

Checklist

Questions to consider when developing an emergency management plan

Have a look at what plans are already in place and reassess how valuable they are. Do they answer all the following questions?

- What emergencies are likely to occur in your local environment and specifically in your home? (For example bush fires, floods, cyclones, chemical explosions, mouse/insect infestations, electrical blackouts)
- Check for any local evacuation plans already in place with your local government and authorities.
- What local or regional emergency services are able to assist?
- Do your key personnel have their contact details?
- Do the emergency services have your home's contact details, names of key personnel they should contact and their off-site contact details?
- Do the emergency services know about your home, its location, any access restrictions, number of residents and their needs in an emergency, numbers of staff and possible visitors?
- Have you contacted them to seek input into your plan and then provided the final plan so they understand what communication processes are required and at what points in any unfolding emergency?
- Have you liaised with your local hospital/s and other care services to ensure that all services have emergency management plans that can work together?
- Have you developed a process to ensure that during any period of high risk, key personnel will regularly monitor emergency broadcasts and the media for localised warnings and advice?
- What equipment or supplies are needed for residents to ensure care is continued?
- Have you identified all the decisions which must be made and who and when they will be made including at what point in an unfolding emergency you decide to evacuate residents? (Prioritisation plan)
- Have you arranged for multiple transport options in the event of an emergency as ambulance transfers may not be available nor plentiful enough? Do you have 24 hour contact details? Can they respond quickly and at short notice?
- Have you arranged alternative accommodation in the case of a need to evacuate? Is there more than one option as your first option may not be available during an emergency? Do you have the correct contact details for personnel in the Department of Health and Ageing who may be able to assist in sourcing alternative accommodation including long term and short term options?
- Regularly confirm all arrangements, for example that accommodation agreements made a year ago are still standing.
- Does your home have a current fire certification?
- Do you have regular fire safety inspections carried out by an approved professional?
- Do you conduct regular emergency evacuation drills? How do you ensure new staff are aware of procedures during an emergency?
- How do you intend to provide appropriate care during an emergency?
- Will you need additional or different staff? What if your regular staff aren't available? Will you be able to utilise volunteers and services? Do you have contact details for these people?
- How will you communicate your plan to residents and their representatives and staff before any emergency unfolds?
- Do your residents know what to do in the event of an emergency?
- How will you keep them informed during an emergency?
- Have you developed a plan for post-trauma counselling for residents, families and staff in case it is needed?
- What local agencies provide recovery or other relevant services you may need? Have you contacted them?

Further advice during an emergency can be obtained through your local emergency services or state fire authority for fires. For general matters and access to accommodation information you can contact the Department of Health and Ageing during office hours on **1800 550 552**.

The Department has an emergency response number **1800 852 649** in NSW and **1800 078 709** for Victoria. ■

Contact information

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