Coburg, Victoria 3058

Phone: (03) 9488 9488

Fax: (03) 9488 9440

Email: c0989601@edumail.vic.gov.au

Website: <http://www.nmr.vic.edu.au>

Early Childhood Services Location: 145 Smith Street, Fitzroy, Victoria 3065

Phone: (03) 9412 5333

Evacuation Resources

ITEM	QTY	LOCATION	DATE CHECKED
Trolley Cots for evacuation of Children under 3	6	In each playroom	
Mobile Phones	2	Emergency Evacuation Bag/Trolley - Office	
Ropes with hand links to aid controlled evacuation of children	9	Emergency Evacuation Bag/Trolley - Office	
Name Tags/ Stickers	200	Emergency Evacuation Bag/Trolley - Office	
Marker Pens	5	Emergency Evacuation Bag/Trolley - Office	
Mini -First Aid Kit	2	Emergency Evacuation Bag/Trolley - Office	
Flashlight & spare batteries	4	Emergency Evacuation Bag/Trolley - Office	
Whistle	2	Emergency Evacuation Bag/Trolley - Office	
Emergency Evacuation Bell	2	Emergency Evacuation Bag/Trolley - Office	
Small Transistor Radio & spare batteries	1	Emergency Evacuation Bag/Trolley - Office	
Register of Children	4	Next to door entrance in each playroom	
Water Container (Enough for 1 cup each for 103 persons)	26L	Emergency Evacuation Bag/Trolley - Office	
Disposable Cups	150	Emergency Evacuation Bag/Trolley - Office	
Towels	10	Storeroom 1	
Buckets	5	Laundry Store	
Mops	5	Laundry Store	
Spare Garden Hose		Laundry Store	
Balls for plugging up drain Pipes	6	Laundry Store	

Fire Equipment

All equipment is subcontracted on a permanent and ongoing basis to be checked quarterly by qualified CFA fire services consultant.

TYPE	LOCATION
Dry Chemical Extinguisher	Little Geniuses
	Mini Minors
	Pip Squeaks
	Hug-a-bubs
	Kitchen
Fire Blanket	Little Geniuses
	Mini Minors
	Pip Squeaks
	Hug-a-bubs
	Kitchen
	Outside Office
First Aid	Little Geniuses
	Mini Minors
	Pip Squeaks
	Hug-a-bubs
First Aid (mini kit)	Kitchen
Smoke Alarm	Little Geniuses
	Mini Minors
	Pip Squeaks
	Hug-a-bubs
Life Saving Medications (Spare)	Foyer Desk
Evacuation Bags	Little Geniuses
	Mini Minors
	Pip Squeaks
	Hug-a-bubs

Chemicals Used and Stored Onsite

Please place all MSDS's in Alphabetical Order

Refer to Attachment three for full details of contents

MSDS Number	Substance Name
6	Crystal
5	De Tanner
7	Dishwasher
4	Fabric Washer
9	Gallant
1	Industrial Bleach
2	Lemsan
8	Rinse Aid
3	Royal Flush
10	Soft Hands
11	Strip Ease
12	Tough Care
13	Wash Up 2

Attachment One: BOMB THREAT CHECKLIST

Phone/bomb threat guide and checklist for Children's Services



**Post this checklist near your phone so it is visible and easily accessible.
Remember when dealing with a threat, keep calm.**

Details of the person who received the call

Name (print): _____

Signature: _____

Telephone number called: _____

Date call received: _____

Time call received: _____

General questions to ask the caller

1. What is it? Is it a bomb?
2. When will it explode or the substance be released?
3. Where did you put it?
4. What does it look like?
5. When did you put it there?
6. How will it explode or the substance be released?
7. Did you put it there?
8. Why did you put it there?
9. What is your name?

Bomb threat questions

1. What type of bomb is it?
2. What is in the bomb?
3. What will make the bomb explode?

Chemical/biological threat questions

1. What kind of substance is in it?
2. How much of the substance is there?
3. When will the substance be released?

4. Is the substance a liquid, powder or gas?

Exact wording of the threat:

Gender of the caller: Male Female

Accent of the caller (circle):

Australian Middle Eastern British Asian American
European Other (specify) _____

Background noise (circle):

None TV/Radio Train Traffic Music
Construction Sirens Aircraft Voices
Other (specify) _____

Estimated duration of call: _____

Estimated age of the caller: _____

Did the caller appear familiar with the area?

Yes No

Other comments:

Attachment Two: List of Children with Special Needs

Children with medical or special needs

Include information about children that have medical management plans (e.g. asthma, anaphylaxis and include their medications)

Child Staff Name		Room / Area	Condition	Assistance Needed During an Emergency / Evacuation	Who Will be responsible?
First name	Last Name				
Liam	Fitzsimmons	Pip Squeaks	Allergy to nuts	Will require emergency medication bag	Janine Ritchie*
Felicity	Wilson	Pip Squeaks	Asthma	Will require assistance in smoke and needs inhaler in emergency medication bag	Janine Ritchie*
Lachlan	Elia	Mini Minors	Asthma	Will require assistance in smoke and needs inhaler in emergency medication bag	Jenna Anderson*
Teagan	Eyre	Mini Minors	Asthma	Will require assistance in smoke and needs inhaler in emergency medication bag	Jenna Anderson*
Triston	Parsons	Mini Minors	Allergy to Nuts	May need Claratyn in emergency medication bag	Jenna Anderson*
Jak	Bartlett	Mini Minors	Asthma	Will require assistance in smoke and needs inhaler in emergency medication bag	Jenna Anderson*
Aurora	Javius	Mini Minors	Allergy to dairy	May need Zyrtec in emergency medication bag	Jenna Anderson*
Joel	Gooden	Mini Minors	Allergy to dairy and Gluton	No prescribed medication	Jenna Anderson*
Jarrold	Hurst	Little Geniuses	Asthma and Anaphylaxis	Will require assistance in smoke and needs inhaler and/or epi pen in emergency medication bag	Kerri Stafford*
Ashley	Coutts	Little Geniuses	Asthma and Anaphylaxis	Will require assistance in smoke and needs inhaler and/or epi pen in emergency medication bag	Kerri Stafford*
Lachlan	John	Little Geniuses	Asthma	Will require assistance in smoke and needs inhaler in emergency medication bag	Kerri Stafford*
Teagan	Barton	Little	Asthma	Will require assistance in smoke	Kerri Stafford*

		Geniuses		and needs inhaler in emergency medication bag	
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* or next most senior member on duty in room

Attachment Three: Chemical Stored and Used Onsite

Ref No.	Chemical	Approved Use	Storage Location	DG Class	Hazchem Code	UN Hazard Class	UN No.	Subsidiary Risk	Poisons Schedule
1	Industrial Bleach	Disinfectant approved for use of sanitising all surfaces except floors. Approved as a final sanitiser or eating and toileting surfaces. Dilution Ratio - 1:40 - cold water only Leave on surface wet and allow to air dry.	5 Litre container - Chemical Store Coloured spray bottles (blue, red & yellow) – Children's Rooms, Kitchen and Bathrooms.	N/A	No	No	1791	8	S5
2	Lemsan	Disinfectant approved for use of sanitising all surfaces. Dilution Ratio 1:30 May be used undiluted%. Effective for cleaning and sanitising heavily soiled areas as product has a surfactant (soap and emulsifier). NOT APPROVED FOR USE AS A FINAL SANITISER IN BATHROOMS. Only bleach has been approved for this purpose at Smartie Pants.	25 Litre container – Chemical Store Coloured spray bottles (blue, red & yellow) – Children's Rooms, Kitchen and Bathrooms.	N/A	N/A	N/A	N/A	N/A	N/A
3	Royal Flush	Approved for cleaning and sanitising toilets. Dilution: to be used undiluted	25 Litre container – Chemical Store 750ml bottle labelled Royal Flush Toilet Cleaner – All Bathrooms.	8	2R	8	1805	N/A	N/A
4	Fabric Washer	Approved for use as a laundry liquid in washing of linen Dilution: to be used undiluted – 1/3 cup per wash	10 Litre container – Chemical Store & Laundry	N/A	N/A	N/A	N/A	N/A	N/A
5	De Tanner	Oxygenated Bleach approved for use as of sanitising linen through pre-soaking and adding to each wash as an inwash booster. Dilution: Soaking: 100gms:5 ltrs water Booster: 200gms/1cup per wash	25 Kilogram container – Chemical Store 2 Kilogram Nappy San Container – Laundry	N/A	2X	N/A	3253	8	5

Ref No.	Chemical	Approved Use	Storage Location	DG Class	Hazchem Code	UN Hazard Class	UN No.	Subsidiary Risk	Poisons Schedule
6	Crystal	Approved for Window cleaning of very small areas only where window washing using Enjo squeegee would be difficult or ineffective. Dilution: To be used undiluted through a spray bottle	5 Litre container – Chemical Store	N/A	N/A	N/A	N/A	N/A	N/A
7	Dishwasher	Approved for use in the dishwashing machine through a spray bottle. To be used undiluted – 3 sprays through a spray bottle	5 Litre container – Chemical Store & Kitchen Yellow spray bottle – Kitchen	8	2R/8	2R/8	1814	N/A	S6
8	Rinse Aid	Approved for use in the dishwashing machine through a spray bottle. To be used undiluted – 3 sprays through a spray bottle	10 Litre container – Kitchen Yellow spray bottle – Kitchen	N/A	N/A	N/A	N/A	N/A	N/A
9	Gallant	General Purpose Detergent approved for washing of floors to remove excessive dirt	10 Litre container – Chemical Store	N/A	N/A	N/A	N/A	N/A	N/A
10	Soft Hands	Approved for use as an antiseptic hand soap in bathroom dispensing system	5 Litre container – Chemical Store & Kitchen	N/A	N/A	N/A	N/A	N/A	N/A
11	Stripease	Approved for use of stripping of sealers polishes from vinyl flooring. To be used under strict Director Supervision.	20 Litre Container – Chemical Store	N/A	N/A	8	1760	N/A	N/A
12	Tough Care	Approved for use as a sealer/polish on vinyl flooring. To be used under strict Director Supervision.	20 Litre Container – Chemical Store	N/A	N/A	N/A	N/A	N/A	N/A
13	Wash Up 2	Approved for use in manual dish washing with hot water. Dilution Ratio: 6-8grams/litre	5 Litre Container – Kitchen	N/A	N/A	N/A	N/A	N/A	N/A

