

**Emergency and Disaster Management**

**Purpose**

CAPS has created the Emergency and Disaster Management Policy and Procedure to ensure the safety of its staff and participants. CAPS aims to provide its participants with reassurance in knowing that there are plans in place for their safety and the continuity of support. CAPS focuses of continuing to provide and high level of support event through stressful times.

CAPS identifies that there is potentially for emergency and disaster, however slight, and that during these times support services may be even more necessary in making participants feel safe.

**Scope**

The scope of this policy is for staff and participants.

**Policy**

In the event of an emergency or disaster, safety of participants in at the top of operations procedure. In the case of an event, staff are to work in accordance with the procedures provided, and within any guidelines provided by the government.

In a disaster, management staff will:

* Follow government guidelines
* Supply all staff and participants with necessary information
* Inform participants of the situations and how their supports may be affected, ensuring their understanding
* Inform staff on the steps that they are required to take
* Attempt to have participants supported by their regular workers
* Prioritise support continuity

**Procedure**

Preparing for disasters and emergencies

Definition of emergency: A situation of grave risk of health, life or environment.

Definition of disaster: Any phenomenon, natural or human-made, that has the potential to cause extensive destruction of life and property.

Disasters and emergencies CAPS may face:

* Flood
* Fire
* Heatwave
* Severe storms
* Pandemic

CAPS will:

* Be aware of information provided by the government and act accordingly
* Advise affiliated organisations of CAPS’s disaster procedure
* Identify workers who are critical in essential participant supports
* Identify participants whose supports may be affected
* Implement this Emergency and Disaster Management Procedure in conjunction with the Risk Management Policy and Procedure, Information Management Policy and Procedure and the Human Resources Policy and Procedure.

Supporting workers

CAPS is concerned for the affect that a disaster or emergency may have on a worker. CAPS acknowledges that workers who are not directly affected by the disaster my still face mental health issues following their working with a disaster-affected participant.

CAPS will support their staff in the best means that can be determined. CAPS offers workers the opportunity to speak with the psychologist on staff and will take the extra measures appropriately following a disaster.

(5) Mechanisms are in place for the governing body to actively test the plans, and adjust them, in the context of a particular kind of emergency or disaster.

7) The governing body regularly reviews the plans and consults with participants and their support networks about the reviews of the plans.

Plan testing and review

CAPS will annually review each participants Emergency plan(s). The reviews will involve testing of the effectiveness of each plan. In order to test a plan, CAPS will:

* Run scenarios with participants
* Ask participants to provide feedback on the effectiveness of the plan
* Ask support network to provide feedback on the effectiveness of the plan

A review of the plan will also consider:

* If the contacts in the plan are still relevant
* If the contact information provided has changed
* Changes in the participants capabilities
* If the emergency plan is still relevant

Emergency plans may be adjusted outside of the annual review. This could be due to:

* Participants, their support network, or a worker raising concerns over the plan
* A change in participant circumstances
* A change in primary contacts
* Request from participant or their support network

Participants and their support networks are to be consulted through the whole process of creating and reviewing emergency plans. A plan is not to be changed without the knowledge and approval of the participant.

Participant preparedness

CAPS recognises that its participants may feel more impact from a disaster than others in the community. CAPS also acknowledges that it may not be able to provide the same support to participants during or after an emergency or disaster situation. Due to this, CAPS will prepare participants and their families/carers for any changes that may occur due to a disaster or emergency when they are able to.

(8) The governing body communicates the plans to workers, participants and their support networks.

CAPS understands the importance of participant contributions to their emergency plans. CAPS will ensure that all participants and their support networks are involved in the planning of the participants emergency plan and that all relevant parties are supplied with a copy of the finalised plan. CAPS also encourages participants and/or members of their support network to speak up about any concerns or any changes they wish to make regarding the plan.

CAPS will:

* Inform participant or their next of kin of the situation and how their supports may be impacted
* Continue to provide supports as closely to normal within what is safe
* If main workers are not available, replace them with workers who have a high enough skill level and comply with the participants needs
* Inform the participants and their next of kin about the change in support
* If no workers are available, seek out a support organisation closer to the participant. Ensure that the worker sent to the participant has the information required and has the skill and experience needed

Staff preparedness

(8) The governing body communicates the plans to workers, participants and their support networks.

To ensure that workers are as prepared as possible, CAPS will supply them with a copy on all emergency plans relevant to their work. Workers will be encouraged to consult with management or the CEO if they have any questions regarding the support plans. CAPS understands the importance of workers confidence during an emergency or disaster and will therefore aim to prepare workers to the best of our ability.

CAPS will prepare staff by:

* Keeping staff updated on the situations through text message or zoom meetings
* Ensure workers are trained in all measure, e.g., infection control, PPE
* Seeking participant feedback on services to see if anything needs to be adjusted
* Ensure workers are aware of all participant requirements stated in their support plan
* Share all relevant emergency plans with workers
* Encourage workers to ask questions if they are unsure of emergency plans

 Workers with capabilities that are relevant to assisting in the response to an emergency or disaster (such as contingency planning or infection prevention or control) are identified

(9) Each worker is trained in the implementation of the plans.

Worker capabilities

All workers will be trained in the implementation of plans, as per the annual training plan. As well as this, workers with relevant capabilities will be identified and asked to assist in the event of an emergency or disaster.

The following list identifies workers with capabilities that are relevant in the response to an emergency or disaster.

Andrew Muir:

* Psychology degree
* Infection Control Training
* First aid certificate

Sharon Muir:

* Psychology degree
* Experience in support coordination

Grace Rhodes:

* PPE training

Jessica Mckimmie:

* First aid training