

Emergency and disaster Management Plan

Resource developed

Staff Training 2021

Emergency and disaster management plans

- An emergency and disaster management plan is a list of actions designed to be carried out in the event of an emergency.
- It is developed in consultation with a participant, their family, friends, carers, health professionals, etc. to help mitigate risk and promote the physical and mental safety of people with disability in an emergency.
- It provides clear directions on what management, support workers, participants, and others should do before, during, and after an emergency.
- Every service provider has the responsibility to ensure that a plan exists for each of their participants

What is included in an Emergency and Disaster Management Plan?

Each participant's plan should include the following:

- How long the plan is valid for
- The location, physical environment, client and staff profile, and other relevant factors
- The planned responses for different types of emergencies such as altering or ceasing services, relocation, shelter, and evacuation specific to the needs of the participant and the community in which they live in and the surrounding environment
- The communication needs of the participants, especially if they identify as Culturally and Linguistically Diverse (CALD)
- Up-to-date and accurate information relevant to the situational risks/hazards that may affect the participant and their provision of supports
- Clearly outlined situations where it is necessary to activate the plan and then deactivate it
- The roles and responsibilities of management, support workers, participants, etc. including decision-making and communication arrangements
- Steps for reviewing the plan, including periods of review, e.g. annually

Types of emergencies/disasters

- Some examples of emergencies/disasters are:
- Floods
- Fires
- Drought
- Heatwaves
- Storms or cyclones
- Epidemics or pandemics, e.g. COVID-19

The service provider's role and responsibilities

Under the National Disability Insurance Scheme (NDIS), **service providers are responsible for developing emergency and disaster management plans.**

When doing so, they must **consult the participant/person with disability** and the participant's support network.

Some providers may have an **Emergency and Disaster Management Policy** in place, which outlines the **procedures to be taken during an emergency** to ensure the participant continues to receive their supports.

This policy may even have a template available, which can be used for each participant to create a plan that is unique and individual to them.

Policy and Procedures

- A service provider's Emergency and Disaster Management Policy provides the framework to create the plan.
- It includes:
 - The **objective(s)**
 - E.g. to keep their participants safe during an emergency
 - Provide adequate supports to their participants in an emergency
 - The **process:**
 - Steps taken to help participants during an emergency, e.g. the development of a plan with the person. This includes:
 - **Up-to-date information** on emergencies and disasters in their locality and how to respond per government advice
 - How it will **communicate** with participants and support workers to inform them of the emergency and steps to take (if required)
 - **Training:**
 - Provide adequate training to staff to ensure they understand and know how to implement the plan
 - **Periodic review:**
 - Service providers must also ensure they review the plan regularly so that it is current and responsive to the person's needs

The Person-Centred Emergency Preparedness (P-CEP) model

- The [Disability-Inclusive Disaster Risk Reduction \(DIDRR\)](#) framework aims at including people with disability in planning for and managing emergencies.
- Under this framework, the **Person-Centred Emergency Preparedness (P-CEP)** model is a helpful person-centred approach that service providers can use when consulting participants during planning development

The P-CEP model focuses on 8 different topics which are:

- Living situation
- Social connectedness
- Transportation
- Management of health
- Assistance animals
- Assistive technology
- Personal support
- Communication
- We'll look at these topics in more detail in the next slide.

These topics are considered in the context of the person's capabilities:

- **What I do:**
- activities or tasks that the person engages in, e.g. school, work, sports, etc.
- **Where I do it:**
- the usual places they conduct their activities, e.g. work, school, home, etc.
- **Who I do it with:**
- the people they receive supports from or engage with, e.g. carers, family, friends, etc.

Source/Resource Workbook

- https://collaborating4inclusion.org/wp-content/uploads/2020/08/2020-08-19-Person-Centred-Emergency-Preparedness-P-CEP-WORKBOOK_FINAL.pdf

Use the drop-down arrows to learn more about the **8 topics of the P-CEP model.**

Living situation



Social connectedness



Transportation



Management of health



Assistance animals



Assistive technology



Personal support



Communication



Living situations

Living situation

The person's plan must contain:

- With whom they live
- Where they live, including the location and demographic (e.g. town, city, etc.)
- What type of place they live in, e.g. a house, an apartment, etc.
- The accessibility of their home and any potential fire/safety exits to be aware of

It should also outline where the person will live during an emergency, e.g. their parents' home, a residential facility, etc.

Social Connectedness

Social connectedness

This refers to their social relationships/connections. It can be family, friends, carers, colleagues, etc.

In an emergency, they form a crucial support network.

Transporting a Client

Transportation



Transportation includes transport needs, e.g. wheelchairs. It also includes places they need to go to e.g. work, shopping, etc.

In the plan, this section should take into account how the person will use transport and what kind, as well as if they are able to. E.g. a boat during a flood. If not, then alternatives should be considered and included.

Management of health

Management of health

This refers to any information or medication that is relevant to the person's health needs, such as medicines, nutrition, mental health needs, insurances, etc.

This is important to include as it ensures the person's health is maintained and emergency medications are available.

Assistance Animals

Assistance animals

Some people with disability may have assistance animals for physical or emotional support.

For example, a person with low vision may have a guide dog who helps them navigate.

If this is the case, it is vital that the person's assistance animal is looked after and safe during an emergency, as well as their insurances (medication, tags/collars, etc.).

Assistive Technology

Assistive technology



These are devices, systems, or designs that make tasks more accessible to people with disability.

For example, hearing aids, screen readers, prosthetics, etc. which may need extra batteries or protection from wear and tear.

Personal Support

Personal support

Personal support refers to the support a person with disability receives to help them with daily activities. Usually, a carer or support worker provides this support.

The plan should include who comprises this network and in which areas the person needs support. E.g. family, friends, health professionals, etc.

Communication – How I communicate

Communication



Communication methods differ depending on the person's disability.

The person's plan should include their preferred communication method and supports needed, e.g. computer, internet, assistive technology, etc. If this not possible, alternatives should be considered and included in the plan.

Local Risks – what are they for the person

Local risks

- Research local risks
- Determine changes in support needs depending on the situation

E.g. during a flood, a wheelchair user may need additional support than usual.

Emergency Alerts – who supports ?

Emergency information and alerts

- Determine how to alert the person about an emergency

E.g. they watch the news or are told by a member of their support network.

Emergency Services – who to contact and how

Emergency services

- This includes Triple 000, State Emergency Services, the Police, Ambulances, etc.
- It must be specific to the area where the person lives

Emergency Plan documents

- [https://providers.dffh.vic.gov.au
/template-emergency-
management-plan](https://providers.dffh.vic.gov.au/template-emergency-management-plan)

The support worker's role and responsibilities

- As a support worker, you must be trained in understanding and implementing an Emergency and Disaster Management plan.
- Have a thorough understanding of the plan for effective implementation
- Take reasonable measures to ensure the safety of the person in your care (and yourself)
- Assist, when required, with the preparation of an emergency, e.g. an emergency toolkit
- Always show a duty of care

Step 1 : Stay Calm

- Sometimes, even with the best of planning, people tend to panic during an emergency.
- Try to remain as calm as possible and follow the plan.
- Call the rostering on call phone and or the office for support

Step 2 :

Follow the emergency response procedures

- These outlines what to do during an emergency.
- Follow the person's Emergency and Disaster Management Plan and this will be accessible to you in the person's file.
- In the event of an emergency, you must:
 - Explain to the person in your care what is happening and how this might affect their provision of supports.
 - Adjust the plan if necessary and appropriate to the situation, e.g. the plan states to call the person's sister for transport, but the sister is unavailable - you would need to find alternative transport.
 - Take care to consult the person about any changes to the plan and suggest alternatives.
 - Know who to contact if you are unable to follow or adjust the plan, e.g. emergency services.

Step 3: Take the necessary steps

- This means any measures, preventative or responsive, that you and the person can take to be safe.
- For example:
- **Infection control:** you and the person could wear personal protective equipment (PPE) and practise social distancing. You could even disinfect any surfaces as necessary.
- **Evacuation:** you and the person could follow evacuation procedures, which include transport, safe locations of where to go, etc.
- **Seek emergency help:** if it's necessary to do so, call emergency services for help, e.g. 000.

Case Study

Fred is a carer for George, who has partial hearing loss. George relies on the internet to give him alerts about any natural disasters.

Due to a sudden storm, the power was cut off and George lost access to the internet. Fred was with him when this happened?

What could Fred do to support George?

Try to turn the power back on so George has access to the internet.

Leave George alone and rush home before the storm gets worse.

Stay with George until the storm blows over and ensure he has enough food and water.



That's right!

The storm makes it dangerous for Fred to leave. He also has a duty of care towards George, so he must ensure he has access to food and water and information.

For example, he may call emergency services to find out more information about the situation.

Continue

Case Study – Bush Fire

During a bushfire, Oscar struggled to breathe. He managed to escape with his support worker, Wylan, who was with him during the time of the bushfire.

Wylan knows that Oscar is asthmatic and needs his pump to help him breathe. However, during their escape, Oscar accidentally dropped his pump and they don't have access to his spare one.

Oscar's breathing is worsening. What should Oscar do?

Call 000.

Try and get Oscar to calm down.

Nothing.



Correct!

The best thing Wylan can do in this situation is to seek emergency medical services, who will be better equipped to support Oscar.

Continue

References

- Ausmed: [Maintaining Continuity of Supports for NDIS Participants](#)
- Collaborating 4 Inclusion:
 - [Person-Centred Emergency Preparedness \(P-CEP\) Toolkit](#)
 - [Person-Centred Emergency Preparedness \(P-CEP\) Workbook](#)
- National Disability Insurance Scheme:
 - [NDIS Practice Standards and Quality Indicators](#)
 - [The NDIS in each state](#)
- Queensland Government:
 - [Disability Inclusive Disaster Risk Reduction](#)
 - [Disaster Preparedness for People with Disability](#)
 - [Disaster Preparedness](#)
- Victoria Government: [Social services sector emergency management policy](#)
- United Nations: [Disability-Inclusive Disaster Risk Reduction and Emergency Situations](#)

Four steps bring emergency personnel together with people with disability and the services that support them to enable effective risk communication and preparedness actions.

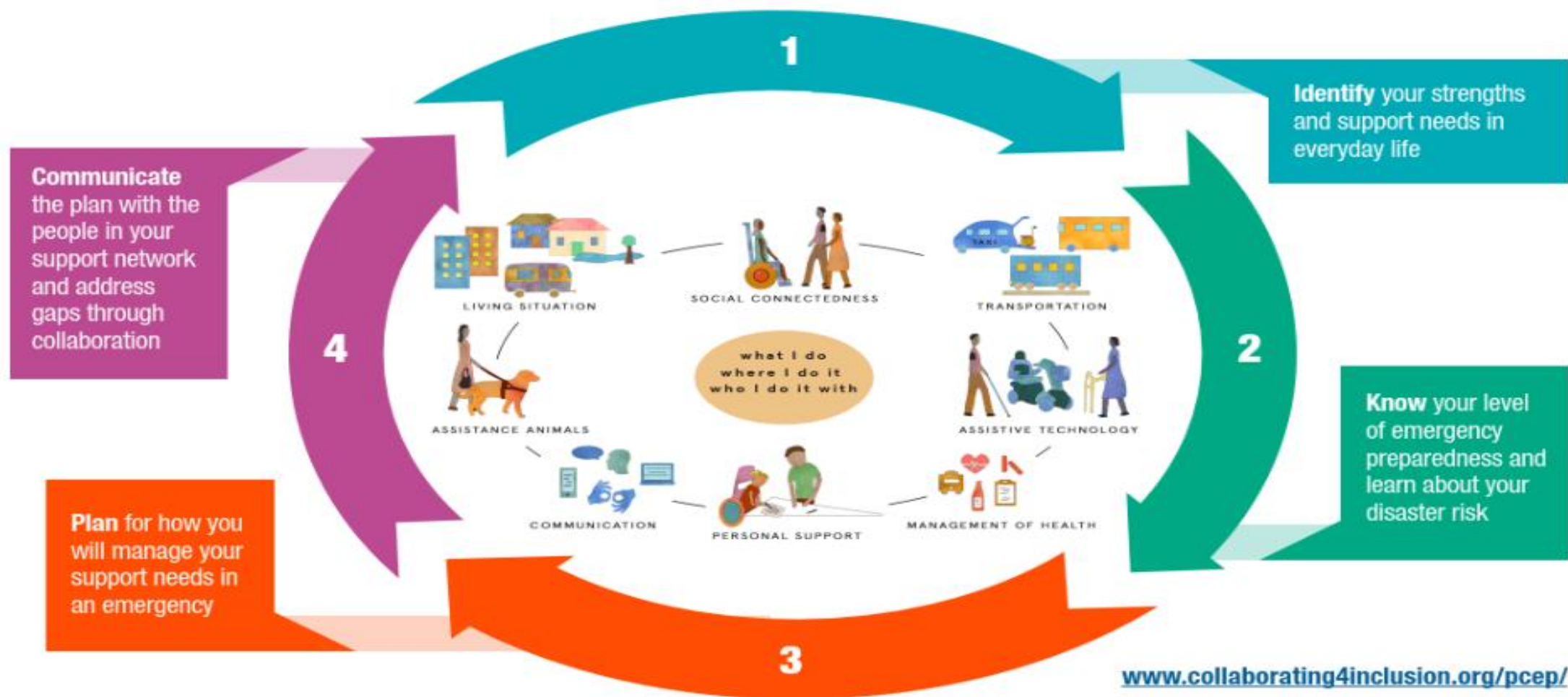
1	Identify your strengths and support needs in everyday life
2	Know your level of emergency preparedness and learn about your disaster risk
3	Plan for how you will manage your support needs in an emergency
4	Communicate the plan with the people in your support network and address gaps through collaboration

<https://collaborating4inclusion.org/disability-inclusive-disaster-risk-reduction/p-cep-resource-package/>

<https://collaborating4inclusion.org/home/pcep/>

Person-Centred Emergency Preparedness (P-CEP) Workbook

A conversation guide used by people with disability to tailor emergency preparedness planning to their individual support needs.



www.collaborating4inclusion.org/pcep/

Relevant Links

- The NSW State Emergency Service-(NSW SES) has a range of resources to help you understand your risks around floods, storms and tsunami in your local area <https://www.ses.nsw.gov.au/your-local-risk/>
- Understand where to go: <https://www.ses.nsw.gov.au/media/3174/know-how-to-get-out-fact-sheet.pdf>
- How to prepare a Get Ready to Go Kit: <https://www.ses.nsw.gov.au/media/3411/your-get-ready-to-go-kit-fact-sheet.pdf>