



POLICY NAME: Disaster Management

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1. Purpose

To ensure the **safety and welfare of dogs, staff, and clients** during disasters or emergencies, and to provide clear procedures for preparation, response, and recovery.

2. Scope

Applies to all staff, volunteers, and contractors at the daycare facility during operational hours or on-call. Covers natural disasters (floods, storms, bushfires), fires, severe weather, and other emergencies.

3. Responsibilities

- **Owner/Manager:** Activate disaster plan, coordinate evacuation, liaise with emergency services.
 - **Staff:** Follow instructions, secure dogs, assist evacuation, administer first aid.
 - **All Personnel:** Participate in training, drills, and reporting.
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4. Risk Assessment & Preparedness

- Maintain **emergency contact list:** local fire, police, ambulance, vet clinics.
 - Keep **first aid kits, fire extinguishers, evacuation equipment, and emergency food/water** accessible.
 - Ensure **dogs' records, microchip info, and owner contacts** are up-to-date.
 - Conduct **staff training** in canine evacuation, handling, and first aid.
 - Identify **safe evacuation points** inside and outside the facility.
 - Maintain **insurance and compliance documents** accessible.
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5. Early Warning & Activation

- Monitor Queensland Disaster Alerts, Bureau of Meteorology warnings, and local council updates.
 - When a disaster is imminent:
 - Alert all staff.
 - Communicate with clients regarding early pickups or delays.
 - Prepare facility and dogs for potential evacuation.
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6. Emergency Response Procedures

6.1. Evacuation

1. Calmly gather dogs using leashes, carriers, or harnesses.
2. Assign staff roles:
 - Dog wranglers: lead dogs to safety zones
 - Record keeper: ensure all dogs accounted for
 - Safety officer: coordinate with external emergency services
3. Move dogs to pre-designated safe areas:
 - Internal safe zone (storm-proof room, away from windows)
 - External evacuation site (if instructed by authorities)
4. Bring emergency kits: first aid supplies, water, food, blankets, leashes, muzzles if required.
5. Account for all dogs and staff at safe location.

6.2. Fire Response

- Activate fire alarm immediately.
- Evacuate dogs and staff via safest route.
- Use fire extinguishers only if safe.
- Call Queensland Fire & Emergency Services (000).

6.3. Flood / Storm Response

- Move dogs and staff to elevated, secure areas.
- Avoid electrical hazards and fast-flowing water.
- Follow local council instructions for evacuation or shelter-in-place.

6.4. Medical Emergencies During Disaster

- Provide first aid to injured dogs or staff.
 - Contact veterinary clinics or emergency services if required.
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7. Communication

- Notify emergency services as needed (000).
 - Update owners via phone, SMS, or email about dog safety and location.
 - Maintain a central communication log for accountability.
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8. Post-Disaster Recovery

1. Assess **facility and equipment damage**; do not re-enter unsafe areas.
 2. Account for all dogs and staff.
 3. Administer veterinary care or medical attention as required.
 4. Document the incident in a **Disaster Incident Report** including:
 - Event details
 - Actions taken
 - Injuries or losses
 - Recommendations for improvement
 5. Review SOP and update based on lessons learned.
 6. Conduct **debrief and staff counselling** if needed.
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9. Training & Drills

- Conduct annual or semi-annual disaster drills.
 - Train staff in:
 - Evacuation procedures
 - Fire extinguisher use
 - Canine first aid and handling under stress
 - Communication protocols
 - Review disaster SOP after each drill or real incident.
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10. Key Reminders

- Staff safety and dog welfare are top priorities.
- Stay calm and follow SOP.
- Document all actions factually.
- Maintain compliance with Queensland workplace safety and animal welfare laws.