

EMERGENCY RESPONSE PLAN

UPPER PLENTY CONFERENCE CENTRE

- To ensure that the correct response is made to any emergency situation that may arise in the camp, all UPCC staff and user groups are requested to make themselves familiar with the details of the emergency response plan.
- In the event of any emergency UPCC staff should be informed.
- To prevent confusion - and to make best use of available resources, any situation requiring an emergency response i.e. accident, gas leak, lost child, etc. should be handled by the UPCC staff or Group Leaders. This will enable immediate assistance to be provided and an appropriate response planned.
- All contact with emergency services should be done by the UPCC management where time/availability permits.

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IN AN EMERGENCY

1. Verify
Verify the report.
 - Confirm with other campers, with emergency services or other reliable people the accuracy of the information about the emergency.

 2. Notify
Notify the emergency services and UPCC staff by the quickest possible means, immediately notify:
 - the emergency services
 - the UPCC staff

 3. Assess
Assess the danger posed by the emergency
 - use all your senses to build a picture which tells you what is happening and
 - use that information to help decide on a course of action.
 - use verbal information.
 - observe what is happening to decide:
 1. has the danger passed?
 2. is the danger increasing or decreasing?
 3. is the danger coming closer or moving further away?
 4. is the weather or terrain affecting its progress?
 - decide how much time exists to take alternative actions.

 4. Act
Take action based on the assessment of danger.
 - ensure that injured campers are not exposed to further injury or danger.
 - contain the emergency if safe to do so.
 - 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 well away from the campsite if time permits.
 - refer to any specific procedures developed for the emergency.
- Assembly Areas:
Tennis Court.
- Emergency announcement over PA

Your location: UPCC, 45 Stokes Track, Upper Plenty VIC 3756
Office ph: 5783 1584

Emergency Phone Numbers

Fire Police Ambulance Dial 000

Hospital: (03) 8405 8000 (Northern Hospital)

Doctor: 9716 2207 (Whittlesea Medical Clinic)

Plumber: 0408 176 342 (Whittlesea Plumbing & Drainage)

Power: 132 412 (Powercor)

Electrician: 0409 744 661 (Rick Freeman)

PLAN OVERVIEW

The purpose of this emergency Management Plan is to set out guidelines for the safe, efficient and effective response to any emergency which may occur on the camp-site or during camp activities.

Any incident which results in injury, or threat of injury, must be reported immediately to the Camp Manager, Camp staff, or the Camp Leader, by whoever observes such an occurrence. This includes any damage property, or damage to or failure of any equipment.

ROLES AND RESPONSIBILITIES

UPCC Staff

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

Group Leaders

If UPCC 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 planned response. UPCC staff **MUST** be notified as soon as practicable. UPCC staff will then assume the coordination responsibility for the emergency. Group Leaders must supervise campers at all times and prepare and safely undertake an orderly evacuation if advised to do so by UPCC staff or emergency services.

Group Leaders must ensure camper medical forms & medicines and parent contact details are taken with the group to the evacuation assembly areas. UPCC provides the following emergency plan after full consultation with the local emergency services.

Regardless of the time of year, ensure all cars and vehicles are parked in the designated areas only. This will allow ready access to all emergency vehicles.

Each group using UPCC during the fire danger season, November to March, should conduct a fire drill under the direction of the UPCC staff when a Total Fire Ban day is declared.

Familiarise yourself with the procedures listed below. However, in all situations - **the personal safety of all campers is of paramount importance.**

MEDIA MANAGEMENT

NOTE: To prevent nuisance calls by media - which tie up valuable staff and phone resources, all emergency situations will be managed in the following manner.

1. No private phone access will be allowed during emergency situations.
2. Mobile phones shall not be used except in isolated locations or in medical or other extreme emergencies.
3. Under no circumstances shall campers contact outside agencies except at the direction of the UPCC staff or the group leader(s), and then only to assist in the combating of the emergency.
4. Refer all media inquiries to Police and offer no opinions
5. Media access to the site and to clients is banned except where Police and parents dictate otherwise

If the media arrive at the site, they could arrive before the emergency services and should be met on arrival by either UPCC staff or Group Leader. Request that they remain away from the main camp and do not allow them access to the campers. Offer no comment on the emergency and refer them to the police or emergency services when they arrive.

EMERGENCY RESPONSE TO ROUTINE INCIDENTS

FIRST AID

Overview

Camp Leaders are responsible for the first aid of their campers at all times and must supply own first aid equipment. The UPCC staff are happy to assist you at any time and should be notified of all first aid assistance given while at Camp.

Snake Bite

Apply the pressure immobilisation bandaging technique

- Keep the victim lying down at total rest.
- Call 000 or mobile 112 for an ambulance.
- Check regularly that the bandages are not too tight because any movement by the victim to get comfortable may encourage more venom to enter the circulation.

Observe the victim closely

- While waiting for the ambulance to arrive, observe the victim closely for any change in condition, including pulse rate, breathing rate and level of consciousness. Be prepared to begin resuscitation if necessary.

ELECTRICAL FAILURE

Electrical failure will cause a blackout. Battery back up will allow hard wired smoke detectors to still operate.

Response:

1. Notify the UPCC staff who will investigate.
2. Continue on with camp program if daytime.
3. If dark assemble campers in the dining room, conduct a head count, organise torches and outline modified program.
4. If campers in bed visit each lodge and organise campers to have torches ready, or provide UPCC torches for toilet trips.
5. Meals will still be available
6. Continue camp program.

UPCC Staff Response:

1. Check power point/light fitting in building.
2. Check fuse boxes in each building, including the main near the boiler room.
3. Check power supply outside camp to determine an area blackout.
4. Call Powercor to check fault and delay.
5. If fuse tripped or fault undetectable call camp electrician.
6. Inform group leader of action.
7. Contact UPCC kitchen staff re menu etc.
8. Do not allow use of candles in accommodation areas.

WATER LOSS

Water loss is not an issue. If it did occur campers should refrain from using the toilets with males directed to the bush. Group leaders need to be aware of hygiene problems and direct the group members on which toilet to use.

Response:

1. Notify the UPCC staff who will investigate.
2. Continue on with camp program.

UPCC Staff Response:

1. Investigate.
2. Contact camp plumber.
3. Inform group leader and UPCC kitchen staff of likely delay.

GAS FAILURE

No hot water in lodge 1 will indicate trouble with LPG gas supply or excessive hot water use.

Response:

1. Notify the UPCC staff who will investigate.
2. Continue on with camp program.

UPCC Staff Response:

1. Investigate
2. If no success call camp plumber
3. Inform group leader of action and kitchen staff if cooking will be disrupted.

EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS

DURING ON SITE ACTIVITIES EACH ACTIVITY LEADER & GROUP FIRST AIDER WILL HAVE A MOBILE PHONE TO NOTIFY OTHER LEADERS OR UPCC STAFF OF AN EMERGENCY.

BUSHFIRE AT THE CAMPSITE

The following procedures are drawn up on the premise that it is safer to remain at the camp than attempt to move in the face of a fire:

1. In the event of a fire emergency in the area the campsite will be evacuated only on the advice of the emergency services.
2. The UPCC staff, or in their absence the group leader, will make an announcement over the PA. This places all campers on alert and they should quietly and slowly move to the tennis court area if safe to do so.
3. A head count of campers is to be conducted by group leaders after which UPCC staff, or in their absence one or two group leaders, are to check all campsite buildings for campers, closing all doors and windows (close curtains).
4. The camp kitchen will be the command centre and all communication with the emergency services will occur here.
5. Everyone must dress in long clothes, preferably wool, and solid footwear. Blankets are to be made available to campers.
6. All people are to gather in the tennis court (in consultation with the emergency services) and remain there until advised otherwise by the emergency services.
7. Gas and power should remain on unless fire close by.
8. UPCC staff:
 - appoint staff to designated areas
 - turn on sprinkler systems
 - remove combustible material from verandahs
 - once fire front has passed check for spot fire

BUSHFIRE OFF SITE

(on days of total fire ban all campers will be advised to remain at UPCC.)

1. If smoke or flames are seen away from the campsite no attempt should be made to return to the campsite if there is danger of being threatened by the fire retreat to a safe area broad track, rock or cleared area.
2. Campers should drink plenty of water.
3. Loose clothing should be dampened with water to protect head and shoulders.
4. All exposed areas of skin should be covered with clothing to avoid radiant heat.
5. Campers should shelter around rocks, logs or ground depressions to avoid radiant heat.

BUILDING FIRE

All sleeping areas are fitted with smoke detectors. In the event of an emergency broadcast sounding the following steps are to be undertaken:

1. In the event of a smoke alarm sounding alert the people in the room and contact an adult or group leader.
2. UPCC staff or a responsible adult or group leader is to check the sleeping area being indicated by the alarm.
3. If smoke is present in the sleeping area the accommodation rooms are to be evacuated in a quiet and orderly manner to the tennis court where a head count will be

undertaken. A designated group leader or UPCC staff member is to undertake individual room checks to ensure that all sleeping areas are empty.

4. If there is no evidence of smoke UPCC staff or a group leader should investigate the building to ascertain whether or not it is a false alarm & Emergency Services notified.
5. If UPCC staff are not present they are to be immediately notified.
6. Except where the fire is strictly confined no attempt should be made to fight the fire. All doors should be closed and the building evacuated.
7. Gas & electricity should be cut off.

LOST OR MISSING CAMPER

In the event that a camper is reported missing the procedures noted below need to be followed:

1. Obtain a full description of the missing person from the group leader including: name, age, weight, height, build, hair and eye colouring, distinguishing physical marks and clothing worn.
2. Organise a search party comprising both UPCC staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with mobile phones. Make a note of these search groups, their members and search areas. Campers should not be used in this capacity.
3. Ensure that someone in a responsible position is left in charge of the remaining campers and that these campers are given a variety of things to do. This group leader should also be able to receive telephone messages etc.
4. Coordinate watches and agree upon the maximum length of this initial search (30 mins). Upon reaching this time, all search groups must reassemble and confirm results.
5. If, after this initial, quick and thorough search of the immediate area, if the individual has not been located call the POLICE on 000 and provide a detailed description of the missing camper, the estimated time last seen, any physical or medical aspects and the actions put in place to date.
6. In the event of an underlying medical concern with the missing individual the ambulance should be informed:
Ambulance: 000
7. Notify the immediate neighbours and provide detailed description of the missing camper. Make sure that they know the campsite's phone number:
8. In the event that the emergency services and police have been introduced into the search, the group leader should consider notifying the person in charge of their organisation or school, so that the parents can be notified if necessary.
9. Upon locating the missing camper:
 - ensure that the police, emergency services and neighbours are informed
 - determine whether medical attention is required, and
 - notify your organisation and parents.

CAMPER ABDUCTION OR ASSAULT

Off Site

1. Witnesses gathered and Police contacted immediately by any available means.
2. Group returns to camp to continue program. UPCC staff immediately notified.
3. Police manage situation
4. Group leader contacts organisation

On Site

1. Immediate details obtained from witnesses and Police notified immediately
2. Rest of group to carry on with program

3. Witnesses held in office subject to police arrival
4. Group leader contacts organisation
5. Police manage situation

HOSTAGE SITUATION

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

If In Direct Contact With Perpetrator:

Principles to observe when confronted by situation:-

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 campers and staff not involved are to be immediately evacuated to the oval area. NOTE: Evacuation should only occur if it can 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 from police campers remain at the oval or evacuated home.

INJURY/ILLNESS/NEAR DROWNING

Off Site

1. If safe to do so remove person from further danger.
2. First Aid and/or CPR as required.
3. Contact UPCC by mobile phone
4. Two adults stay with person, rest of group continue activity away from injured camper
5. UPCC staff or group leader contacted to arrange transport of person to medical aid or call Ambulance.

On Site

1. If safe to do so remove person from further danger and make comfortable.
2. First Aid and/or CPR as required.
3. Contact UPCC staff or group leader immediately
4. Two adults with first aid training to stay with injured / ill camper.
5. UPCC staff or group leader arrange transport to medical aid or call ambulance
6. Group removed from immediate vicinity of injured and continue program activity.

LPG GAS LEAK

1. UPCC staff or Group leader to be notified immediately.
2. Gas turned off at point if practical to do so.
3. If the leak is minor e.g. strong smell of gas from appliance. Turn off appliance or at supply. - No evacuation of camp required. Isolate area from campers and ventilate area. Contact camp plumber
4. If a major leak i.e. a very strong smell or visual plume of gas either indoor or outdoor then evacuation must be considered. Remember - Gas is heavier than air and will flow downhill. Do not use vehicles to evacuate. The far end of the tennis court is the best assembly area.
5. Notify police 000.

BOMB THREAT

Notify Police (000)
Follow evacuation procedure.
Follow media procedure
Notify Group (eg school, church etc)

POST EMERGENCY DEBRIEF

In the event that the Emergency Response Plan is enacted a post response debrief will occur as soon as practicable after the situation has been normalised. The level of this debrief will be determined by the seriousness of the incident.

Minor incidents - Where the matter has been handled internally and no injuries or apparent exposure to potential trauma has occurred. A discussion between those involved in the incident and UPCC staff will occur. Diary notes of the incident and the response will be made. Any problems with the response and lessons that can be learned will be noted and adopted.

Major Incidents - Where injury, trauma has occurred or Emergency Services have been involved. A full debrief with all parties involved and formal recommendations as to any adjustments to the response are sought from all interested parties. A report shall be written and lodged with the camp