



"OUTDOORS AND RETREATS FOR EVERYONE"

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# Emergency Management Plan



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## **Emergency Numbers & Contacts**

**Address: Lot 315, Kg. Sri Broga,  
71750 Lenggeng,  
Negeri Sembilan.**

**Phone: 03-8761 1076 / 012-485 2506**

<b>Police</b>	<b>999</b>	<b>Broga Police: 03-8761 0222</b>
		<b>Semenyih Police: 03-8723 8222</b>
<b>Fire Department</b>	<b>994</b>	<b>Kajang Fire Station: 03-8736 4444</b>
		<b>Mantin Fire Station: 06-758 3198</b>
<b>Ambulance</b>	<b>999</b>	
<b>Serdang Hospital</b>	<b>03-894 7555 (29 minutes away)</b>	
<b>KPJ Kajang Specialist Hospital</b>	<b>03-8769 2911 (22 minutes away)</b>	
<b>Kajang Hospital</b>	<b>03-8736 3333 (23 minutes away)</b>	



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## Facility Contacts

<b>Incident occurs</b>	<b>CALL</b>	<b>999</b>
	<b>CONTACT</b>	<b>OUTBAC Broga Office: 03-8761 1076 or 012-485 2506 (after office hours during camp)</b>
	<b><u>WHO?</u></b>	The number and name(s) of persons involved.
<b>Advise</b>	<b><u>WHAT?</u></b>	Brief description of the incident (e.g. if you are requesting an ambulance, you will need to relay the symptoms of the person who is ill/injured)
	<b><u>WHEN?</u></b>	The time you became aware of the incident.
	<b><u>WHERE?</u></b>	(Please refer map below for exact location within OUTBAC)



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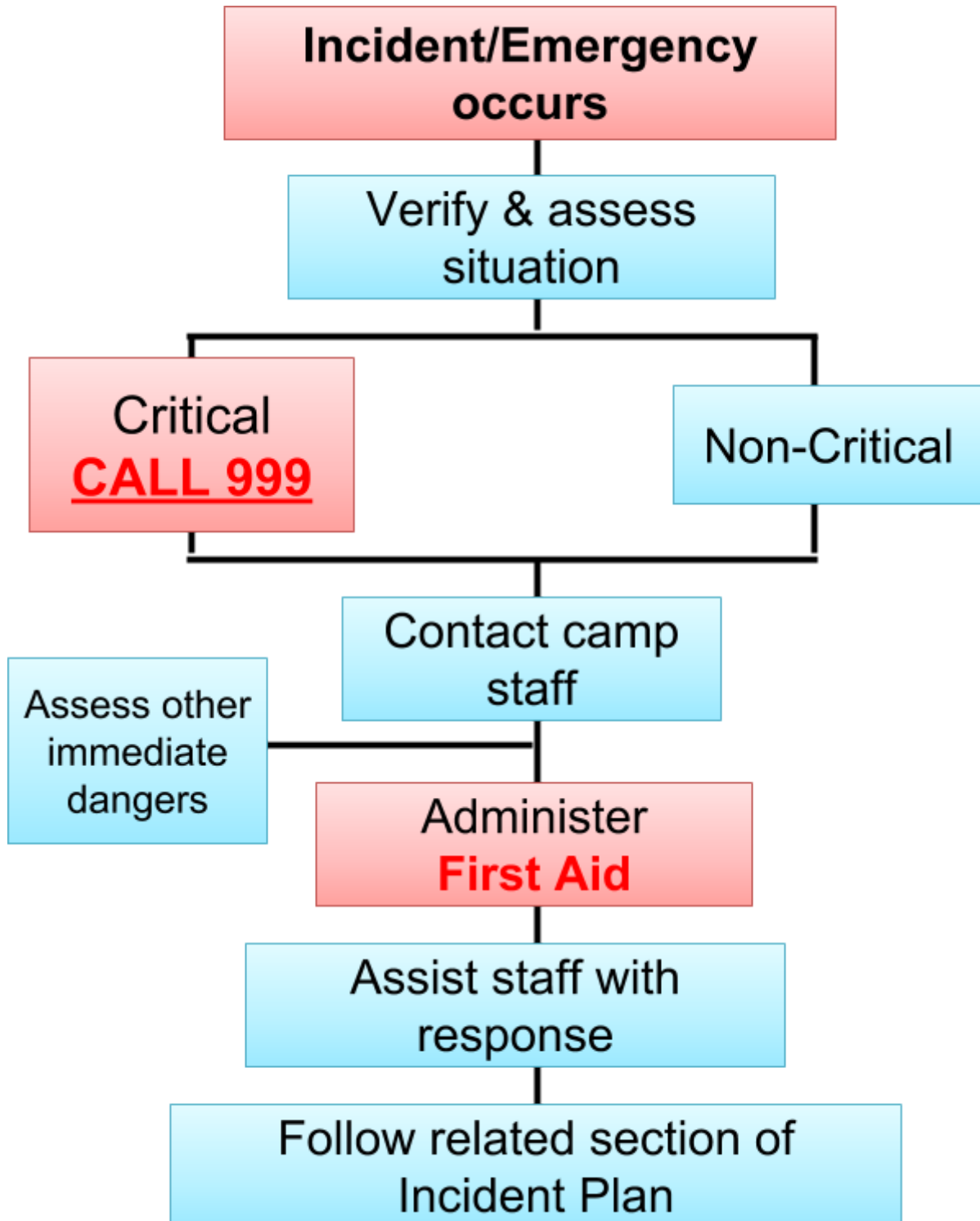
# Map of OUTBAC Broga





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## Incident Control System





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## **Introduction**

OUTBAC Broga is located in Lenggeng, Negeri Sembilan; approximately 9.3km (10minutes) from Semenyih. OUTBAC Broga is staffed with on-site management staff, together with other full time and casual staff/instructors.

The smooth running of camp and the appropriate handling of any emergency depends on adherence to the following principles:

### **KEY PRINCIPLES:**

- Group Leader and Booking Agreement
- List of Campers
- On-site management
- Briefing

### **1. CAMP COORDINATOR BOOKING FORM**

Groups must have completed a booking form (in the tentative email sent to you), in which a "Group Leader" is nominated. This person will be the first point of contact for OUTBAC staff. If the camp coordinator leaves the site he/she must delegate this role and inform OUTBAC Staff.

### **2. LIST OF CAMPERS**

Groups must have a list of all campers. OUTBAC Broga requires a copy of this list prior to or on arrival and must be notified of any changes during the stay.

### **3. ON SITE MANAGEMENT**

OUTBAC Broga provides 24 hours on-call staffing when a group is on-site. The Group Leader of each group will be informed on who the Program Coordinator is and how to contact him/her. OUTBAC Broga staff is fully trained to take control of emergency situations.

### **4. BRIEFING**

In addition to the initial briefing for all campers of every newly-arrived group, it is expected that the Group Leader will be available for 15 minutes shortly after arrival to be briefed by OUTBAC Broga staff regarding emergency procedures.



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## **Incident Control Protocol**

In the event of an emergency on OUTBAC Broga campsite, responsibility for "Incident Control" will vary depending on:

If there are guests	on site
Availability of	emergency services
Skills and	experience of Group Leaders/staff
Immediate risks to	people and infrastructure

At the point of notification of an incident, the most senior OUTBAC Broga staff member present will liaise with the Group Leader to determine who will take charge of the situation until authorities arrive.

OUTBAC Broga management and staff will take responsibility for the facilities and camp grounds.

OUTBAC Broga management will offer advice and support to the campers to the best of their knowledge and expertise. They will seek advice from relevant authorities as required and in accordance with the following Emergency Management Plan.

If the group decides to overlook the advice of OUTBAC Broga management or authorities it will be at their own risk and OUTBAC Broga will take no responsibility for whatever occurrence of events directly related to that decision.



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# **1. BUILDING ON FIRE**

**CALL 999**

<b>Group Leader</b>	<b>OUTBAC Broga Staff</b>
Notify site management	Sound bell/fire alarms
Assemble campers in assembly area	Evacuate buildings
Collect camper records and medications	Isolate services (gas, vehicles)
Roll call/headcount	Assist group with gaining medical assistance if required
Inform camp staff of any injuries or missing people within group	Communicate with emergency services
Maintain calm within the group	Escort group to more comfortable area if appropriate
Await further instruction from site management, Fire Brigade or Police	Activate fire extinguishers
	Communicate situation and hand over to authorities





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## **2. SEVERE STORM & FLOOD**

<b>Group Leader</b>	<b>OUTBAC Broga Staff</b>
Assemble campers in safe area away from storm or floods	Assembly in designated area
Collect camper records and medications	Close window and secure loose objects, i.e. garbage bins
Roll call/headcount	Isolate any services that may cause additional hazard (gas, vehicles)
Inform site staff of any injuries or missing students within group	Facilitate evacuation with advice from authorities
Maintain calm within the group	Assist group with gaining medical assistance if required
Await further instruction from site management or authorities	Contact relevant authorities for assistance if required
Ensure nobody leaves the assembly area unless under the direction of the person in charge at the time, i.e. Fire Brigade, Police, Site management	



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### **3. LANDSLIDE/DEBRIS FLOW**

<b>Group Leader</b>	<b>OUTBAC Broga Staff</b>
Assembly campers in designated area	Contact relevant authorities for assistance & information
Collect camper records and medications	Assembly campers in designated area
Roll call/headcount	If deemed necessary, facilitate evacuation in conjunction with authorities
Inform site staff of any injuries or missing students within group	Assist group with gaining medical assistance if required
Maintain calm within the group	Contact relevant authorities for assistance if required
Await further instruction from site management or authorities	
Ensure nobody leaves the assembly area unless under the direction of the person in charge at the time, i.e. Fire Brigade, Police, Site management	



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## **4. MISSING PERSON ON SITE**

<b>Group Leader</b>	<b>OUTBAC Broga Staff</b>
Assembly campers in designated area	Collecting missing persons' medical form from Group Leader
Collect camper records and medications	Establish where missing person was last sighted to determine where person(s) may be lost
Roll call - establish all missing person(s)	Carry out initial search for 10-15min
Document events and procedure that happen including time each event occurs	If initial search is unsuccessful, immediately notify police/authorities
Provide medical forms of missing persons to management	Remain onsite and available to communicate with authorities
Maintain calm within remainder of group	
In the event that police/authorities are notified; Group leader must contact relevant people, i.e. School Principal, parents	
Await further instruction from site management or authorities	
Ensure nobody leaves the assembly area unless under the direction of the person in charge at the time, i.e. Fire Brigade, Police, Site management	



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## **5. MISSING PERSON OFF SITE**

<b>Group Leader</b>	<b>OUTBAC Broga Staff</b>
Assembly group	Establish where missing person was last sighted to determine where person(s) may be lost
Roll call - establish all missing person(s)	Collect medical form and medication of missing person
Remain in current location	Carry out initial search for 10-15min
Document events and procedure that happen including time each event occurs	If initial search is unsuccessful, immediately notify Broga police
Allocate appropriate number of people to supervise remainder of group	Remain onsite and available to communicate with authorities
Conduct initial search of immediate area for 10-15mins, retracing route taken. Do not involve other children.	Ensure nobody leaves the assembly area unless under the direction of the person in charge at the time, i.e. Fire Brigade, Police, Site management
If initial search is unsuccessful, immediately notify site management	
Remain calm within remainder of group	
In the event that police/authorities are notified; Group leader must contact relevant people, i.e. School Principal, parents	
Await further instruction from site management or authorities	



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## **6. OFFSITE ACTIVITY EMERGENCIES**

**CALL 99**

<b>Group Leader</b>	<b>OUTBAC Broga Staff</b>
Access situation, immediate dangers to self and group	Notify authorities as required
Assembly group, roll call/headcount	Access situation, immediate dangers to self and group
Administer first aid as required	Provide first aid assistance to user group as required
If not with site staff - notify Site management as soon as possible	Provide user group with advice regarding evacuation and appropriate action to take
If unable to contact via phone - send two adults to get help (allowing appropriate number of staff to supervise remainder of group)	Remain available to communicate with user group and authorities
Maintain calm within remainder of group	
In the event that police/authorities are notified; Group leader must contact relevant people, i.e. School Principal, parents	
Await further instruction from site management or authorities	



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## **7. STRANGERS/INTRUDERS**

If there is a person on OUTBAC Broga property who looks suspicious or you do not recognize, report this to management or another staff member immediately.

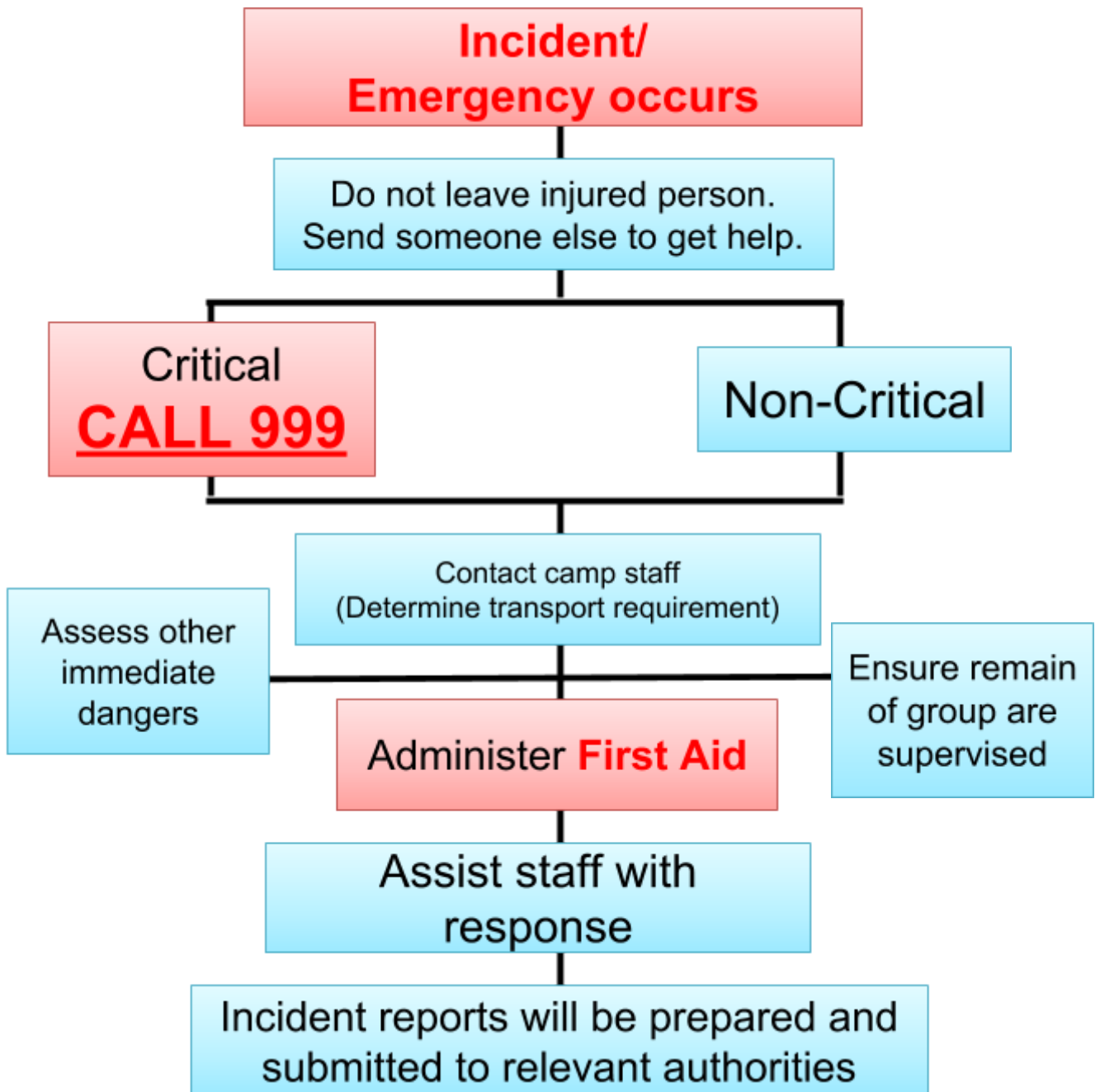
<b>Group Leader</b>	<b>OUTBAC Broga Staff</b>
Report strangers/intruders to site management	Notify authorities as required
If it is determined that the person is an intruder follow steps below: <ol style="list-style-type: none"><li>1. Assemble group</li><li>2. Roll call/headcount</li><li>3. Maintain calm within group</li><li>4. Await further instruction from site management or authorities</li></ol>	Access situation and establish if the person is an intruder
	In the case that the person is an intruder, site management will establish the danger of the intruder and escort from campsite
	If the person cannot be escorted, the local police will be called
	Handover to police on arrival



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## 8. PLAN FOR OTHER EMERGENCIES

In the case of serious injury, acute asthma attack, drug overdose or any other medical emergency not covered in the above Emergency Management plan, follow the steps below:





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## **EMERGENCY DRILLS/TRAINING SCHEDULE**

All OUTBAC Broga staff are trained and familiar with the procedures as outlined in the emergency management plan.

Staff is familiar with the location and use of safety procedures and equipment. Twice per annum a review and refresh of procedures occurs in conjunction with a weekly staff meeting. This is documented in staff meeting minutes.

At the start of each group's programme at OUTBAC Broga, the group's orientation outlines the emergency assembly details. OUTBAC Broga staff is responsible for conducting this orientation and therefore must be fully aware of the emergency management plan.

### **EMERGENCY MANAGEMENT PLAN REVIEWS**

OUTBAC Broga management is committed to bi-annual staff reviews in service seminars including activity procedures, first aid training, customer service coaching and emergency management. The emergency management plan will be reinforced and reviewed bi-annually or following any emergency.