

Emergency & Disaster Management Policy & Procedure

POLICY PURPOSE AND SCOPE

This policy and procedure seeks to ensure the safety of staff, clients and other stakeholders during emergencies.

This policy and procedure applies to all staff, students, contractors and volunteers providing services for Caddens Care facility.

POLICY

People with disabilities may be more vulnerable to fire and other emergencies than others in the community. Consideration of risk must extend beyond fires and other emergencies in the workplace.

Caddens Care has ultimate responsibility for safeguarding the organisation and its personnel, participants and visitors.

It is the responsibility of Caddens Care management to ensure that emergency and evacuation procedures for facilities are:

- established
- maintained
- reviewed regularly
- ***appropriate and adequate for the organisation's identified needs.***

Caddens Care Director is responsible for ensuring our workers have the appropriate training, information and instruction in emergency procedures and the use of emergency equipment and facilities.

With the introduction of the COVID-19 situation, it is also required that Caddens Care have processes in place to deal with outbreaks and any required lock-down situations.

As a part of its risk management processes Caddens Care will do everything in its control to prevent injury or harm to individuals as a result of any emergency. To reduce the risk to personnel the Director (or their delegate) will be responsible for providing a work environment where all personnel are trained and prepared for emergencies. For the purpose of this policy, a 'disaster' response and emergency response can be considered one and the same. Examples of disasters or emergencies might be:

- Fire (bush or other)
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster (flood, lightening, earthquake, heatwave)
- Evacuation for any reason
- COVID-19 outbreak

The Director (or their delegate) will ensure that adequate resources are allocated to enable an appropriate response to any emergency (e.g., staff training, personal protective clothing or first aid equipment).

Any of the above-mentioned emergencies/disasters could cause prolonged interruptions to power supply or transport systems. Consideration must be given to risk on a case-by-case basis, including the client's mobility, dependence upon critical services, geographic isolation and other environmental factors especially when Caddens Care staff or contractors are in the community or in an office setting. With particular focus to be given to areas within Australia which may be prone to flood, bushfire or heatwave conditions.

Please refer to the Caddens Care Business Continuity Plan. Folder: Emergency & Safety/Emergency and Disaster Preparedness.

If any manager or staff member of Caddens Care requires information not contained in this policy, please refer to <https://www.disasterassist.gov.au/> or contact the manager.

Signage

Every premises (accommodation or office) operated by Caddens Care, will provide an Emergency Plan (wall mounted) in any office, kitchen, and communal area.

Documentation of Significance

PCEP: The Person-Centred Emergency Preparedness Plan must be completed at admission to service and reviewed annually to ensure all information is current. Folder: Emergency & Safety/Emergency and Disaster Preparedness.

Signage: Every office and accommodation or workplace will ensure that an Emergency Plan is wall mounted in key areas such as: office, kitchen, common areas. This plan can be found in the Folder: Emergency & Safety/Emergency and Disaster Preparedness.

Business Continuity Plan: Triggered by the Director/delegate and available in the Folder: Emergency & Safety/Emergency and Disaster Preparedness.

Emergency & Disaster Process Review Register: A register within the compliance management system captures: Warden identification and contact details, review schedule for Emergency Drills, PCEP's reviews and participant level of dependency on services (High Moderate or Low).

Participant – Service Prioritisation Matrix: This is an excel based tool to assist the manager to identify which participants are unable to care for themselves without daily care and therefore support triage of service supports during a pandemic or other service interruption situation. Folder: Emergency & Safety/Emergency and Disaster Preparedness.

PROCEDURE

PROCEDURES	HOW IMPLEMENTED
Person Centred Emergency Preparedness	
<ul style="list-style-type: none"> All participants receiving supported independent living services (either in our residences or their own), will have a Person-Centred Emergency Preparedness Plan (PCEPP) in place. 	PCEP completed annually
<ul style="list-style-type: none"> The plan must be updated at least annually (refer PCEPP register in the Compliance Management System and version control exists on the back page of the PCEP. 	Register of review in the compliance system
<ul style="list-style-type: none"> The PCEPP is part of the participant onboarding process, and the template can be found in the Participant Folder/Admission. 	Onboarding checklist must be completed

<ul style="list-style-type: none"> In the event of an emergency, triggered by a disaster or pandemic, the PCEP for each person will be activated. 	<p>All PCEPs will be kept electronically and accessible if needed .</p>
<ul style="list-style-type: none"> Where an interruption to business is inevitable, Director will trigger the use of the Participant – Service Prioritisation Matrix which seeks to assess The level of dependency a participant has on services to meet their most basic needs; and What level of interruption can be tolerated without risking the safety and wellbeing of the person. 	<p>Participant – Service Prioritisation Matrix</p>
<p>Director will be responsible for ensuring that:</p>	
<ul style="list-style-type: none"> All staff are aware of their responsibilities and are provided with training relevant to that responsibility e.g. First Aid Warden, Fire Warden. 	<p>Information recorded in delegations' matrix found in the compliance system.</p>
<ul style="list-style-type: none"> Emergency drills or training are provided to all staff. 	<p>Either in house or via a consultant.</p>
<ul style="list-style-type: none"> All reasonably foreseeable situations that constitute an emergency have been identified and assessed with appropriate controls in place. 	<p>Corporate Risk Register</p>
<ul style="list-style-type: none"> Regular emergency evacuation drills are conducted to test procedures. 	<p>Refer Emergency and Disaster Drill and Training Schedule in compliance system</p>

<ul style="list-style-type: none"> Staff designated as emergency contacts (e.g., Fire Wardens and First Aid officers) receive appropriate training for coordinating emergency responses. 	Listed in the delegation's matrix found in compliance system.
<ul style="list-style-type: none"> All workers are familiar with the emergency response procedures and emergency alarm sounds. 	Onboarding and induction process checklist.
<ul style="list-style-type: none"> Staff actively participate in the development and review of the emergency policy and procedures. 	Annual participant/staff and stakeholder review.
<ul style="list-style-type: none"> In the event of an emergency, the Director (or a nominated member of staff) are to be responsible for alerting people to the emergency and communicating adequately with all stakeholders during the emergency (designated Wardens). 	Wardens, Director, Manager
<ul style="list-style-type: none"> All staff employed will hold a current First Aid Certificate 	Monitored via the compliance system
Management Responsibilities of a Systemic Nature	
<ul style="list-style-type: none"> Management, led by the Director will review all emergency and disaster preparedness plans at least annually and record the outcome of the review in meeting minutes or in the Governance Decision Log. 	Internal Audit
<ul style="list-style-type: none"> Where a new plan is to be tested, this action will be carried out using the Continuous Quality Improvement methodology and register within the Compliance Management System. This will support the evidence 	Internal Audit

base for any changes made to emergency, disaster or person-centred emergency plans.	
<ul style="list-style-type: none"> Ultimately it is the Director's responsibility to oversee compliance registers and ascertain whether staff training in emergency preparedness has been achieved and where training completion is under 100%, seek to address the reason why training has not been completed. 	Internal Audit
<ul style="list-style-type: none"> All training and onboarding processes will be reviewed by the Director annually and recommendations made where Emergency Management education has not been provided. 	Internal Audit

Authorities to Trigger Plan (at the end of this policy)

The Director (or their delegate) will be responsible for:

- triggering a business continuity management plan (Folder: Emergency & Safety/Emergency and Disaster Preparedness)
- assigning duties to staff to implement the plan
- overseeing communications with staff regarding any updates; and
- informing staff when the organisation returns to 'business as usual'.

State Emergency Services Advice

Caddens Care follows the Advice, Watch & Act (AWA) and Emergency Warning of the State Emergency Services (SES):

- Advice - an incident has started. Stay up to date in case the situation changes.
 - Stay informed
 - Monitor conditions
 - Reduced threat: return with caution
- Watch and Act - conditions are changing and you need to start taking action now to protect you and your family.

- Do not enter floodwater
- Prepare to evacuate
- Prepare to isolate
- Avoid the area
- Emergency Warning - the highest level of warning. You may be in danger and need to take action immediately.
 - Evacuate now / Evacuate before a certain time
 - Shelter now
 - Move to higher ground

The Director and Manager will direct staff to monitor advice issues by SES through [Hazard Watch](#) and [SES Website](#).

Action Process following SES (or Overseeing Government Agency) advice

Accommodation/Onsite	Staff in other Locations
Advice of Event	Advice of Event
<p>Director:</p> <ul style="list-style-type: none"> · Review SES advice · Email staff SES advice & wait further instructions · Asses onsite risks and resident needs · Plan evacuation options in line with SES advice <p>Manager:</p> <ul style="list-style-type: none"> · Explain advice and planning to resident · Contact resident emergency person and explain current advice and evacuation option <p>Staff:</p> <ul style="list-style-type: none"> · Review participant evacuation plans 	<p>Director:</p> <ul style="list-style-type: none"> · Review SES advice · Email staff SES advice & wait further instructions · Asses planned activities and locations · Reschedule activities in line with SES advice <p>Manager:</p> <ul style="list-style-type: none"> · Explain advice and planning to participants · Contact participant emergency person and explain advice and possible service disruption/adjustment · Contact staff and advise of adjustment/cancellation of services <p>Staff:</p>

<ul style="list-style-type: none"> · Prepare work vehicle with petrol · Reassure residents · Ensure all work mobile phones charged · Ensure Emergency Bags are in vehicles 	<ul style="list-style-type: none"> · Review and adjust Activity Run Sheets and email to participants/parents/carers · Review risk management plans for participants · Ensure all work mobile phones charged · Ensure Emergency Bags are in vehicles
Watch and Act	Watch and Act
<p>Director:</p> <ul style="list-style-type: none"> · Monitors SES advice · Email staff SES updates with evacuation instructions · Notify Manager prepare for evac · Decide and arrange alternate accommodation for resident & staff <p>Manager:</p> <ul style="list-style-type: none"> · Explain evacuation planning to resident · Contact resident emergency contact and explain updated advice and evacuation plan · Direct staff to pack medication supplies for 7 days (including repeat scripts) · Direct staff to assist resident to pack items for 72 hour stay <p>Staff:</p> <ul style="list-style-type: none"> · Pack medication supplies for 7 days (including repeat scripts) · Support resident pack 72 hour stay bag · Pack work mobile, laptop and charging devices in work vehicle 	<p>Director:</p> <ul style="list-style-type: none"> · Review SES advice · Email staff SES advice with rescheduling activities instructions · Asses onsite risks and resident needs · Plan evacuation options in line with SES advice <p>Manager:</p> <ul style="list-style-type: none"> · Contact participant and emergency contact and explain SES advice rescheduling plan · Email staff with direction to remain home for safety · Notify HR of changes to shifts and what activities are still running <p>Staff:</p> <ul style="list-style-type: none"> · Prepare to work from home or other location as instructed by Coordinator · Notify Director immediately if impacted by disaster/emergency and unable to work · Review individual PCEP

<ul style="list-style-type: none"> · Reassure resident and remain calm · Review individual PCEP 	
Emergency Warning	Emergency Warning
<p>Director:</p> <ul style="list-style-type: none"> · Check SES advice for updates about evacuation routes · Email staff site is to be evacuated and detail evacuation plan and alternate site · Confirm with Manager evacuation has occurred · Contact Manager alternate site to confirm successful evacuation <p>Manager:</p> <ul style="list-style-type: none"> · Explain evacuation planning to resident · Contact resident emergency contact and explain updated advice and evacuation plan · Direct staff to pack medication supplies for 7 days (including repeat scripts) · Direct staff to assist resident to pack items for 72 hours stay · Notify Director of rostering needs for resident ratio in alternative site · Complete welfare checks at site <p>Staff:</p> <ul style="list-style-type: none"> · Reassure resident and remain calm · Notify Manager of additional supports required for health and 	<p>Director:</p> <ul style="list-style-type: none"> · Check SES advice for updates about affected areas and evacuation warning · Manager confirms location of staff and participants and confirm evacuation plan and safe evacuation route · Contact Manager daily to ensure staff and participants are safe · Make alternative stay arrangements for staff and participants unable to return to usual residence <p>Manager:</p> <ul style="list-style-type: none"> · Contact participant and emergency contact and explain SES evacuation advice and rescheduling plan · Contact staff in the community and advise of safe evacuation route · Notify Director of staff and/or participants requiring alternate accommodation · Complete twice daily welfare checks of staff and/or participants and identify additional needs or changes to SES or emergency advice <p>Staff:</p> <ul style="list-style-type: none"> · Follow work from home instructions and rescheduling advice from Coordinator · Notify Manager if support is required · Follow evacuation plans and safe routes

emotional safety of resident and staff · Read EDR Team emails with advice and instructions	· Read Director emails with advice and instructions
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RELATED DOCUMENTS

- Compliance Management System
- Infection Control and Prevention Policy
- Risk management Policy
- Business Continuity Plan
- Delegations Matrix
- Disaster Preparedness Checklist
- Person Centred COVID-19 Emergency Plan
- Person Centre Disaster & Emergency Plan
- Emergency Plan – Wall Mount.

REFERENCES

NDIS Quality and Safety Standards 2018