

Q402

EMERGENCY POLICY

POLICY STATEMENT

The management team has ultimate responsibility for safeguarding the organisation and its employees, Customers/Clients and visitors. It is the responsibility of the management team to ensure that emergency and evacuation procedures and facilities are established, maintained and reviewed regularly and that they are appropriate and adequate for the organisations identified needs.

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

As a part of its risk management processes Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) will do everything in its control to prevent injury or harm to individuals as a result of any emergency. To reduce the risk to employees the management team will be responsible for providing a work environment where all employees are trained and prepared for emergencies. Emergencies may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation for any reason

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

This document complies with NDIS 2018, standard 2.2 Risk Management, and ACIS 2013, section 4.1 Safe Working Environment. This document is readily available to all Customers/Clients and employees of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service including The Boards.

Q402	EMERGENCY POLICY
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Policy context: This policy relates to	
Legislation or other requirements	Work Health and Safety Act 2012 (SA) Work Health and Safety Regulation 2012 (SA)

RESPONSIBILITIES

The management team will be responsible for ensuring that:

- organisational structures are developed that clearly show roles and responsibilities in the event of an emergency
- all reasonably foreseeable situations that constitute an emergency have been identified and assessed with appropriate controls in place
- regular emergency evacuation drills are conducted to test procedures and systems
- employees designated as emergency contacts (e.g. Fire Wardens and First Aid officers) receive appropriate training for coordinating emergency responses
- all employees are familiar with the emergency response procedures and emergency alarm sounds
- actively participate in the development and review of the emergency policy and procedures
- in the event of an emergency, they (or a nominated member of staff) is to be responsible for alerting people to the emergency and communicating adequately with all stakeholders during the emergency

The management team will also ensure that procedures are in place to respond to emergencies, which may include:

- Fire
- Medical emergency
- Power outage
- Bomb threat
- Personal threat
- Hazardous materials
- Natural disaster
- Evacuation

Q402

EMERGENCY POLICY

Each manager will be responsible for ensuring their team members have:

- been informed of the organisation's policies and procedures regarding all aspects of work health and safety (e.g. emergencies, critical incidents, risk management)
- been trained in how to respond to any emergency and provided with information on:
 - fire related emergencies (e.g. knowing where fire extinguishers are located and which fire extinguisher to use for the various types of fires, how to use extinguishers)
 - medical/ first aid related emergencies (e.g. who is the first aid officer(s), where the first aid kit is located)
 - who to call if there is a power outage and what to do (e.g. if people are trapped in a lift)
 - what to do if a bomb threat is received
 - personal threats (e.g. harassment, assault, robbery)
 - what to do if there is an incident with hazardous materials (e.g. gas leak or chemical spill)
 - how and when evacuations will be managed (e.g. assembly meeting areas)
 - aware of their responsibilities regarding documentation (e.g. internal reports, incident forms)

Emergency Response Plan

If a Lifestyle Attendant/Support Worker (Care Worker) arrives at a Customer/Client's home and the Customer/Client does not respond to knocking on the door or calling out, the following procedures should be followed:

- If a key is available to the Customer/Client's home, with the Customer/Client's permission (obtained on commencement of service), the Care Worker may enter and check the Customer/Client's premises.
- If the Care Worker does not have a key, they should attempt to ascertain if the Customer/Client is in the house or not.

Note: Under NO circumstances may a Care Worker break into a Customer/Client's home.

Q402

EMERGENCY POLICY

- If the Care Worker cannot see the Customer/Client and is fearful for their welfare, they should, if practicable, check with neighbours to ascertain whether the Customer/Client has left the premises for any reason, and then contact Enhanced Lifestyles (EL) and Lifestyle Assistance and Accommodation Service (LAAS) immediately.
- If the Care Worker can see the Customer/Client, and the Customer/Client is conscious and can direct them to the location of a key, the Care Worker may use the key and enter the home to assist the Customer/Client.
- If the Customer/Client directs the Care Worker to a neighbour who has a key, the Care Worker may go to the neighbour's home and request they enter the Customer/Client's home to help render assistance. The neighbour can enter the home with the Care Worker.
- If the Care Worker can see the Customer/Client but they are not responding and the Care Worker is unable to enter the home, the Care Worker should telephone 000 immediately and then contact Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service.
- Once the Care Worker has contacted the office, they are to remain at the Customer/Client's premises to assist the emergency service.
- A member of Enhanced Lifestyles and Lifestyle Assistance and Accommodation Service will immediately attend the Customer/Client's home to support the Care Worker and assist emergency services.

In the case of a critical incident, the appropriate Manager should:

1. Ensure that the Care Worker is escorted home.
2. Document the incident detailing: times, dates, Customer/Client details, employee details, police report number etc.
3. Offer the Care Worker counselling through the Employee Assistance Program.
4. Notify the Customer/Client's Case Manager or Funding body.
5. Ensure the Care Worker is called 24hrs after the incident to ensure that they are coping with the situation, offer further assistance if required.

Care Worker's do not under any circumstances:

- Enter the Customer/Client's home if the Customer/Client is not there
- Contact the Customer/Client's family or friends
- Contact the Customer/Client's Case Manager

Q402	EMERGENCY POLICY
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DOCUMENTATION

Documents related to this policy	
Related policies	Q245 - Risk Management Policy Q245A- Risk Management Plan Q246 - Business Continuity Plan