



Evacuation Scheme Model for Recreation Parks

With a view to a wildfire scenario

22 November 2011



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Cover Page

Evacuation Scheme for Recreation Park <XXX>

On the cover page of an evacuation scheme, space is reserved for the following information:

- the title 'Evacuation scheme'
- reference to which recreation park the evacuation scheme relates
- version number
- address details
- signature, including date
- stamp of the fire service (for approval or seen by)

Date, city/town

Job title

Name

Signature

Stamp of Fire service

Contents

The evacuation scheme is divided into chapters according to a **fixed** order. In these chapters, the different aspects will be discussed and elaborated in more detail.

The contents of the evacuation scheme consist of the following elements, with the associated numbering.

Instruction card for guests: What to do in the case of evacuation due to a wildfire

Instruction card for ER Team members

- 1. Introduction**
- 2. Ultimate responsibility**
- 3. Map / ground plan**
- 4 Site, installation and organisational details**
- 5. Alarm procedure, internally and externally**
- 6. Organisation for evacuation and evacuation method**
- 7. Tasks during an evacuation or an evacuation alarm**
- 8. Annexes to the evacuation scheme**

What to do *before* an alarm sounds due to a wildfire?

1. **Ensure that you recognise the alarm / the alarm tone**
2. **Know what to do after the alarm has sounded**
 - Become acquainted with possible escape route(s)
 - Become acquainted with the assembly point
 - Instruct children/family members about what to do in case of an alarm

What to do in the case of an evacuation due to a wildfire

1. **Evacuation signal**
 - Personally, by an Emergency Team member
 - Through <ALARM>
2. **Stay calm**
3. **Follow the instructions of the Emergency Team member (recognisable by <jacket / helmet>).**
 - Collect your most important belongings (medication, identity documents, hand luggage, including drinking water)
 - <Take the car with you / Leave the care behind >
 - Leave the caravan / trailer behind
4. **Follow the safe route indicated**
 - Go to the assembly point <NAME OF LOCATION >
 - Report to the ER Team member present
5. **Stay at the assembly point and wait for further instructions**

Instruction card for ER Team member

Instructions for Emergency Team member in the case of total evacuation due to a wildfire

In the case of acute evacuation: everyone on foot via route xxx

In the case of preventive evacuation: by car

1. Get yellow helmet/ jacket
2. Take walkie-talkie, pen, barrier tape, maps, and evacuation instructions for guests with you
3. Reception: set up staff headquarters with 2 people
4. Division of tasks among ER Team members:
 - Name:
 - Division of site: <name>
 - Swimming pool and reception: <name>
 - Catering facilities, shop, car park in front: <name>
 - Field B, C, D, and toilet block B: <name>
 - Field A, F, H, and toilet block A: <name>
 - Field E and G, and toilet block H: <name>
 - Field J and I, and toilet block I:<name>
 - Take megaphone and batteries with you: <name>
 - First alert disabled persons and groups: <name>
 - Regulate car park XXX and traffic: <name>
 - Check whether everybody has left: <name>

Maintain regular contact with the headquarters at reception!

5. Headquarters at reception:

- Alert:
 - <XXX> (telephone numbers)
 - <XXX> (telephone numbers)
- Print list of names of guests
- Contact emergency services
 - report completion of evacuation
- Coordination of evacuation
- Arrange busses to collect guests in consultation with emergency services

Engineering

- Cut off power in <swimming pool> and at <XXX>
- Shut off gas taps < catering facilities>, <swimming pool>, <gas tank>

Assistance to guests

- Refer guests to the location agreed

1. Introduction

This chapter is intended as an introduction to the evacuation scheme. This chapter should at least include the following information:

Who must be informed of the scheme:

Internally, the following people must be informed of this evacuation scheme for <recreation park XXX>:

- <job title>
- <job title>
- <job title>
-

- Reference to [Annex Telephone List](#).

Externally, the following people must be informed of this evacuation scheme for <recreation park XXX>:

- Fire service, in any case after each update
- Third parties who use part of <recreation park XXX> on the bases of
 - occupancy
 - lease
 - rent
 - otherwise

In addition, this introduction will provide information on the following subjects:

- The necessity of the evacuation scheme;

- The essence of the scenario
A wildfire is an uncontrolled natural force that will destroy everything it finds in its way. In the case of a direct threat of a wildfire, there is but one solution: run. For this reason, if <recreation park XXX> is directly threatened by a wildfire, the fire service or police will order the evacuation of the recreation park. In preparation for and implementation of such an evacuation, measures must have been taken in the area of communication (also in advance), alerting, and evacuation (also in advance, by means of equipment and evacuation exercise).

Proper preparation is essential, as during an actual evacuation due to a wildfire, the emergency services are usually too busy suppressing the uncontrollable wildfire. As recreation park <XXX>, we will be personally responsible, in the initial phase, for bringing our guests and ourselves to safety!

- The coherence with the in-company emergency response scheme (ER scheme);

- Any coordination with evacuation schemes of adjacent recreation parks or other neighbours.

The evacuation scheme can be found <at the reception, left in the leaflet stand, 2nd drawer, next to the PA system>.

2. Ultimate Responsibility

The ultimate responsibility for the safety of the guests rests with <name owner / management board / board members > of <recreation park XXX>.

This means that this <person/board> is responsible for the following:

- Drawing up the evacuation scheme and keeping it up to date;
- Preparing for a possible evacuation, in the broadest sense, such as preparing the organisation, having the people, equipment, and facilities available, and providing instruction / training to people;
- The evacuation must be practised with the staff members at least 1x a year, preferably also with the guests.

In order to emphasise this responsibility officially, the evacuation scheme is signed by the owner and/or board, as a result of which the scheme obtains an official status.

However, the guests also have a responsibility for their own safety, and they must consequently

- take note of the information provided in preparation for / during a wildfire; under the slogan: **KNOW WHERE TO GO TO IN CASE OF AN EVACUATION.**
- follow the instructions of the organisation of <recreation park XXX> during the evacuation.

TIP:

Organise a treasure hunt to the emergency exits for children, so that they know where to find these exits.

The municipal authority is responsible for public order and security. This means that the municipality will also have to take measures in preparation for an uncontrollable wildfire that threatens its municipality or a part thereof.

TIP:

Personally ask the municipality if – and if so, which – measures have been taken in preparation for the evacuation of guests and staff members once they have reached the public road.

If necessary, personally arrange transport for the disabled guests or for all guests; you must have arranged this at the preparatory stage.

Or have the guests escape by car.

3. Map / Ground Plan

The ground plan and map serve as the basis for the evacuation scheme. The ground plan shows the position of <recreation park xxx> in relation to its surroundings. The map shows the positions of the buildings, escaped routes, exits, and depots, and other relevant places.

Short description indicates:

- <recreation park xxx> is located in <name>, near <name>

- Access to <recreation park xxx> is possible through:
 - <entrance, plus indication of its position >, indicate position of main entrance
 - <entrance, plus indication of its position > indicate position of additional entrance
 -

- Access to the buildings at <recreation park xxx> is possible through:
 - <building yyy>, plus indication of its position (e.g. through the back – through the barrier – of the main building)
 - <building zzz>, plus indication of its position (e.g. through the front – immediately after the main building to the left, with chlorine and hydrochloric acid stored in the grey building)
 -

Map of the recreation park should include at least the following:

- Grid with demarcation of areas, clearly indicated with figures and/or letters
- Demarcation squares, indicating the type of camping equipment/facilities, so far as possible in the recreation park area concerned
- Road infrastructure, including parking facilities
- Exits / Emergency exits
- Coordination point (the point where the evacuation coordinator assigns tasks and regulates the evacuation)
- Extinguishing equipment/agents, first-aid post
- Buildings
- Swimming pool
- Storage
- Hazardous substances (in particular gas cylinder)
- Shut-off valves (power, gas)
- Key to symbols/Legend
- Scale
- Arrow indicating the north

Ground plan of site plus surroundings should include at least the following:

- Exits / Emergency exits of the site
- Escape route to an assembly point
- Road structure around recreation park, clearly stating the road numbers / street names
- Arrow indicating the north
- Minimum size: A3

Tip:

Provide this information as tourist information that can also be used in the case of a wildfire. For example, indicate the escape routes on the site by colour codes. On normal days, these colour codes can be used to indicate specific tourist routes. In the case of a wildfire, the best escape route can be indicated by the relevant colour.

4. Site, Installation and Organisational Information

This chapter includes all relevant details that are necessary to ensure that the evacuation scheme works.

- a) Provide an overview of the general information of <recreation park XXX> such as:
 - The hours during which <recreation park XXX> is used (also irregular hours);
 - The number of persons that are expected to be present during those hours;
 - The reachability (e.g. by telephone, walkie-talkie, pager, etc.) of the Emergency ResponseTeam (ER Team) members (stating the job titles);
 - Particulars that may be important during an evacuation (e.g. hazardous substances, technical rooms, public buildings, etc.).
- b) The most **updated** list as possible should be available from <the reception>, stating the names of the guests present in alphabetical order and numbered. Bear in mind that a wildfire may also cause a power failure and that printing an address file will then no longer be possible.
- c) If <recreation park xxx> is used by more than one company or institution (e.g. lease, rent or other constructions) provide the following information:
 - Contact details of the company/companies
 - The number of users (owners, tenants);
 - The agreements that have been made about cooperation in a joint evacuation
- d) State which technical installations can be used, such as a PA alarm system.
- e) State who is responsible for daily maintenance of the technical installations on the site. Make agreements in this context about who will ensure that gas, water, power, or fuel will be correctly shut off. If it is not possible to state this unambiguously, because of shifts, state who is responsible, e.g. the evacuation coordinator, for ordering someone to do this.
- f) State which means of communications are used by the Emergency Response Team members. This means the manner in which the ER Team members are alerted in case of an emergency, and how the team members communicate with each other.
- g) State the locations of the shut-off valves, switches, and specifications.

TIP:

Be aware that some guests are less self-reliant/mobile or not self-reliant/mobile at all, or that some guests are non-native speakers; this may – sometimes seriously – delay the evacuation. Be prepared for this!

5. Internal and External Alarm Procedure

This chapter describes the alarm procedure. The alarm procedure is divided into the following steps:

Alerting staff members:

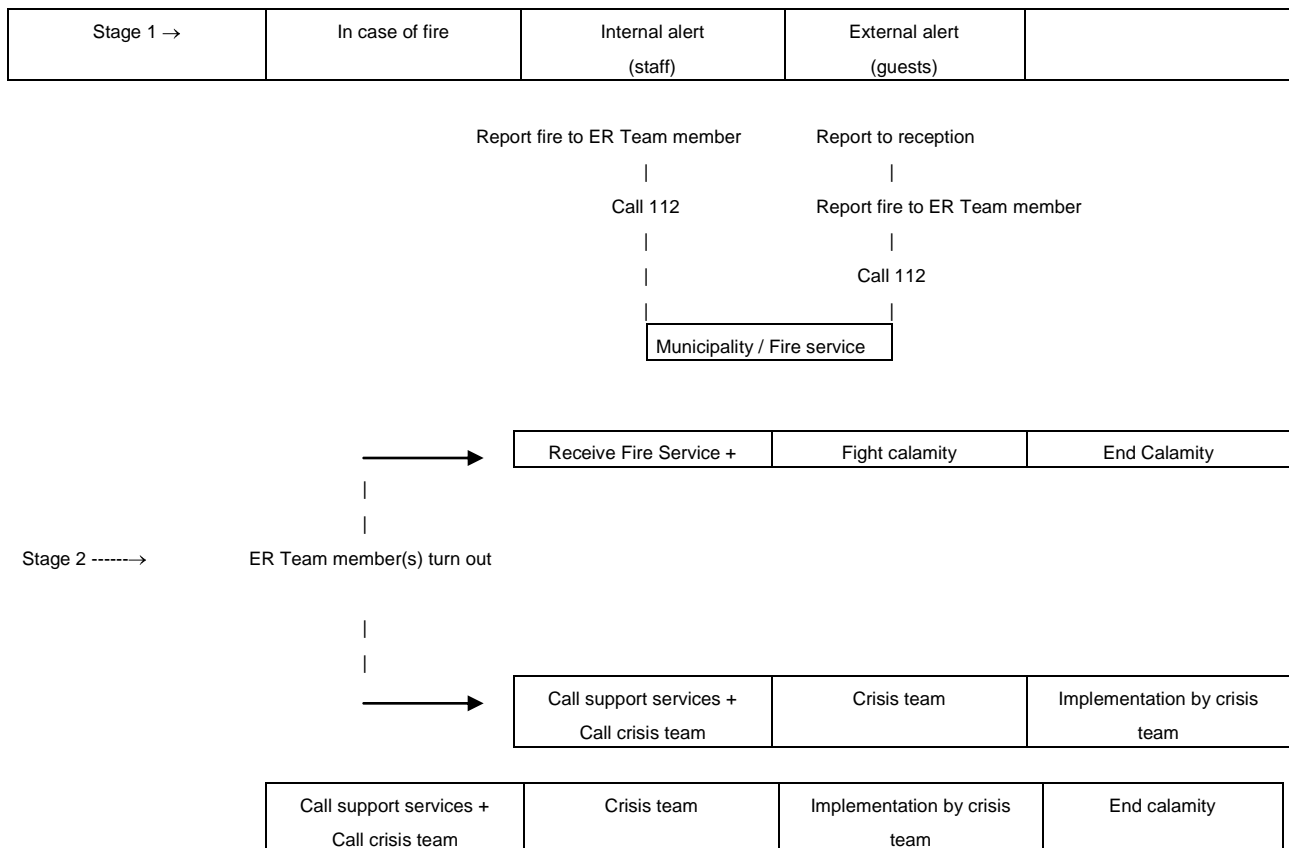
How are staff members / ER Team members and persons on call, if necessary, alerted?
State telephone numbers, if applicable

TIP:

Include a clear flow chart that shows at a single glance who will alert which staff member(s).

This chart can be taken out / pinned up.

EXAMPLE



Alerting guests

How are the immediate surroundings (guests) alerted?
For example by PA system, megaphone, etc.
Which information will be provided to the guests?

TIP:

Tell – or let the guests hear – how the alarm sounds and what it means. If the alarm is actually used, the guest will then know what is going on.

**Do not separate children from their parents or keep them separated from their parents.
Provide the opportunity to reunite.**

Communication with emergency services

If the site is threatened directly by a wildfire, the fire service or the police will order us to immediately carry out a total evacuation of the recreation park.

I **will get** the following information:

- Location of the wildfire
- Expected time of arrival of the wildfire at site

I **will personally ask** for the contact person / telephone number of the fire service to be able to give feedback, for example in order to report that the evacuation has been completed in time.

6. Organisation of the Evacuation and Evacuation Method

This chapter describes how the evacuation is organised.

The description must include at least a description of the following:

- Who has the power to proceed to evacuation
- Who is charged with the coordination of the evacuation
- Who are the ER Team members
- Which staff members may be deployed in the evacuation
- Which other persons (guests, other support providers) may be deployed in the evacuation
- Recognisability (jackets) and equipment (keys, pager/GSM, torch, etc.) of the organisation of the evacuation
- How the evacuation will be organised in practice, for example:
 - the order of grid squares/ grid areas for evacuation
 - priority of less self-reliant people
 - use of ground plans/site maps

If coordination is required (e.g. with lessees, tenants, or neighbours), describe the tasks, responsibilities, and powers of the members of the Emergency Response Team who will provide assistance in the joint evacuation.

TIP:

Ensure that all equipment required for an evacuation have been collected in a bag in advance and are easily available (e.g. in a cupboard or drawer at the reception).

For example:

- sufficient maps
- pens
- batteries
- barrier tape
- list of telephone numbers
- instruction cards
- other

**Do not separate children from their parents or keep them separated from their parents.
Provide the opportunity to reunite.**

7. Tasks in The Case Of an Evacuation or an Evacuation Alarm

7.1 Manager/Board

The description of the tasks and responsibilities of the manager/board of directors should include a list of the allocation of powers and responsibilities in the case of a calamity. This depends strongly on whether the board operates at a distance or whether it is part of the organisation on site.

At a distance: Ultimate responsibility, see Chapter 2
On site: Decision to proceed to evacuation
Possibly, double role with coordinator

7.2 Evacuation coordinator

State in the description of the tasks of the evacuation coordinator which actions he/she is to undertake at the moment he/she has received the sign that the recreation park must be evacuated completely. The tasks should include at least the following:

- Starts the organisation of the evacuation:
 - personally alerts the other people involved in the evacuation, **or**
 - has members of the evacuation organisation alert the other people involved in the evacuation (receptionist / telephone list);
- Carries a checklist with the actions that must be undertaken;
- Assigns tasks and gives instructions to the members of the evacuation organisation in conformity with the evacuation scheme;
- Releases equipment;
- Manages and monitors the progress of the evacuation;
- Ensures that nobody re-enters the recreation park again during the evacuation without permission;
- Keeps an eye on the safety of the ER Team members and ensures that the staff members also leave the site for the safe haven at the end of the evacuation;
- Maintains contact with the emergency services and informs them when the evacuation has been completed.

Once the "all clear" sign has been given by the fire service, the evacuation coordinator:

- is responsible for starting up the business again in a secure manner;
- is responsible for the provision of aftercare to the guests.

7.3 Staff

The actions to be undertaken by the staff in the case of an evacuation include at least the following:

- After receipt of the notice "proceed to evacuation of site", report to the coordination point by telephone
- Leave working place behind in secure conditions;
- Receive task and execute it;
- Go to the evacuation square/ grid area indicated;
- Inform guests of the wildfire and evacuation, and provide at least the following information:
 - the location of the fire;
 - the escape route (give clear directions), in ideal situations supported by maps on the site on which the escape routes have been indicated;
 - how to escape (on foot, by bicycle, or by car);
 - name the safe haven;

- Check the presence of guests in camping equipment/facilities;
- *If necessary/possible*: ensure that camping equipment/facilities are left behind in secure conditions (shut off gas, power);
- Indicate that a field is “*empty and checked*”, for example, by fixing barrier tape or a poster with ‘evacuated’ at the entrances to the relevant field;
- Report the completion of evacuation of the grid square/grid area to the coordinator;
- Receive new task, if applicable.
- Leave site for safe haven.

7.4 Receptionist

The receptionist will usually be the person receiving the report of a wildfire. The receptionist will subsequently undertake the following actions:

- Redirect to the person who is authorised to proceed to evacuation <JOB TITLE>, name to be found on the telephone list.

The receptionist will usually also be assigned the task by the evacuation coordinator to alert all the members of the organisation of the evacuation.

The receptionist will subsequently undertake the following actions:

- Contact all members of the organisation of the evacuation, in conformity with the telephone list, and state:
 - that evacuation is required and they must report to the coordination point.

7.5 Other persons

It is also possible to give other persons subtasks (e.g. regular guests, emergency service providers on call), for example as traffic controller.

Indicate whether other persons will be used and how.

8. Annexes to the Evacuation scheme

8.1 Map, including legend/key to symbols:



8.2 Ground plan

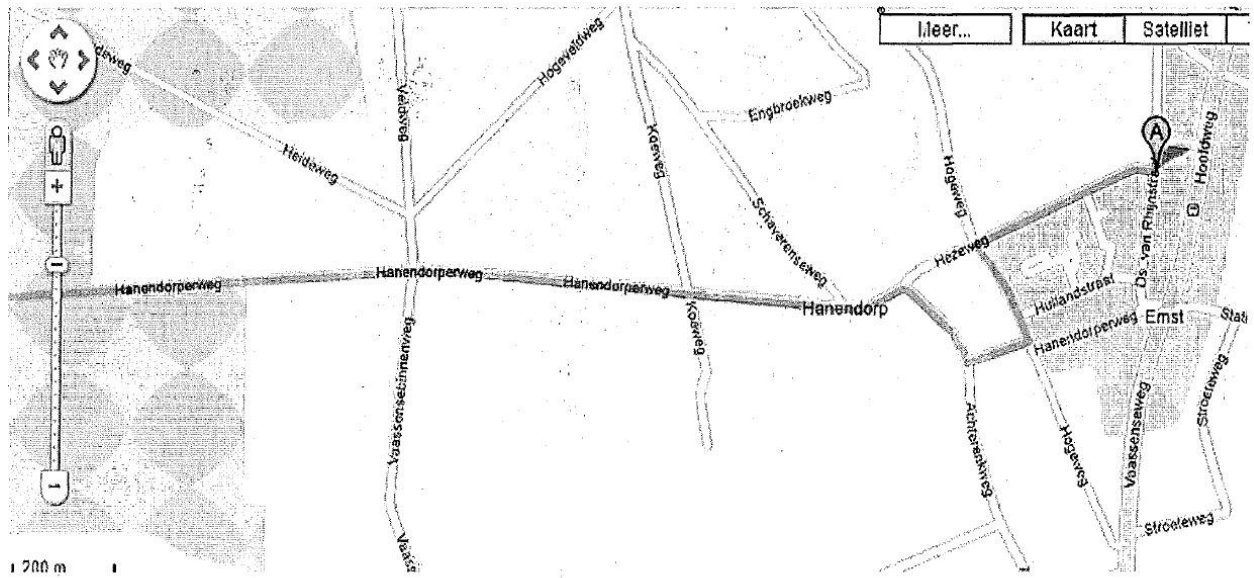


Weet uw weg te vinden



DENK VOORUIT

Know where to go! Think ahead!



8.3 Telephone List

General	Telephone number
Fire service, Police, Municipal Health Service	112
GP out-of-hours surgery	<number>
GP	<number>

General (Not Urgent)	Telephone number
Fire service	<number>
Police	0900-8844
Hospital	<number>

Emergency service providers	Name	Internal telephone number
Reception	<name>	<number>
ER Team emergency number	<name>	<number>
ER Coordinator	<name>	<number>
ER Team members	<name>	<number>
	<name>	<number>
Deputy ER Coordinator	<name>	<number>
	<name>	<number>
First-aid provider	<name>	<number>
Technical Service	<name>	<number>
Persons on call	<name>	<number>
<others>		

Officials	Name	Internal telephone number
Board	<name>	<number>

8.5 Wildfire codes

For the current wildfire code for your region, please visit <http://www.natuurbrandgevaar.nl>.

What to do if you spot a wildfire?

- Call 112 and indicate the location as accurately as possible.
- Receive the fire service on the spot, and tell them what is going on.
- Follow the instructions from the police and the fire service. This may imply that you must leave the area immediately (from code yellow onwards).

Small hazard

The nature reserves are wet.

Hazard

The nature reserves are still moist, but have started to dry.

Increased hazard

The drought is such that there is an increased risk of a fire occurring in the nature reserve. If a fire occurs, the fire service may turn out with additional equipment and staff.

Great hazard

It is very dry in the nature reserves.

In several regions, reconnaissance aircraft have been deployed to check the nature reserves for signs of fire.

If a fire occurs, the fire service will turn out with additional equipment and staff.

Very great hazard

It is extremely dry in the nature reserves.

In several regions, reconnaissance aircraft have been deployed to check the nature reserves for signs of fire.

It is possible that some nature reserves have been closed for the public.

If a fire occurs, the fire service will turn out with much additional equipment and staff.

It is legally forbidden to light a fire or to burn waste in the open air. This means that it is always forbidden to light a fire in the open air in or near nature reserves, such as forests, heath, dunes, and peat areas. This prohibition includes lighting a fire to cook, bake and roast, and illuminating by means of candles or torches.

If you still want to light a fire in the open air, the municipality may grant exemption from the prohibition to light a fire. You will have to apply for a permit to the municipality in which you wish to light a fire.

8.5 Evacuation scheme log

The data to be logged include at least the following:

- the latest changes to the scheme (when, which changes)
- when evacuation exercises were held
- points requiring improvement that became apparent during the evacuation exercises

8.6 After the calamity is over

1. Let the **guests** return to their places.
 - a. If possible, provide the opportunity for sharing experiences for those who may want this in <the restaurant>;
 - b. Ask someone from the emergency services to attend this meeting.
 - c. Make notes of relevant remarks to be incorporated as improvements in this evacuation scheme.
2. Let the **staff members** return to a place where they can talk things over together.
 - a. Make notes of this meeting, as this will provide a picture of how the staff members have experienced the evacuation.
 - b. Evaluate the evacuation with the staff members at the end of the meeting. Consult together to consider proposals to improve this evacuation scheme.
 - c. Discuss this evaluation meeting and the proposals for improvement, which may be incorporated in this evacuation scheme, with the ER Team Coordinator.