



*Making Special Memories With Special Families*

## **Emergency Evacuation Procedure**

*For In-House and Outsourced Events*

### **1. Purpose**

The purpose of this procedure is to ensure the safe, calm, and efficient evacuation of all children, families, volunteers, and visitors during an emergency at any event delivered by The Special Lioness, whether hosted in our own spaces or at external venues. Our families include children with complex medical, mobility, and sensory needs. Evacuation procedures must always prioritise accessibility, dignity, and clear communication.

### **2. Scope**

This procedure applies to:

- All in-house events organised by The Special Lioness
- All outsourced events hosted at external venues
- All volunteers, trustees, contractors, families, and visitors

### **3. General Principles**

Across all events, we will:

- Prioritise life and safety above all else
- Evacuate calmly and without delay
- Support families with additional needs
- Follow venue-specific emergency instructions
- Ensure volunteers understand their roles
- Avoid re-entering the building until officially cleared

### **4. Before Every Event**

#### **4.1 In-House Events**

The event lead must:

- Identify all emergency exits and ensure they are accessible
- Check that evacuation routes are clear
- Identify assembly points
- Ensure a first aid kit is available
- Brief volunteers on evacuation roles
- Identify families who may require additional support
- Ensure medical equipment (e.g., wheelchairs, suction machines) can be moved safely if needed

#### **4.2 Outsourced Events**

The event lead must:

- Obtain the venue's emergency evacuation plan
- Confirm accessible exits and refuge points
- Identify assembly points



- Clarify who leads the evacuation (venue staff or volunteers)
- Share venue procedures with volunteers
- Ensure the venue is aware of any families with complex needs
- Confirm lifts must not be used during evacuation

## 5. During an Emergency

### 5.1 When an Alarm Sounds or an Emergency Is Identified

Volunteers must:

- Stay calm and encourage others to remain calm
- Stop all activities immediately
- Direct families to the nearest safe exit
- Support families with mobility, sensory, or medical needs
- Avoid using lifts
- Ensure no one is left behind in activity rooms, toilets, or quiet spaces
- Move to the designated assembly point
- Report any missing persons to the event lead or venue staff

Parents/carers remain responsible for their child's medical equipment unless otherwise agreed.

## 6. Supporting Children with Additional Needs

Many children attending our events may:

- Use wheelchairs or mobility aids
- Have sensory sensitivities
- Experience anxiety or distress
- Require medical equipment
- Need extra time to move safely

Volunteers should:

- Offer reassurance using calm, simple language
- Allow families to move at a safe pace
- Provide sensory supports (e.g., ear defenders) if available
- Guide families to quieter exits if needed
- Avoid physical handling unless necessary for immediate safety

## 7. Assembly Points

At both in-house and outsourced events:

- Volunteers must guide families to the designated assembly point
- The event lead will take a headcount
- Missing persons must be reported immediately to venue staff or emergency services
- Families should remain together until the all-clear is given

## 8. After Evacuation



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Once safely assembled:

- Volunteers will reassure families and provide support
- The event lead will liaise with venue staff or emergency services
- No one may re-enter the building until officially authorised
- Any injuries or incidents must be recorded
- Trustees will review the evacuation and update procedures if needed

## **9. Roles During Evacuation**

Event Lead

- Oversees evacuation
- Communicates with venue staff/emergency services
- Ensures all areas are checked
- Takes headcount at assembly point

Volunteers

- Guide families to exits
- Support those with additional needs
- Check toilets, quiet rooms, and side areas
- Report concerns or missing persons

Families

- Follow evacuation instructions
- Keep children close
- Bring essential medical equipment if safe to do so

## **10. Post-Event Review**

After every evacuation (real or drill):

- Trustees will review what went well and what needs improvement
- Risk assessments will be updated
- Volunteers will be debriefed
- Families may be invited to share feedback

## **11. Review of Procedure**

This procedure will be reviewed annually or sooner if:

- New venues are used
- New risks emerge
- Legislation or best practice changes