

Jamberoo Action Park



EMERGENCY PROCEDURES MANUAL

Jamberoo Action Park



Emergency Procedures Manual Index

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EMERGENCY EVACUATION OUTLINE

ROLES

There are four main roles within the emergency evacuation and they are as follows:

Chief Emergency Officer (CEO)
 Emergency Assembly Area Warden
 Floor Warden
 First Aid Officer

WHITE HELMET
RED HELMET & VEST
YELLOW HELMET
GREEN HELMET & VEST

Staff and guests should follow the directions of any of the above personnel and listen to the instructions given as you may be directed to an alternative Assembly Area.

Assembly Areas –

Jamberoo Action Park is broken up into 3 geographical locations and relevant assembly areas area:

Area 1	Area 2	Area 3
Flower Barn – Car Park	Staff Car park	Front Gate – Car park

Staff & Guests –

Staff and guests are to follow the directions of the Floor Warden. They should be easily identifiable by the yellow helmet they are wearing.

Chief Emergency Officer (CEO) – White helmet

On the investigation of an emergency at the Jamberoo Action Park, the CEO is to report to the Emergency Control room and co-ordinate with the Assembly Area Wardens and emergency services. Retrieve the CEO instruction pack including **white helmet** and instruction sheet.

Emergency Assembly Area Wardens – Red Helmet

An Emergency Assembly Area Warden, on becoming aware of the emergency, should implement the emergency procedures for that Assembly Area, which should include the following actions;

- Go to the Emergency Assembly Area box located within the area and retrieve the **red helmet, vest** (put the helmet and vest on), pick up the documents and ensure they have a two way radio.
- Go to the Assembly Area and ensure that the area is clear from any obstructions or danger, inform the CEO if there is an issue or the area is clear;
- Floor Wardens are to report that the building/area is clear or if there is a person trapped or with a disability within the building;
- Communicate all clear and any issues to CEO so that the appropriate action can be taken;
- Await directions from the CEO;
- Once given the all clear from the CEO inform people waiting in the assembly area that they can go back into the park / buildings.



EMERGENCY EVACUATION OUTLINE

Floor Warden – Yellow Helmet

On becoming aware of a potential emergency, either by the sound of the fire alarm, telephone call, two-way radio, or runner, the Floor Warden shall initiate the emergency procedures which should include the following actions:

- Initiate evacuation of the immediate work area / workplace;
- Retrieve the Floor Warden **yellow hat** with instructions inside from your area, put the hat on your head;
- Perform methodical search of their area to ensure that all persons have been notified of emergency and are leaving the workplace for the Assembly Area. Assist mobility impaired persons; or move them to a safe place.
- Remove all staff/guests to the Assembly Area;
- Advise the Emergency Assembly Area Warden (who will be wearing a RED helmet and vest) on arrival at the Assembly Area that the search area is clear of all staff/students.

First Aid Personnel- Green Helmet

Being notified of an evacuation via, hearing the evacuation alarm / two way announcement, telephone call, or in person, the first aid officer is to retrieve their first aid kit and **green first aid helmet and vest**. Then report to the Emergency Assembly Area Warden to render first aid as required.



EMERGENCY CONTROL ORGANISATIONAL PLAN

The plan requires the formation of a group of staff members to act as Floor Controllers in the event of an emergency. The Chief Warden has authority to make decisions during an emergency without resorting to the usual management structure.

The structure of the Emergency Control Organisation (ECO) has been specifically designed to meet the individual needs the Jamberoo Action Park.

Members of Emergency Control Organisation

- Chief Warden
- Deputy Chief Warden
- Communications Officer
- Assembly Area Wardens
- First Aid Officers

Floor Controllers for the following areas:

Catering/Retail Outlets

- Front Office
- Middle Office
- The Loft
- Burger Barn
- Surf Shack
- Pavilion Amenities
- First Aid Room
- Staff Room
- Splash Snacks
- Chicken Spot
- Souvenir Shop

Rides/Attractions

- Outback Bay
- Toboggans
- Splash-out Waterslide
- Go Carts
- Round Pools
- Mushroom Pools – Kiddies
- The Rock
- Golf
- Train
- Surfhill
- Rapid River
- Billabong Beach
- The Taipan
- Chair Lift

The staff selected to act as members of the ECO will receive training to enable them to carry out the requirements of that position.



GENERAL EVACUATION PROCEDURES

Instructions to all staff

Preparing to evacuate

- Switch off electrical equipment you may be using.
- Shut down the ride / attraction.
- Secure any confidential or valuable items.
- Wait for further instructions.
- Do not assume that it is a false alarm. Treat each evacuation as a serious safety manner.

Evacuation

Actions required in the event of an emergency

- Leave the building / area by the nearest safe exit in an orderly fashion.
- Do not make any unnecessary noise, as Wardens/Floor Controllers may need to pass on information by voice.
- Walk smartly; do not attempt to hurry along or pass the person ahead of you.
- Keep out of the way of emergency personnel.
- Be a calming influence with others who may appear agitated.
- When you leave the building / area, go immediately to the designated assembly Area. The Assembly Areas are situated at either side of the park. (SEE EVACUTAION MAP) Signs denoting the areas are prominently displayed.
- Do not re-enter the buildings for any reason, until the Chief Warden or Senior Fire Brigade Officer declares the emergency over.
- If you are in an area other than your own when the instruction to evacuate is issued, do not return to your own area. You must evacuate from the area you area visiting.
- If the evacuation is called due to a bomb threat, you should take any personnel belongings such as bags and briefcases with you.



CHIEF WARDEN

"White Helmet" – Chief Warden Markings

Responsibilities

- a) The command of all building emergencies until the appropriate emergency services authority arrives.
- b) Coordinating and supervising the Emergency Control Organisation.
- c) Preparing and reviewing emergency procedures for all buildings.
- d) Ensuring that all Emergency Control Organisation personnel are properly trained and that all positions in the Emergency Control Organisation are filled.

Actions required in the event of an emergency

1. Go immediately to the Fire Indication Panel and assess the situation.
2. Confirm the initial report of the emergency with a situation report from the Duty Manager.
3. Make sure that the Deputy Warden and other Emergency Control personnel have been advised.
4. Make sure that the appropriate emergency services have been contacted with full information.
5. Confirm with the Communications Officer any updates on the emergency that may have been received from the Floor Controllers and Wardens.
6. Ensure that the Communications Officer has completed a comprehensive record of events.

Options

Subject to available information the Chief Warden may decided to:

- I. Take no further action and declare the emergency over.
- II. Issue instructions for a partial evacuation. This may be and evacuation of the affected area or those with the potential to be affected.
- III. Issue instructions for a total evacuation of the Action Park.



<p style="text-align: center;">DEPUTY CHIEF WARDEN "White Helmet" Deputy Chief Warden Markings</p>

Responsibilities

The Deputy Chief Warden assumes the Chief Wardens responsibilities if the Chief Warden is absent and/or helps during an emergency.

- a) Commanding all building emergencies until the Chief Warden or appropriate emergency service authority arrives.
- b) Helping the Chief Warden coordinate and supervise the Emergency Control Organisation.
- c) Helping prepare and review emergency procedures for the Action Park.
- d) Make sure all Emergency Control Organisation personnel are properly trained and all positions in the Emergency Control Organisation are filled.

Actions required in the event of an emergency

- 1) Evaluate situation. Assume control until the Chief Warden arrives.
- 2) Contact Chief Warden regarding emergency
- 3) Assist Chief Warden as required.

It is vitally important that the Deputy Chief Warden be fully conversant with all aspects of the Emergency Plan in order to effectively carry out the Chief Warden role if require to do so.



COMMUNICATIONS OFFICER
"White Helmet"
Communication Officer Markings

Responsibilities

- a. Acting in a communications capacity under the instructions of the Chief Warden.
- b. Receiving and recording communications from Assembly Area Wardens and other emergency control personnel
- c. Keeping an accurate record of actions during the emergency.

Actions required in the event of an emergency

- 1) Evaluate the situation - assume control until the Chief Warden or Deputy Chief Warden arrives.
- 2) Record time and nature of the emergency/incident in the appropriate log book.
- 3) Brief and assist Chief Warden and Deputy Warden on their arrival and as require.



ASSEMBLY AREA WARDENS **"Red Helmet & Vest"**

Responsibilities

- a) Advising the Communications Officer that the Assembly Area is suitable and safe at the time of an emergency.
- b) Coordinating Emergency Control Organisation activity in the Assembly Area.
- c) Acting as communications point for passing of information such as missing persons, etc to Communications Officer via mobile telephone.
- d) Advising evacuees of status of the emergency by use of loud hailer.

Actions required in the event of an emergency

- 1) Don Helmet and Vest collect mobile telephone and load hailer and proceed to designated Assembly Area.
- 2) Confirm Assembly Area is safe to Communications Officer via mobile telephone.
- 3) Assist Floor Controllers as they arrive at the Assembly Area by relaying messages including "**All Clear**" messages on their behalf.
- 4) Provide ongoing information to the Communications Officer as provided by evacuees.
- 5) Act as a steady influence on evacuees.
- 6) Issues "All Clear" signal as advised by Chief Warden.



FLOOR WARDENS

As per the Emergency Evacuation Register

"Yellow Helmet"

Actions required in the event of an emergency

When you hear the Fire Alarm, or are advised by telephone, two-way or in person to begin an evacuation:

- a) Collect your Floor Warden Helmet and Emergency Instruction Pack
- b) Direct people out of the area using the Fire Exits to the closest Emergency Assembly Area.
- c) When people have left the area commence a search of the area, paying special attention to toilets and storage areas. Check visually as the occupant may be deaf or incapacitated.
- d) As you leave the area place a **"DO NOT ENTER"** sign on the door.
- e) When you have completed the search proceed to the Emergency Assembly Area and notify the Chief Warden that your area is clear, naming the area of your responsibility. E.g. "Taipan Area Clear".



FIRST AID OFFICER/S

As per the Emergency Evacuation Register

"Green Helmet & Vest"

Responsibilities

- a. Rendering and providing First Aid
- b. Acting in a communications capacity under the instructions of the Chief Warden.
- c. Receiving and recording communications from Assembly Area Wardens and other emergency control personnel
- d. Keeping an accurate record of first aid actions during the emergency.

Actions required in the event of an emergency

When you hear the Fire Alarm, or are advised by telephone, two-way or in person to begin an evacuation:

1. Collect your First Aid Helmet and Emergency Instruction Pack.
2. Collect the relevant First Aid kit and equipment.
3. Report to the Floor Warden to render first aid as required.



<p>SCHOOL TEACHERS / CARERS IN CHARGE OF STUDENTS</p>
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Actions required in the event of an emergency

1. Ensure students in their care remain calm by immediately taking charge of their evacuation.
2. Keep the noise level as low as possible.
3. Take the roll book or student register with them.
4. Accompany the students to the Assembly Area and carry out a roll call.
5. Report any discrepancy in the roll call to the Assembly Area Warden.