



## Policy 3

# Emergency Management Plan

### Introduction

- To Ensure that the correct response is made in the event of any emergency situation that may arise in the camp, all Oasis Camp staff and user groups are requested to make themselves familiar with the details of the Emergency management plan.
- In the event of any emergency Oasis Camp management should be informed.
- To prevent confusion and to make best use of available resources, any situation requiring an emergency response should be handled by Oasis Management or group leaders. This will enable the provision of immediate assistance and an appropriate response planned.
- All contact with Emergency Services should be done by the Oasis Management where time / availability permits.

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# Site Plan and Emergency Assembly areas



## 3.1 Emergency

- **Verify** - the report. Confirm with other campers, with Emergency Services or other reliable people the accuracy of the information about the emergency.
- **Notify** - the Emergency Services and Campsite Management by the quickest means.
  - a. Emergency Services: 000
  - b. Camp Management: 0412 850 876 / 9736 2898
- **Assess** - the danger posed by the emergency. Use all your senses to build a picture that tells you what is happening and use that information to help decide on a course of action
  - a. Use verbal information.
  - b. Observe what is happening to decide:
    - Has the danger passed?
    - Is the danger increasing or decreasing?
    - Is the danger coming closer or moving further away?
    - Is the weather or terrain affecting its progress?
  - c. Decide how much time exists to take alternative actions.
- **Action** - should be taken based on the assessment of danger.
  - a. Ensure that injured campers are not exposed to further injury or danger
  - b. Contain the emergency if safe to do so
  - c. Move people away from the danger area by the safest means, if necessary, move campers indoors to one end of the building, to the furthest part of the campsite or to a site away from the campsite, if time permits.
- **Refer** - to any specific procedures developed for the emergency

## EMERGENCY PHONE NUMBERS

Emergency: Ambulance/Police/Fire	000
Police (Mooroolbark - 24hr)	9725 9999
Fire Brigade (Mt Evelyn)	1800 226 226
SES (Emergency Service)	132 500
Poisons Information Centre	13 11 26
Hospital (Maroondah)	1300 342 255
Doctor - Mt Evelyn, 27 Hereford Rd	9736 2393
- Lilydale, 2 Alfred Rd, Lakeside	9739 7211
- Lilydale, 351 Main St	9735 7777
Chemist - Mt Evelyn	9736 2949
Dentist - Mt Evelyn, 5 Wray Cres	9737 1615
Optometrist - Monbulk, 69 Main Rd	9756 6626
Electricity - SP Ausnet, outages	13 17 99
Origin Energy - Gas	132 691
Yarra Valley Water	1300 853 811

### **OASIS STAFF:**

Manager: Mark - 0412 850 876

Maintenance: Jake - 0406 441 416

## 3.2 FIRE SAFETY PLAN

### During the Fire Season:

- 1) **CODE RED** – on days designated as code red, camping groups will be sent home if already at camp or arrival will be postponed pending the advice being lifted
- 2) Oasis Camp will be in regular contact with the local CFA giving information about groups currently staying on the camp site, e.g. group type and numbers.
- 3) Oasis Camp Management will regularly monitor the DSE website for updated information of weather patterns and potential fire risk situations.
- 4) On arrival, campers will be briefed on the emergency and evacuation procedures, emergency siren sound, assembly areas and site layout briefing. Leaders to receive instruction booklet detailing this information with after-hours contact information.
- 5) Should the fire danger increase, Oasis Management will maintain contact with the school management and may plan for buses to be on standby for possible evacuation.
- 6) Oasis Management, under the direction and advice from the DSE and CFA, reserve the right to finish the camp early and arrange for the evacuation of the group if the fire danger is deemed too high and the site may become unsafe.
- 7) All cabins and buildings on-site have a displayed map of the site showing the emergency assembly areas and direct routes to them.

### 3.3 BUILDING FIRE

Teachers or Staff to handle:

- 1) Evacuate burning building.
- 2) Dial 000 – request Fire services.
- 3) Sound siren.
- 4) Notify Camp Manager.
- 5) Evacuate all campers in an orderly manner to the oval (Emergency Assembly Area).
- 6) Check that all campers are accounted for; if any campers are missing notify Camp Management.
- 7) Check/assist injured. Camp Management to call ambulance if needed.
- 8) If required and safe to do so attempt recovery of missing camper

Camp Staff only to handle the following procedures:

- 1) If safe to do so isolate power/gas supply.
- 2) Attempt to control fire.
- 3) When fire is under control move campers to a safe building and make as comfortable as possible.
- 4) Arrange for camp leader to contact their organisation.

### 3.4 BUSH FIRE

1. At direction of Camp Management and nominated Fire Warden, assemble campers in evacuation area (Oval or Gymnasium).
2. Check that all campers are accounted for; if any campers are missing notify Camp Management.
3. Camp will only be evacuated under the direction of the Camp Management after consultation with the CFA.
4. Where applicable and if time allows school Principal to be advised of evacuation.
5. Nominated Fire Warden to be liaison with Emergency Services on attending site.
6. On Total Fire Ban and 'Code Red' days, Camp Manager will be in daily contact with the local CFA giving details of group and numbers currently attending camp.
7. On-days of extreme or severe weather, Camp Management has the right, in consultation with group leaders, to cancel or postpone all outdoor activities.



### **3.5 MISSING CAMPER – OFF SITE**

Conduct head count.

1. Camp leader to establish time and place of last sighting of missing camper and full description of missing person and clothing.
2. Backtrack to last point seen, call for child whilst backtracking.
3. If camper isn't found one leader to immediately return to camp and notify Camp Management.
4. Campers to return to camp and alternative programme started.
5. Camp management to notify Police and other authorities of possible lost camper.
6. Manager and one leader to check trail by vehicle if feasible.
7. If camper not found, notify Emergency Services to take control of the situation.
8. Camp leader to contact their organisation.

### **3.6 MISSING CAMPER – ONSITE**

1. Sound siren and bring campers into the main dining hall.
2. Conduct head count.
3. Establish time and place of last sighting and description of clothing.
4. Inform Emergency Services of possible missing camper.
5. Co-ordinate initial search of campsite.
6. If not found after initial search, contact Emergency Services as required.
7. Camp leader to contact their organisation.
8. Run alternative programme for campers.

### 3.7 STRANGER OR PROWLER

1. **All** campers to be supervised at all times.
2. Camp Management to approach the stranger and ask what their business is on the site (avoid confrontation at all times).
3. Strangers should be asked to leave the campsite, if they refuse call Police immediately.
4. Observe stranger from a distance until they have left the campsite.
5. Camp Management to note description of stranger, registration of vehicle, etc.

### **3.8 INJURY OR ILLNESS – OFF SITE**

1. If safe to do so and required, move camper from further danger and make as comfortable as possible.
2. Render 1st Aid assistance.
3. Two adults to stay with injured camper.

After assessing injury, if the camper needs evacuation and the group has:

- (a) Walked less than 40 minutes: a leader should return to camp and notify Camp Management immediately.
  - (b) Walked more than 40 minutes: a leader should proceed to intended destination and Notify Camp Staff immediately.
4. Campers to return to camp or intended destination under supervision at own pace.
  5. Camp Management to arrange appropriate transport for injured camper.
  6. Alternative programme to be arranged for campers.
  7. Keep detailed notes for a comprehensive report of the injury and incident, which must be retained for purposes of legal liability
  8. Complete injury report, available in the office

### **3.9 INJURY OR ILLNESS ON-SITE**

1. If safe to do so and required, move camper from further danger and make as comfortable as possible.
2. Render 1st Aid assistance.
3. Notify Camp Management.
4. Remove other campers from the immediate area and organise alternative programme.
5. Depending on the nature of the injury/ illness camper to be transported to Doctor, Hospital or Ambulance called.
6. Keep detailed notes for a comprehensive report of the injury and incident, which must be retained for purposes of legal liability
7. Completed injury report, available in the office

### 3.10 NEAR DROWNING

1. If Safe, Remove injured camper from pool
2. Provide appropriate first-aid assistance for the injured person
3. Notify camp management
4. Depending on the circumstances, contact ambulance, medical practitioner and/or the police (from the contact list displayed by the phone). Do not delay in the hope that the person will recover
5. Remove non injured students from site (protect and comfort them)
6. Provide students and supervising adults with first aid for shock (for example, keep warm and provide warm fluids, if possible)
7. Camp leader to contact their organisation
8. Keep detailed notes for a comprehensive report of the injury and incident, which must be retained for purposes of legal liability
9. In the case of a fatality, it is the role of the police, acting for the coroner, to contact the family

### 3.11 MEDIA MANAGEMENT

To prevent any nuisance calls from the media (which tie up valuable personal and telephone lines) all emergency situations will be managed in the following way.

1. Campers shall not have access to telephones
2. Mobile phones shall not be used except in medical emergency.
3. Under **no circumstances** shall the camp staff or leaders contact any media organization except at the direction of the Camp Manager.
4. Refer all media inquiries to police and offer no opinions.
5. Access to the campsite shall be closed to all media.
6. **All** media access to campers shall be denied.

### **3.12 CHILD ABDUCTION – OFF SITE**

1. Leader to notify Police immediately by any means possible.
2. Camp Management notified as soon as possible.
3. Under Police direction campers to return to camp.
4. Arrange alternative programme for campers.
5. Leader to notify their organisation.
6. Police to manage situation.

### **3.13 CHILD ABDUCTION ON-SITE**

1. Police notified immediately by Camp Management.
2. Sound siren to bring campers into the main dining hall.
3. Details and description of events and people taken down.
4. Alternative programme arranged for campers.
5. Leader to notify their organisation.
6. Police to manage situation.

### 3.14 Severe Weather

#### **Bad and severe weather (both forecast & un-forecast):**

Oasis Camp Management regularly monitors the Bureau of Meteorology website on the days leading up to each camp booking.

Oasis Camp Management receives electronic notifications from the Bureau of Meteorology in addition to Vic Emergency on weather that may affect the Campsite.

If a major weather event is forecast:

1. The Oasis Manager (or designated assistant) will be in touch with the incoming group coordinator to discuss options or actions for the camp program.
2. On arrival, staff and campers will be briefed on the emergency and evacuation procedures, emergency siren sound, assembly areas and site layout briefing. Leaders to receive instruction booklet detailing this information with after-hours contacts and numbers.
3. Staff and Management at Oasis are aware of the risk that high winds and severe weather provide, and as many weather events are sudden and unexpected, they may temporarily pause or cancel activities whilst higher risk conditions exist. This is applicable for events including isolated thunderstorms that may come; however, Oasis is constantly monitoring weather from BOM and we have a weather station on site to assist with early warning.
4. Should the weather situation deteriorate whilst on site, Oasis Management will maintain contact with the school management and may plan for buses to be on standby for possible evacuation.
5. Oasis Management, under the direction and advice from the DSE, DEECD and other government agencies, reserve the right to finish the camp early and arrange for the evacuation of the group if the weather event is deemed too high risk and the site may become unsafe.
6. All cabins and buildings on-site have a displayed map of the site showing the emergency assembly areas and direct routes to them.

### 3.15 HOSTAGE SITUATION

There is no single correct response for this problem as it will depend on prevailing circumstances.

#### **If in Direct Contact with perpetrator:**

1. Remain calm and endeavour to reduce tension, particularly if in direct contact with perpetrator.
2. Be flexible in response, humour the perpetrator and try to observe their behaviour.
3. Comply with reasonable requests and negotiate if possible.

#### **If not in Direct Contact with perpetrator:**

1. Should a hostage situation develop at the camp all cliental and staff not involved is to be immediately evacuated to the oval. **NOTE** Evacuation should only occur if it could be done in a manner that will not inflame the situation. All evacuations should be quiet and if possible, out of sight of the perpetrator.
2. Police notified immediately and take control.
3. On advice of police rest of group either held on oval or evacuated to a more suitable location.
4. For medium term evacuation Mt Evelyn Recreation Camp on ph. 9736 2228 will be contacted as a holding area.



## 3.16 Roles and Responsibilities

### **Oasis Camp Management**

Oasis camp management, if on-site and available will co-ordinate the emergency and set up a command centre in the camp office. They will liaise with Emergency Services and take control of all responses not involving the supervision of campers. Other Oasis camp site where available will assist if necessary.

### **Group Leaders**

If Oasis staff are not available or the group leader believes the response is within their own resources, they can contact the Emergency Services and implement the response. Oasis staff must be informed as soon as practical and will then assume the co-ordination responsibility for the emergency.

Group leaders must supervise campers at all times and prepare and safety undertake an orderly evacuation if advised by Oasis Management or Emergency Services.

Group leaders must ensure camper medical forms and medication along with parent contact details are taken to the evacuation assembly areas.

## 3.17 Other

### **Consultation of EM plan**

Oasis camp has provided this EM plan after consultation with local Emergency Services

### **Car parking**

Regardless of the time of year, please ensure all vehicles are parked in designated parking areas. This will allow access to site by emergency vehicles.

### **Fire Drill**

Each group using the Oasis site during fire season (Nov – March) may be asked to participate in a fire drill under the direction of Oasis staff.