**EMERGENCY MANAGEMENT PLAN**

COMPANY NAME : ZedCare Ability Services

LOCATION OF FIRST AID KITS: linen cupboard

LOCATION OF FIRE EXTINGUISHERS: linen cupboard

KEY MANAGEMENT CONTACTS:

Name Amatul Mirza Phone 1300 933 013 Mobile 0424733285

Name Nadeem Mirza Phone 1300 933 013 Mobile 0421141384

Name Manaal Mirza Phone 1300933 013 Mobile 0424233829

EVACUATION MEETING POINT: Outside Front Yard

NOTE: In the event of any kind of incident or emergency, every action and outcome must be recorded on an incident report form, with times, names and other important details.

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| **EMERGENCY CONTACTS** |

| Organisation | Contact | Phone number |
| --- | --- | --- |
| ALL |  | **000** |
| State Emergency Services (SES) | NSW SES Blacktown Unit | 13 25 00 |
| Police | Blacktown Police station | (02) 9671 9199 |
| Fire & Rescue | Blacktown Fire Station | (02)9622 8932 |
| Ambulance |  | 000 |

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| **EMERGENCY KITS** |

Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Contents

| Object | Checked/Reviewed Date | Person responsible |
| --- | --- | --- |
| Emergency management plan | November 23/11/2020 | Amatul Mirza |
| Emergency and recovery contacts | November 23/11/2020 | Amatul Mirza |
| Torch | November 23/11/2020 | Amatul Mirza |
| First-aid kit | November 23/11/2020 | Amatul Mirza |
| Spare batteries | November 23/11/2020 | Amatul Mirza |
| Pen/pencil and notepad | November 23/11/2020 | Amatul Mirza |

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| **EMERGENCY TEAM** |

| Role | Details of Responsibilities | Person Responsible | Email | Phone/Mobile Numbers |
| --- | --- | --- | --- | --- |
| First Aid Officer | Provide first-aid to the required person either to participant or support worker.  Inform the ZedCare Manager.  Inform the relevant person’s family. | The House Manager present on the duty. |  |  |
| Chief Fire Warden |  |  |  |  |
| Fire Warden |  |  |  |  |

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| **EMERGENCY AND EVACUATION PROCEDURES** |

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| --- | --- | --- | --- |
| **Type of Emergency** | **Response Plan / Evacuation Procedures** | **Responsibilities** | **Follow up Actions Required** |
| Fire | * Remain calm * Sound the fire alarm or alert all occupants to evacuate. * Use fire extinguisher & blanket * Alert the fire brigade by dialling 000 or blacktown Fire rescue number * Leave the building immediately. * Assemble with other staff at the evacuation assembly point. | * Alert the fire brigade * Alert the occupants to evacuate the building * Contact the ZedCare management | * Update Emergency Management Plan * Check and document damages * Update fire safety equipment * Conduct regular training exercises. * Inform insurance company |
| Flooding | * Prepare employee safety measures for potentially delayed evacuation if your location is at risk of flash flood. * Back up critical computer data and ensure important paper documents are stored in a safe place * Remove portable machinery and equipment to higher levels * Inform ZedCare management * Alert state emergency services | * Detailed log book of the flood development, documenting alarm stages, internal communication and actions, photos of measure taken onsite and of the event before. * Identify flood sources * Identify and contact authorities and agencies responsible for monitoring of water-level or rain intensity. * Determine the lead time available to implement the flood plan | * Access and document damages * Contact staff and inform of situation * Initiate clean-up operations when safe to do so * Have all utilities checked by qualified personnel before use * Inform insuarance company |
| Pandemic | * Follow business continuity plan * Follow Support protocols * Use PPE to support participant * In case of exposing to covid case isolate the worker or participant * Consistent communication across the entire organisation is very important. | Prepare, review and update tailored plans and guidance materials   * the use of PPE * the establishment of support protocols * advice for healthcare workers in acute and primary health care settings.   Prepare and support health workforce   * Provide information and guidance to engage health professionals and health care workers about: * the rights of people with disability to equitable access to health care in settings that are appropriate to their individual needs (including in- home health support) * engaging with and supporting people with disability and families, carers and supporters within each relevant health setting. For example, emergency departments intensive care units, hospital wards, primary health care settings and health care in the community * how to use telehealth and teleconferencing services * how to use an Auslan interpreter as part of telehealth services.   Consider workforce needs including training in aspects of managing COVID-19 in relevant settings, framed in a rights based context that balances individual and collective rights (e.g. others in same residence), including:   * applying standard infection control strategies (including clear guidance on the appropriate use of PPE) and encourage infection control training of the workforce such as the Australian Government Department of Health’s online COVID-19 training https://covid-19training.gov.au/ * disability awareness training (such as the NDIS Code of Conduct Workforce Orientation Module) * consider strategies to secure surge workforce * Prioritise influenza vaccinations for the key supporters of people with disability whose disability and current health status places them at significant risk of adverse outcomes related to COVID-19 infection.   Prepare and support disability sector and workforce   * Provide support workers, families and carers with information and guidance on the risks of infection, avoidance of infection, infection control, and the underlying conditions which may exacerbate risks associated with infection. * Equip people with disability, their families, carers and support workers to know how to access continuing health care, especially primary and mental health care for those they are supporting. This also includes access to basic health care and essential support services i.e. communication.   Assess demand and enable access to PPE and other resources  Mobilising the resources of the National Medical Stockpile to support the appropriate provision of PPE and other resources, according to availability and need, to people with disability and carers in health and disability care settings to:   * support carers and support workers to continue working with a person who is confirmed with or suspected to have COVID-19 * support continuity of service, where PPE is a usual and essential requirement for the delivery of particular support activities * to enable access to PPE for people who receive supports which involve significant and close physical contact.   Maintaining and preparing clinical care and public health management  People with disability continue to have access to essential health care for non-COVID-19 related conditions through the pandemic period, including annual health assessments for people with intellectual disability.  Direct outreach to people with disability at higher risk, including people with complex support needs and underlying health issues, or where the nature of their disability, age, cultural profile or living environment may exacerbate risks associated with infection.  Work with people in these groups to identify the best courses of action, such as:   * early presentation if they become ill * support or clinical care adjustments if a confirmed case occurs in the person’s place of residence or they need to self-isolate. This includes access to temporary accommodation to enable isolation if that cannot be done safely in the person’s current living arrangement.   Tailor and target communications   * Provide consistent updates to guidance for people with disability, their families, carers, support workers, employers, health services and others as needed, in accessible formats and channels.   Support planning and preparednes  Understanding the disease   * Collect and share data and evidence about the spread of COVID-19 and the health impacts to people with disability.   Establish leadership and decision making   * Conduct regular meetings of the COVID-19 Disability Advisory Committee.   Monitor and evaluate   * Develop an Evaluation Framework to ensure activities from the Plan are monitored and reviewed in a timely manner. | Outbreak occurrence   * Contact Disability Outreach Team (CEO, Operations Manager, Business Development Manager & Business Development Manager) * Isolate potential infectious participant or staff member immediately and wait for result upon isolating, if close contact (meaning you were with the participant or support worker for longer then 15 minutes) isolate immediately for 14 days, regardless of result * Casual contacts are to get tested, isolated until test result comes back negative * Contact all support workers around potential infection, mandate COVID test through the use of official letter. Template letter link: https://www.health.nsw.gov.au/Infectious/covid-19/Pages/iap-disability-residential-outbreak-management.aspx#a2 * Families of participants, and participants will be notified of the occurring situation * Contact Deep cleaning service, to clean premises * Use emergency plans for participants * Fill in form surrounding incident and contact NDIS   Link for form: <https://ndisqualityandsafeguardscommission.cmail19.com/t/t-l-cmlult-yhdkhkdif-r/>   * liaise with medical practitioners to closely monitor symptoms * schedule regular environmental cleaning and disinfection of all areas * put up signage at entrances to inform essential visitors * Suspend non-essential visitors * Suspend non-essential services |
| Staff & Client Injury | * Remain calm and composed * Contact House Manager, or if not available, Operations Manager. If not available, contact CEO * If injury is serious, contact 000 or the local hospital | Prepare and support   * Staff should hold a certificate in first aid, if staff have not received training in first-aid, courses will be held that focus on first-aid * Place sign on front of cupboard where first aid kit is located * First-aid kit located on the premises should be identified and recognizable to every staff worker * Become accustomed to where the local hospital is located   Actions   * Take deep breaths * Implement first aid-training to self or to client * If injury is critical, please wait for an ambulance to come | * Contact 000 and ask for the ambulance * Write an Incident Report * Update Incident compliance policy * Contact family member of participant, and update them on the situation * Provide first-aid courses, or find locations that host first-aid courses if staff member does not have current first-aid certificate * Ensure first-aid kits are up to date, check first day of the month for the expiration dates of contents * Update orientation module, discussing where first aid kit is located * Ensure both premises have a sign on the door where first aid kit is * Ensure that client medical records are accessible * Review business continuity plan regularly |