



Alexandra Adventure Resort

EMERGENCY

MANAGEMENT PLAN

For all groups

EMERGENCY MANAGEMENT PLAN – Alexandra Adventure Resort

Contacting Staff.

The Managers are available for all camps from 7am to 7pm daily.

In emergencies at any time:

To contact: Manager: Ring 5772 1409 or mobile 0439 035 917 (2 min. away.)

The following emergencies are covered on the following pages :-

- 1. Fire**
- 2. Hazardous materials**
- 3. Gas Leakage**
- 4. Personal Threat**
- 5. Snake Bite**
- 6. Bomb Threat**
- 7. Medical emergency**
- 8. Failure of Electricity, Water or Gas Supplies**
- 9. Lost or Missing Camper**
- 10. Floods / Severe Storms**
- 11. Earthquakes**

Our emergency evacuation plan and emergency contact numbers are at the end of this document.

Fire.

In the event of a fire:

Report directly to the owners and then follow the procedures below -

- Alert all people nearby and request assistance; Alarm the fire bell.
- Evacuate all persons present on site to the oval area; conduct a head count
- Assist any people in immediate danger (only if safe to do so);
- Close the door on the fire to contain the spread;
- Call the fire brigade on "000" and notify camp staff;
- Extinguish the fire (only if safe to do so);
- If threat to life exists, evacuate immediately closing all doors;
- Check that all areas have been cleared and inform the camp staff;
- Control the movement of campers to the Evacuation Assembly Area;
- Maintain control of campers at the Evacuation Assembly Area.
- For Bush Fires listen to radio UGFM 106.9 for emergency information.

Hazardous Materials.

In the event of hazardous material spill:

If the spill may give off toxic or noxious fumes: Report directly to the owners and then follow the procedures below --

- Call the fire brigade on "000" and notify camp staff.
- Provide as much information about the hazardous material as possible;
- Turn off air conditioning and recirculation fans - ventilate to the open air if possible;
- Notify all people in the buildings to evacuate (make sure Evacuation Assembly Area is upwind);

AND

If the spill is a suspected flammable material: Report directly to the owners and then follow the procedures below -

- Remove any ignition sources: (Central heating & Hot Water Pilot Lights, Electricity)
- Evacuate all people in immediate danger (make sure Evacuation Assembly Area is 200 metres clear of building);
- Do not attempt to re-enter the affected area:
- Maintain control of campers in the Evacuation Assembly Area (if required);
- Remain at the Evacuation Assembly Area until advised by emergency services.

Gas Leakage.

In the event of a gas leak:

Report directly to the owners and then follow the procedures below –

- Ensure that camp staff is notified;
- Isolate the gas supply at the source (if safe to do so);
- Notify the fire brigade by dialling "000"
- Switch off all air conditioning to prevent the spread of inflammable or toxic gases;
- Remove all ignition sources (Hot water pilot lights, electricity if safe to do so);
- Report to the camp staff regarding any actions taken;
- Control the movements of campers to the Evacuation Assembly Area (if required);
- Remain at the Evacuation Assembly Area until advised by emergency services;

Personal Threat.

In the event of a civil disturbance:

Report directly to the owners and then follow the procedures below -

- Ensure that camp staff is notified;
- Notify the police by dialling "000", and request assistance;
- Do not do or say anything that may encourage irrational behaviour;
- Alert any other people in the camp who may be able to help;
- Initiate action to:-
 - (i) restrict entry to the buildings if possible;
 - (ii) confine or isolate the person from all campers;
- Report to camp staff regularly regarding campers safety;
- Evacuation should be considered (only if safe to do so);
- Have as many people as possible complete a "DESCRIPTION OF OFFENDER" form;

Snake Bite.

Stay very calm.

This sounds trite, but will save your life. By becoming agitated, your heart beats faster and you increase the flow of blood to the affected area and increase the amount of toxin able to find its way into your tissues.

Get to Hospital or call 000

Not every venomous snakebite injects venom but you should never wait for symptoms to kick in before going to the emergency room. Symptoms of venomous snakes vary. An untreated venomous snakebite that injected venom is a serious medical condition that ultimately results in death. The natural response is to panic, but staying calm will keep you alive a lot longer.

If a snake bites you:

- Remain calm.
- Immobilize the bitten arm or leg, and stay as quiet as possible to keep the poison from spreading through your body.
- Remove jewellery before you start to swell.
- Position yourself, if possible, so that the bite is at or below the level of your heart.
- Cleanse the wound, but don't flush it with water, and cover it with a clean, dry dressing.
- Apply a splint to reduce movement of the affected area, but keep it loose enough so as not to restrict blood flow.
- Don't use a tourniquet or apply ice.
- Don't cut the wound or attempt to remove the venom.
- Don't drink caffeine or alcohol.
- Don't try to capture the snake, but try to remember its colour and shape so you can describe it, which will help in your treatment.

Bomb Threats.

In the event of receiving a telephone bomb threat:

The recipient should keep the caller talking (do not hang up at any time), and note as many details as possible on the **Bomb Threat Checklist at the end of this document.**

Important details include —

- Exact wording of the threat;
- Location of the device;
- Time of detonation;
- Sex and other details of the caller, such as estimated age;
- Details of speech, accent, delivery, and background noises.

Action to be taken by the recipient:

- Complete Bomb Threat Checklist at the end of this document (DO NOT HANG UP THE PHONE);
- Notify the camp staff who will notify the Police by dialling "000" — but do not do or say anything that may encourage irrational behaviour;
- **The camp staff will take any further action required.**

Action to be taken by camp staff:

- Ensure that the camp manager is notified immediately;
- Do not do or say anything that may encourage irrational behaviour;
- Camp staff will organise the emergency routine search based on the available information;
- Search is to be conducted systematically, concentrating on the most likely places such as: rest rooms, equipment rooms, fire hose cabinets, pot plants, any cavities under roof line, etc.;
- Ensure that doors are left open;
- DO NOT touch any suspicious object found;
- Staff should report back to the manager after the search is completed;
- If a suspicious object is found, or if the wording of the threat identified a particular place, then the decision to evacuate may be exercised.

IF A SUSPECTED EXPLOSIVE DEVICE IS FOUND:

1. Do not touch.
2. Clear the area.
3. Notify the camp manager immediately.
4. Follow the directions given.
5. Prevent all people from entering the area where the device is located.

Medical Emergency.

In the event of required medical assistance:

Emergency Control Personnel should —

- Check for any threatening situation and remove or control (if safe to do so);
- Remain with the casualty and provide appropriate support;
- Notify first aid personnel;
- Notify the camp manager;
- Notify the ambulance service by dialling "000" (if necessary)
- Designate someone to meet the ambulance and direct it to the location of the casualty;

Note:

- i. Provide support and appropriate assistance.
- ii. Try not to leave casualty alone unless emergency assistance arrives;
- iii. Do not move a casualty unless they are exposed to a life threatening situation.

Failure of Electricity, Water or Gas Supplies.

Type of Water:

Alexandra Adventure Resort runs on treated bore water that is gravity fed throughout the property. The drinking water is rain water that has separate taps around the property suitable for drinking.

In case of water failure or problems, leaders of the group should contact camp staff for assistance: The following steps should be taken:

- If it's a pump issue, locate where the problem is caused
- Look for any leakage areas around the property or where no water is coming through
- If any flooded areas on soft soil, dig into the ground until you see the pipe
- Test different taps to solve if it's only in a certain area.
- Once the area is located, call the local plumber for assistance or to book an appointment

Power Failure:

If power has gone out on the property, please follow the procedure steps

- Phone SP Ausnet straight away on 131 799
- Find out if it's a property power issue or a local power outage
- Find out from SP Ausnet Estimated Time frame when power is back on
- Run generator for main use of power - Emergency power is available for the kitchen and dining room area. Water can be restored in a few minutes.
- Call Electrician if minor issue or a property issue.

Mechanical Breakdown:

If there was a mechanical breakdown to occur for the following equipment on the property –

- Assess the situation and the area and phone the appropriate contractor to fix it.
 - ✚ If the Cool Room Fridge Stopped or made different noises –
Call Luke from Alexandra Air Conditioning 0458 666 100
Call Electrician Roy Lopez 0427 576 055
 - ✚ If the Pool pumps stopped or blocked up –
Phone Don at Alexandra Pools and Spas 0438 313 466
 - ✚ Gravity Fed pump burst or stopped working –
Call Plumber Matt Richards 0419 522 578
 - ✚ If something was wrong with the Hot Water Services –
Call Plumber Matt Richards 0419 522 578
Or Call John Banks 0418 104 164
 - ✚ If there was a car mechanical breakdown –
Call Matt at Tyrepower 5772 3456

Lost or Missing Camper.

- Notify the camp Manager.
- The manager will organise and conduct a search of camp property.
- The police will then be called.
- Leaders will ascertain from campers when and where missing person was last seen.
- Staff will liaise with police to notify all the necessary people.

Floods / Severe Storms.

In the event of a flood or severe storm:

Emergency Control Personnel should –

- Store or secure all loose items external to the building, such as outdoor furniture, etc.;
- Secure all windows (Closing curtains/ blinds) and external doors;
- Tape windows and glass entrances, and protect them with boards and sand bags (if necessary)
- Shut off electricity, water and gas services;
- Disconnect electrical equipment and move it away from windows
- During a severe storm remain in the building, keeping campers away from windows;
- After the storm, evaluate the need to evacuate if uncontrolled fires, gas leaks or structural damage has occurred as a result of the storm;
- Report to the Camp Manager regarding campers safety;
- Injuries must be entered in the sickness and accident register with full details;
- Tune in radio station UGFM 106.9 and listen for emergency instructions.

Earthquakes.

In the event of an earthquake:

Emergency Control Personnel should –

- Instruct campers to keep 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;
- Evacuation Assembly Area (if required) is to be clear of trees, power lines, buildings, etc;
- Shut off electricity, gas and water services if necessary;
- Arrange medical assistance where required;
- Report to the camp manager as to the campers safety, and to seek instruction;
- Tune radio in and follow any emergency instructions UGFM 106.9.

ALEXANDRA ADVENTURE RESORT – ROUTINE AND NON ROUTINE INCIDENTS

Routine Incidents	Non Routine Incidents
<p>Definition: A routine is a sequence of actions regularly followed at the camp.</p>	<p>Definition: Non-routine would be something you wouldn't do at all regularly or happens rarely at the camp.</p>
<p>Electrical Failure: Power failure or power outage to camp can happen regularly due to property power problems or local power outages.</p>	<p>Bush Fire: Through the hot season, the likelihood of a bushfire could happen even though we have little bushland surrounding the property.</p>
<p>Water loss or damage to pumps: Due to our water supply being gravity fed, there may be problems with the pumps not pumping at the correct speed. This can cause water loss to the camp.</p>	<p>Building Fire: A building Fire is classified as a non- routine incident due the amount of times it has happened and safety aspects we have in place.</p>
<p>Gas Failure: The possibility of Gas Failure can happen as a routine incident as being used every day of the year.</p>	<p>Hostage: The likelihood of a Hostage being taken whilst at camp is minimal, however this would be handled by the police.</p>
<p>Refrigeration breakdown or Problem: The Cool Room fridge has a fan that regularly needs checking. Or the temperature in the fridges increase and decrease which can cause problems when trying to keep food at the correct temperature.</p>	<p>Lost Camper: Due to the campers not being able to leave the camp site, makes this incident a non-routine incident.</p>
<p>Pool Pumps Blockage: On regular use, the pool pumps are overworked which can cause a breakdown or blockage of some sort. They need to be monitored daily.</p>	<p>Snake Bite: We do have snakes around the property in summer season, yet have not dealt with this incident previously.</p>
<p>Activity Equipment Broken: All Activity equipment needs to be checked thoroughly after every use. Due to having so many people use these activities weekly, the equipment can easily be damaged. This needs to be replaced immediately if damaged in any way.</p>	<p>Medical Condition – Gastro to the camp/food poisoning: This would be taken very seriously if there was a an outbreak of either of the above – we would consider the possibility of sending the campers home and refunding their money in this case.</p>
<p>Farm Plant and Equipment breakdown: A breakdown to the mower or tractor would require mechanical assistance if needed.</p>	<p>Earthquake: In the unlikely event of having an earthquake, this would require following the steps outlined on PAGE 8 above, step by step.</p>
	<p>Floods/Severe Storms: Should we experience a flood or severe storms, this would require following the steps outlined on PAGE 7 above, step by step.</p>
	<p>Bomb Threats: In the unlikely event of receiving a Bomb Threat, this would require following the steps outlined on PAGE 5 above, step by step.</p>

EMERGENCY EVACUATION PLAN

IN THE UNLIKELY EVENT OF AN EMERGENCY REQUIRING FULL REMOVAL OF ALL CAMPERS & STAFF, A BUS FROM ALEXANDRA WILL BE ORDERED TO MOVE ALL CAMPERS TO ALEXANDRA POLICE STATION SO THAT PARENTS & GUARDIANS CAN PICK UP THEIR CHILDREN FROM A CENTRAL LOCATION.

IF THIS DIRECTION IS UNSAFE TO PROCEED TO, THEN THE RELEVANT AUTHORITIES WILL ADVISE WHERE THE CAMPERS WILL BE TRANSPORTED TO. IN THIS CASE ALEXANDRA POLICE WILL INFORM PARENTS/GUARDIANS AS TO THEIR LOVED ONES LOCATION.

EMERGENCY RESPONSE – ROLES AND RESPONSIBILITIES

CAMPSITE STAFF

Campsite staff, if on site and available, will co-ordinate the emergency response and set up a command centre in the office. They will liaise with emergency services and take control of all responses not involving the supervision of campers. Other Campsite staff, if on site, will ensure service utilities are cut off as directed and that doors and windows are closed.

GROUP LEADERS

If Campsite staff, are not available or the group leader believes the response is within their resources they can contact the emergency services and implement the planned response. Campsite staff MUST be notified as soon as practicable. Campsite staff will then assume the co-ordination responsibility for the emergency. Group Leaders must supervise campers at all times and prepare and safely undertake an orderly evacuation if advised by the Campsite staff or emergency services.

ALEXANDRA ADVENTURE RESORT

EMERGENCY PROCEDURES

1. VERIFY

Verify the report.

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

2. NOTIFY

Notify the emergency services and campsite staff immediately by the quickest possible means.

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:
 - 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?
- 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 furthestmost part of the campsite or to a site well away from the campsite, if time permits.

EMERGENCY TELEPHONE NUMBERS

STAFF: Office Manager: 5772 1409 Mobiles: Brooke-0439 035 917 or Chase-0420 979 655

FIRE, POLICE, AMBULANCE: DIAL 000

Hospital 5772 0900

Doctor 5772 1444

Police 5772 1040

Plumber I Gas 0419 522 578

S.E.S. 5772 1033

Electrician 0427 576 055

SP Ausnet 1300 360 795

YOUR LOCATION: ALEXANDRA ADVENTURE RESORT 43 MURRAY'S ROAD, WHANREGARWEN
(We are the first right OFF Crystal Creek Road)

TELEPHONE:

**ATTENTION ALL CAMPERS STAYING AT
ALEXANDRA ADVENTURE RESORT!!!**

**YOU HAVE ACCESS TO THE TELEPHONE
IN THE KITCHEN**

**PLEASE USE THIS TELEPHONE FOR EMERGENCY PHONE CALLS
ONLY.**

- **PRESS LINE 1**
- **YOU WILL HEAR A DIAL TONE**
- **DIAL THE EMERGENCY NUMBER TO CALL**
- **PLEASE USE THE CONTACT LIST OF PHONE NUMBERS AS
DISPLAYED IF NEEDED.**