

# Arthur's Pass Outdoor Education Centre

## Safety Management Plan

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Applications can be made to the following:

**Centre Manager**

**Arthur's Pass Outdoor Education Centre**

**PO Box 51007, Arthur's Pass, 7654**

**Email: [manager@apoec.org.nz](mailto:manager@apoec.org.nz)**

# Crisis Planning and Emergency Management

SECTION 7

## 7:1 - INTRODUCTION

The purpose of dealing with any emergency is the preservation of life and property and prevention of further injury or loss. This crisis assistance plan has been formulated to meet that purpose. In this section we look at both how to deal with a small crisis involving a group on activities (covered in the Crisis Assistance Plans) and what we would do in a Civil Defence Emergency where we would typically be following the directives from Civil Defence.

You will find a copy of the Crisis Assistance Plans:

- In Centre Managers Office
- Online: <http://www.apoec.org.nz>
- In the Appendix of the Safety Management Plan

### **Definition of a Crisis**

*Crisis: “Any accident that involves significant loss or serious injury or death. A crisis would usually require the assistance of outside agencies such as Police, Ambulance, Fire Brigade or Coast Guard.”*

## 7:2 – TRAINING AND PREPERATION FOR EMERGENCIES

***Arthur's Pass Outdoor Education Centre must ensure that all staff are inducted, trained and familiar in all emergency and evacuation procedures relevant to APOEC.***

***Centre Manager must ensure that all staff are trained and understand emergency procedures before the implementation of an activity or program.***

If staff require training this should be done prior to implementation of an activity or program.

It is recommended that all APOEC staff be trained in emergency and evacuation procedures as a part of their individual staff induction period.

This includes:

- ① Fire Evacuation Schemes and reporting
- ② Civil Defence Emergency
- ③ Missing Person Procedures

## 7:2 – FIRE EVACUATION SCHEME AND SAFETY

Arthur's Pass has a local Rural Fire Service, and a Department of Conservation Fire Team. To raise the alarm simply call 1.1.1. You can also trigger the Village Fire Siren located at the Public Shelter across the road from APOEC. Once emergency services are initiated all group members at APOEC will await the arrival of the "Fire Controller"

In the initial case of a fire the group is responsible to get themselves out of the building without delay. The group leader will have the Room Allocation Sheet which is provided for them and must complete a role call, then inform APOEC Staff. Each group is responsible to designate a "Fire Warden" whose role is to complete the Room Allocation Sheet and do a role call if there is a fire.

[APOEC Fire Evacuation Scheme](#)

[APOEC NZ Fire Service Approval of Evacuation Scheme](#)

## 7:3 - CIVIL DEFENCE EMERGENCIES IN ARTHUR'S PASS

Any Civil Defence emergency that requires the need to leave APOEC or Arthur's Pass Village for safety will be conducted through Civil Defence. The Centre Manager along with the Group Leader will follow all recommendations from the Civil Defence Personnel.

In Arthur's Pass the state of Civil Defence will be heralded by 3x 1minute blasts of the Fire Station Siren. If the power is out then the Loudspeaker from the Fire Station will be used to alert people.

If required to leave APOEC the Centre Manager will take the following items:

- All Emergency Kits
- Emergency Bulk First Aid Kit
- Cellular Phone/Emergency Locator Beacon

If required to leave APOEC the Group Leader will take the following items:

- Role of class and medical information, School First Aid Kit, Student Information and Role Paperwork

In Arthur's Pass the Civil Defence Base is the Department of Conservation Visitor Centre so we will check in there first. They have the ability to move people into the Community Centre to hold them until outside assistance arrives.

In addition to the above it may be required to take sleeping bags and food/water. If this is the case then students will pack a day bag with appropriate equipment. This can all be loaded into the APOEC van and moved with the group to the Community Centre.

The Arthur's Pass area is overseen by the Selwyn District Councils Civil Defence Plan.

[Selwyn District Council Civil Defence Information](#)

[Civil Defence Emergency Management Act 2002](#)

## 7:4 – MEDICAL EMERGENCIES IN ARTHUR'S PASS

In the case of a medical emergency several options exist dependant on the severity of the incident:

- **Self assistance** – this is when the group with the help of the Centre Manager can deal with the situation and can safely transport the person/s to medical assistance.
- **Arthur's Pass Ambulance Staff** – we have a trained ambulance officer, Nick Mearney (027 3672138), who can be called if there is a critical condition. He also has items like: Defibrillators, Oxygen, Epipens. If Nick is to be called then 1.1.1 must be called first to initiate assistance.
- **Ambulance Assistance** – To initiate this you must first call 1.1.1. If there is easy access and a paramedic can get to you easily then an ambulance is a good option. This is only if you cannot easily move the person yourself, as there could be a long wait while resource comes from Darfield or Greymouth.
- **Air Assistance** – If you cannot easily move someone and they are in a difficult location or remote location then air transportation is an option. This is decided by Emergency Services by calling 1.1.1, or setting off the Emergency Locator Beacon, found in the Centre Managers Pack.

On every trip off-site you will be provided with APOEC Radios to aid in contacting the Centre Manger and they will supply you with their phone number. If something happens to a group member try and contact them first as they are experienced in co-ordinating with Emergency Services.

[List of Medical Centres and their Contact Details](#)



## 7:5 – CONSIDERATION OF EARTHQUAKES IN ARTHUR'S PASS

As most of the people living in New Zealand and specifically Canterbury know, that is that the Southern Alps is an “active” earthquake zone.

This means we expect small tremors at least once a fortnight, most of which we don't even notice and cause no damage.

In the event of an major earthquake we follow our Civil Defence Emergency Plan in this document.

However some other steps we take to ensure we and our guests are aware is as follows:

- As a part of the Induction Briefing groups are reminded about the Drop, Cover Hold in the event of an earthquake
- They are also reminded to move away from windows and seek shelter under tables, bunks, door frames and chairs
- They also have pointed out that when we are outside that several overhead hazards exist like power lines and trees. We will always endeavour to move to a safe and open location in the event of an earthquake.

## 7:5 - EMERGENCY ACTION PLANNING ON ACTIVITIES

***Emergency Plans for individual activities and sites should be established prior to the implementation of the activity, with plans for all likely emergencies. All Risk Management Packages for new activities must be first approved by APOEC Centre Manager but also APOEC Board of Trustees.***

For already existing activities and programmes you will find the Emergency Procedures Information amongst the Risk Management Package, specifically in the Crisis Assistance Plan.

***All staff involved with the activity should be familiar with the emergency plan and/ or RAMS and CAPs forms specific to the activity and the site.***

***Guiding principle of Emergency Management:*** any action (or inaction) of an APOEC staff member or client should not make the emergency situation worse.

***If an emergency situation arises on any programme or activity, that programme or activity must cease and emergency procedures should be undertaken.***

## 7:6 - EMERGENCY ACTION PLAN STEPS TO FOLLOW

During any crisis situation, the following processes should be followed:

- Establish (or confirm) leadership and ensure complete control over the situation (this may require removing injured and uninjured persons away from any continuing hazard).
- Ensure the injured patient(s) is/are given all necessary first aid immediately.
- Ensure the remainder of the group is safe from harm prior to focusing on harmed individuals.
- Brief remainder of the group of their role and what to do to assist in the process.
- Assess the need for external assistance and make requests directly to the appropriate agency (i.e. fire, police, ambulance etc).
- Establish safe routes into the site and post students to direct traffic/rescue personnel as necessary.
- Notify Arthur's Pass Outdoor Education Centre (Manager or designated contact person),
- Coordinate the safe evacuation of all staff and students present.
- Notify the APOEC Chairman of the Board (or Deputy) as soon as possible.
- Debrief the process after the event.
- Provide/receive critical incident stress counselling for those staff and students involved in the incident.

## 7:7 – CRISIS ASSISTANCE PLAN AND EMERGENCY CONTACTS

Every activity run by APOEC as part of the Risk Management Package is a section on Emergency Management. This is called the Crisis Assistance Plan, each activity has different requirements as to how to deal with an emergency situation. The forms give the following information:

- Nearest exit points
- Nearest vehicle access
- Locations of First Aid Kits and their contents
- Locations of Emergency Packs and their use
- What to do in a Search situation
- What to do in a Rescue situation
- Lines of Communication available

Also the second part of the Crisis Assistance Plan is the Emergency Contact Sheet giving emergency contact details for a range of situations.

[Crisis Assistance Plan and Emergency Contact Example](#)

## 7:8 - LOST PERSON/S SEARCHES

**IF A GUEST IS REPORTED MISSING OR SEPERATED FORM THE GROUP, THE CENTRE MANAGER WILL CO-ORDINATE A QUICK SEARCH OF AN AREA, PRIOR TO CALLING THE EMERGENCY SERVICES TO CO-ORDINATE SEARCH AND RESCUE. THE FOLLOWING IS AN OVERVIEW OF HOW THE INITIAL SEARCH IS CONDUCTED, IT WILL LAST NO LONGER THAN 60MINS, WHERE IF THE PERSON/S ARE NOT FOUND IT WILL BE REPORTED TO EMERGENCY SERVICES.**

**UPON PERSON/S BEING REPORTED MISSING TO THE CENTRE MANGER THE FOLLOWING WILL HAPPEN:**

- **WHOLE GROUP WILL BE COLLECTED TOGETHER SO NO ONE ELSE GOES MISSING**
- **GROUP WILL BE QUESTIONED BY CENTRE MANAGER (SEE LOST PERSON INFORMATION SHEET) THEY THEN MUST BE ACCOMPANIED TO THE APOEC LODGE IF POSSIBLE TO DO SO, OR A SAFE AREA IF NOT**
- **LAST KNOWN POINT SHOULD BE ESTABLISHED, ALSO PRIORITY OF RESCUE SHOULD BE ESTABLISHED (SEE PRIORITY OF RESCUE SHEET). IF PRIORITY OF RESCUE IS "HIGH" THEN EMERGENCY SERVICES MUST BE CONTACTED IMMEDIATELY. IF MODERATE THEN GROUP HAS 60 MINS TO LOCATE MISSING PERSON/S BEFORE CONTACTING EMERGENCY SERVICES**
- **USING THE LOST PERSON BEHAVIOUR MODEL IDENTIFY POINTS WHERE PERSON/S ARE MORE LIKELY TO BE, TO BEST UTILISE YOUR INITIAL SEARCH. LOOK FOR LINIEAR FEATURES, CLEARINGS, DECISION POINTS, BUILDINGS. THEY CAN CONDUCT BASIC SOUND LINES WHILE WALKING, USING WHISTLES EVERY 100M ON THEIR SEARCH**
- **UPON IDENTIFYING THE HIGH LIKLYHOOD AREAS CONDUCT INITIAL SEARCH. HAVE ADULTS IN PAIRS SEARCHING TRACKS (IF SAFE TO DO SO), DRIVE ROADS, CONTAIN AREAS. EACH GROUP OF ADULTS ASSISTING MUST HAVE A PERSONAL FIRST AID KIT AND A RADIO TO CONTACT CENTRE MANAGER**
- **IF INITIAL SEARCH DOES NOT FIND PEOPLE/S THEN EMERGENCY SERVICES ARE TO BE CALLED**

## 7:8 – APOEC EMERGENCY PREPAREDNESS

*As a standard part of our operation APOEC has several measures in place for the preparation of an emergency that would see its clientele have to stay at APOEC for an extended period.*

### *These include:*

- Emergency Packs – These are always packed and available
- First Aid Kits – Found in the Emergency Packs and also Bulk Kit found in the APOEC Office
- LPG Cooker – We have a large barbecue available for cooking or treating water, and also 3x 9kg LPG bottles onsite
- Wood Burner – The main cast iron fire in the Dining Room can be used to heat and to treat water or cook. There is an ample supply of both wood and coal for burning also.
- Additional Food – APOEC holds an additional 2 days of food supply onsite at all times
- Water Treatment – The LPG Cooker is available to boil water and we have Chemical Treatment Tablets available in the Office First Aid Kit
- Additional Ice Packs – APOEC has 12 large ice packs stored in the freezer. These will go into the refrigerator to prolong the life on any food stored within it.

## 7:9 - LOG OF EVENTS

***The APOEC Manager (or other delegated APOEC Staff) should keep a log of events.***

This may not be practical to do while dealing with a crisis, yet it is recommended as soon as possible after the event to try and note as much as you can for any further enquiries.

It should include (but not restricted to) the following information:

- Times of major events or decisions
- Names and ages of individual/s involved
- An outline of what happened and action taken afterwards
- Location of incident
- Any treatment given to individual/s

It is also recommended the Centre Manager liaise with the Group Leader to confirm information, where practical to do so.

## 7:10 - COMMUNICATION NETWORKS IN AN EMERGENCY

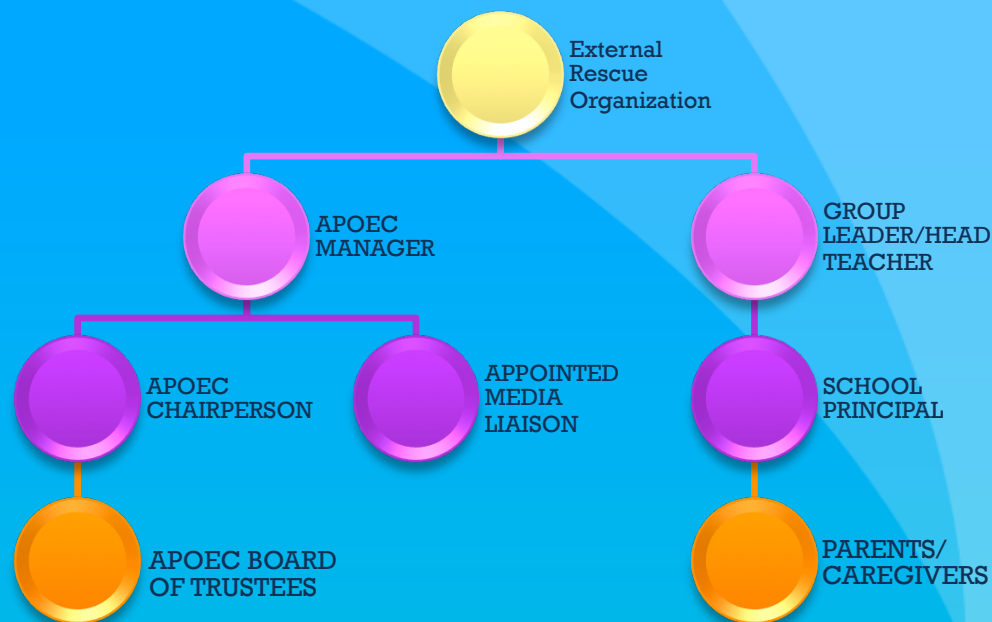
Depending on the emergency situation will depend on the communication response methods. Below is a list of available communication we have readily available at APOEC:

- Cellular Phones
- 3x Tait Hand Held Radios
- Land Line in APOEC Office – Spark Phone across the road from APOEC
- Company Computer – Wifi Internet
- Personal Locator Beacon – With APOEC Manager at all times
- Satellite Phone available at Department of Conservation as part of LANDSAR group
- AM Radio – This can be used to pick up public safety broadcasts using a simple radio with antenna. The best station in Arthur's Pass is Radio NZ on 675 and 963KHz



## 7:11 - COMMUNICATION NETWORKS FLOW OF INFORMATION

- ① In an emergency situation the APOEC Manager and Group Leader will be working together in a coordinated effort to share the same information to the various user groups.
- ② The Centre Managers first contact is the APOEC Chairperson to brief on the situation, the Chairperson will decide whether to contact the rest of the APOEC Trust depending on the situation.
- ③ The APOEC Chairperson will also designate a Media Liaison Person, which could be the Centre Manager or the APOEC Chairperson themselves.
- ④ The Group Leaders role is to contact the School Principal or Board of Trustees and pass on the same information. The Schools Contact Person will then liaise with the Parents/ Caregivers of the children at APOEC



In all situations both the Centre Manager and Group Leader take their information from the External Rescue Organization which could be one of the following groups:

- NZ Police
- NZ LANDSAR
- Civil Defense
- St John

In all cases it is imperative that the Centre Manager and Group Leader Co-ordinate communication efforts to ensure consistent information is supplied to all parties involved

## 7:12 - NON - URGENT COMMUNICATIONS

***All non-urgent communications (i.e. not directly related to the welfare of persons on site) should be directed through the APOEC Manager.***

## 7:13 – COMMUNICATION WITH SCHOOL AND APOEC TRUST

If a considerable risk threatens any staff or guests the APOEC manager is to contact the APOEC Chairman as soon as possible to do so.

All communications with the APOEC Chairman will be through the APOEC manager.

At the same time the School or Group must be contacted by the Head Teacher or Group Leader.

In any situation where outside assistance for medical help or emergency management is required then both the APOEC Chairman and the School Principal must be contacted as soon as it is possible.

## 7:14 - COMMUNICATION WITH THE MEDIA

***Any and all communication with the media should only be made by the APOEC Manager (only after they have informed the APOEC Chairman, or by a Representative of the APOEC Board of Trustees.***

***If the group staying has a representative they would like to allocate to this role, then please let the APOEC Centre Manager know so we can direct communications to this person. For a school it may be the principal or a board member.***

## 7:15 - INTERNAL EMERGENCY PROCEDURES

*All accidents and incidents involving APOEC staff requiring professional medical attention or rescue services must be immediately reported to:*

<b>What Needs to be Done:</b>	<b>Who to Contact:</b>
1 Accident must be reported to Centre Manager as soon as possible.	Logan McKelvie: Mobile: 021 984 799 APOEC Office: 03 318 9249
2 Contact must be made to the Chairman and APOEC Board of Trustees.	Rodger McHarg Home: 03 37 31 33 Mobile: 021 954 838  George Morrow Home: 03 342 9549  Kerry Kearney: Home: 03 356 1616

## 7:16 - REVIEWING A CRISIS SITUATION

***Arthur's Pass Outdoor Education Centre staff along with the APOEC Board of Trustees should review all emergencies after the crisis is over.***

Reviews should cover (but not be limited to):

- Root causes, what happened.
- Staff actions during crisis.
- Client safety.
- Implementation of current plan and its effectiveness.
- Possible preventions, planning for future avoidance, and possible changes to current plan.