Last revision: AW & AH 01/19



Discovering a Fire- "Fire, Fire, Fire"

Initial **Attending Duty** First on Scene **Actions** staff manager **Assist evacuation Ensure Fire Brigade** Raise the alarm: to nearest Fire have been called. As directed by Sound the fire **Assembly point:** Duty manager. alarm (if fitted) If LPG Gas involved -• Shelter A Set exclusion zone of • Shelter B at least 100 metres • Shelter C Camp toilet Block **Establish Fire** Shout: • Pavilion **Appoint staff** extinguisher "Fire, Fire, Fire" x 2 • Back of Walled Gdn. members to meet and holding area. direct Fire Brigade. **Contact Senior** Management. Radio: All Station's, As directed by Crowd control Confirm areas of All Station's. Duty manager. onlookers. affected buildings "Fire, Fire, Fire" have been searched + Location x 2. (If possible) **Ensure all customers Evacuate from** on site are building: accounted for (where Escort customers possible) to the nearest Fire Head count against Assembly Point. disclosure forms. Do not enter a building alone. **Ensure Fire Hazard** If LPG Gas stay data card passed to upwind of fire. Fire Officer on arrival.

Office

Dial 999.
Ask for Fire
Brigade. If LPG
Gas involved
state this at
time of call.

Stubbers Adventure Centre, Ockendon Road, Upminster, Essex, RM14 2TY. 01708 224 753. Start incident record: Timings, staff involved, fire

location.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

DM Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?

Last revision: AW 11/19



Fire Hazard Data card

See location map overleaf

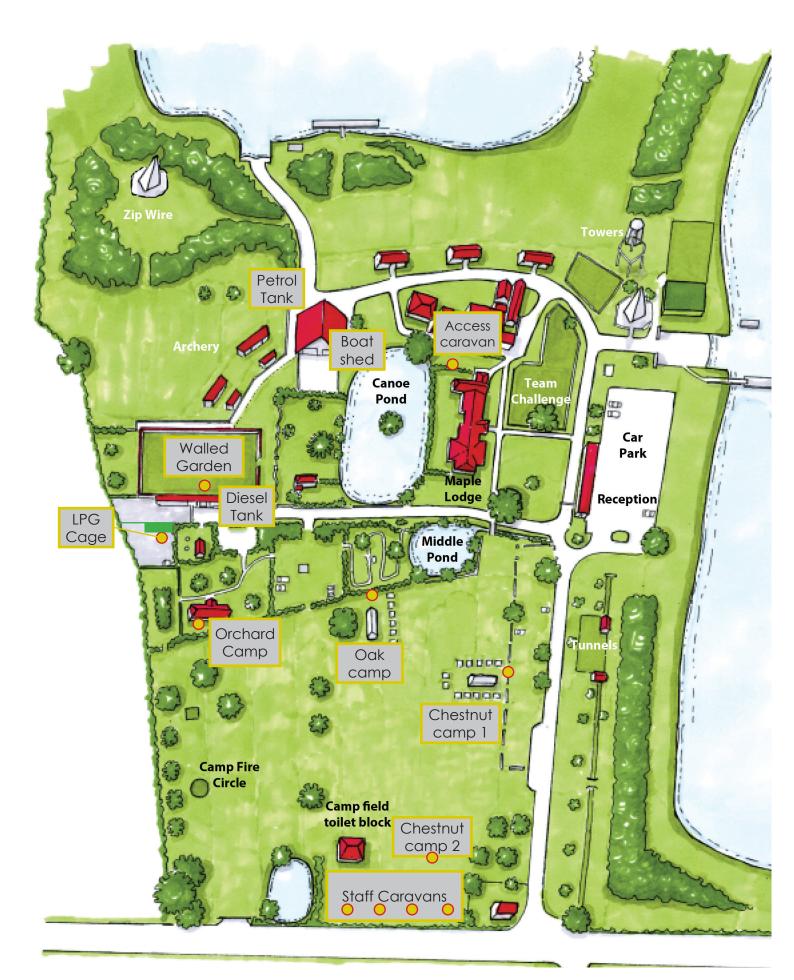
Building / Area	Hazard
Boat Shed - NE Corner	 Air compressor 4 tonne hydraulic vehicle lift 10 Quad bikes - fuelled.
Boat Shed - NW Corner - Workshop	Aqueous Parts washerMay contain vehicle (s)
Boat shed - South Side (Boats & Jet ski's)	 5 x Jet ski's Master craft ski boat 50 Ltr Petrol tank 50 Ltr Petrol tank
Petrol Tank area	 Green Tank - Up to 1950 litres of UNL petrol. Red Fuel store - Up to 8 x 20 litre petrol cans.
Gas cage - Behind containers	Containing up to 20 x 26.1Kg Propane cylinders.
Walled Garden	2 x 26.1Kg Propane cylinders.
Diesel Tank	Containing up to 3000 litres Red diesel.
Orchard Camp Oak Camp Chestnut Camp 1 & 2	• 2 x 26.1Kg Propane cylinders.
Access Caravan	• 4 x 26.1Kg Propane cylinders to rear of caravan.
Staff Caravans	• 4 x Caravans - 2 x 26.1Kg Propane cylinders plus 2 x 26.1Kg Propane cylinders - all chained to fixing points.

Last revision: AW 01/19

Site map





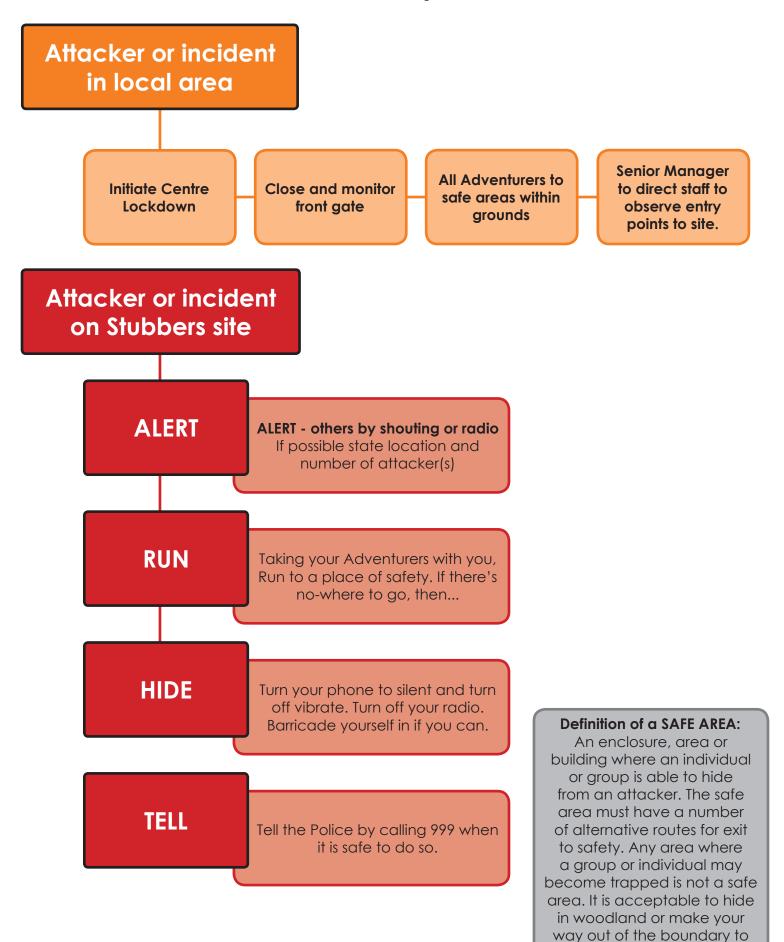


Last revision: AW 3/17



adjacent land.

Firearms or Weapons attack





Incident - Assistance or Management decision required.

First **Attending Duty** Initial **Manager on Actions** staff Manager Scene Assist as directed If during a session: Respond to call Respond to call Stop activity "Acknowledged, by Manager on "Acknowledged, on route. on route. session. scene. Radio: "Delta Proceed to scene Proceed to scene 1. Delta 1 this is immediately. immediately. "assistance required" at location, over." **Consider situation Consider situation** and appropriate and appropriate Try to keep response. response. involved parties at the location if possible. Call Police if: Call Police if: Physical threat Physical threat to staff or to staff or Adventurers or Adventurers or criminal damage. criminal damage.



Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?

Last revision: AW + AH 01/19



Informing Next of Kin (NOK)

What's happened?

Fatality

Notification of NOK to be decided by Police

Senior Manager

Follow Major Incident / Fatality EOP. Hospitalised

NOK informed immediately.

Returning home

Contact NOK to request collection or inform NOK that adventurer is on route home.

Continued with sessions

NOK informed at end of day. NOK to sign First aid form / Head injury notification issued if applicable.

Responsibility for action...

School or Group

Group Leader / Teacher.

Duty Manager to liaise to keep Head of Centre informed.

BDP or Adventure Experience

Duty Manager

SMASH

SMASH Manager

Guidance on what to say...

State facts, don't make assumptions.

"Is that?" (NOK name) "Hello, I'm from Stubbers Adventure Centre. I'm ringing to tell you thatIP name...."

State what has happened:

E.g: "IP has fallen off a Banana boat and is experiencing back pain."

State what is happening:

E.g: "An ambulance has been called, once we know which hospital they will be attending we will let you know."

Name the adult who is accompanying IP.

Note: Does the NOK have access to transport to meet the IP?

If no can we assist with this?

State what has happened:

E.g: "IP is feeling unwell and has asked to go home."

State what action is needed:

E.g: "Would it be possible to come and collect them please?"

Follow up: Contact Group Leader / NOK / IP to enquire of IP progress. Complete required paperwork and action.

Last revision: AW + AH 01/19



Lost child

Initial Actions

Attending staff

Duty Manager

Take description of child including last known whereabouts. See page 2.

As directed by Duty Manager.

Radio: "All stations, All stations, this is Delta 1, Lost child, Lost child. All available staff please report to Ops. Standby for child's description... (Give description - see page 2). All staff head count your group and ensure lost child is not in your among your adventurers. D2 acknowledge.

Inform Duty manager

manager

Assist Group leader to search immediate vicinity.

Stay with Leader until someone relieves you.

Time (Minutes) T0 to T10: Search common places

(Toilets, shelters, play park, accommodation)

T10 to T30:
Coordinate search
Through zoning the centre.

T-30 plus:

Call Police.

(Call earlier if evidence suggest foul play or if you believe Adventurer has left site.)

Office

Start incident record:

Timings, staff involved, Group name, child's description.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

DM Follow up actions.

Part 1 completed by relevant staff.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?



Lost child Information

The following information may be passed in clear speech over the radio:

First name.

Age.

Sex.

Last seen wearing.

Relevant medical conditions and or Additional needs.

Last known location.

Time of last sighting.

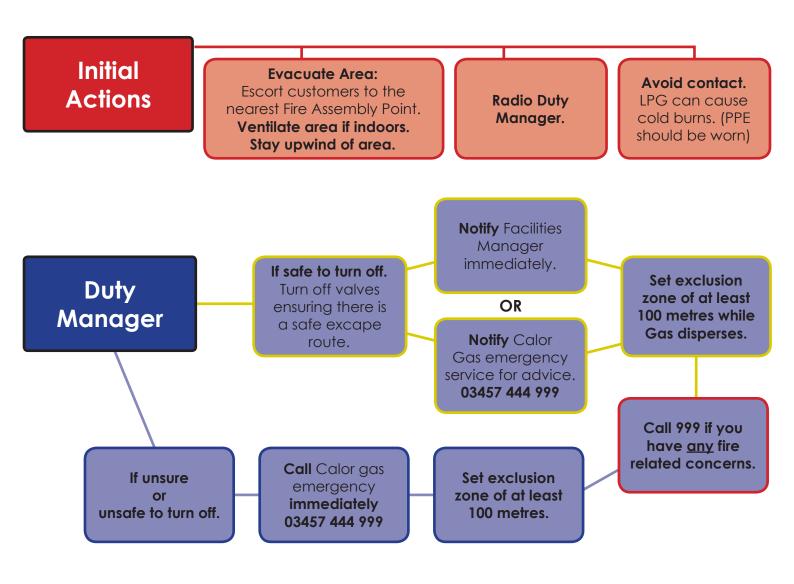
DO NOT include:

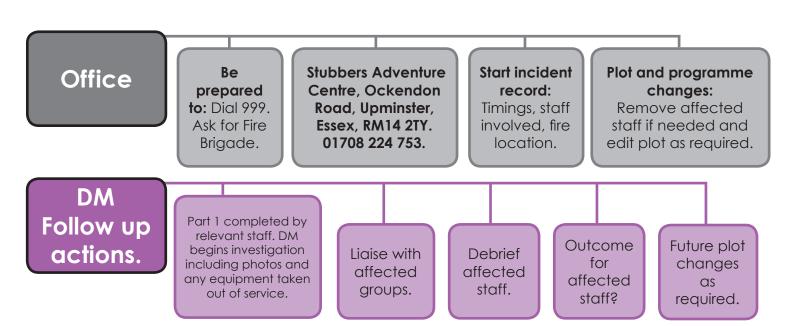
Surname, DOB, unnecessary disclosure of medical or SEN info.

Last revision: AW + AH 01/19



LPG Gas Bottle Suspected Leak





Last revision: AW 01/19



Major Fuel spillage - Code Blue

Initial Actions

Radio:

"All Stations, All Stations, Code Blue at location, Code Blue at Location"

Tanker driver to shut off delivery hose. (If not already done.)

Deploy spill socks and absorbent material to:

1. Prevent spill going into water courses.

2. Absorb split fuel.

First on Scene

Manage any onlookers.
NO Naked Flames.

Deploy Fire extinguisher as a precaution.

Assist with clean up.

Attending staff

Keep bystanders away.

Assist with clean up.

Duty Manager

Monitor situation.

If concerned about size of spill or fire risk. Request Office to call Fire Brigade.

Appoint staff member to meet Fire Brigade and hand Fire Hazard data card to Fire Officer on arrival.

If concerned about pollution to water courses call Environment Agency Incident support 0800 80 70 60

Contact safety Kleen to dispose of absorbent waste and Petrol from the sump 01268 543 324

Office

If requested. Dial 999. Ask for Fire Brigade.

Stubbers Adventure Centre, Ockendon Road, Upminster, Essex, RM14 2TY. 01708 224 753.

Start incident record:

Timings, staff involved, fire location.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

DM Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Debrief affected staff.

Contact London Fire Brigade Petroleum division 0208 555 1200 Last revision: AW & AH 01/19



Major incident or Fatality

Initial Actions

Follow on from EOP for Medical Emergency - Code Green Ensure Senior Management have been informed.

Duty Manager

If not already called. Dial 999 for the Police.

Ensure safety of other Adventurers and staff on site.

Activity area closures as directed by Senior Management.

Call Pharos Emergency response service 01183 800 544 Member number: STUB 030

Follow guidance from Pharos. Notify AIM.

Remove any Instructors associated with the incident out of the public eye and ensure they are supported.

Office

Start incident record:

Timings, staff involved, fire location.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

Follow up actions.

Riddor completed immediately.
Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?

Last revision: AW + AH 01/19

Medical Emergency rescue required-



Code Green X-ray

Initial Actions

Radio:

"All Stations, All Stations. Code Green X-ray at <u>location</u>, Code green X-ray at <u>location</u>.

Ensure remainder of group are supervised or in a safe location.

Access safely to safeguard casualties airway (If possible and safe to do so).

First Manager on Scene

Respond to call "Acknowledged, on route.

Take 1st response kit.

Call Emergency Services.

Direct rescue roles to qualified and confident staff.

NB: Attending Managers to agree who is taking the lead role.

Attending staff

Assist with group control. Remove adventurers away

from incident location and occupy them.

NB: Be aware that you can have too many staff responding!

Rescue qualified staff - Kit up and safely access to effect rescue as directed by Duty manager.

Other staff as directed by the Duty manager.

Duty Manager

Respond to call "Acknowledged, on route.

Ensure Ambulance has been called.

Manage incident. Ensure:

- First Aid is being provided.
 Staff &
- Customer Welfare
- Assess wellbeing then support or remove from scene as required.
- 3. Contact Senior Management.

Appoint staff members to meet and direct Ambulance.

Office

Start incident record:

Timings, staff involved.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

DM Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?

Last revision: AW 01/19



Medical Emergency - Code Green

Initial Actions

Radio:

"All Stations, All Stations. Code Green at <u>location</u>, Code green at <u>location</u>.

Perform 1st aid until assistance arrives.

Don't allow equipment to be moved or tampered with.

First Manager on Scene

Respond to call

"Acknowledged, on route.

Take 1st response kit.

Call Emergency
Services.

Direct responsibilities to qualified and confident staff.

NB: Attending Managers to agree who is taking the lead role.

Attending staff

Respond to call

"Acknowledged, on route.

Take 1st response kit.

Assist with First aid and or group control as required.

NB: Be aware that you can have too many staff responding!

As directed by Duty Manager.

Duty Manager

Respond to call "Acknowledged, on route.

Ensure Ambulance has been called.

Manage incident. Ensure:

- First Aid is being provided.
 Staff &
- Customer Welfare
- Assess wellbeing then support or remove from scene as required.
- **3.** Contact Senior Management.

Appoint staff members to meet and direct Ambulance.

Office

Start incident record:

Timings, staff involved.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

DM Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?

Last revision: AW 01/19





Duty Manager

Estimated Time of Return (ETR) – Refer to off site plan. Call Instructor Mobile.

If instructor has not informed Duty manager they are off the activity then initiate FTRR procedure

FTRR + O

Attempt to contact instructor or associated members of group by phone. Contact local centres e.g. Bradwell Marina, Paper Mill Lock, Harrissons Rock (Kent Police).

Contact Senior Management.

Call NOK if not onsite already informing that the group is late.

Nominate waiting area for parents (tea / coffee etc).

FTRR + 1

Check with Police no reported road accidents, if none, continue below.

For Drascombe / Power boat Trip: Call coastguard & Bradwell centres. For Harrissons Trip: Call Kent police.

For Chelmer trip:

Call Essex Police & Papermill Lock - is Stubbers vehicle in either car park.

Call Pharos Emergency response service 01183 800 544

Member number: STUB 030 Follow guidance from Pharos.

FTRR + 2

Set up control point at the centre.

Duty Manager, 1 x staff on telephone. 1 x staff as Parent liaison.

If information suggests a Major Incident, initiate EOP Off site - Medical Emergency.

If contacted by press or media before Pharos have provided statement, enquiries to be directed to Senior Management. Facts and no names. E.g.

"We have been informed that a group of[Young people] led by instructors from this centre have been involved in an accident / incident during atrip. The emergency services have been informed and we are cooperating fully with them to ensure the safe return of the group as soon as possible. I am unable to give any further information at this stage."

Essex Police 01245 491 491 Bradwell Marina 01621 776235 Bradwell OEC 01621 776 256 Coastguard 023 9255 2100

Kent Police 101

Essex Police 01245 491 491

Papermill Lock 01245 225 520

Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?

Last revision: AW + AH 01/19

Off site Residential - Failure To Report or Return (FTRR)



Duty Manager

Estimated Time of Return (ETR) – Refer to off site plan. Call Instructor Mobile.

If instructor has not informed Duty manager they are off the activity then initiate FTRR procedure.

If group are expected back on Centre follow EOP offsite Day procedure.

FTRR + 1 hour

Attempt to contact instructor or associated members of group by phone. Have centre phoned manned.

Contact Senior Management.

FTRR + 2 hours

Call Local Police and or Mountain Rescue. If in doubt phone 999.

Call Pharos Emergency response service 01183 800 544 Member number: STUB 030

Follow guidance from Pharos.

If awaiting group return to Stubbers. Set up control point at the centre.

Duty Manager, 1 x staff on telephone. 1 x staff as Parent liaison. Nominate waiting area for parents (tea / coffee etc).

Parent Liaison ensure that NOK have been notified.

If information suggests a Major Incident, initiate EOP Off site - Medical Emergency.

If contacted by press or media before Pharos have provided statement, enquiries to be directed to Senior Management. Facts and no names. E.g.

"We have been informed that a group of[Young people] led by instructors from this centre have been involved in an accident / incident during atrip. The emergency services have been informed and we are cooperating fully with them to ensure the safe return of the group as soon as possible. I am unable to give any further information at this stage."



Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff. Outcome for affected staff?

Last revision: AW 01/19



Off site - Medical Emergency

Initial Actions

Ensure safety of Staff and group members.

Call 999. Ambulance.
Read your location from Off site trip plan.

Carry out first aid.

Call Stubbers.

Office hours: 01708 224 753 Duty Manager: 07940 569 721

Out of hours:

Centre Director: 07949 427 198 Head of Activities: 07729 290 311 Head of Centre: 07958 442 522 Head of Operations: 07701 058 422

Duty Manager

If required. Dispatch support staff to scene.

Manage incident from Reception. Gain initial details from Emergency action card.

Call Pharos Emergency response service 01183 800 544 Member number: STUB 030

Follow guidance from Pharos.

Inform Senior Management. 1. CD, 2 HoA, 3. HoC 4. HoO.

Follow EOP Informing NOK.

Office

On receiving a call from an off site group.

Follow "First contact emergency action card"

Red clipboard in office.

Start incident record:

Timings, staff involved, fire location.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

If contacted by press or media before Pharos have provided statement, enquiries to be directed to Senior Management. Facts and no names. E.g.

"We have been informed that a group of[Young people] led by instructors from this centre have been involved in an accident / incident during atrip. The emergency services have been informed and we are cooperating fully with them to ensure the safe return of the group as soon as possible. I am unable to give any further information at this stage."

DM Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

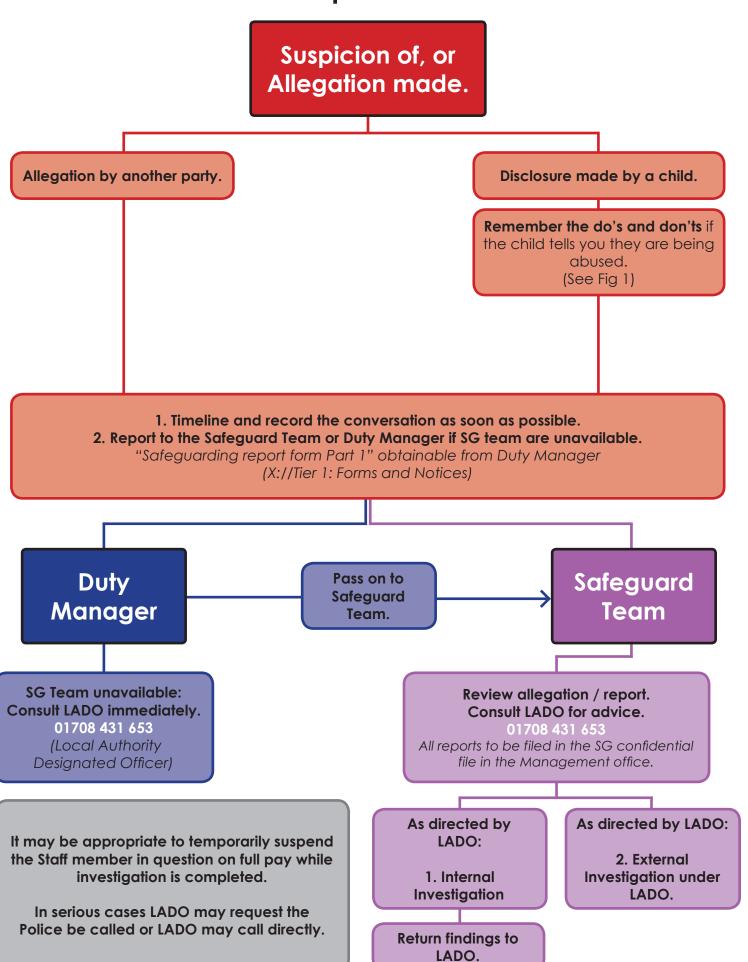
Debrief affected staff.

Outcome for affected staff?

Last revision: AW & AH 01/19



Staff member suspected of Child abuse



Last revision: AW & AH 01/19



Suspected child abuse procedure

Fig 1:

What to do if a young person tells you they are being abused.

Let the young person know:

- You are taking them seriously.
- They have done the right thing by telling you.
- You realise how hard it is for them to tell you.
- It is not their fault.
- You are not passing judgement.
- What they tell you cannot be kept secret between you. You will have to tell someone else in order to help them BUT you will only tell other professionals that need to know.

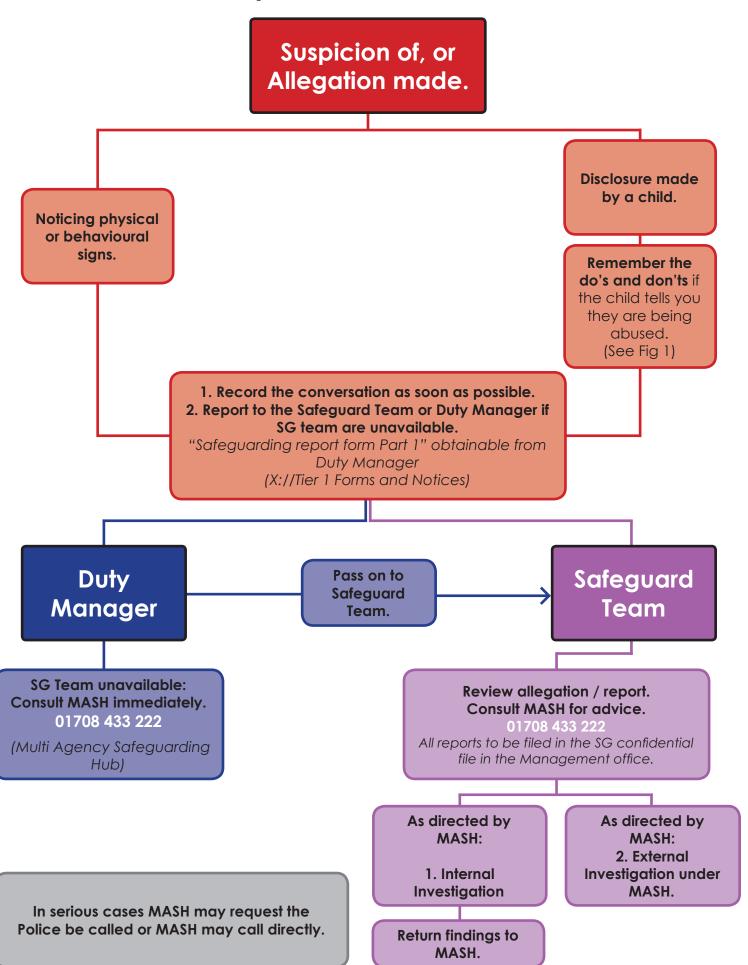
You must:

- Keep questions to a minimum and do not ask leading or closed questions
 - E,g Did this happen in the changing room?
 - ☑ Where did it happen?
- Not interrupt, let the young person talk as freely as possible.
- Start recording the facts as soon as possible The Timeline of events is of vital importance.
- Not investigate or speak to anyone else other than the Safeguarding Team.

Last revision: AW & AH 01/19



Suspected Child abuse



Last revision: AW & AH 01/19



Suspected child abuse procedure

Fig 1:

What to do if a young person tells you they are being abused.

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- Start recording the facts as soon as possible The Timeline of events is of vital importance.
- Not investigate or speak to anyone else other than the Safeguarding Team.

Last revision: AW + AH 01/19



Urgent assistance, approach with caution Code Black

Initial Actions

Radio:

All Stations, All Stations, Code Black at <u>location</u>, Code Black at <u>location</u>.

DO NOT
APPROACH THE
SITUATION without
support and or
dynamic risk
assessment.

First Manager on Scene

Respond to call "Acknowledged,

on route.

Go to scene but remain a safe distance away.

DO NOT
APPROACH THE
SITUATION without
support and or
dynamic risk
assessment.

Call Police if:

Physical threat to staff or Adventurers or criminal damage.

Attending staff

DO NOT
APPROACH THE
SITUATION without
support and or
dynamic risk
assessment.

As directed by Duty Manager.

Sessions
in the vicinity:
Be prepared to
move to another
location.

Duty Manager

Respond to call 'Acknowledged, on route.

Go to scene but remain a safe distance away.

DO NOT
APPROACH THE
SITUATION without
support and or
dynamic risk
assessment.

Call Police if:

Physical threat to staff or Adventurers or criminal damage.

Office

Start incident record: Timings, staff involved.

Plot and programme changes:

Remove affected staff if needed and edit plot as required.

DM Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?

Last revision: AW + AH 01/19



Urgent assistance, approach with caution Code Black Appendix - Staff guidance

Assault
/ Fight /
Physical
threat

Staff to agree action to seperate envolved parties.

Take agreed action ensuring that witnesses are present.

More staff may be required than you think to effect an intervention of this kind.

Suspicious character(s)

Member of
Management
team to approach
if deemed safe to
do so.

Take photos if appropriate / if you can.

Call Police if: person(s) cause concern for well being of Staff, Adventurers or Visitors.

Definition of a SAFE AREA:

An enclosure, area or building where an individual or group is able to hide from an attacker. The safe area must have a number of alternative routes for exit to safety. Any area where a group or individual may become trapped is not a safe area. It is acceptable to hide in woodland or make your way out of the boundary to adjacent land.

Weapon present

ALERT - others by shouting or radio that a weapon is present.

RUN - Taking everyone with you, Run to a place of safety. If there's no-where to go, then...

HIDE - Turn your phone and radio to silent and turn off vibrate. Barricade yoursefl in if you can.

TELL - Tell the Police by calling 999 when it is safe to do so.

Acid

Request - Acid first response bag.

Remove Everyone from
the area to avoid
further exposure.

Remove - Any affected clothing.

Remove - The substance by rinsing continually with water or, using a dry absorbant material to either soak it up or brush it off.

DM Follow up actions.

Part 1 completed by relevant staff. DM begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?