

# Core Module Manual

Full Care Lifetime

## EMERGENCY MANAGEMENT POLICY AND PROCEDURE

The purpose of this policy and procedure is to ensure the safety of staff, participants and other stakeholders during emergencies such as a fire or other emergencies.

### POLICY

The health and safety of staff and participants is of paramount importance to Full Care Lifetime. Full Care Lifetime is committed to the health and safety of its staff, employees, volunteers, contractors, participants, families, carers and visitors.

We are committed to the implementation of clear and effective emergency management procedures. We will comply with all laws and mandatory standards relating to fire protection, health and general safety. We will ensure that participants in its care are appropriately protected from fire risk.

We will respect the homes of participants who live in the community, whilst balancing the provision of support, their duty of care to participants, and the need to keep participants, staff and volunteers safe whilst they are receiving and delivering services.

### PROCEDURES

Full Care Lifetime will provide comprehensive emergency procedure training for all employees including mandatory fire safety training.

Full Care Lifetime will provide employee emergency training yearly.

#### Participants Planning

- We will develop an individual emergency plan (within the support plan) for all participants taking into consideration their physical and mental condition, their location and mobility, e.g., epilepsy management plan.
- We will work with participants to document the plan and ensure they understand how employees will work with them in an emergency.
- We will keep the emergency contact list for participants and employees up to date.
- We will ensure all participants have gas, electricity and emergency numbers clearly displayed in their home.
- We will keep participant's medical history, allergies, mobility status and walking aids, vital medication details and communication devices or difficulties on the master list for emergencies.
- We will liaise with local disaster management committees.
- We will list local area evacuation centers.
- We will identify lines of communication with participants and employees

#### Emergency / Community Disaster

- Management will ensure employees and participants are informed of any potential disaster risks, providing updates during the event.
- All participants will have individual disaster emergency plans, including evacuation routes, local emergency contacts, and necessary supplies. Staff must be familiar with these plans.

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- Employees and participants must know the designated evacuation areas and routes, which will be clearly noted in participant emergency plans. For remote participants, family members and neighbors should be involved in the plan.
- Mandatory yearly disaster response training will be provided for all staff, covering evacuation procedures, first aid, and emergency response protocols.
- Contact information for all participants will be kept up to date and reviewed regularly to ensure quick access during a disaster.
- Participants should maintain an emergency kit, including water, flashlight, batteries, protective clothing, medications, and a list of emergency contacts.
- After any disaster event, Management will conduct a debrief with staff to review the effectiveness of the response and identify areas for improvement.
- Employees and participants must avoid fallen wires and not attempt to drive until the area is declared safe. If in an evacuation center, participants and staff should not return home until it is safe to do so.
- Management will ensure that emergency accommodation options are identified in advance and that emergency services contact numbers (local fire, emergency, and council services) are included in participant plans.

### Participant emergency readiness

Full Care Lifetime will actively work to improve the safety of vulnerable people in emergencies through encouraging and supporting participants to undertake personal emergency planning.

Where there is recognised bushfire risk, specific bushfire planning will be undertaken in addition to basic personal emergency planning.

We will support participants to exercise their choice and control in emergency response processes through listening to their needs and preferences for care, as well as seeking participants and other relevant stakeholder's participation and feedback when identifying risks and developing solutions.

### Monitoring and Review

Full Care Lifetime Management Team will review this policy and procedure at least annually. This process will include a review and evaluation of current practices and service delivery types, contemporary policy and practice in this clinical area, the Incident Register and will incorporate staff, participant and another stakeholder feedback. Feedback from service users, suggestions from staff and best practice developments will be used to update this policy.

Full Care Lifetime Continuous Improvement Plan will be used to record and monitor progress of any improvements identified and where relevant feed into Full Care Lifetime service planning and delivery processes.