



# YMCA WA SERIOUS INCIDENTS EMERGENCY AND EVACUATION PROCEDURE

<b>Procedure Number</b>		<b>SD-FDC-04-15-PROD</b>	
<b>Business Division Owner</b>		Service Delivery	
<b>Document Owner</b>		Executive Manager Service Delivery	
Current Version	Approved By	Date Approved	Date Effective
v2.0	Executive Manager Service Delivery	1/09/2020	1/09/2020
<b>Document Due for Review: 1/09/2023</b>			



YMCA WA is officially accredited as a Child Safe Organisation

**DOCUMENT CONTROL**

Version	Description of Revision	Date Effective	Owner
v1.0	First release	1/11/2012	EM SD
v2.0	Reviewed	1/09/2020	EM SD

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## **1.0 PURPOSE**

YMCA WA has a responsibility to protect the health and safety of each individual at all times. The YMCA WA Family Day Care Service has the responsibility to ensure there are policies and procedures in relation to emergencies and serious incidents. The YMCA WA Family Day Care Service will take reasonable steps to ensure the policies and procedures are followed and made available for inspection or at request. The YMCA WA Family Day Care Service complies with the Fire Protection Association Australia (FPAA).

## **2.0 SCOPE**

This Procedure applies to educators; educator assistants; visitors, service staff, educator family members, students, parents, children (including visiting children) and volunteers.

## **3.0 ROLES AND RESPONSIBILITIES**

<b>Role Title</b>	<b>Responsibilities</b>

## **4.0 RELATED LEGISLATION AND STANDARDS**

<b>Legislation/Standard</b>
Education and Care Services National Law (WA) Act 2012
Education and Care Services National Regulations, 2012
National Quality Standards

## **5.0 SUPPORTING PROCEDURES, POLICIES AND OTHER DOCUMENTS**

Refer to the YConnect page for the current link to related documents listed below.

<b>Document ID</b>	<b>Document Title</b>
	Emergency evacuation practice plan
	Lockdown practice plan
	Notification of Serious Incident form
SD-FDC-04-02-PROD	Supervision Procedure
	Fire Readiness Plan
	YMCA WA Accident Injury and Illness report

## 6.0 STEPS

Family day care educators will take reasonable steps, to ensure every child's health and wellbeing is safeguarded whilst protecting children from harm and hazards.

1. Emergency plans and evacuation strategies to be prominently displayed by all exits within the residence or venue and will include evacuation and lockdown procedures.
2. Ensure children are familiar with emergency evacuation procedures.
3. Emergency evacuation procedures are to be practiced at a minimum of every 3 months and should take place at various times of the day and week to ensure that everyone at the service has the opportunity to participate regularly.
4. Families will be notified when an Emergency Evacuation Practice has occurred.
5. Records of the emergency evacuation practice are to be logged with the date time, and names of children and educators present.
6. Educators will forward a copy of the Emergency evacuation practice record to the YMCA WA Family Day Care Service in January, April, July and October.
7. The educator has access to an operating telephone to enable immediate communication to emergency services, families and the service.
8. Location of family day care residence and or venue in relation to emergency services (fire department, ambulance station, police station, hospital, and State Emergency Services) to be within easy access in case of an emergency.
9. Emergency phone numbers will be kept within easy access for all situations that require ringing emergency services, family day care service staff and parents.
10. YMCA WA uses an Employee Assistance Program, this program will be offered to staff, educators, families and children when dealing with the emotional and psychological impact of an emergency.
11. An evacuation procedure will be followed in the event of an emergency. The educator or staff person will:
  - Inform all persons in the residence and or venue to evacuate.
  - Telephone 000 or the local emergency service required and give their name, location of emergency (town street number and telephone number).
  - Move all persons to the primary evacuation assembly area as indicated in the emergency plan and evacuation strategies.
  - Take the daily register (sign in and out book), parent contact file, and any other relevant documents/items (for example portable first aid kit) with them when evacuating.
  - Check all persons who are registered at the residence and or venue at that time are in the evacuation assembly area.
  - Keep all children and persons calm during the evacuation.
  - Inform the family day care service of the evacuation. The family day care service can inform the parents if the educator is unable to do so.
  - The educator will complete an incident report form and submit to the service.

- The family day care service will submit a 'Notification of a serious incident' form to the Regulatory Authority and YMCA WA Perth office within 24 hours, using the Incident report form received from the educator.
  - Once the area has been declared safe by the appropriate authorities the educator and the children can re-enter the residence and or venue.
12. If the family day care residence and or venue emergency exits as indicated on the **emergency evacuation plan** are blocked then:
- The educator or staff person will utilise any alternative evacuation exits to ensure all persons leave the residence and or venue in a safe manner.
  - If the primary evacuation assembly area is affected by the emergency, the family day care service/educator will immediately identify an alternative assembly area for all persons to exit to. This is to be clearly indicated to all who are exiting the residence and or venue.
13. If a child or person is requiring first aid or unable to leave the residence and or venue due to an injury the educator or staff person will:
- Ensure all other persons are evacuated; and
  - Assist the person who is injured to evacuate.
14. Educators will identify on their risk assessment any potential emergencies that are relevant to the service and or the geographical region.
15. Educators will develop a fire readiness plan and be prepared to implement the plan if required.
16. Ensure emergency exits are clearly identifiable and kept clear
17. The educator is the responsible person for ensuring the regular maintenance of smoke detectors, fire extinguishers or fire blankets.
18. The indoor and outdoor environment is kept free from fire hazards.
19. In the event of a '**lock down**' situation where children and educators need to stay inside the residence and or venue until they are notified otherwise by an appropriate authority, the following procedure will apply:
- All children will proceed to a designated area in the residence and or venue (as indicated in the emergency plan and evacuation strategies) and sit waiting for the residence to be deemed safe.
  - Educator, if safe, will lock all external doors.
  - Educators will maintain normal care giving approach and try to engage the children in normal routines. It may be appropriate to calmly read stories, sing songs or play games to engage children and ensure that their attention is averted away from the situation.
  - The educator or staff person will contact relevant authorities and the family day care service who will inform the parents if the educator is unable to do so.
  - Educators are to continue with 'Lock Down" procedure until they have been authorised or in the event of a further emergency proceed with the Emergency Evacuation procedure.
  - Document the event to in an Incident Report.

- The family day care service will submit a 'Notification of a serious incident' form to the Regulatory Authority and YMCA WA Perth office within 24 hours, using the Incident report form received from the educator.

20. **A child who has not been collected** – refer to Delivery and Collection Policy.

21. **A child who is missing** – the following procedure will be followed in conjunction with the Supervision Policy:

- Ensure other children's safety.
- Check all areas where the child was last sighted and areas where they could have wandered to.
- Ring the YMCA WA Family Day Care service without delay.
- If possible a staff person will coordinate the notification of police, families and the Regulatory authority.
- Following resolution of the incident, the educator will complete an Incident Report form and submit it to the YMCA WA Family Day Care service within 24 hours. The staff person involved may assist with this.
- The family day care service will submit a 'Notification of a serious incident' form to the Regulatory Authority and YMCA WA Perth office within 24 hours, using the Incident report form received from the educator.
- Educator to inform their relevant insurance company and complete the insurance company Incident Report form. (FDCA Incident form located on Educator USB under service forms.) Incident form to be emailed to [memberservices@fdca.com.au](mailto:memberservices@fdca.com.au).

**Category A** - These are severe incidents where a claim is likely to occur. These types of incidents must be reported to FDCA within 48 hours of the incident.

**Examples of a Category A incident are:**

- Death / spinal injury / burns / loss of consciousness / fractures or breaks to major limbs
- Any incident that requires admission to hospital
- Where a parent threatens legal action or withdraws the child from care because of the incident

22. **Serious life threatening Injury or Death of a child**

- Call emergency services – 000.
- Administer First Aid until emergency services arrive.
- On arrival of emergency services the educator will take directions from emergency services personnel.
- The educator will contact the YMCA WA Family Day Care service staff.
- The staff person to contact the child's family if the educator has not already done so.
- The staff person will go immediately to educator's residence/venue or location where incident occurred to take responsibility for any other children in care at the time of the incident. Where practically possible, or an alternative support person to be arranged should distance delay immediate attendance.

- Following the incident, the educator will complete an Incident Report form and submit it to the YMCA WA Family Day Care service within 24 hours. The staff person involved may assist with this if required.
- The family day care service will submit a 'Notification of a serious incident' form to the Regulatory Authority and YMCA WA Perth office within 24 hours, using the Incident report form received from the educator.
- Educator to inform their relevant insurance company and complete the insurance company Incident Report form. (FDCA Incident form located on Educator USB under service forms.) Incident form to be emailed to [memberservices@fdca.com.au](mailto:memberservices@fdca.com.au).
- Counselling will be organised by the YMCA WA for the educator, family other children and staff.
- The family day care educator or family day care service staff should not admit liability.
- Only an approved media spokesperson designated by the YMCA WA will talk to any media representative.

## **7.0 FEEDBACK**

Feedback on this procedure must be directed to the Document Owner outlined in the cover of this procedure.

**The Document Owner is responsible for maintaining the currency of this document.**

## **8.0 DEFINITION OF TERMS**

Term	Definition
<b>Emergency</b>	<p>In relation to an education and care service, is any situation or event that poses an imminent or severe risk to the persons at the education and care service premises. Examples being:</p> <ul style="list-style-type: none"> <li>• Severe weather warning as stipulated by the Bureau of Metrology</li> <li>• Flood</li> <li>• Fire.</li> </ul> <p>A situation that requires the education and care service premises to be in lock-down, examples but not limited to:</p> <ul style="list-style-type: none"> <li>• Intruders (animal or human)</li> <li>• Power failures or electrocution</li> <li>• Involvement of firearms or other weapons</li> <li>• Structural damage.</li> </ul>

Term	Definition
<p><b>Serious Incident</b></p>	<p>The YMCA WA Family Day Care Service defines a <i>serious incident</i> as written in the Education and Care Services National Regulations Chpt 1(12). Refer to 'Definitions' at the beginning of this document.</p> <p><b>Examples of Serious Incident</b></p> <ul style="list-style-type: none"> <li>• Death of a child.</li> <li>• A child being locked in or out of the family day care residence and/or venue.</li> <li>• A child that appears to have been taken or removed from the family day care residence and/or venue in a way that breaches the National Regulations.</li> </ul> <p>A child appears to be missing or cannot be accounted for.</p> <p>An accident occurring where any medical attention was sought or reasonably should have been sought.</p> <p>Damage to or loss of the family day care residence and or venue due to natural disasters.</p> <p>Personal violence e.g. verbal, physical, sexual, harassment.</p> <p>Experience of a violent situation such as fire, bomb, threat, siege or hostage.</p> <p>Allegations of abuse made against an educator, educator assistant, service staff member, student, volunteer or visitor.</p>