

# Emergency Preparedness Plan

## POLICY & PROCEDURE

### 1. Purpose

The Emergency Preparedness Policy has been developed to provide safe service delivery for clients and staff during potential or emergency events. This includes but is not limited to bush fires, floods and newly evolved infectious diseases.

### 2. Scope

The Emergency plan is part of Subee Newlake Risk Management plan for service delivery.

### 3. Procedure

#### Before the event

Consider the types of events that are most likely to affect your area (bushfire, Flood, communicable infectious diseases etc.).

- Ensure you are aware of state/territory or regional/local emergency management arrangements, requirements and resources, including possible trigger points for evacuation, or ways to alert response agencies to the location of vulnerable care recipients.

- Contact local emergency services to seek advice on local arrangements and to determine if emergency services require your service's contact details. Ensure your key personnel have access to emergency service/s contact details, if required.

- Consider the needs of vulnerable clients, including options for continuation of services to the extent possible in the event of an emergency, collaboration with other services being delivered to the same care recipients. Refer to emergency plan on Clients Care Plan.

- Develop a plan for recovery following an event including post event counselling for staff and volunteers.
- Undertake exercises to test key parts of SubeeNewlake emergency plan to identify gaps and to provide admin staff, support workers and admin staff the opportunity to put into practice their specific responsibilities.
- Provide appropriate plan information to clients via a range of communication modes eg, phone, webpage, staff portal and email.
- Educate clients and their families on preparing for an emergency events including contacting and seeking assistance from emergency agencies.

#### During the event

- The local, state, and federal government authorities will be the source of the latest information and most up to date guidance on prevention, case definition, surveillance, action and treatment.
- The Health Minister will generally be the Australian Government spokesperson and will ensure that public communication objectives, particularly messages to support public safety, are achieved.
- Monitor emergency broadcasts and the media for local warnings and advice during periods of high risk.
- Liaise with local emergency agencies to determine the seriousness of any emergency situation and the level of risk posed to care recipients and your organisation.
- Use a risk assessment approach to ensure services to clients who have not evacuated are prioritised considering the most vulnerable. High

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needs clients, clients with mobility issues, isolated clients, aged clients.

- Arrange for other providers to deliver services to vulnerable clients, where SubeeNewlake services are impacted, for example, staffing.
- Refer vulnerable and high risk clients to emergency service agencies if evacuation or other essential assistance is required.
- Senior Management is to keep staff and clients well informed during an emergency situation.
- If not able to do sooner, when clients are safe provide next of kin advice about the impact of the event on the client, including alternative arrangements put in place.

### Following the event

- Assess the impact of the event on your service and clients and take steps to recommence all services as soon as possible.
- Document and record any incidents and feedback that was reported.
- Liaise with and request assistance as required from local agencies providing recovery and other relevant services.
- Review and amend your risk management plans, as needed.

Consider how not delivering a service during an emergency event will affect your clients particularly those who:

- ✓ Live alone or with an individual with similar or greater level of needs.
- ✓ Receive nursing services (such as wound management).
- ✓ Receive life-sustaining services including meals or technologies such as oxygen.

Consider the effect on care recipients who are:

- ✓ Unlikely to be able to relocate without assistance.
- ✓ Unable to make an independent decision due to cognitive or other impairment.
- ✓ Socially or geographically isolated.
- ✓ Live in a particularly high-risk area (for instance bushfire, flood).
- ✓ Difficult to make contact within the event of an emergency (i.e. have limited or unreliable telephone service or are hearing impaired).

The client care plans developed with the client should note any specific arrangements that may be put in place by SubeeNewlake for emergency events.

## 4. Identifying High Needs clients

### Identifying high risk clients as part of Subee Newlake emergency preparedness plan.

Subee Newlake aims to establish how well equipped their client is to plan and respond to emergency situations affecting their home.

Ascertain information such as:

- ✓ cognitive, mobility or sensory impairments
- ✓ ability to receive and understand emergency information prior to or during an emergency
- ✓ ability to act on information prior to or during an emergency
- ✓ presence of a current emergency plan (including relocation plan)
- ✓ presence and availability of a personal support network (people who will help the client in the case of an emergency – it may be family, friends, neighbours etc.)

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Subee Newlake will then determine the required level of involvement if the client is faced with an emergency.

Service coordinators will ascertain the in-home clients' needs and capabilities by considering the following checklists:

### DAILY LIVING

- ✓ Do they need assistance with personal care?
- ✓ Do they need to use adaptive equipment to help them dress?
- ✓ Do they need to use equipment that runs on electricity such as dialysis, electric lifts etc.

### COMMUNICATIONS

- ✓ Do they need assistance to communicate with others?
- ✓ Does their ability to communicate with others diminish when they are under stress?
- ✓ Will their ability to communicate be affected by loss of power or phone lines?
- ✓ Do they speak another language?

### GETTING AROUND

- ✓ Do they need assistance or adaptive equipment (e.g. cane or walking frame) to walk?
- ✓ Do they require a specially equipped vehicle or accessible transportation?

- ✓ Do they need assistance to get groceries, medications and medical supplies?

### EVACUATING

- ✓ Do they need help to leave their home?
- ✓ Do they need assistance to speak or call for help?
- ✓ Do they need assistance hearing?
- ✓ Are they able to hear a siren?
- ✓ Do they need assistance in seeing – and if so, do they have a service animal?

### EMERGENCY PLAN TO INCLUDE

Once completed by the client, the plan will identify:

- ✓ The trigger for the client to leave – with emphasis on leaving early. Triggers may include an emergency warning via the media, seeing or smelling smoke, or information from neighbours and friends.
- ✓ Presence and availability of a personal support network – people who will help the client in the case of a bushfire (could be family, friends, neighbours etc).
- ✓ Considerations for pets.
- ✓ Items that the client is to take with them including personal documents, medications, medical aids, keys, mobile phones, wallet/purse.
- ✓ How the client will get to their safer place.
- ✓ Leaving early relocation plan including relocation addresses.
- ✓ Consultation the client has had about the bushfire plan with others / Direct Care Worker.

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- ✓ Actions needed to be taken specific to the client and their home.

**Emergency Plans are documented in Client Support Plans**

### 5. Review

The policy should be reviewed at a minimum every 12 months.

The policy maybe updated earlier if Subee Newlakes Continuous Improvement Plan or Incident Register reflects an earlier need.

Similarly, client Emergency Plans should be reviewed every 12 months with their Care Plan or earlier if needed.

### 6. Emergency Resources

- Life threatening emergencies always call **000**
- Fires: Royal Fire Service (RFS) 1800 679 737  
[www.rfs.nsw.gov.au/fire-information/major-fire-updates](http://www.rfs.nsw.gov.au/fire-information/major-fire-updates)
- State Emergency Service (SES) 132500 for floods, Storms & Tsunamis
- Police Assistance Line: 131 444
- Roads: [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au) or <https://www.myroadinfo.com.au/>
- Public Health Information Hotline  
Call 1800 004 599
- National Security Hotline  
1800 123 400
- Coffs Harbour Base Hospital Ph: 6656 7000
- John Hunter Hospital 4921 3000

### 7. Relevant Documents

PR- Emergency Preparedness Procedure

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