



## EVACUATION PROTOCOLS STEP BY STEP



## HIGH FLOOR | CITY | SCHOOL | SPECIAL NEEDS



## 12-Step Evacuation Protocol for High Floor Bus or Coach

The following is a 12-step guide that provides a starting point for drivers to learn and practice bus evacuations. The time to practice evacuating a bus is long before a fire happens. The same holds true for a fire suppression system or fire extinguisher.

The time to learn to use this protocol is before the event when drivers have time to think about and integrate the learning process.

1. Pull over as quickly and safely as possible.
2. If possible avoid stopping in tunnels, interchanges, bus stations, outside service stations, schools, hospitals, congested areas or in the middle of an intersection.
3. If the fire is getting out of control, you will have to pull over immediately.
4. If you have to stop in a tunnel, try to stop before one of the emergency exit doors. This is so your passengers will not have to walk past the burning part of the bus to exit the tunnel.
5. Once stopped, apply the park brake, put the bus in neutral, and turn on your hazard lights, open the passenger doors and turn off the ignition and or battery isolated switch and activate any fuel isolation system if fitted.
6. Make an announcement over the intercom system and/or by standing up and in a loud voice telling the group there is a problem and they need to:

EXIT THE BUS VIA THE FRONT DOOR AS QUICKLY AS POSSIBLE....LEAVE ALL LUGGAGE....ASSIST ANYONE AROUND YOU.

If the front door exit is blocked: THERE ARE EMERGENCY EXIT WINDOWS ON EITHER SIDE OF THE BUS...LIFT THE HAMMERS OUT AND SMASH THE GLASS, PUSH OUT THE BROKEN GLASS AND EXIT THE BUS, HELP OTHERS...LEAVE ALL LUGGAGE.

7. Drivers should assist with the evacuation by not being in the doorway but either assist passengers (from the driver's area) or at the base of the door step(s) assisting and directing passengers to the safest spot to gather (preferably 200 m away from the bus).
8. If passengers are attempting to exit via the emergency windows, anyone outside of the bus who is able should be asked to help those using the emergency window exits. (The driver should be trained in how the height of the bus and weight of the windows may be difficult to manage and practice using the windows). The driver should ask for passenger(s) assistance with the evacuation via emergency windows.
9. The driver should assist every passenger out of the bus to the best of their ability and not exit the bus until the evacuation is complete (within reason of the circumstances).

10. The driver should continue to make the announcement as noted in point 6 throughout the evacuation because people in the back, people sleeping, hard of hearing or disabled may not recognise the danger.
11. If there are disabled passengers, generally there is not time to use the lift so "lift and carry" may be an option if you engage other passengers. (Drivers should have some training on the best methods of "lift and carry" if there is a lift door on the bus and it is operable, the driver should open it as soon as possible because it provides another means of escape).
12. Move passengers away from the bus to the safest available location, contact the bus depot and or emergency services.

ONLY ONCE THE PASSENGERS ARE SAFELY AWAY, AND IT IS SAFE TO DO SO, SHOULD YOU TRY TO EXTINGUISH THE FIRE, BUT NEVER OPEN ANY HATCHES TO ACCESS THE FIRE EFFECTED AREA.

## 12-Step Evacuation Protocol for City Bus

The following is a 12-step guide that provides a starting point for drivers to learn and practice bus evacuations. The time to practice evacuating a bus is long before a fire happens. The same holds true for a fire suppression system or fire extinguisher.

The time to learn to use this protocol is before the event when drivers have time to think about and integrate the learning process.

1. Pull over as quickly and safely as possible.
2. If possible avoid stopping in tunnels, interchanges, bus stations, outside service stations, schools, hospitals, congested areas or in the middle of an intersection.
3. If the fire is getting out of control, you will have to pull over immediately.
4. If you have to stop in a tunnel, try to stop before one of the emergency exit doors. This is so your passengers will not have to walk past the burning part of the bus to exit the tunnel.
5. Once stopped, apply the park brake, put the bus in neutral, and turn on your hazard lights, open the passenger doors and turn off the ignition and or battery isolated switch and activate any fuel isolation system if fitted.
6. Make an announcement over the intercom system and/or by standing up and in a loud voice telling the group there is a problem and they need to:

EXIT THE BUS VIA THE FRONT AND (if fitted) REAR DOORS AS QUICKLY AS POSSIBLE ASSIST ANYONE AROUND YOU.

If the door or doors are blocked: THERE ARE EMERGENCY EXIT WINDOWS ON EITHER SIDE OF THE BUS...LIFT THE HAMMERS OUT AND SMASH THE GLASS, PUSH OUT THE BROKEN GLASS AND EXIT THE BUS, HELP OTHERS....

7. Drivers should assist with the evacuation by from the driver's area and direct passengers to the safest spot to gather (preferably 200 m away from the bus).
8. If passengers are attempting to exit via the emergency windows, anyone outside of the bus who is able should be asked to help those using the emergency window exits. (The driver should be trained in how the height of the bus and weight of the windows may be difficult to manage and practice using the windows). The driver should ask for passenger(s) assistance with the evacuation via emergency windows.
9. The driver should assist every passenger out of the bus to the best of their ability and not exit the bus until the evacuation is complete (within reason of the circumstances).

10. The driver should continue to make the announcement as noted in point 5 throughout the evacuation because people in the back, hard of hearing or disabled may not recognise the danger.
11. If there are disabled passengers, generally there is not time to use the lift so "lift and carry" may be an option if you engage other passengers. (Drivers should have some training on the best methods of "lift and carry" if there is a lift door on the bus and it is operable, the driver should open it as soon as possible because it provides another means of escape).
12. Move passengers away from the bus to the safest available location, contact the bus depot and or emergency services.

ONLY ONCE THE PASSENGERS ARE SAFELY AWAY, AND IT IS SAFE TO DO SO, SHOULD YOU TRY TO EXTINGUISH THE FIRE, BUT NEVER OPEN ANY HATCHES TO ACCESS THE FIRE EFFECTED AREA.



## 10-Step Evacuation Protocol for School Bus

The following is a 10-step guide that provides a starting point for drivers to learn and practice for controlled front door school bus evacuations. The time to practice evacuating a bus is long before a fire happens. The same holds true for fire suppression systems or fire extinguisher.

The time to learn to use this protocol is before the event when drivers have time to think about and integrate the learning process.

As this process is based on evacuating a bus full of school children, the process involves the driver taking formal control of the evacuation process.

1. Pull over as quickly and safely as possible.
2. If possible avoid stopping in tunnels, interchanges, bus stations, outside service stations, schools, hospitals, congested areas or in the middle of an intersection.
3. If the fire is getting out of control, you will have to pull over immediately.
4. If you have to stop in a tunnel, try to stop before one of the emergency exit doors. This is so your passengers will not have to walk past the burning part of the bus to exit the tunnel.
5. Once stopped, apply the park brake, put the bus in neutral, and turn on your hazard lights, open the passenger doors and turn off the ignition and or battery isolated switch.
6. Stand and face the students. Give the following command:

REMAIN SEATED. THIS IS AN EMERGENCY FRONT DOOR EVACUATION. AS STUDENTS LEAVE THE BUS, THEY ARE TO PROCEED IN AN ORDERLY MANNER BEHIND THE LINE LEADER STUDENT TO A DISTANCE OF AT LEAST 200 METRES FROM THE SIDE OF THE SCHOOL BUS. LEAVE ALL BAGS BEHIND.

7. Move backwards to the first occupied seat and starting with either the left or the right seat:
  - Touch the shoulder of the student nearest to the aisle, tell the student they are the line leader and point to the outside area where the student needs to walk to, indicate that the student in that seat is to move off.
  - Keep the students in the seat opposite in their seat by holding the hand palm out in a restraining gesture until the aisle is clear.
  - Move out the students in the opposite seat, using the same signal as above.
  - Move backwards down the aisle, repeating this procedure at each seat until the bus is empty.
  - Check the bus from the very back seat to the front, making sure it is empty.

8. The driver should remain calm and provide clear directions to students and repeat the direction:

DON'T RUN, FOLLOW THE LINE LEADER AND LEAVE ALL BAGS BEHIND.

9. If there are disabled students, generally there is not time to use the lift so "lift and carry" may be an option if you engage other students to assist. (Drivers should have some training on the best methods of "lift and carry" if there is a lift door on the bus and it is operable, the driver should open it as soon as possible because it provides another means of escape).
10. Move students away from the bus to the safest available location, contact the bus depot and or emergency services.

ONLY ONCE THE PASSENGERS ARE SAFELY AWAY, AND IT IS SAFE TO DO SO, SHOULD YOU TRY TO EXTINGUISH THE FIRE, BUT NEVER OPEN ANY HATCHES TO ACCESS THE FIRE EFFECTED AREA.

## Evacuation Protocol for Special Needs School Bus

There is no doubt that any school bus evacuation can be traumatic. Drivers must rely on their training and knowledge of what action to take during a crisis. The key is to stay calm and focused. Don't let the fear of the evacuation distract you.

Concentrate on the task at hand and not on the negative consequences of the evacuation. Be prepared.

Do your pre-trip inspections. Know your students' disabilities. Commit to memory the seating locations of the students as well as the location of each exit in case visibility becomes an issue during an evacuation. Know the order in which you may have to evacuate the students from your bus.

Concentrate on the task at hand and not on the negative consequences of the evacuation.

FOCUS AREAS FOR SPECIAL NEEDS EVACUATION	
<b>Student Information</b>	Know your students- physical ability, cognitive, medical, behavioural, communication, equipment. Some students are physically disabled, other students are mentally challenged. Learn everything you can about your students so that during an evacuation you can make decisions that will minimize risks to these students.
<b>Health Concerns</b>	Physical condition of student – Which students can assist, who needs assistance exiting.
<b>Behavioural</b>	Student fears, crying, refuses to leave bus, run away, will they hide under seats.
<b>Exit Preparation</b>	Be prepared to exit from primary exit points; front, rear or side doors of bus. Pre-determine the order students would leave the bus, if an incident occurred.
<b>Wheelchair Students</b>	Is lift operational? Is there time to use? Priority for removal? Heaviest? Lift not working? Remove non-ambulatory students from chairs; small students may be lifted and carried, and heavier students dragged to nearest exit.
<b>Disabilities of Students</b>	Students as helpers - Some of your students can act as helpers and some of your non-ambulatory students can assist themselves during an evacuation.
<b>Location of Exits and Seats</b>	Response time is critical to the outcome of an evacuation. The driver must know the location of each exit as well as the seating locations of the students. For example, when smoke limits visibility, the driver must have these locations committed to memory.
<b>Order of Evacuation</b>	<p>The order in which you evacuate students is an important consideration.</p> <ul style="list-style-type: none"> <li>• Ambulatory Students - It's quicker and easier to first evacuate ambulatory students.</li> <li>• Wheelchair students - Next evacuate your wheelchair students.</li> </ul> <p><b>PLEASE NOTE: IF YOUR AMBULATORY STUDENTS HAVE BEHAVIOURAL DISORDERS, DO NOT EVACUATE THEM FIRST UNLESS THEY ARE ACCOMPANIED BY AN AIDE OR A DRIVER.</b></p>