



Policy / Procedure Details	Title:	Emergency Procedure		
	Type:	Services		
	Related Personal Outcome Measure:	I Feel Safe		
	Code:	2A.10		
Original Version Details	Date Released:	21 / 02 / 2002		
Previous Version(s) Details	Date/s Released:	23 / 12 / 2011	15 / 11 / 2013	
Current Version Details	Written By:	Pat Foley, Health and Safety Officer		
	Reviewed By:	Leadership Team		
	Approved By:	Executive Director		
	Date Released:	20 / 01 / 2017		
	Monitoring Process:	Procedural Review Process		
	Date Due for Review:	20 / 01 / 2020		

1. Introduction

These guidelines are written in support of the outcome “People are Safe”. In the event of an emergency arising, these guidelines are in place to ensure that, as far as is reasonably practical, the safety and/or medical needs of the staff and people being supported are attended to in a prompt and planned manner.

2. Environmental Emergencies

Events which occur and which have an effect on the running of a house or centre can be “internal”, for example, a fire within a building, or “external”, such as a flood, storm and high winds, cold spells involving icy roads and paths or heavy snow falls or other events which interfere with power, water, food supplies or other essential services.

Regardless of the nature of the event, the follow matters are central to what needs to be done in the case of an emergency arising:

- a) Are there injuries which require first aid and medical attention?
- b) Is the home safe to occupy, or does it have to be evacuated?
- c) Are safe sources of food, water and other essentials available?
- d) Has the event interfered with public utilities such as electricity, communications etc.?
- e) Capacity of staff to travel to and from work as required.
- f) Operation of Western Care Association Transport Service.

3. Basic things to know

- a) How to access medical or First Aid support.
- b) How to turn off electricity, water, gas, etc.
- c) Where each person is?
- d) Is medical care required for anyone?
- e) Is it safe to stay in the building?
- f) What are the plans for exiting the building?
- g) What are the alternative premises to which people should relocate if necessary?
- h) If people need to be supported outside normal staffing times for this service, e.g. day time hours in a group home, what arrangements are put in place to ensure staffing is available when required.
- i) The location of keys in the event of needing access to the premises in an emergency, particularly when the premises is unoccupied.

4. Responding to Emergency

The nature of an emergency will dictate how best to respond at the time, e.g. where staff and residents are at the time of occurrence, how quickly the situation occurs, etc. In general, the following procedure should be followed.

In the event that the premises is no longer safe to occupy:

- a) In the event of a fire, vacate the building immediately, in line with the Fire Safety Guidelines and follow your Evacuation Plan **or**, if evacuation is required for other reasons, follow the Centre Emergency Plan.
- b) Check for injuries and provide First Aid where needed.
- c) Where medical attention is required, contact should be made with the relevant emergency services, e.g. local G. P., Ambulance Services, etc.
- d) Contact should be made with the Association's maintenance staff, using the emergency maintenance contact number. The nature and extent of the emergency arising should be outlined to them and their advice in dealing with this sought. Where a more timely alternative is available locally, then this should be used.
- e) Following discussion with maintenance staff, check for electrical, water and other breaks and for obvious signs of building damage.
- f) Contact must be made with the relevant line manager as soon as possible and the nature and extent of the emergency should be made known to them including steps already taken to deal with the problem.

In the event that people are unable to leave the premises, i.e. due to adverse weather conditions:

- a) If the forecast indicates sub-zero temperatures, leading to snow or ice, salt or other ice melting materials should be purchased to ensure footpaths and driveways can be treated. These should be purchased locally by the line manager in the event of such necessity arising.
- b) In the event that Western Care Transport Services have been cancelled or altered, or it is unsafe for people to travel due to adverse weather:
 - Arrange for staffing within the service, in response to additional needs or where the staff that are rostered are unable to attend work due to adverse weather.
- c) Ensure that there is adequate food supplies and heating in the service.

5. Centre Emergency Plan

When the attached Emergency Plan is completed, it must be made known to all staff and people living in the house or attending the service and must be kept in a place known and accessible to them. It should address the following:

- a) Person with overall responsibility for implementation of the Plan.
- b) Evacuation Plan for building.
- c) Relocation Plan to include alternatives for:
 - Accommodation.
 - Communication and travel.
 - Power and water supplies, etc.
- d) Emergency telephone numbers which would include:
 - Local G.P.
 - Emergency Pharmacy.
 - Local Hospital.
 - Ambulance Services.
 - Fire Services.
 - Gardai.
 - E. S. B.
 - Eircom.
 - Maintenance On-Call.
 - Transport On-Call.
 - Staff Phone Numbers including all staff attached to the service.
 - Local Priest.
 - Heating Oil Supplier or how to order heating oil supplies.

Additional telephone numbers can be added as appropriate locally.

The Plan should also address:

- a) Supplies of essential items, e.g. battery operated flashlight, battery operated radio, portable stove, shovel, drinking water, etc.
- b) Where to source supplies of salt or other ice melting products in the event of weather forecasts which necessitate the use of same.
- c) Emergency information for each resident, e.g. name and address of home or next of kin, contact telephone number, list of current medications being used, known allergies, special medical requirements, etc.
- d) Record of where each person was relocated to in the event of an evacuation taking place.
- e) Next of kin and contact telephone number for all staff.

To view a template for a Centre Emergency Plan as outlined above, please see Appendix 1.

6. Missing Person

Please refer to procedure 2A.11 – Missing Person Procedure

Policy and Procedure Feedback Form

A Policy and Procedure Feedback Form is available on the Western Care Association Intranet (under Procedures) which will provide an opportunity to comment on any policy/procedure.

Your comments will be forwarded to the person who has the lead for the on-going development of the policy/procedure.

All comments will be collated by the person responsible and will inform the three-yearly review cycle for updating procedures.

CENTRE EMERGENCY PLAN

This Plan should be updated at least *once every year* or more frequently as required

1. CENTRE/HOUSE

2. RESPONSIBLE PERSON

3. EVACUATION PLAN
FOR BUILDING

4. LOCATION OF KEYS FOR
CENTRE/HOUSE

5. RELOCATION PLAN

a. Accommodation

b. Access

c. Travel

d. Communication

6. RELOCATION DETAILS

Name

Relocated to

7. ADVERSE WEATHER PLAN

- a. How will the people in residential services be supported during the day hours when they are unable to travel to their normal day service **or** arrangements for staff who may need to stay over in the service?

- b. What arrangements are in place when the staff due to attend work are unable to due to the adverse weather conditions?

- c. Staff's ability to get to work during adverse weather - are there any options for relocation of staff?

- d. Arrangements in place to check building during closure times:

- e. Where can salt or other ice melting products be sourced locally in the event of adverse weather conditions?

8. REVIEW DETAILS

Identify the manager who has reviewed or updated the Plan and also give the date when this was done.

<u>By Whom</u>	<u>Date</u>
_____	_____
_____	_____
_____	_____
_____	_____

9. DOCUMENTS TO BE ATTACHED TO THIS PLAN

A. RESIDENTS

- Next of Kin/Home
- Address
- Contact Telephone Number
- Current Medications
- Special Medical Requirements
- Known Allergies
- Other.

B. STAFF

- Name
- Address
- Contact Telephone Number
- Next of Kin
- Address
- Contact Telephone Number.

C. EMERGENCY TELEPHONE NUMBERS

a) Local GP	g) ESB
b) Emergency Pharmacy	h) Eircom.
c) Local Hospitals	i) Maintenance on call
d) Ambulance Services	j) Transport on call
e) Fire Services	k) Local priest
f) Gardai	l) Other
	m) Heating Oil Supplier

D. CONTACT WITH ASSOCIATED LINE MANAGEMENT

a) Immediate Line Manager:
b) Contact Telephone No.:
c) Senior Management Contact:
d) Contact Telephone No.: