

*Alexandra Adventure Resort*

# *EMERGENCY MANAGEMENT PLAN*

*For all groups*



# EMERGENCY MANAGEMENT PLAN

## *Contacting Staff*

The Camp Managers are available from 7am to 7pm daily

## *For Emergencies (at any time):*

Contact Camp Managers - Phone 5772 1409 or 0499 900 453 (2 minutes away onsite)

The following Emergencies are covered within the following pages:

1. FIRE
2. HAZARDOUS MATERIAL
3. GAS LEAK
4. PERSONAL THREAT
5. SNAKE BITE
6. MEDICAL EMERGENCY
7. BOMB THREAT
8. FAILURE OF ELECTRICITY, GAS OR WATER
9. LOST/MISSING CAMPER
10. FLOODING/SEVERE STORM
11. EARTHQUAKE

Our [Emergency Evacuation Plan](#) and [Emergency Contact Numbers](#) are at the end of this document.

**PLEASE NOTE – Should you require a copy of our COVID SAFE PLAN, please contact our office and we will send this to you.**

## 1. FIRE

### **In the event of a Fire:**

Report directly to the Camp Managers and 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 and conduct a head count
- Assist any person in immediate danger (only if safe to do so)
- Close any doors leading to the fire, to contain the spread of fire
- Call the Fire Brigade '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 notify Camp Staff
- Control the movement of people to the Evacuation Assembly Area
- Maintain control of people at the Evacuation Assembly Area
- For Bush Fires, listen to radio UGFM 106.9 for emergency information

## 2. HAZARDOUS MATERIAL

### **In the event of a Hazardous Material Spill:**

If the spill may give off toxic or noxious fumes, report directly to the Camp Managers and follow the procedures below:

- Call the Fire Brigade '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 (ensure Evacuation Assembly Area is upwind)

### **If the Spill is a suspected Flammable Material:**

Report directly to the Camp Managers and follow the procedures below:

- Remove any ignition sources such as central heating, hot water pilot lights, electricity etc.
- Evacuate all persons in immediate danger (ensure Evacuation Assembly Area is 200 metres clear of building)
- Do not attempt to re-enter the affected area
- Maintain control of people at the Evacuation Assembly Area
- Remain at the Evacuation Assembly Area until advised by emergency services

### 3. GAS LEAK

#### In the event of a Gas Leak:

Report directly to the Camp Managers and follow the procedures below:

- Notify Camp Staff
- Isolate the gas supply at the source (only if safe to do so)
- Call the Fire Brigade '000'
- Turn off air conditioning and recirculation fans to prevent the spread of flammable or toxic gases
- Remove any ignition sources such as central heating, hot water pilot lights, electricity etc.
- Notify Camp Staff of any actions taken
- Control the movement of people to the Evacuation Assembly Area (if required)
- Remain at the Evacuation Assembly Area until advised by emergency services

### 4. PERSONAL THREAT

#### In the event of a Civil Disturbance:

Report directly to the Camp Managers and follow the procedures below:

- Notify Camp Staff
- Call the Police '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:
  - Restrict entry to the buildings if possible
  - Confine or isolate the person from all other people
  - Report to Camp Staff regularly regarding peoples safety
  - Evacuation should be considered (only if safe to do so)
  - Have people complete a 'DESCRIPTION OF OFFENDER' Form

## 5. SNAKE BITE

### Stay very calm

This sounds trite, but may 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 may result in death. The natural response is to panic, however staying calm may keep you alive a lot longer

### If a Snake bites you:

- Remain calm
- Immobilize the bitten arm or leg and stay as still 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, then 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

## 6. MEDICAL EMERGENCY

### In the event of required Medical Assistance:

#### Emergency Control Personnel should:

- Check for any threatening situation and remove or control (only if safe to do so)
- Remain with the casualty and provide appropriate support
- Notify first aid personnel
- Notify Camp Managers
- Call the Ambulance '000' if necessary
- Designate someone to meet the Ambulance and direct it to the location of the casualty

### Note:

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

## 7. BOMB THREAT

### 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 of the caller and other details, such as estimated age
- Details of speech, accent, delivery and background noises

### Action to be taken by the recipient:

- Complete the 'BOMB THREAT CHECKLIST' at the end of this document (do not hang up at any time)
- Notify Camp Staff who will call the Police '000' and request assistance, 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:

- Notify Camp Managers
- 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 Camp Managers 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 Camp Managers immediately
4. Follow the directions given
5. Prevent all people from entering the area where the device is located

## 8. FAILURE OF ELECTRICITY OR WATER

### Electricity Failure

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

- Find out if it's a property power issue or a local power outage
- Find out time frame when power will be 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 the Electrician if minor issue or a property issue

### Type of Water:

Alexandra Adventure Resort runs on treated bore water, which is gravity fed throughout the property.

The drinking water is rain water, which has separate taps around the property suitable for drinking.

### Water Failure

Leaders of the group should contact Camp Staff for assistance and the following steps should be taken:

- If it's a pump issue, locate where the problem is
- 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 see whether it's only in a certain area
- Once the area is located, call the local Plumber for assistance or to book an appointment

### Mechanical Breakdown

If there was a mechanical breakdown on the property assess the situation and phone the appropriate contractor to fix the issue:

- **Cool Room Fridge:**

  - Scott Phelps - Air2Air Conditioning - 0431 331 085

  - Jason Lopez - Roy Lopez Electrical Contractors - 0427 576 055

- **Swimming Pool Pump:**

  - Don Campbell - Alexandra Pools & Spas - 03 5772 2728

- **Gas/Hot Water Service:**

  - Andrew Wood - Plumber - 0488 559 091

- **Car Mechanical Breakdown:**

  - Matthew Coulson - Alexandra Tyrepower - 03 5772 3456

## 9. LOST/MISSING CAMPER

- Notify Camp Managers
- The Camp Managers will organise and conduct a search of the camp property
- The Police will then be called
- Leaders will ascertain from campers, when and where missing person was last seen
- Camp Staff will liaise with Police to notify those necessary

## 10. FLOODING/SEVERE STORM

**In the event of Flooding or a 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, protect them with boards and sand bags (if necessary)
- Shut off electricity, water and gas services
- Disconnect electrical equipment and move it away from window
- 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 Managers regarding campers safety
- Injuries to be entered on an 'INJURY, ILLNESS OR ACCIDENT REPORT' Form with full details
- Listen to radio station UGFM 106.9 for emergency information

## 11. EARTHQUAKE

**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 Managers as to the campers safety and to seek instruction
- Listen to radio station UGFM 106.9 for emergency information



# ROUTINE AND NON-ROUTINE INCIDENTS

Routine Incidents	Non-Routine Incidents
<p><i>Definition: A routine is a sequence of actions, regularly followed at the camp</i></p>	<p><i>Definition: A non-routine would be something you wouldn't do regularly or happens rarely at the camp.</i></p>
<p><b>Electricity failure:</b> Power failure or power outage to camp can happen regularly due to property power problems or local power outages.</p>	<p><b>Bush fire:</b> Through the hot season, a bushfire could happen, even though we have little bushland surrounding the property.</p>
<p><b>Gas failure:</b> The possibility of gas failure can happen as a routine incident as being used every day of the year.</p>	<p><b>Building fire:</b> 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><b>Water loss or damage to pumps:</b> 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><b>Hostage:</b> The likelihood of a hostage being taken whilst at camp is minimal, however this would be handled by the police.</p>
<p><b>Refrigeration breakdown or problem:</b> 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><b>Snake bite:</b> We do have snakes around the property in the hot season, however have not dealt with this incident previously.</p>
<p><b>Pool pumps blockage:</b> On regular use, the pool pumps are overworked which can cause a breakdown or blockage. They need to be monitored daily.</p>	<p><b>Bomb Threats:</b> In the unlikely event of receiving a bomb threat, this would require us to follow the steps outlined on PAGE 5, step by step.</p>
<p><b>Activity equipment broken:</b> All activity equipment needs to be checked thoroughly after every use. Due to having so many people use these activities, the equipment can get damaged. This needs to be replaced immediately if damaged in any way.</p>	<p><b>Medical condition - Gastroenteritis (Gastro)/Food poisoning:</b> This would be taken very seriously if there was 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><b>Farm plant and equipment breakdown:</b> A breakdown to the mower or tractor would require mechanical assistance if needed.</p>	<p><b>Lost camper:</b> As campers are not able to leave the site, this incident is a non-routine incident.</p>
	<p><b>Flooding/Severe Storm:</b> Should we experience a flood or severe storm, this would require we follow the steps outlined on PAGE 7, step by step.</p>
	<p><b>Earthquake:</b> In the unlikely event of an earthquake, this would require we follow the steps outlined on PAGE 7, step by step.</p>

# EMERGENCY EVACUATION PLAN

IN THE UNLIKELY EVENT OF AN EMERGENCY, REQUIRING FULL REMOVAL OF ALL CAMPERS AND STAFF, A BUS FROM ALEXANDRA WILL BE ARRANGED TO MOVE EVERYONE TO ALEXANDRA POLICE STATION, SO PARENTS AND 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 AND STAFF WILL BE TRANSPORTED TO. THE ALEXANDRA POLICE WILL THEN INFORM PARENTS AND GUARDIANS OF THE LOCATION.

## EMERGENCY RESPONSE - ROLES AND RESPONSIBILITIES

### CAMP STAFF

Camp 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 Camp Staff, if on site, will ensure service utilities are cut off as directed and that doors and windows are closed.

### GROUP LEADERS

If Camp Staff, are not available or the group leader believes the response is within their resources, they can contact Emergency Services and implement the planned response. Camp Staff MUST be notified as soon as practicable. Camp 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 Camp Staff or Emergency Services.

# EMERGENCY PROCEDURES

A.A.R. are committed to providing a safe site for ALL campers at ALL times. Our staff are equipped to act in any emergency situation and have been specifically trained in the following: Explosion, Fallen Power Lines, Fire, Flooding, Gas Leaks, Injuries to campers and Power Failures

## 1. VERIFY

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

## 2. NOTIFY

- Notify camp staff and emergency services immediately, by the quickest means possible

## 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

## 4. OBSERVE

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

## 5. 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

## EMERGENCY TELEPHONE NUMBERS

Camp Office	03 5772 1409
Emergency Call Service (ECS) - Police, Fire, Ambulance	000
State Emergency Service (SES)	131 444
Alexandra District Health - Hospital	03 5772 0900
Alexandra Medical Centre - Doctor	03 5772 1444
Alexandra Police Complex	03 5772 1040
Electrician (Jason Lopez):	0427 576 055
Gas/Plumber (Andrew Wood):	0488 559 091

## OUR LOCATION

Alexandra Adventure Resort  
43 Murrays Road, Whanregarwen Vic 3714  
(We are the first right off Crystal Creek Road)

## EMERGENCY CONTACT NUMBERS

Camp Office:		03 5772 1409
Camp Managers:	<u>Brooke</u> 0439 035 917	<u>Chase</u> 0499 900 453
Emergency Call Service - POLICE, FIRE, AMBULANCE:		000
State Emergency Service (SES):		131 444
Alexandra District Health - Hospital:		03 5772 0900
Alexandra Medical Centre - Doctor:		03 5772 1444
Alexandra Police Complex:		03 5772 1040
Electrician (Jason Lopez):		0427 576 055
Gas/Plumber (Andrew Wood):		0488 559 091

**LOCATION:** Alexandra Adventure Resort  
43 Murrays Road, Whanregarwen Vic 3714  
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## EMERGENCY TELEPHONE

**FOR ALL CAMPERS - YOU HAVE ACCESS TO THE TELEPHONE IN THE KITCHEN (FOR EMERGENCY CALLS ONLY)**

1. PRESS LINE 1
2. YOU WILL HEAR A DIAL TONE
3. DIAL THE EMERGENCY CONTACT NUMBER
4. PLEASE USE THE CONTACT LIST OF PHONE NUMBERS DISPLAYED ABOVE THE PHONE IF NEEDED