

Consumer Emergency Plan

POLICY

The objective of this policy is to ensure consumers are prepared in the event of an emergency.

PROCEDURES

Westmont Community Care will provide all consumers with information on where to get information in an emergency, find warnings and updates. Westmont will encourage clients to:

- Plan their medical needs
- Ensure they have a support network of people they know and trust in an emergency
- Have emergency phone numbers in an easily accessible location
- Plan for somewhere to go in an emergency
- Pack an emergency kit

Westmont will give all consumers the opportunity to complete an Individual Emergency Plan (IEP). The IEP will collect relevant medical information about the consumer including medical history, allergies, ongoing vital medications, medical aids and equipment, and emergency contact names and numbers.

Westmont will ask the consumer if they have permission to take certain actions if the consumer does not answer or is not home for a scheduled service or visit. Westmont will ask:

- Can a staff member look through a consumer's windows to check they have not fallen or collapsed?
- Can a staff member ask a consumer's neighbours if they know where the consumer might be?
- Does anyone have a spare key to the consumer's home?
- Can this person be contacted and enter the consumer's home to check if the consumer is OK?
- Can a staff member enter the consumer's home with this person?
- Can Westmont contact the Hospital to see if the consumer has been admitted?
- Can Westmont contact the Police if we cannot locate the consumer?
- Can the consumer evacuate themselves in an emergency?
- Does the consumer have people or community support networks to help them in an emergency?
- If no, does the consumer want to be added to the Vulnerable Persons Register (Victoria only)?

The completed and returned IEP will be scanned and maintained electronically on the consumer's file. Details of the consumers emergency contact persons will be recorded and/or updated in Carelink. Westmont will review the IEP for the consumer in the event of a consumer emergency and ensure appropriate actions are taken. Westmont will encourage clients to advise if their emergency details change.

When Carer Feedback forms are returned from staff, the Client Care Coordinator will review the form to ensure no changes are required on the IEP.

Westmont will enter relevant consumers on the Vulnerable Persons Register. If a consumer is on the Vulnerable Persons Register, Westmont will ring the consumer weekly to check their health and welfare.

Westmont will keep a Contingency Plans and Emergency Procedures folder in hard and electronic copy, ensuring active consumer lists with contact details is maintained. This folder will be updated every three months.

Date approved:	September 2020	By Department:	DCC		
To be reviewed:	September 2023	By Department:		Key changes:	