

Discovering a Fire- "Fire, Fire, Fire"

Person Discovering Other First Responder Check List Fire responders [Staff] Ensure Fire Brigade Assume Control Raise the have been called. as "Fire Marshal" As directed by alarm: Sound Fire Marshal the fire alarm (if Check Building: If LPG Gas involved fitted) Set exclusion zone of Clear of People? at least 100 meters Establish Fire Source of Fire? Shout: Appoint staff extinguisher "Fire, Fire, Fire" x 2 members to meet holding area. direct Fire Brigade. Contact Senior Prepare Brief for Radio: LAFB: Management. All Station's, Missing people Crowd control Confirm areas of All Station's, Location fire onlookers. affected buildings "Fire, Fire, Fire" Hazards + Location x 2. have been searched (If possible) Ensure all customers Evacuate from Meet LAFB on site are building: accounted for (where [Open Gates] **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 Communication Dial 999. Plot and Stubbers Start Ask for Fire programme Adventure Centre, incident Brigade. If LPG changes: Ockendon Road, record: Remove affected Gas involved Upminster, Essex, Timings, staff staff if needed and state this at RM142TY.01708 involved, fire time of call. edit plot as location. 224 753. required. Follow up Part 1 completed by actions. relevant staff. DGSC Outcome Future plot begins investigation Debrief Liaise with for changes as including photos and affected affected affected required. any equipment taken

groups.

out of service.

staff.

staff?



Fire Hazard Data card

See location map overleaf

Building / Area	Hazard
Boat Shed - NE Corner	Air compressor4 tonne hydraulic vehicle lift4 Quad bikes - fuelled.
Boat Shed - NW Corner - Workshop	Aqueous Parts washer May contain vehicle (s)
Boat shed - South Side (Boats & Jet ski's)	• 5 x Jet ski's 50 Ltr petrol tanks • Master craft ski boat 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	• 2 x 26.1Kg Propane cylinders.
Staff Caravans	• 4 x Caravans - 2 x 26.1Kg Propane cylinders plus 2 x 26.1Kg Propane cylinders - all chained to fixing points.



Site map

All Propane cylinder locations are marked on map with a:







Firearms or Weapons attack





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 Responder

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 DGSC.

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

Check list

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.

Documentation

Start incident record: Timings, staff involved.

Plot and programme changes: Remove affected staff if needed and edit plot as required.

Follow up actions.

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

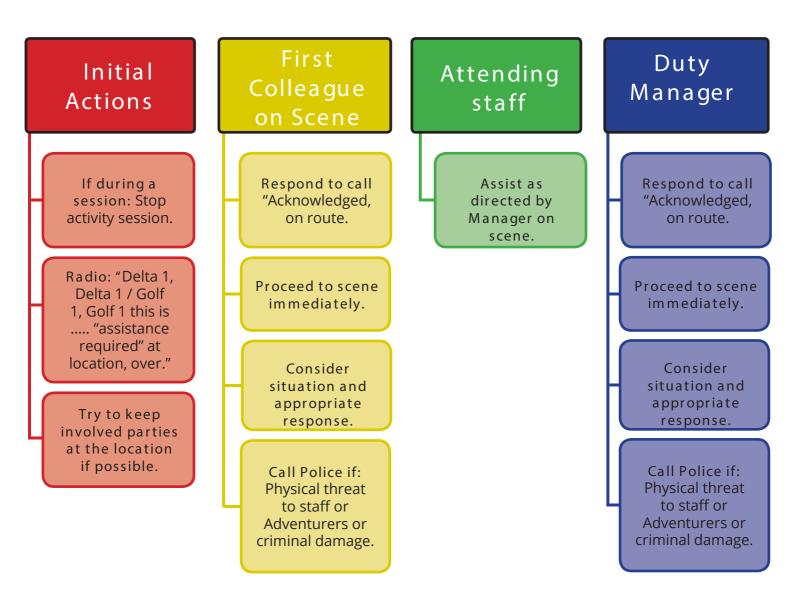
Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?



Incident - Assistance or Management decision required.



Duty Coordinator Follow up actions.

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

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?



Informing Next of Kin (NOK)

What's happened?

Fatality

Notification of NOK to be decided by Police

Senior Manager

Follow Major Incident / Fatality EOP.

Hospitalized

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 Guest Services
Coordinator

BDP or Adventure Experience

Duty Manager

SMASH

SMASH Coordinator

Guidance on what to say... State facts, don't make assumptions.

Is that?" (NOK name) "Hello, I'mfrom 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 is happening:

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

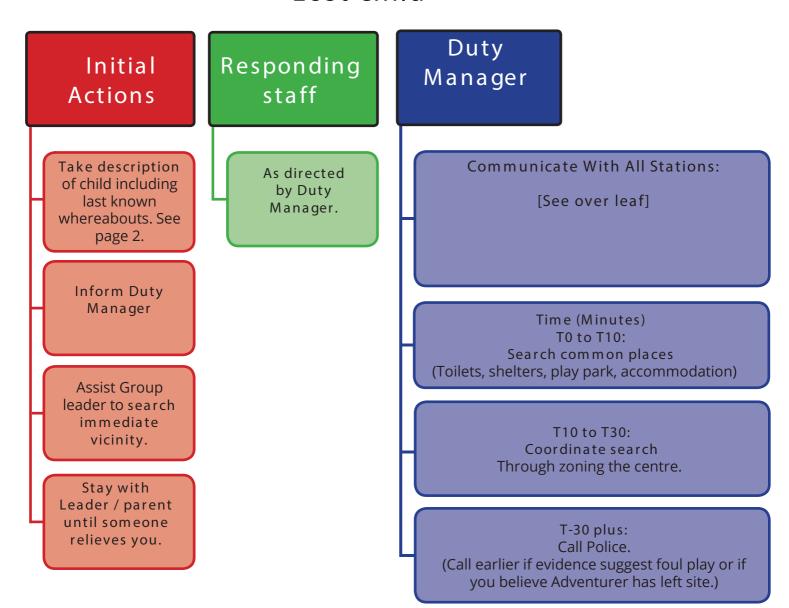
"State what action is needed:

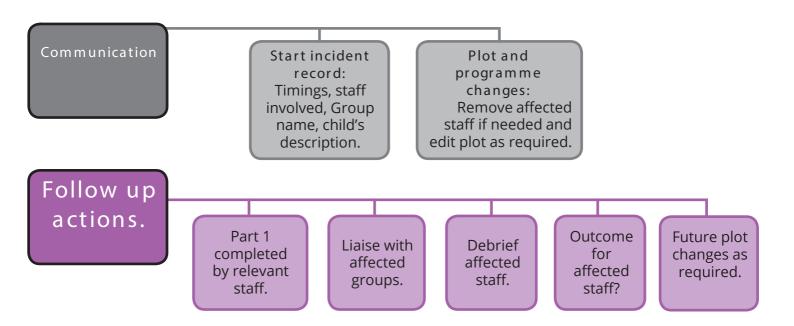
E.g: "Would it be possible to come and collect them please?"

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



Lost child







Lost child Information

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

"All Stations All stations...Standby Found Child Report......[pause]

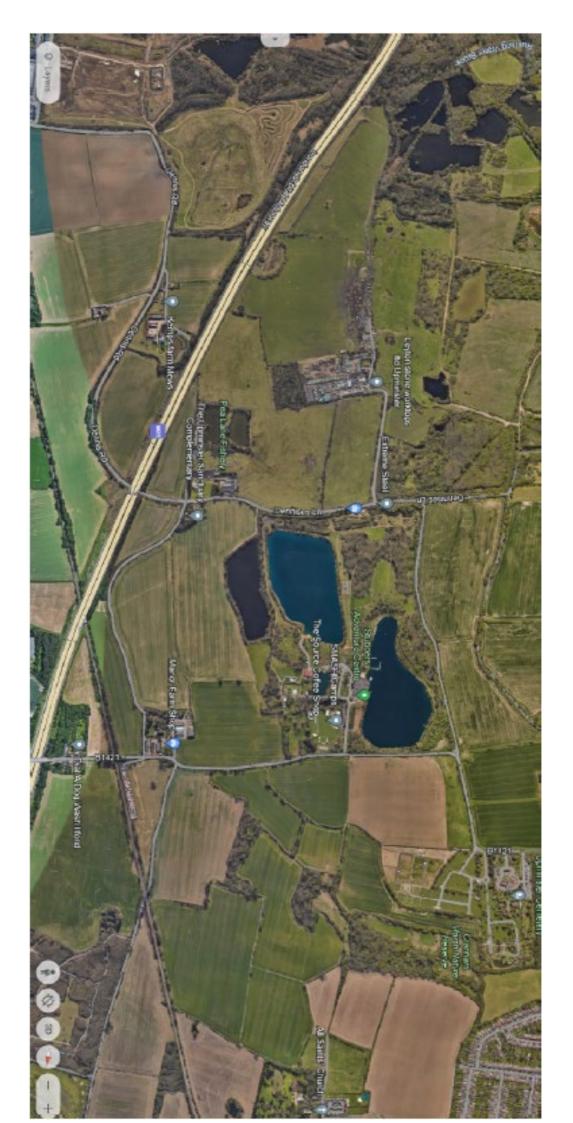
"All Station, all stations Found child report follows:

Found Child.....Description: [Boy / Girl] [Age] [Name] or [Wearing]

[Current Location]

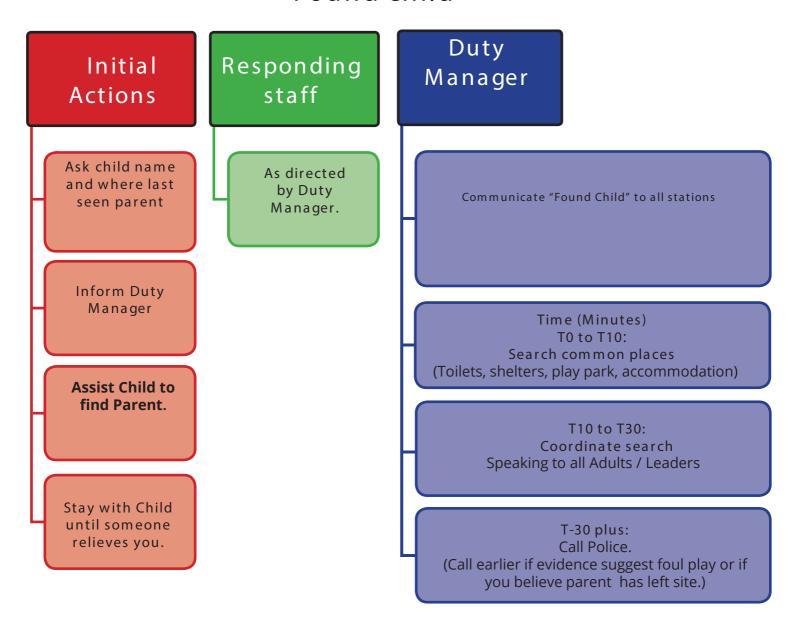
[Mum, Dad, Carer, leader etc] [Name] Last Seen

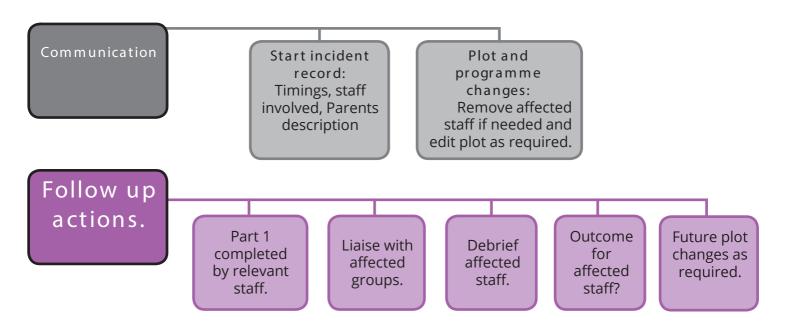






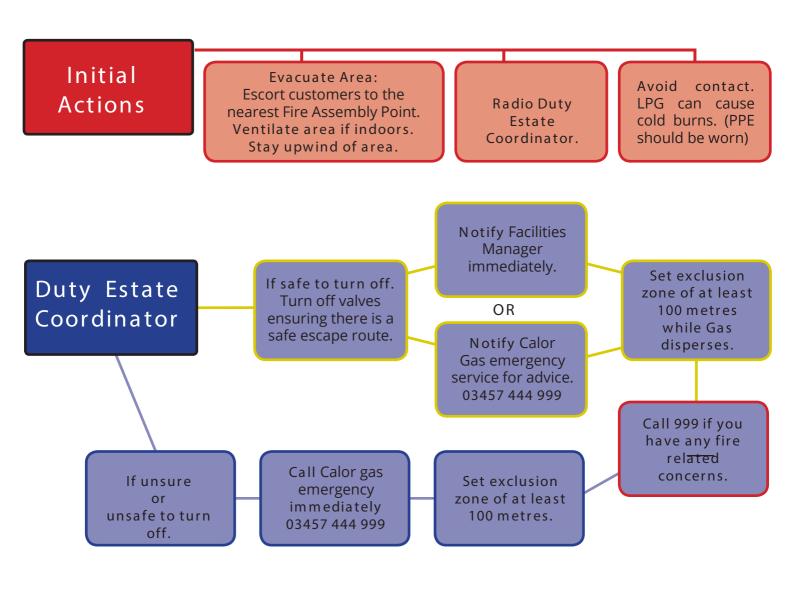
Found child

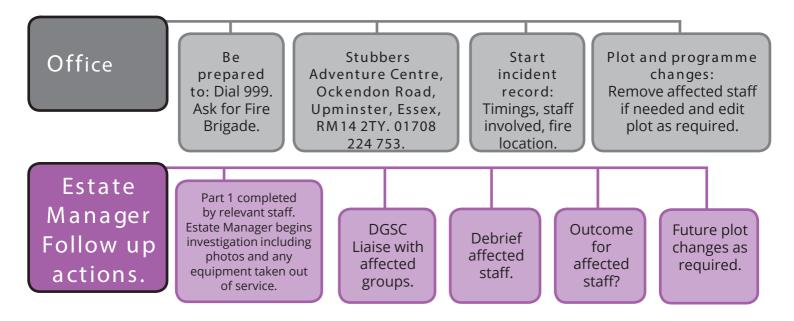






LPG Gas Bottle Suspected Leak







Major Fuel spillage

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.

Actions

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 Estate Coordinator

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.

Estate Manager Follow up actions.

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

Debrief affected staff.

Contact London Fire Brigade Petroleum division 0208 555 1200



Major incident or Fatality

Initial Actions

Follow on from EOP for Medical Emergency - Code Green Ensure Managing Director has 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.

- 1. Call Pharos Emergency response service 01183 800 544 Member number: STUB 030 Follow guidance from Pharos.
- 2. Attempt to contact Managing Director 0204 506 3669 If no answer go to 3.
- 3. Attempt to contact Operations Manager 0204 506 3696 If no answer go to 4.
- 4. Attempt to contact General Manager 0204 506 3619
- 4. Senior Manager to notify AIM.

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

Communication

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. DAC begins investigation including photos and any equipment taken out of service.

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?



Medical Emergency rescue required-Code Green

Initial Actions

Radio:
"All Stations, All
Stations. Code
Green X-ray at
location, Code
green X-ray at
location.

Ensure remainder of group are

supervised or in a safe location.

Access safely to safeguard casualty's airway (If possible and safe to do so).

First Coordinator 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.

Other staff as directed by the DAC.

Duty Activities Coordinato

Respond to call "Acknowledged, on route.

Ensure Ambulance has been called.

Manage incident.
Ensure:
1. First Aid is being provided.
2. Staff &
Customer Welfare Assess wellbeing then support or remove from scene as required. 3.
Contact Senior Management.

DGSC Appoint staff members to meet and direct Ambulance.

Guest Services

Start incident record: Timings, staff involved.

Plot and programme changes:
Remove affected staff if needed and edit plot as required.

DAC Follow up actions.

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

Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?



Medical Emergency - Code Green

Initial Action

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

Perform 1st aid until assistance arrives.

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

First Responder

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 DAC.

Checklist

Respond to call "Acknowledged, on route.

Ensure Ambulance has been called.

Manage incident. Ensure:

1. First Aid is being provided.

2. Staff & Customer Welfare

- Assess wellbeing then support or

remove from scene as required.

Contact Senior Management.

Appoint staff members to meet and direct Ambulance.

Documentation

Start incident record: Timings, staff involved. Plot and programme changes:
Remove affected staff if needed and edit plot as required.

Follow up actions.

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

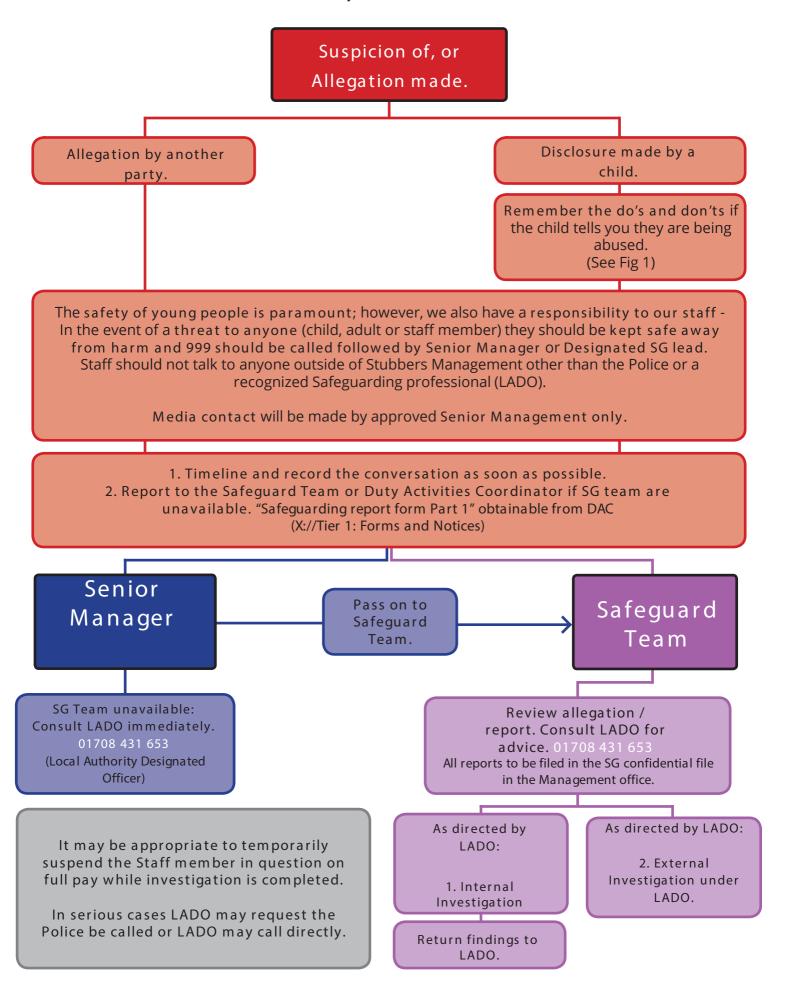
Liaise with affected groups.

Debrief affected staff.

Outcome for affected staff?



Staff member suspected of Child abuse





Suspected Child abuse

