

# 2021 Emergency Response Plan

Serpentine Camping Centre



**Baptist Camping Centres**  
WESTERN AUSTRALIA

# EMERGENCY RESPONSE PLAN

- To ensure that the correct response is made to any emergency situation that may arise in the camp, all Serpentine Centre staff and user groups are requested to make themselves familiar with the details of the emergency response plan.
- In the event of any emergency Serpentine Centre staff should be informed.
- To prevent confusion - and to make best use of available resources, any situation requiring an emergency response i.e. accident, gas leak, lost child, etc. should be handled by the Serpentine Centre management. This will enable immediate assistance to be provided and an appropriate response planned.
- All contact with emergency services should be done by the Serpentine Centre management where time/availability permits.

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## SITE OVERVIEW

### Cabins

There are a total of 4 cabins containing 5 rooms each with 8 beds per room. A leader's room in two of these cabins, with 4 beds in each. A separate 2 bed self contained cottage. Every cabin has an ablution area. Total capacity of the cabins is 168.

### Leaders Chalet

Centrally located providing an office with a PA system to all buildings and grounds. A phone for emergency use is also provided. The Chalet has a total of 6 rooms. Male and Female conveniences with disabled access.

Total capacity of the Chalet is 14.

**Total Capacity** of the Centre is 184 + (please inquire if your group is larger).

### Recreational and Educational Activities

***All our Recreational Activities are now provided and Managed by our Adventure Specialist Provider – Adventure Out and other Activity Providers.***

- **Indoor Climbing Wall:** Test your skills on our 4 levels of technical difficulty
- **Archery:** Careful aim and accuracy and a lot of fun
- **Serpy Falls Walk:** An amazing self guided walk across the scarp from the falls to The Serpentine Centre.
- **Team Building Games and Challenges:** Able to cater for all ages.
- **Outdoor Cinema:** set on the lawns with popcorn.
- **Challenge Course and Maze:** Set in the surrounding bushland, includes a 126 pole maze, spider web, scaling wall, trust fall and 3 pole tyre challenge.
- **Low Ropes / Initiatives:** Trust and challenge are both elements of our low ropes initiative course.
- **Mini Golf:** A nine hole Mini Golf course is on site with clubs and balls provided.
- **Swimming Pool:** 22mt Fully fenced pool. Supervised pool games and sports are available.
- **Tennis/Basketball:** 2 x full sized multipurpose Bitumen Tennis courts with Basketball rings included.
- **Wheelchair Basketball:** Educational activity fostering self-awareness in an enclosed and safe environment.

*All this and so much more..... to see more of what Adventure Out have to offer here at the Serpentine Camping Centre, please take a look at their website <http://adventureout.com.au/programs/serpen/>*

# In an emergency

## 1. Verify

### Verify the report.

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

## 2. Notify

### Notify the emergency services and Serpentine Centre staff

By the quickest possible means, immediately notify:

- the Serpentine Centre staff
- the emergency services (in the absence of camp staff).

## 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 this 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 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

**Assembly Area: In front of the pool.**

**Emergency Siren @ Leaders Chalet Coordinator's Office (P.A. or megaphone).**

### 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. Move to assembly area and if necessary, move campers indoors, to one end of the building.
- Await instructions from Serpentine Centre staff or refer to procedures developed for the emergency. e.g. standard fire order.

**Your location: 22 Transit Road, Jarrahdale**

**Serpentine Centre Office ph (08) 9525 5135 Fax: (08) 9525 5415 Manager Mobile 0455 113 374**

## Emergency Phone Numbers

### Fire Police Ambulance Dial 000

**Hospital: Armadale: (08) 9391 2000**  
Princess Margaret: (08) 9340 8222

Doctor: GP After hours Armadale  
Mon-Fri 7-10 p.m.  
Sat-Sun & Pub.Hol 4-10 p.m.  
Ph: (08) 9391 2285

Armadale Health Service  
Ph: (08) 9391 2000

**Police 000**

Armadale: (08) 9399 0222  
Mundijong: (08) 9526 5111

**Fire 000**

SES: Serpentine/Jarrahdale:  
Ph: (08) 9525 5313

**Ambulance 000**

St.John (non emergency)  
Ph: (08) 9334 1222 or 13 12 33

**Plumber:**

Ph: (08) 9525 5687  
Mob: 0428 761 400

**Electrician:**

Ph: (08) 9525 5454  
Mob: 0427 299 514

**Mundijong Pharmacy**

Ph" (08) 9526 0682

**Byford Pharmacy**

Ph: (08) 9525 1010

**Gas supplier:**

Ph: (08) 9333 0324

**Western Power:**

Ph: 131351

## ROLES AND RESPONSIBILITIES

### Serpentine Centre Staff

Serpentine Centre staff, if on site and available, will co-ordinate the emergency and set up a command centre in the Leaders Chalet Office. They will liaise with emergency services and take control of all responses not involving the supervision of campers. Other Serpentine Centre Staff, if on site, will assist where necessary.

### Fire Wardens

The nominated Fire Warden will be either the Caretaker, Catering Manager or senior staff on duty.

The Fire Warden will wear a red helmet and high vis-vest.

### Group Leaders

If Serpentine Centre 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. Serpentine Centre Staff **MUST** be notified as soon as practicable. Serpentine Centre Staff will then assume the coordination responsibility for the emergency. Camp Coordinator & Group Leaders must supervise campers at all times and prepare and safely undertake an orderly evacuation if advised to do so by Serpentine Centre Staff or emergency services.

Camp Coordinator & Group Leaders must ensure camper medical forms & medicines and parent contact details are taken with the group to the evacuation assembly areas.

Serpentine Centre 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 (north side of the swimming pool). This will allow ready access to all emergency vehicles.

Each group using the Serpentine Centre during the fire danger season, November to March, is to be familiar with the Standard Fire order under the direction of the Serpentine Centre 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 campers is of paramount importance.**

### STANDARD FIRE ORDER

#### **If you discover smoke or fire:**

1. Remove everyone from DANGER
2. Confine if possible, by closing door.
3. Raise the ALARM by informing your Camp Director and Camp Manager.
4. Move to the nearest safe EXIT and then to the assembly point.
5. Follow staff instructions.
6. Remain at assembly point.
7. DO NOT RE-ENTER PREMISES until told it is safe to do so.

### EVACUATION PROCEDURES

#### **On the sounding of alarm (or constant whistle):**

1. Leave your room immediately; close door behind you.
2. Move to nearest and safe EXIT, then to assembly point.
3. Follow staff instructions, remain at assembly point.
4. DO NOT RE-ENTER PREMISES until told it is safe to do so.

## MEDIA MANAGEMENT

**NOTE: To prevent nuisance calls by media - which tie up valuable staff and phone resources, all emergency situations will be managed in the following manner.**

1. No private phone access will be allowed during emergency situations.
2. Mobile phones shall not be used except in isolated locations or in medical or other extreme emergencies.
3. Under no circumstances shall campers contact outside agencies except at the direction of the Serpentine Centre Staff or the Camp Coordinator & group leader(s), and then only to assist in the combating of the emergency.
4. Refer all media inquiries to Police and offer no opinions
5. Media access to the site and to clients is banned except where Police and parents dictate otherwise.

If the media arrive at the site by helicopter they will land on the oval. They could arrive before the emergency services and should be met on arrival by either Serpentine Centre Staff or Camp Coordinator. Request that they remain away from the main camp and do not allow them access to the campers. Offer ***"I am sorry I'll have to get clearance before I can discuss that"*** on the emergency and refer them to the police or emergency services when they arrive.

## 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, lighting and P.A. system.

#### RESPONSE:

1. Notify the Serpentine Centre Manager/staff who will investigate.
2. Continue on with camp program if daytime.
3. If dark assemble campers in the dining room, conduct a head count, organise torches and outline modified program.
4. If campers in bed visit each cabin and organise campers to have torches ready.
5. Meals will still be available – check with Kitchen staff for any alterations to menu.
6. Continue camp program

#### Serpentine Centre STAFF RESPONSE:

1. Check main switchboard outside the north end of the dining room. (there should be three red lights on the meter indicating power to the building).
2. If no power, call Western Power to check fault and delay.
3. If power, check power point/light fitting in building(s).
4. Check fuse boxes in each building.
5. If fuse tripped or fault undetectable call camp electrician.
6. Inform Camp Coordinator/group leader of action.
7. Do not allow use of candles in accommodation areas.

### Water Loss

In the event of power loss, water is available for toilet use only. In the event of water loss, campers should refrain from using the toilets. Group leaders need to be aware of hygiene problems and direct the group members on which toilet to use.

#### RESPONSE:

1. Notify the Serpentine Centre staff who will investigate.
2. Continue on with camp program.

#### Serpentine Centre STAFF RESPONSE:

1. Investigate, check power to pumps, and water levels in tanks.
2. Contact camp plumber.
3. Inform group leader and Serpentine Centre kitchen staff of likely delay.

**Gas Failure**

No hot water will indicate trouble with gas supplies.

**RESPONSE**

1. Notify the Serpentine Centre staff who will investigate.
2. Continue on with camp program.

**Serpentine Camp STAFF RESPONSE:**

1. Investigate and re-light pilot light.
2. Check that gas valves are open.
3. If no success call camp plumber.
4. Inform group leader of action and kitchen staff if cooking will be disrupted.

## EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS

### Bushfire: At The Campsite

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

1. In the event of a fire emergency in the area the campsite will be evacuated **only on the advice of the emergency services.**
2. The Serpentine Centre staff, or in their absence the Camp Coordinator, will **sound the siren in the Leaders Chalet Coordinator's office.** This places all campers on alert and they should quietly and slowly move to the evacuation assembly point in front of the pool area if safe to do so.
3. A **head count of campers** is to be conducted by Camp Coordinator and group leaders after which Serpentine Centre, or in their absence one or two group leaders, are to **check all campsite buildings** for campers closing all doors and windows (close curtains).
4. **The Serpentine Centre Management 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. Where blankets are available they are to be provided to campers.
6. All people are to **gather in the appointed safe area and remain there until** advised otherwise by the emergency services.
7. **Gas and power** should remain on unless fire close by.
8. Serpentine Centre staff:
  - appoint staff to designated areas;
  - fill spouting of both dining room and residences with water;
  - remove combustible material from verandas;
  - move cars into central car park;
  - once fire front has passed check for spot fires.

**Bushfire: Off Site****(A mobile phone is advised 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. cleared area.
2. 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. Campers should shelter around rocks, logs or ground depressions to avoid radiant heat.

**Building Fire:**

All sleeping areas are fitted with smoke detectors. In the event of an emergency signal sounding 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. **Serpentine Centre staff or a responsible adult or group leader** is to check the sleeping area being indicated by the alarm.
3. **If smoke is present** in the sleeping area the accommodation rooms are to be evacuated in a quiet and orderly manner to the Emergency Evacuation Area where a head count will be undertaken. A **designated** group leader or Serpentine Centre Manager/staff member is to undertake individual room checks to ensure that all sleeping areas are empty.
4. **If there is no evidence of smoke**, Serpentine Centre staff or a group leader should investigate the [fire site] to ascertain whether or not it is a false alarm & **Emergency Services notified**.
5. **If Serpentine Centre 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 & electricity** should be cut off.

<b>Lost or Missing Camper:</b>
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In the event that a camper is reported missing 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 Serpentine Centre staff and group leaders to cover and search a number of specified areas. Searchers are to be equipped with 2-Way radios or mobiles. Make a note of these search groups, their members and search areas. Campers should not be used in this capacity.
  3. Ensure that someone in a responsible position is left in charge of the **remaining campers** and that these campers are given a variety of things to do. This group leader should also be able to receive telephone messages etc. and access the 2-Way radio.
  4. Coordinate watches and agree upon the maximum length of this **initial search** (1 hour). 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, the estimated time last seen, any physical or medical aspects and the actions put in place to date.
  6. In the event of an **underlying medical concern** with the missing individual the ambulance and hospital should be informed:
    - Ambulance..... 000
    - Armadale Hospital: ph (08) 9391 2000
    - Armadale Police: ph (08) 9399 0222
1. **Notify the immediate neighbours** and provide detailed description of the missing camper. Make sure that they know the campsite's phone number:
  2. 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 organisation** or school, so that the parents can be notified.
  3. Upon **locating the missing camper**:
    - ensure that the police, emergency services and neighbours are informed
    - determine whether medical attention is required, and
    - notify your organisation and parents.

## Camper Abduction Or Assault

### Off Site

1. Witnesses gathered and Police contacted immediately by any available means.
2. Group returns to camp to continue program. **Serpentine Centre staff immediately notified.**
3. Police manage situation
4. Group leader contacts organisation

### On Site

1. Immediate details obtained from witnesses and Police notified immediately
2. Rest of group to carry on with program
3. Witnesses held in office subject to police arrival
4. Camp Coordinator/ group leader contacts organisation
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:

Principles 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 camp all campers and staff not involved are to be immediately evacuated to the oval area. Or if the hostage situation occurs outside, take refuge in the dining Hall. There are several lockable exits to escape if required. 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 campers remain at the oval or evacuated home.

## Lockdown Procedure

**In circumstances where there is an immediate threat of danger to camp site occupants in the event of an intruder at the campgrounds, or a perceived threat of physical harm:**

Principles to observe when confronted by situation:-

4. Remain calm and endeavour to reduce tension, particularly if in direct contact with perpetrator
5. Be flexible in response, humour the perpetrator and try to observe their behaviour
6. Comply with reasonable requests and negotiate if possible

**If Not In Direct Contact with Perpetrator:**

4. Should a hostage situation develop at the camp all campers and staff not involved are to be immediately evacuated to the oval 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.
5. Police notified immediately and take control.
6. On advice from police campers remain at the oval or evacuated home.

**Injury / Illness/ Near Drowning****Off Site**

1. If safe to do so remove person from further danger.
2. First Aid and/or CPR as required.
3. Contact Serpentine Centre Manager/staff
4. Two adults stay with person, rest of group continue activity away from injured camper
5. Serpentine Centre staff or group leader contacted to arrange transport of person to medical aid or call Ambulance.

**On Site**

1. If safe to do so remove person from further danger and make comfortable.
2. First Aid and/or CPR as required by Camp group leader.
3. Contact Serpentine Centre staff or Camp Coordinator/group leader immediately
4. Two adults with 1st aid training to stay with injured / ill camper.
5. Serpentine Centre staff or Camp Coordinator/group leader arrange transport to medical aid or call ambulance
6. Group removed from immediate vicinity of injured and continue program activity.

**Pandemic Response**

1. If a camper is suspected of having an infectious disease/virus/COVID-19 – contact Serpentine Centre Management / Staff
2. Immediately isolate the camper into Redgum Cottage until transportation can be organised.
3. Provide the camper with a Pandemic Kit – which includes water, hand sanitiser, face mask and health information.
4. Campers to socially distance and wear masks where available.
5. Camp leader to contact health authority and helpline on **13 268 43**
6. Upon learning of the suspected case - organise for the camper to be evacuated from the campsite, and Camp leaders to ascertain close contacts of the individual who should take all necessary precautions to socially distance and isolate.
7. Once the Health Authority has finalised instructions, all campers to be notified and asked to leave the site.
8. Serpentine Camping Centre staff to undertake full Deep Cleaning of Site and in particular those areas where the infected camper has been. Undertake testing and staff to quarantine as advised by Health authority.

**LPG Gas Leak**

1. Serpentine Centre staff or Camp Coordinator/Group leader to be notified **immediately**.
2. Gas turned off at point if practical to do so.
3. **If the leak is minor** e.g. strong smell of gas from appliance. Turn off appliance or at supply. - **No evacuation of camp required** Isolate area from campers and ventilate area. Contact camp plumber Peter Westlake
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. Outside of the front of the pool or oval area provide the best assembly areas.**

**Notify Kleenheat Gas supplier 132180 and Police 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 normalised. 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.

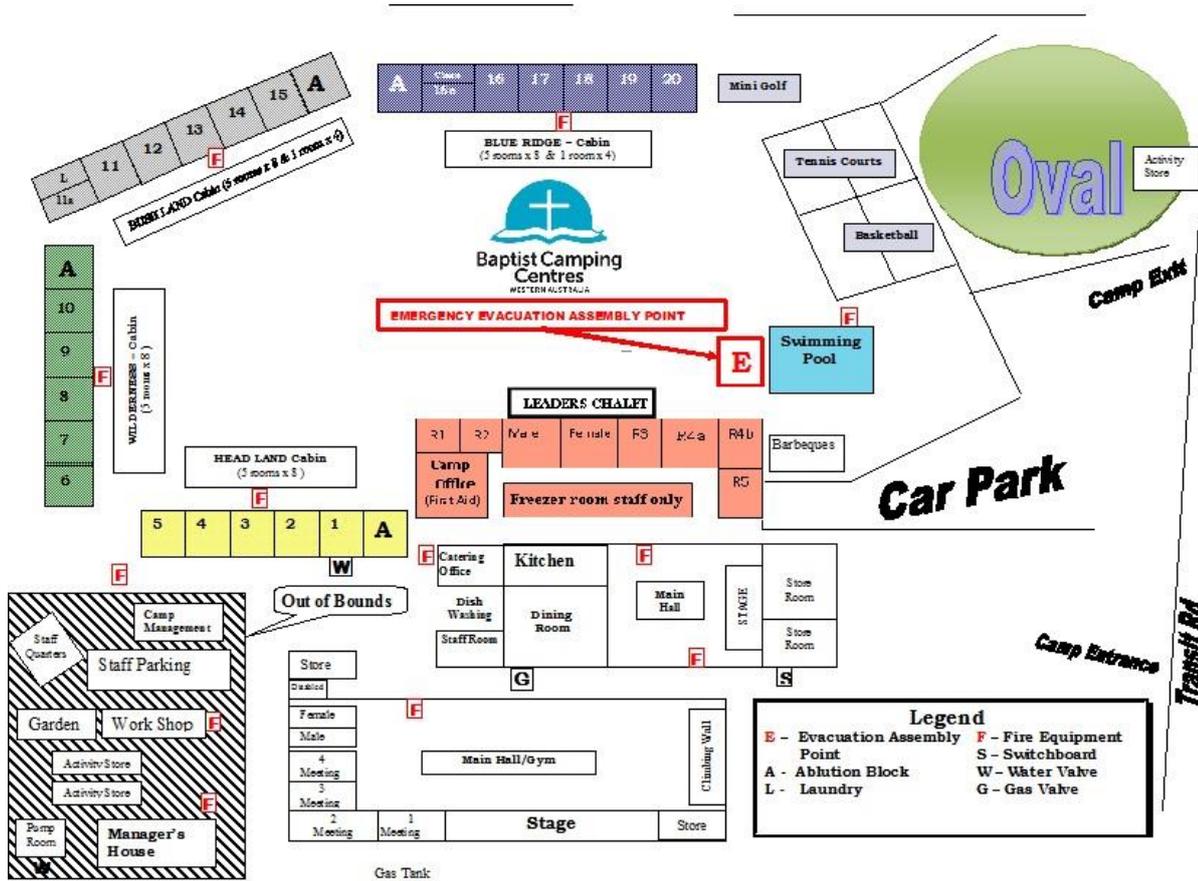
A discussion between those involved in the incident and Serpentine Centre staff and/or Baptist Union will occur. Diary notes of the incident and the response will be made. Any problems with the response and lessons that can be learned will be noted and adopted.

**Major Incidents** - Where injury, trauma has occurred or Emergency Services have been involved.

A full debrief 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 Baptist Union.

# Serpentine Camp Site Plan

See also attached copy:



## Serpentine Centre Staff Emergency Training Program/Reviewing Plan

### Serpentine Centre staff

- New Serpentine Centre staff are briefed on the Emergency Management Plan as part of the induction process on commencing employment.
- Each Serpentine Centre staff member is shown and has access with a copy of the plan and are to acquaint themselves with the location of assembly areas, fire extinguishers and utility cut off points e.g. gas, water.
- The Emergency Management Plan will be tested every 12 months to simulate different emergencies.
- Serpentine Centre staff are trained annually on Fire and Safety Procedures.

**Serpentine Centre Phone Directory**

**Centre Management Office Ph: 08 9525 5135**

**Caretaker's Mobile: 0492 211 828**

**Camp Director's Mobile: 0424 164 964**

**Baptist Union**

**Ph: 08 9631 3300**

**Fax: 08 9470 1713**

## Appendix: Document History and Version Control Record

**Document Title:** Serpentine Camp Emergency Response Plan 2021  
**Source Documents:** C:\Users\Admin\Dropbox\Serpentine\Risk Management\Serpentine\2021

**Document Creation:** June 2012

**Associated Internal Documents:**

**Associated External Documents**

**Applies to:** Serpentine Camping Centre

**Approved by:** Ross Daniels

**Authorised Officer:** Marc Marion

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**January 2022**

Version Number	Version Review Date	Authorised Officer	Amendment Details
4	January 2018	Linda Cummins	Update Map
5	January 2019	Linda Cummins	Hostage Situation Update
7	January 2020	Linda Cummins	Update Phone Numbers
8	January 2021	Linda Cummins	Update to include Pandemic Response, updated Site phone numbers.