EMERGENCY AND DISASTER MANAGEMENT POLICY & PROCEDURE

POLICY STATEMENT:

The Sunbury and Cobaw Community Health (SCCH) Executive Team has ultimate responsibility for safeguarding the organisation and its personnel, clients and visitors. It is the responsibility of the Executive Team to ensure that emergency and disaster management procedures are established, maintained and reviewed regularly, and that they are appropriate and adequate for the organisation's identified needs.

It is also the responsibility of the Executive Team for ensuring that people have the appropriate training, information and instruction in emergency and disaster management procedures, and the use of emergency equipment and facilities.

As a part of its risk management processes, SCCH will do everything in its control to prevent injury or harm to individuals as a result of any emergency. SCCH will also ensure that arrangements are in place to facilitate the continuity of supports that are critical to the safety, health and wellbeing of clients in the event of an emergency.

To reduce the risk to personnel, the Executive Team will be responsible for providing a work environment where all workers are trained and prepared for emergencies. Emergencies may include:

- Fire;
- Medical emergency;
- Disease outbreak;
- Power outage;
- Bomb threat;
- Personal threat;
- Hazardous materials;
- Natural disaster; and
- Evacuation for any reason.

The Executive Team will ensure that adequate resources are allocated to enable an appropriate response to any emergency (e.g. worker training, personal protective equipment (PPE) or first aid equipment).

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PURPOSE:

To ensure emergency management structure and practices are in place to enable Sunbury and Cobaw Community Health (SCCH) to respond to an emergency in a coordinated and controlled manner and to prevent and/or minimise risk of harm and disruption of services.

SCOPE:

This policy and procedure applies to the whole organisation including the SCCH Board, employees, volunteers, students and contractors who deliver services at a SCCH work site.

STATEMENT OF DIVERSITY

Sunbury and Cobaw Community Health is committed to improving the health of our community and being accessible to all, including people from culturally and linguistically diverse (CALD) communities, those from Aboriginal and Torres Strait Islander background, people with a disability, Lesbian Gay Bisexual Transgender Intersex, Queer, Asexual and other sexually or gender diverse (LGBTIQA+) people and other socially vulnerable groups and supporting their communities across the lifespan from birth to older age.

DEFINITIONS:

Emergency Management Team (EMT)	The Emergency Management Team (EMT) is convened by the Chief Operating Officer in the event of an emergency. The EMT consists of the Executive Team, Manager Quality Safety and Compliance, Coordinator Quality & Safety, Coordinator Marketing & Communications, Coordinator Facilities and other staff may be invited depending on the nature of the emergency.

PROCEDURES:

SCCH Emergency and Disaster Management Roles and Responsibilities

The Chief People and Capability Officer or delegate will be responsible for ensuring that:

- SCCH has established an Emergency Management Framework. The Emergency Management Framework includes the following Key Organisational Documents;

- o [Emergency Management Plan](#)
- o [Emergency Evacuation and Lockdown Work Instruction](#)
- o [Duress Alarms Work Instruction](#)
- o [Managing Client Behaviour Policy and Procedure](#)
- o [Bushfire Readiness Plan (Hume)](#)
- o [Fire Danger Days and Heat Health Alert Response Plan (Loddon)](#)

- Workers receive induction into these procedures during their [New Employee OHS Induction Form](#) and are consulted when documents are reviewed via the weekly Staff Update;

- Regular emergency evacuation drills are conducted by the Facilities Team to test procedures and systems;

- The Facilities Team ensures fire equipment is maintained and compliant to **AS 1851 – 2012 Routine service** of fire protection systems and equipment;

- Workers designated as emergency contacts (e.g. Emergency Wardens and First Aid officers) have access to bi-annual training and written procedures for coordinating emergency responses.

- The facilities team will ensure SCCH Emergency Teams, fire orders and emergency management maps are updated regularly and posted on the OHS noticeboard at each site, and at various points around the sites

- The Team Leader Client Experience coordinates Weather Alerts, issued by the Department of Health for Central and North Central Districts, to be circulated to allstaff@scchc.org.au for immediate action.

- All workers and contractors working at a SCCH work site are familiar with the emergency and disaster management plan and emergency alarm sounds;

- The facilities team will ensure the emergency management plan is tested and adjusted in the context of a particular kind of emergency or disaster in consultation with the Emergency Management Team;

- The plan is reviewed annually to ensure that it responds to the changing nature of an emergency or disaster;

- In the event of an emergency, all client facing staff (or a nominated member of staff) are to be responsible for alerting their clients to the emergency and communicating adequately with clients, their families or guardians/advocates during the emergency.

Each Line Manager will be responsible for ensuring their team members have:

- Been informed of SCCH's Key Organisational Documents regarding all aspects of work health and safety (e.g., emergencies, incidents, infection control, health and safety and risk management);

- Been trained in how to respond to any emergency using the New Employee OHS Induction Form. This includes:

— fire related emergencies (e.g., understanding the fire orders, knowing where to assemble in an evacuation, an orientation to fire equipment onsite);

— medical/ first aid related emergencies (e.g., who is the first aid officer(s), where the first aid kit is located);

— what to do if a bomb threat is received;

— personal threats (e.g., harassment, assault, robbery) – Managing Client Behaviour Policy and Procedure and the Duress Alarms Policy and Procedure;

— what to do if there is an incident with hazardous materials (e.g., gas leak or chemical spill);

— their responsibilities regarding documentation (e.g., incident reports, facilities requests, identifying risk).

Continuity of critical supports

SCCH will identify supports which are critical for the health, wellbeing and safety of each client. Workers will be notified via the global SMS service of any unavoidable changes or interruptions that may impact service delivery at the earliest possible point to allow for planning or alternative service provision to ensure that clients continue to receive critical support.

Workers have been trained in the implementation of the emergency and disaster management plan including:

- a Remote Access Solution Work Instruction to support staff working from any location;

- modifying client supports where necessary to ensure continued support; and

- adapting to client changes and other interruptions.

Workers will identify and assess risks to people they support and implement processes to mitigate these where possible, including:

- reviewing behaviour support strategies for people who are isolated; and

- ensuring workers are vaccinated and encouraging clients where possible to receive both the flu vaccination and COVID-19 vaccinations.

Workers will ensure that where there are changes to the supports of clients due to unavoidable interruptions, the changes are:

- explained and agreed with them; and

- delivered in a way that is appropriate to their needs, preferences and goals.

Outbreak Management Plan

SCCH will also ensure that there is a separate outbreak management plan in place to respond to an infectious disease outbreak.

The outbreak management plan will address:

- planning actions;

- identifying clients;

- staffing actions;

- stock levels;

- identifying an outbreak;

- communication actions;

- cleaning; and

- restriction of visitors.

The Outbreak Management Plan will be available to workers on the [SCCH KODs SharePoint](#) page in the Health and Safety pillar and workers will be trained in the implementation of the outbreak management plan including:

- modifying client supports where necessary to ensure continued support;

- adapting to client changes and other interruptions;

- in the use of PPE;

- in infection prevention and control procedures; and

- in the implementation of the plan including:

  - preparing for, and responding to the disaster; and

  - communicating changes to participants, workers and participant support networks.

Vulnerable Person's Register

SCCH partners with Hume Council to provide support to vulnerable person's during an emergency. Workers are provided with the Vulnerable Persons Register Work Instruction and reminded twice annually on how to list and remove clients from the Vulnerable Persons Register. The QSC Unit is responsible for validating the VPR twice yearly at nominated times. See the [Vulnerable Persons Register Work Instruction](#).

Emergency Plan for each NDIS Participant

SCCH will ensure that each NDIS Participant is offered an opportunity to develop an emergency plan, containing details of:

- their emergency contacts (e.g., families, guardian or advocate);

- any medical conditions as well as ongoing treatment and current medications, including dose and frequency;

- current GP and any other health professionals;

- the advanced care or support plan (if they have one);

- protocols to follow in the event of an emergency for the participant.

Refer to the [NDIS Participant Emergency Management Plan template](#).

Workers will consult with participants and their support networks about the emergency plans and will support the participant and support network to put the plan in place.

Workforce Planning

SCCH will implement a workforce contingency plan in the event of an emergency, including the outbreak of an infectious disease, or in the event that workers are unwell and need to self-isolate. This includes:

- ensuring workers are aware of their leave entitlements allowing them to access leave to self-isolate if required;

- maintaining an up-to-date contact list of all workers;

- maintaining an up-to-date list of details of any worker's secondary employment; and

- ensuring that any new workers undergo induction and training in current emergency and disaster management procedures.

- Employees will be communicated with via SMS platform throughout emergency situations depending on the nature of the emergency. To ensure they know not only what is expected but also what resources they can turn to for support during the crisis, and others can know about their role in the emergency.

- SCCH has identified essential personnel in response to an emergency or disaster (EMT). Essential personnel are typically those individuals required to report to work regardless of conditions.

- Alternative business operation site. SCCH will endeavour to maintain their operations, the organisation has identified potential alternative worksite arrangements and staffing options, as well as the technology structures (VPN, RDS) required to support business operations if worksites are inaccessible.

In the event that significant workforce disruptions occur that impact service delivery, the organisation will consider, depending on the circumstances:

- source and induct additional workers from within the organisation
- source and induct additional workers from within our key networks (e.g. Alliance Regional Rural Community Health)
- referrals to external providers.

REFERENCES:
- **AS 1851 – 2012 Routine service** of fire protection systems and equipment

RELATED POLICIES & PROCEDURES/ WORK INSTRUCTIONS:

- [Emergency Management Plan](#)
- [Emergency Evacuation and Lockdown Work Instruction](#)
- [Duress Alarms Work Instruction](#)
- [Managing Client Behaviour Policy and Procedure](#)
- [Bushfire Readiness Plan (Hume)](#)
- [Fire Danger Days and Heat Health Alert Response Plan (Loddon)](#)
- [New Employee OHS Induction](#)
- [Remote Access Solution Work Instruction](#)
- [Vulnerable Persons Register Work Instruction](#)
- [NDIS Participant Emergency Management Plan template](#)

VERSION CONTROL AND ACCREDITATION STANDARDS / LEGISLATION:

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Z:\Key Organisational Documents (inc Policies & Procedures)\Current Published Policies\05 HEALTH & SAFETY\Emergency and Disaster Management Policy & Procedure.docx

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