



Noorla Yo-Long

EMERGENCY RESPONSE PLAN

Noorla Yo-Long Blue Light Outdoor Adventure



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Noorla Yo-Long Site Overview

The following philosophy is to be applied when managing, responding, planning, implementing and evaluating Noorla Yo-Long operations.

It is the aim of the South Australia Police and the Noorla Yo-Long Blue Light Outdoor Adventure Program to safely manage all programs and activities.

Purpose of this Emergency Response Plan

- To ensure that the correct response is made to any emergency situation that may arise at the Noorla Yo-Long site.
- All Noorla Yo-Long staff, volunteers and clients are requested to make themselves familiar with the details of the emergency response plan.
- In the event of any emergency staff, volunteers and clients are fully informed.
- To prevent confusion – and to make the best use of available resources, and situation requiring an emergency response i.e. accident, gas leak, lost participant, etc. should be handled by program staff or group supervisors. This will provide for immediate assistance to be provided and an appropriate response planned.
- All contact with emergency services should be done by the Program Manager where time/availability permits.

What to Do? Emergency Phone Numbers

In an Emergency

- 1. Verify**
Verify the report
 - confirm with other people/participants or other reliable people the accuracy of the information about the emergency

- 2. Notify**
Notify the emergency service and staff members
 - By the quickest possible means, immediately notify:
 1. The emergency service
 2. Noorla Yo-Long staff and program manager

- 3. Assess**
Assess the danger posed by the emergency
 - use all senses to build a picture which tells you what is happening and use that information to help you 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 away?
 4. is the weather or terrain affecting the progress?
 - decide how much time exists to take alternative actions.

- 4. Act**
Take action based on the assessment of danger
 - ensure that injured participants are not exposed to further injury or danger.
 - contain an emergency if safe to do so.
 - move people from the danger area by the safest means. move clients indoors. Evacuate from camp site if required.
 - Remove to emergency assembly area
 - refer to any specific procedures developed for the emergency.

Emergency Phone Numbers

Fire

Police

Ambulance

Dial 000

Police 000

Fire 000

SES 13 2 500

Hospital 8733 0100

Medical Clinic 8733 2200

Noorla Yo-Long Program Manager: Wk 8735 4337 Mob. 0408 899 396
Hm 8733 3115

Plumber: 8733 2826 Mobile: 0417 893 775 – ACM Plumbing

Electrician: 8733 4633 - Elec-Air , Millicent

Gas: 131 161 – Elgas, Mount Gambier

Electricity: 13 1366 – Faults and Emergencies - ETSA Utilities

Millicent Police Station: 8733 3622

Mt. Gambier Police Station: 8735 1020

Country Fire Service (CFS) Enq's 8733 2975

State Emergency Service (SES) Enq's 0438 820 814

Grid Reference: 330-427

CFS Map Book – Map 9

Roles and Responsibilities

Noorla Yo-Long Staff

Noorla Yo-Long staff, if on site and available, will coordinate the emergency and set up a command centre in the Noorla Yo-Long site office. They will contact and liaise with emergency services and take control of all responses not involving the supervision of clients. Other Noorla Yo-Long staff, if on site, will assist where necessary.

Group Leaders

If Noorla Yo-Long 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.

Noorla Yo-Long staff MUST be notified as soon as practicable. Noorla Yo-Long staff will then assume the coordination responsibility for the emergency. Group leaders must supervise clients at all times and prepare and safely undertake an orderly evacuation if advised to do so by Noorla Yo-Long staff or emergency services.

Group Leaders must ensure client medical forms and medicines, and parent contact details are taken with the group to the evacuation assembly areas.

Noorla Yo-Long Blue Light Outdoor Adventure 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 the Noorla Yo-Long facility during the fire danger season, November to March, should conduct a fire drill under the direction of the Noorla Yo-Long program manager or nominated 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 clients is of paramount importance.**

Noorla Yo-Long Emergency Response Procedure

1. Incident – Accident – Illness
2. Dispatch responsible person to camp office to activate emergency service
 - 2.1 Telephone located in camp office
 - 2.2 Noorla Yo-Long phone number**8735 4337**
3. Call Emergency Service**Fire – Police – Ambulance** **000**
4. Describe nature of incident – accident – illness
5. **Location Instructions** – To be identified to Phone Operator
 1. 10 kilometres west of Millicent on the Millicent to Rendelsham Road
 2. Fosters Road, RENDELSHAM
 3. **Grid Reference: 330-427** (CFS Map Book Map 9)
6. Send responsible person to main Noorla Yo-Long entry gate to wait and direct emergency service to site emergency location.
7. Contact and advise Noorla Yo-Long Program Manager of emergency situation.
 - 7.1 **Mobile 040 889 9396**
8. First Aid Kits located at camp office and High Ropes Course
9. Noorla Yo-Long staff carry mobile communication hand radio's

Media Management

Media Management: To establish effective communication with the media, all media in relation to any emergency situations will be managed in the following manner.

1. No private phone access will be allowed during emergency situations unless authorized by the program manager.
2. Under no circumstances shall clients contact outside agencies except at the direction of the Noorla Yo-Long program staff or the group leader(s), and then only to assist in the combating of the emergency.
3. Refer all media inquiries to the Program Manager, Police and offer no opinions.
4. Media access to the site and to clients must only be authorized by the Noorla Yo-Long Program Manager.
5. Media access to clients whilst on the Noorla Yo-Long site must only be authorized by the Noorla Yo-Long Program Manager or his/her representative.

Emergency Response to Routine Incidents

Electrical Failure

Electrical failure will cause a blackout. Battery back up will allow hard wired smoke detectors to still operate. Loss of power will also disrupt power supplies for all pumps, taps, showers and toilets. A back up generator is available to operate essential electrical equipment ie pumps.

Response:

1. Notify the Noorla Yo-Long staff who will investigate the cause.
2. Continue on with program if daytime.
3. If dark assemble clients in the activity room, conduct head count, organize torches and outline modified program.
4. If clients/campers in bed visit each client in each tent and organize client/campers to have torches ready, or provide Noorla Yo-Long portable lighting for toilet trips.
5. Meals will still be available
6. Continue program.

Noorla Yo-Long Staff Response

1. Check power point/light fitting in building
2. Check fuse boxes in buildings, including the main in activity shed.
3. Check power supply outside of camp to determine an area/district blackout.
4. Call ETSA to check fault and delay.
5. If fuse tripped or fault undetectable call camp electrician.
6. Inform group leader and Noorla Yo-Long Program Manager of action taken.
7. Do not allow use of candles in accommodation areas.
8. Start generator for power to water pump and emergency lighting.

Emergency Response to Routine Incidents

Water Loss

Water loss is not an issue. If it did occur campers/clients should refrain from using the toilets with gentlemen directed to the bush. Group leaders need to be aware of hygiene problems and direct the group members on which toilet to use. Tank storages will allow for continued use of water for drinking and cooking purposes.

Response:

1. Notify the Noorla Yo-Long Program Manager of Staff member who will investigate.
2. Continue on with program.

Noorla Yo-Long Staff response:

1. Investigate, check power to pump, pumps, water level in tanks.
2. Contact program plumber
3. Inform group leader of likely delay.

Gas Failure

No hot water will indicate trouble with gas supplies or excessive hot water user.

Response:

1. Notify the Noorla Yo-Long Program Manager or Staff member who will investigate.
2. Continue with program.

Noorla Yo-Long Staff Response:

1. Investigate the gas bottle supply
2. If no success call program plumber
3. Inform group leader of action taken and any delay.

Emergency Response to Non-Routine Incidents

Bushfire : Noorla Yo-Long Campsite

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

1. In the event of a fire emergency in the area of the Noorla Yo-Long campsite will be evacuated **only on the advice of the Noorla Yo-Long Program Manager or the emergency services.**
2. The Noorla Yo-Long Program Manager, or in the absence the group leader, **will advise of an evacuation.** This places all clients on alert and they should quietly and slowly move to the safety assembly area is safe to do so.
3. A **head count of clients/campers** is to be conducted by group leaders after which Noorla Yo-Long staff, or in their absence one or two group leaders, are to **check all campsite buildings** for clients/campers closing all doors and windows (close blinds).
4. The **camp office 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 at the activity shed** closest to the car-park and remain inside the activity shed until advised otherwise by the emergency services or the Program Manager.
7. **Gas and power** should remain on unless the fire is close by.
8. **Noorla Yo-Long Staff:**
 - appoint staff to designated areas
 - prepare fire hoses
 - remove combustible material from verandahs
 - start generator
 - distribute fire knapsacks sprays around campsite area
 - move cars into central car-park
 - once fire front has passed check for fir spots

Bushfire: Off Site

On days of total fire ban at clients/campers will be advised to remain at the Noorla Yo-Long Blue Light Camp. (Two Way radios and mobile phone to be taken on all off-site trips)

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 i.e. broad track, cleared area.
2. Clients/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. Clients/Campers should shelter around rocks, ground depressions to avoid radiant heat.

Building Fire

In the event of an emergency signal 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. **Noorla Yo-Long staff or a responsible adult or group leader** is to check the area being indicated by the alarm.
3. **If smoke is present** within the indicated area, that area is to be evacuated in a quiet and orderly manner to the emergency assembly area. A **designated** group leader or Noorla Yo-Long staff member is to undertake area checks to ensure the area is clear.
4. **If there is no evidence of smoke** the Noorla Yo-Long staff or a group leader should investigate the fire site to ascertain whether or not it is a false alarm and Emergency Services notified.
5. **If Noorla Yo-Long 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 and electricity** should be turned off.

Lost or Missing Client/Camper

In the event that a client/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 Noorla Yo-Long staff and group leaders to cover and search a number of specified areas. Searches are to be equipped with two way radios (channel 23). Make a note of these search groups, their members and search areas. Campers/Clients should not be used in this capacity.
3. Ensure that someone in a responsible position is left in charge of the **remaining campers/clients** and that these campers/clients are given a variety of things to do. This group leader should also be able to receive telephone messages.
4. Coordinate watches and agree upon the maximum length of this **initial search** (30 minutes). 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/client, the estimated time last seen, any physical or mental aspects and the actions put in place to date.
6. In the event of any underlying medical concern with the missing individual the ambulance and hospital should be informed.
 - Ambulance.....000
 - Millicent Hospital8733 0100
7. **Notify the immediate neighbours** and provide detailed description of the missing camper/client. Ensure neighbours know the campsites 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 organization** or school, so that the parents can be notified.
9. Upon **locating the missing camper/client**:
 - ensure that the police, emergency service and neighbours are informed.
 - determine whether medical attention is required
 - notify your organization and parents

Camper/Client Abduction or Assault

Off Noorla Yo-Long Campsite

1. Witnesses gathered and Police contacted immediately by any available means.
2. Group returns to Noorla Yo-Long campsite to continue program
3. Police manage situation
4. Group leader contacts organization

On Noorla Yo-Long Campsite

1. Immediate details obtained from witnesses and Police notified immediately.
2. Rest of group to continue with program
3. Witnesses held in office subject to police arrival
4. Group leader contacts organization
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

Principals 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 Noorla Yo-Long camp site all campers/clients and staff not involved are to be immediately evacuated to a safe area: Assembly 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 and Program Manager campers/clients remain in safe area: Assembly area.

Noorla Yo-Long Blue Light Emergency Response Plan

Injury / Illness / Near Drowning

Off Noorla Yo-Long Site

1. If safe to do so remove person from further danger.
2. First Aid and/or CPR as required.
3. Contact Noorla Yo-Long Program Manager
4. Two adults stay with person, rest of group continue activity away from injured camper/client
5. Noorla Yo-Long Program Manager, Staff Member, or Group Leader contacted to arrange transport of person to medical aid or call ambulance.

On Noorla Yo-Long 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 Noorla Yo-Long Program Manager or group leader immediately.
4. Two adults with first aid training to stay with injured/ill camper/client.
5. Noorla Yo-Long Program Manager, Staff or group leader arrange transport to medical aid or call ambulance.
6. Clients/group removed from immediate vicinity of injured and continue program activity.

LPG Gas Leak

1. Noorla Yo-Long staff or group leader to be notified **immediately**.
2. Gas turned off at point if practical to do so.
3. **If leak is minor** e.g. strong smell of gas from appliance. Turn off appliance or at supply. – **No evacuation of campsite required**, isolate area from clients 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 BBQ, camping or oval area's provide the best assembly areas.**
5. **Notify gas supplier on 131 161 and police on 000.**

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 normalized. 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 the Noorla Yo-Long program staff will occur. Diary notes of the incident and the response will be made by the Program Manager. Any problems with 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 brief 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 Noorla Yo-Long Program Manager.

Noorla Yo-Long Staff Emergency Training Program/Reviewing Plan

Noorla Yo-Long Staff

- Noorla Yo-Long staff are briefed on the Emergency Management Plan as part of the induction process on commencing employment.
- Each Noorla Yo-Long staff member is provided with a copy of the plan and are to acquaint themselves with the location of the assembly areas, fire extinguishers and utility cut off points.
- The Emergency Management Plan is tested every 12 months to simulate different emergencies.
- Noorla Yo-Long staff are trained annually on the use of fire extinguishers.
- All Noorla Yo-Long staff participate in regular in house safety training programs.
- All Noorla Yo-Long staff will participate in an ongoing emergency response plan.

