

Kinglake Forest Adventures Camp

EMERGENCY MANAGMENT PLAN

To ensure that the correct response is made to any emergency situation that may arise in the camp or offsite all Kinglake Forest Adventures Camp (KFAC) & Journey Development Program (JDP) staff and user groups are requested to make themselves familiar with the details of the emergency response plan.

In the event of any emergency KFAC staff must be informed.

To prevent confusion - and to make best use of available resources, any situation requiring an emergency response i.e. accident, gas leak, lost person, etc. should be handled in the first instance by the Program Director for any in-progress program or the Site Host if no program in progress. Unless delegated, this person remain in-charge.

All contact with emergency services should be done by the in-charge staff member where time/availability permits.

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Campsite Overview

Management

KINGLAKE FOREST ADVENTURES CAMP is owned and operated by :

Colin & Michelle FRENCH

Location

The campsite is located 44 km north of MELBOURNE VICTORIA and occupies 14 acres of DELWP Leasehold amongst 1500 acres of Parks Victoria regrowth, leased pine plantation and water catchment mid way between WHITTLESEA and YEA on the WHITTLESEA-YEA ROAD. The locality/street reference number for the campsite is Melway Ref: page 610 N10

Latitude: -37.45853. Longitude: 145.22735.

Site

14 hectares is occupied by the campsite buildings and surrounds.

- ♣ KFA is surrounded by 1500 acres of natural bushland (DEECA) and State Forestry
- ♣ The Campsite was established in the 1940's but all buildings were replaced in 2011
- ♣ The construction of the campsite buildings is mainly corrugated iron and built to current BAL standards.

Surrounds

- ♣ The campsite is bounded by cleared farmland (southern) Melbourne Water Catchment (eastern) State Forestry (Northern) and Yea Road (western)
- ♣ The Major threat or emergency likely to develop in these surrounding areas is a BUSHFIRE
- ♣ The likely scenario for a BUSHFIRE would see the evacuation of the camp prior to any incident

Hazards

- ♣ The campsite is set out with a central dining/recreation hall (Leadership Centre) with the accommodation cabins clustered some 30 meters from the main building. A machinery shed and workshop are to the southern end of the site.
- ♣ The Hazards include uneven ground, old quarry site, weir/ creek, and steep tracks.
- ♣ Access to KFA is via a gated gravel road (1.8km) off the Yea Road, with access to the rear of the camp via a steep gated gravel road (700mts). The actual camp is accessible via a series of paths, 4wd tracks and single tracks. All the buildings have direct drive-up access.

Emergency Services

- ♣ Kinglake West CFA is located 5km from the camp and response time is 9mins. Community Emergency Response Team (CERT) is co - located with the Kinglake West CFA and has the same response times. Police are located at Kinglake (15km) with a response time of 20mins.
- ♣ Ambulance response from Kinglake 15min, Yea is 45mins, from Mill Park 30mins. The Northern Hospital is 30mins with the Yea District Base Hospital being 40min.
- ♣ In the event of an emergency the Emergency Services 000 would be contacted by phone ideally by the in-charge person or their delegate. In only the most urgent of cases should others contact Emergency Services.

Site Services

The campsite services are:

- ♣ Water supplied by solar electric pumps from a bore housed in the plant room.
- ♣ 150,000l fire services tank with quick fill fittings onsite.
- ♣ Diesel powered fire pump services six onsite hose reels
- ♣ LPG gas supplied by: Elgas
- ♣ Electrical power supplied by Origin and maintained by SP AusNet

Communications

- ♣ The campsite has a number of incoming telephone numbers.
Main office & designated emergency management number 5786 5230 with backup copper line being 5786 5005 (fax line).
- ♣ The managers mobile phone number is 0407 318410.
- ♣ The loss of power would not impact on the communication safety of guests.

There are multiple sat phones available for use.

Fire Services

- ♣ Mains operated smoke alarms are fitted in all room and all buildings.
- ♣ The campsite is inspected annually for fire hazards by the CFA.
- ♣ All fire fighting appliances are regularly inspected, maintained and documented by a qualified CFA Officer.
- ♣ A diesel fire pump, located in the plant room, will provide a four-hour capacity to six hose reels around the camp.
- ♣ 150,000l fire services tank with quick fill fittings onsite.

Management Presence

- ♣ KFAC is manned 24/7 by a site host whilst occupied.

Final summary,

The most likely threat to KFAC is bushfire, with days of total fire ban increasing the threat of bushfire.

On days of total fire bans KFAC staff brief guests and staff and update the site fire rating sign.

KFAC is alerted by Emergency Management Victoria via their app for all relevant threats.

KFAC will be evacuated of guests and staff on days of Code Red fire danger. On other days, KFAC will be directed by the emergency services as to when to evacuate.

IN AN EMERGENCY

<h2>1. Verify</h2>	<p>Verify the report. Confirm with other guests, with emergency services or other reliable people the accuracy of the information about the emergency.</p>
<h2>2. Notify</h2>	<p>Notify the KFAC staff and emergency services By the quickest possible means, the in-charge person immediately notifies:</p> <ul style="list-style-type: none"> - KFAC/JDP staff - Emergency services
<h2>3. Assess</h2>	<p>Assess the danger posed by the emergency Use all your senses to build a picture which tells you what is happening and use that information to help decide on a course of action.</p> <ul style="list-style-type: none"> - observe what is happening to decide: - has the danger passed? - is the danger increasing or decreasing? - is the danger coming closer or moving further away? - is the weather or terrain affecting its progress? - decide how much time exists to take alternative actions.
<h2>4. Act</h2> <p><u>Assembly Areas: Main Carpark, Alt Playing Field</u></p> <p><u>Emergency loudhailer siren in the kitchen beside orange doors</u></p>	<p>Take action based on the assessment of danger. Ensure that injured guests or staff are not exposed to further injury or danger.</p> <ul style="list-style-type: none"> - Contain the emergency if safe to do so. - Move people away from the danger area by the safest means, if necessary, move guests indoors, to one end of the building, to the furthest part of the campsite or to a site well away from the campsite if time permits. - Pay special attention to ensuring disabled guests and staff are included ASAP. - Refer to any specific procedures developed for the emergency.

KINGLAKE FOREST ADVENTURES CAMP

1419 Yea Road KINGLAKE WEST 3757

Melways map : page 610 N10. Latitude: -37.45853. Longitude: 145.22735.

Office Ph: 03 5786 5230

Kitchen Ph: 03 5786 5282

Copper wired Ph: 03 5786 5005

Owner Mobile: 0407 318 410

Satellite Ph available.

Emergency Phone Numbers

Fire Police Ambulance Dial 000

Northern Hospital: 8405 8000188 Cooper Street Epping Victoria 3076 Yea Hospital: 5736 040045 Station Street, Yea 3717	Doctor (Kinglake): 5734 8400 Nurse On-Call: (free 24-hour health advice hotline) Phone 1300 60 60 24	Doctor (Whittlesea Clinic): 9716 01534 Macmeikan St Whittlesea, VIC 3757.
Kinglake Police: 5786 1333	SES: 13 25 00	Poison: 13 11 26
Ambulance: 000		
Plumber: Kinglake Plumbing Daniel 5786 1498 0400 806 095	Electrician: Steve Thomas Mob 0418 385816	Dept. of Ed: 1800 809834
Gas supplier: Elgas 1800 819783	Power: 132 099	Standby coach evacuation: Panorama Coaches 0408 566289

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Satellite Ph available.

Note: In cases of power outage, the office fax line 03 5786 5005 is a traditional copper wire based landline, all other numbers are VoIP.

[Also see KFAC Arrival Briefing]

ROLES AND RESPONSIBILITIES

The current Program Director or Host will be accountable for managing or delegating to one single person all aspects of the incident control.

KFAC Staff

KFAC staff, if on site and available, will co-ordinate the emergency and set up a command center in the camp office. They will liaise with emergency services and take control of all responses. The Client Leaders will be responsible for the direct supervision of guests.

Client Leaders

KFAC provides the following emergency plan after consultation with the local emergency services.

If KFA staff are not available or the group leader believes the response is within their own resources, they can contact the emergency services and implement the planned response. KFAC staff MUST be notified as soon as possible. KFAC staff will then assume the coordination responsibility for the emergency. Client Leaders must always supervise guests and prepare for an orderly assembly and/or evacuation if advised to do so by KFAC staff or emergency services.

Regardless of the time of year, ensure all cars and vehicles are parked in the designated areas only. This will allow ready access for all emergency vehicles.

Each group using KFAC during the fire danger season, November to March, should conduct a fire drill under the direction of the KFAC staff when a Total Fire Ban Day is declared.

Familiarize yourself with the procedures listed below. However, in all situations - **the personal safety of all guests is of paramount importance.**

MEDIA MANAGEMENT

NOTE: To prevent nuisance calls by media - which tie up valuable staff and phone resources, all emergency situations will be managed in the following manner.

No private phone access will be allowed during emergency situations.

Mobile phones shall not be used except in isolated locations or in medical or other extreme emergencies.

Under no circumstances shall guests contact outside agencies except at the direction of the in-charge person, and then only to assist in the combating of the emergency.

Refer all media inquiries to Police and offer no opinions.

Media access to the site and to clients is banned except where Police or emergency services dictate otherwise.

If the media arrive at the site by helicopter they will land on the oval. They could arrive before the emergency services and should be met on arrival by the in-charge person or their delegate. Request that they remain away from the main camp and do not allow them access to the guests. Offer no comment on the emergency and assure them they will be referred to the police or emergency services when they arrive.

EMERGENCY RESPONSE TO ROUTINE INCIDENTS

Electrical Failure

Electrical failure will cause a blackout in all areas other than the Leadership Centre where emergency lighting will operate for a period of time. Smoke detectors will still operate. Loss of power will also disrupt power supplies for all pumps, taps, showers and toilets. Water supply should be switched to gravity feed which will allow taps and toilets to operate at reduced rates. A back up generator is available to operate essential electrical equipment ie pumps. Only the copper line emergency phone in the office will operate as should mobile phones and Sat phones. Portable battery-operated lights will be provided. In the case of a prolonged expected outage, a number of power generators will be put in place to enable occupancy to continue safely and comfortably. (See /Users/colinfrench/Library/CloudStorage/GoogleDrive-info@kfacamp.com.au/Shared drives/GDriveRoot-KFAC/1-KFACamp/22-Admin/3-Business Processes/4-Relating to a Tangible Resource/Backup Generator Procedure-Camp.pptx)

GENERAL RESPONSE:

- Notify the KFAC staff who will investigate.
- Continue with camp program if able to
- If dark, assemble guests in the dining room, conduct a head count, organize backup lights and outline modified program.
- If guests are in bed, visit each cabin/room and organize guests to have torches ready
- KFAC staff and Client Lead will meet to develop a forward plan
- Continue camp program.

KFAC STAFF RESPONSE:

- Check power point/light fitting in building.
- If fire pump alarm is sounding, check that there are no fire hazards then press the "Alarm Mute" button in the fire pump control panel.
- Check fuse boxes (electrical services listed on site map) in each building, including the main in the dining room.
- Check power supply outside camp to determine an area blackout
- If fuse tripped or fault undetectable call camp electrician
- Inform group leader of action
- Contact KFAC Hospitality manager and kitchen staff re menu modifications etc.
- Do not allow use of candles in accommodation areas, temporary lighting to be provided where needed.
- Water supply should be switched to gravity feed which will allow taps and toilets to operate at reduced rates.
- OR, if longer term issue, start generator for power to water pump and supplemental lighting.
- If water on gravity supply, remember to return to normal after problem resolved.

Water Loss

Water loss may be an issue due to power failure, equipment breakdown or pipe breakage. If it did occur guests should reduce using the toilets where possible.

RESPONSE:

- Notify the KFAC staff who will investigate
- Continue on with camp program
- KFAC staff will turn on water gravity feed.

KFAC STAFF RESPONSE:

- Investigate, check power to pump, pumps, water levels in tanks.
- Client Leaders need to be aware of hygiene problems and direct the group members on which toilet to use.
- Contact camp plumber
- Inform group leader and KFAC kitchen staff of likely delay.
- Water supply should be switched to gravity feed which will allow taps and toilets to operate at reduced rates.
- OR, if longer term issue, start generator for power to water pump and emergency lighting.
- If water on gravity supply, remember to return to normal after problem resolved.

Gas Failure

Kitchen ovens not working will indicate trouble with gas supplies or equipment malfunction.

RESPONSE

- Notify the KFA staff who will investigate
- Continue on with camp program

KFAC STAFF RESPONSE:

- Investigate and check gas levels.
- If tanks empty, switch to reserve 40kg tank and order gas delivery.
- If no success call camp plumber
- Inform group leader of action and kitchen staff if cooking will be disrupted.

EMERGENCY RESPONSE TO NON-ROUTINE INCIDENTS

DURING ON SITE ACTIVITIES EACH FACILITATOR WILL HAVE A 2-Way UHF radio (channel 20) TO NOTIFY OTHER LEADERS OR KFAC STAFF OF AN EMERGENCY. (Instruction on the use of the radios is given prior to issue by the KFAC - PROGRAM DIRECTOR)

Bushfire: Forecast

In the event of a code red day being declared for the NORTH CENTRAL REGION or the department of education declaring all camps cancellation or abandonment then KFAC will immediately follow such advice. This usually occurs some days in advance.

Bushfire: At The Campsite

The following procedures are based on the premise that it is safer to remain at the camp than attempt to move in the face of a nearby fire:

INDICATORS: smoke sighted, fire sighted, media reports, emergency vehicles sighted or heard.

In the event of a fire emergency in the area the campsite will be evacuated **only on the advice of the emergency services.** KFAC has a standby evacuation arrangement with Panorama Coaches in Diamond Creek. Call duty manager on 0408 566289.

The in-charge person or their delegate, or in their absence the Client Leader, will **sound the loudhailer SIREN stored in the kitchen next to the dishes returns window & orange doors.** This places all guests on alert and they should quietly and slowly move to the carpark area (designated emergency assembly area) if safe to do so.

A **head count of guests** is to be conducted and checked against camper log, after which KFAC staff, or in their absence one or two Client Leaders, are to **check all campsite buildings** for guests closing all doors, windows and close blinds.

If groups are hiking, the program director must arrange for them to return to the emergency assembly area if safe to do so. Otherwise, they should be directed to the next safest location.

The **camp office will be the command center** and all communication with the emergency services will occur here from the emergency phone.

Everyone must dress in long clothes, preferably non synthetic, and solid footwear and bring their shower towel or a wool/cotton blanket.

After assembly and accounting for all persons and if safe to do so, all guests are to **gather in the leadership center** and remain there until advised otherwise by the emergency services. Battery operated lights, battery operated AM Radio, UHF radio, Sat Phone and drinking water to be placed with the group.

Gas and power should remain on unless fire close by or directed by emergency services.

KFAC staff incident management process:

In-charge person or their delegated Incident Controller to initiate the below actions and THEN seek the advice of the Kinglake West

CFA Captain regarding evacuation. If evacuation is recommended, call panorama to arrange.

- appoint staff to designated areas;
- after alerting the group that a test is about to run, test run the fire pump.
- remove combustible material from verandahs.
- Remove step from cabin buildings.
- If dark setup emergency lights & test start generator.
- Ensure all cars have keys in ignition and there is plenty of room for coaches to arrive/depart.
- Once fire front has passed check for spot fires.

Bushfire: Off Site

(On days of total fire ban or above all bush camping trips will be cancelled - (2- way radios, mobile phones and satellite phones taken on all offsite trips)

If smoke or flames are seen away from the campsite no attempt should be made to return to the campsite if there is danger of being threatened by the fire, retreat to a safe area i.e. river, broad track, rock or cleared area.

Everyone should drink plenty of water.

Loose clothing should be dampened with water to protect head and shoulders.

All exposed areas of skin should be covered with clothing to avoid radiant heat.

Guests should shelter around rocks, logs, or ground depressions to avoid radiant heat.

Storm Conditions

If there are nearby thunderstorms that can be heard then all challenge ropes activities cease until no thunder has been heard for 30 minutes.

In winds above 40kph, all activities under unmanaged trees are suspended, including hikers/bushwalkers are to continue alternative activities in open areas until the winds subside for a period of 15 minutes.

Building Fire:

All sleeping areas are fitted with smoke detectors. In the event of an emergency signal sounding the following steps are to be undertaken:

- In the event of a smoke alarm sounding alert all other people in the room to evacuate and contact an adult or group leader.
- If KFAC staff are not present, they are to be immediately notified.
- KFAC staff or a responsible adult or group leader is to check the sleeping area being indicated by the alarm.
- If smoke is present in the sleeping area the accommodation rooms are to be evacuated in a quiet and orderly manner to the emergency assembly area where a head count will be undertaken. The in-charge person is to initiate an all-room check for persons if safe to do so.
- If safe to do so, appropriately dressed KFAC staff should use the relevant fire services equipment (extinguishers/fire blankets/hose reels) to extinguish the fire
- If the fire is beyond the capacity for KFAC staff to control, emergency services should be notified.
- If there is no evidence of smoke, KFAC staff or a group leader should investigate the alarm to ascertain whether or not it is a false alarm
- Except where the fire is strictly confined no attempt should be made to fight the fire by guests. All doors should be closed, and the building evacuated.
- **Gas & electricity** should be cut off.

Lost Or Missing Camper:

In the event that an individual is reported missing the procedures noted below need to be followed:

- **Obtain a full description** of the missing person or persons from the group leader including - name, age, weight, height, build, hair and eye coloring, distinguishing physical marks and clothing worn. Make 4 copies of the details for the search teams and emergency services.
- Gather information regarding their last known location, who saw them last and what physical and mental state they were in.
- **Organize a search party** comprising both KFAC staff and Client leaders to cover and search a number of specified areas. Searchers are to be equipped with 2-Way radios (channel 20) and Sat Phones. Make a search register of these search groups, their members and search areas. Guests should not be used in this capacity.
- Ensure that someone in a responsible position is left in charge of the **remaining guests** and that these guests are given a variety of things to do. This group leader should also be able to receive telephone messages etc. and access the 2-Way radio (channel 20). This group must be asked NOT to communicate in any way by mobile phone or social media. Regularly keep the group informed.
- Coordinate watches and agree upon the maximum length of this **initial search** (30 mins). Upon reaching this time, all search groups must reassemble and confirm results.
- If, after this initial, quick and thorough search of the immediate area, the individual has not been located **call the POLICE on 000** and provide a detailed description of the missing camper, the estimated time last seen, any physical or medical aspects and the actions put in place to date.
- **Notify the immediate neighbors** and provide detailed description of the missing camper (add to search register). Make sure that they know the campsite's phone number: 03 5786 5230, 5786 5282 or 5786 5005. (if they have compatible radios ask them to monitor channel 20)
- In the event that the emergency services and police have been introduced into the search, the **group leader** should consider **notifying the person in charge of their organisation** or school, so that the parents can be notified.
- Upon **locating the missing camper**:
 - o ensure that the police, emergency services and neighbors are informed.
 - o determine whether medical attention is required, and
 - o notify your organization and parents.

INITIAL SEARCH LOCATIONS

ALL BUILDINGS

CREEK

TREETOPS COURSES

BUSH ACTIVITY AREAS

BACK GATE

TIPI, TENTS

POOL

QUARRY

FRONT GATE

CREEK CROSSING

SKY CHAIRS

GIANT SEESAW

Camper Abduction Or Assault [No Private Access To Telephones]

Off Site

- Witnesses gathered and Police contacted immediately by any available means.
- Group returns to camp to continue program. **KFAC staff immediately notified.**

- Police manage situation
- Group leader contacts organisation

On Site

- Immediate details obtained from witnesses and Police notified immediately
- Rest of group to carry on with program
- Witnesses held in office subject to police arrival
- Group leader contacts organisation
- Police manage situation

Hostage Situation

There is no single correct response for this situation, as it will depend on prevailing circumstances.

If In Direct Contact with Perpetrator:

Principles to observe when confronted by situation:-

- Remain calm and endeavor to reduce tension, particularly if in direct contact with perpetrator
- Be flexible in response, humor the perpetrator and try to observe their behavior
- Comply with reasonable requests and negotiate if possible

If Not In Direct Contact with Perpetrator:

- Should a hostage situation develop at the camp all guests and staff not involved are to be immediately evacuated to the emergency assembly area or a suitably protected area. NOTE: Evacuation should only occur if it can be done in a manner that will not inflame the situation.
- All evacuations should be quiet and if possible, out of sight of the perpetrator.
- Police notified immediately and take control.
- On advice from police guests remain at the emergency assembly area or evacuated home.

Injury / Illness/ Near Drowning

Off Site

- If safe to do so remove person from further danger.
- First Aid and/or CPR as required.
- Contact KFAC by 2-Way radio (channel 20).
- Two adults stay with person, rest of group continue activity away from injured camper
- KFAC staff or client leader contacted to arrange transport of person to medical aid or call Ambulance.

On Site

- If safe to do so remove person from further danger and make comfortable.
- First Aid and/or CPR as required.
- Contact KFAC staff or client leader immediately
- Two adults with 1st aid training to stay with injured / ill camper.
- KFAC staff or client leader arrange transport to medical aid or call ambulance
- Group removed from immediate vicinity of injured and continue program activity.

LPG Gas Leak

- KFAC staff or Client leader to be notified **immediately**.
- IMMEDIATELY implement a total no smoking policy.
- Gas turned off at point if safe to do so.
- **If the leak is minor** e.g. strong smell of gas from appliance. Turn off appliance or at supply. - **No evacuation of camp required** Isolate area from guests and ventilate area. Contact camp plumber
- **If a major leak** i.e. a very strong smell or visual plume of gas either indoor or outdoor then **evacuation to the oval. Remember - Gas is heavier than air and will flow downhill. Do not use vehicles to evacuate. The area South of the camp Workshop provides the best assembly area in these circumstances, alternatively the back driveway. REINFORCE the non-smoking policy.**
- Notify gas supplier: Elgas 1800 043457 - 132099 and emergency services 000 .

POST EMERGENCY DEBRIEF

If the Emergency Response Plan is enacted a post response debrief will occur as soon as practicable after the situation has been normalized. The level of this debrief will be determined by the seriousness of the incident.

Minor incidents - Where the matter has been handled internally and no injuries or apparent exposure to potential trauma has occurred.

A discussion between those involved in the incident and KFAC staff will occur. Notes of the incident and the response will be made. Any problems with the response and lessons that can be learned will be noted in the incident register and learnings implemented.

Major Incidents - Where injury/ trauma has occurred, or Emergency Services have been involved.

A full debrief with all parties involved and formal recommendations as to any adjustments to the response are sought from all interested parties. A report shall be written and lodged in the camp incident register.

Staff involved should be pro-actively treated to avoid the onset of PTSD.

KFAC Management should proactively propose and advocate for services, including psychology sessions following incidents.

The Australian Camps Association should be contacted to arrange guidance.

KFAC Staff Emergency Training Program/Reviewing Plan

KFAC staff

New KFAC staff are provided a copy of The Emergency Management Plan as part of the onboarding process on commencing employment.

Each KFAC staff member will sign to say they have read and understand. They are also made aware of where the hardcopy lives onsite and where they can access it electronically at any time.

The Emergency Management Plan is tested every 12 months to simulate different emergencies.

KFAC staff are trained on the use of fire extinguishers, fire pump and hose reels.

KFAC SITE MAP

Available onsite.

KINGLAKE FOREST ADVENTURES CAMP

EMERGENCY MANAGEMENT PLAN

IMPORTANT INFORMATION

ALL STAFF AND USER GROUPS MUST READ AND FULLY UNDERSTAND THE CONTENTS OF THIS PLAN PRIOR TO THE COMMENCEMENT OF THE CAMP.

