

Working with Social Agencies to Support Vulnerable Communities

A CDEM practitioner's guide to strengthening connections within community-based organisations to provide for vulnerable community members in emergencies



Wellington Region Civil Defence Emergency Management Group

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Authority

This guide has been developed by the Wellington CDEM Group and is effective from the 1st October 2013.

This guide should be read in conjunction with the Wellington Region CDEM Group Plan.

Further Assistance

If you have any further questions about the process or how to work with social agencies in your area, please contact:

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Or if you need advice on how to use or analyse the survey, please contact (at no charge):

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Introduction

This guide is to aid Emergency Management Advisors (EMAs) in facilitating emergency preparedness programmes within social agencies that have connections into vulnerable communities.

By following the programme in this guide EMAs will be able to:

- identify community-based organisations operating in the region who work with the vulnerable;
- improve the business continuity planning of community-based organisations;
- facilitate the delivery of a training programme to community-based organisation support workers who can then deliver emergency preparedness advice to their clients;
- increase the emergency preparedness of community-based organisations and vulnerable members within the community.

The guide gives recommendations and examples for working with community-based organisation management and their support staff to:

- manage client expectations in emergencies;
- deliver preparedness messages to their clients;
- develop personal support networks with their clients in the absence of formal support from the support workers.

Benefits for Civil Defence Emergency Management

The identification of and engagement with vulnerable communities in an emergency event is a concern for Civil Defence Emergency Management. However, this can be addressed by using the support agencies and community networks that are already supporting the vulnerable community.

The benefits of working with these groups are:

- They have already identified the majority of vulnerable people in the community through their everyday business;
- They already have established contact with their clients and have built a trusting relationship;
- They understand and are trained to support their clients' specific needs.

Definitions

Vulnerable

It is difficult to define what constitutes a vulnerable person or community; definitions may be wide as all people are vulnerable in different situations or at different times in their lives. For the purposes of this guide the following definition of 'vulnerable' is used:

“Any person whose daily living is supported in some way by a community-based organisation”.

The term 'client' is used, which recognises the relationship between community-based organisations and the people they support.

There may be individuals who are considered vulnerable outside of this definition, and the information in this guide will also assist in engagement with these people.

Community-based organisations

For the purposes of this guide, the term ‘community-based organisation’ refers to agencies that provide support to their clients in their everyday life, in most cases in the client’s home. These groups include (but are not limited to) groups that work with the elderly, those with physical disabilities, or those with mental health conditions.

Development of the guide

A range of CBOs in the Greater Wellington Region were involved in developing this guide. This engagement included:

- a survey of participating organisations’ clients, staff and management to establish the needs of each group, the expectations they have of others, and their understanding of the process during an emergency event.
- a workshop with CBO representatives to discuss issues and practical solutions to assist support workers to work with their vulnerable clients for emergency preparedness.

A summary of the research methods and survey results that guided the development of this guide can be found in Appendix 5.

How to use this guide

The guide is organised into three stages:

- **Stage 1:** Identifying community-based organisations;
- **Stage 2:** Developing working relationships with community-based organisation managers;
- **Stage 3:** Training community-based organisation support workers.

Throughout the document, tips, examples and findings (survey) will be highlighted in coloured boxes..

Resources

A number of resources in this guide will assist in the programme delivery.

Key Considerations for CBO Business Continuity Planning (Appendix 1) - a table of recommendations for business continuity planning by CBOs, identified by the home support sector in Canterbury following the 2010 and 2011 earthquakes.

Emergency Preparedness Checklist (Appendix 2) – a checklist form developed at the request of community-based organisations who attended the workshop. The requirement was for a simple, one-page form that allowed the support workers to record the emergency preparedness process and outcomes with their clients. Instructions on how to use the checklist are provided on the reverse page.

Emergency Planning Resources – Household Emergency Plan templates that support workers could give to their clients. Appendix 3 is from the Ministry of Civil Defence and Emergency Management. Appendix 4 is from the Wellington Region Emergency Management guide “It’s Easy – get prepared for an emergency”. EMAs could use these or their own organisation’s publications.

Lessons learnt from previous emergency events

Recent emergency events, such as Hurricane Katrina in 2005, have emphasised the substantial difficulties facing vulnerable communities, such as the elderly and disabled, particularly when evacuation is required. Despite being only 15% of the population, people over 60 years of age made up more than three quarters of deaths in New Orleans in this event¹.

Following the 1989 California earthquake, the Collaborating Agencies Responding to Disasters (CARD) was formed to address the gap seen in meeting the needs of the vulnerable population during and following the earthquake. CARD works with Emergency Management and CBOs to create a programme which allows them to serve their clients during and following an emergency event. See <http://cardcanhelp.org> for further information, and their online resources.

Experience from the Canterbury earthquakes in 2010 and 2011 has also emphasised the need to provide support for the vulnerable community. The Waimakariri region was badly affected by the earthquakes, and one of the immediate requirements of the community was reaching and assisting the vulnerable population. Sandra James, Social Recovery Manager for Waimakariri District Council, highlighted some of the lessons learnt from this event:

- Better coordination and integration is required with the existing community networks;
- Communities have networks, structures, and ways of working – each different. Honour and trust these structures, and support them to step up;
- Existing social services have relationships with our most vulnerable citizens, they are best able to continue to support them;
- It is important to support and build capacity and capability in local community organisations, so they meet the emerging needs in the community.

¹ AARP (2006). We can do better: Lessons learned for protecting older persons in disasters. Washington, D.C.: AARP.

Stage 1: Identifying Community-Based Organisations

There are many CBOs that support the vulnerable, and the first step is to identify which organisations are operating in your area. Agencies will be able to advise of existing social support sector arrangements, if any, and will play a vital role in supporting the delivery of the programme. Use the examples below to help identify CBOs within your area. Once a number of organisations have been contacted, they may be able to nominate other agencies in their field.

District Health Board – CBOs will have service agreements (contracts) with the District Health Board (DHB) to provide support to the vulnerable. The DHB can direct you to the community-based organisations it works with, and give you a good understanding of how the social support structure in the region works. DHBs across New Zealand may have differing organisational structures, so it will be necessary to find the right division that can advise on this.

Needs Assessment and Service Coordination (NASC) – A NASC will establish whether a client meets the criteria to be eligible for funded services or supports. They then facilitate the commencement of these services and supports which are delivered by contracted providers, i.e. the CBOs. There could be a number of NASC agencies within your area catering to the aged related, mental health and/or disability sector, and they will also have knowledge of the different CBOs operating in the area.

TIP: A list of NASC agencies servicing your area can be found at <http://nznasca.co.nz>

Council Community Support – Your local council's community support team assist neighbourhoods, non-profit groups and community organisations by providing advice, training and resources, and places to gather. They can advise what support and networks are operating within the community.

Regional Networks – Numerous umbrella organisations exist whose purpose is to provide a way for CBOs to connect with each other, through networking, communication and sharing of information. They can help identify the agencies in your area, and are an opportunity to communicate with many agencies through one network.

TIP: The New Zealand Council of Social Agencies is one such network. A map listing their membership across New Zealand can be found at <http://nzccoss.org.nz>

National Bodies, Organisations, Agencies and Umbrella Groups – identify large national bodies whose function is to provide support into the community, as they will most likely be operating in your region.

TIP: The Salvation Army and Presbyterian Support are examples of national agencies that deliver support into the community.

National /Regional Directories – directories can be useful for discovering which CBOs serve the community.

TIP: Eldernet is a national online directory that provides information about services for the elderly <http://eldernet.co.nz>

Work and Income Community Link – government and non-government organisations working together in the same location, so their clients gain access to a range of support and services.

TIP: To find a Community Link near you, go to <http://www.workandincome.govt.nz/about-work-and-income/community-link>.

Stage 2: Introductory Meeting with CBO Management

Once the CBOs in your area have been identified, the initial contact should be with CBO staff at the management level.

The following three sections guide the EMA through the introductory meeting with the CBO manager:

- CBO staff delivering preparedness education to clients;
- Training staff to be able to deliver preparedness education to clients;
- Implementing a business continuity plan.

The EMA should provide a copy of the following documents to the manager:

- Key considerations for CBO business continuity planning (Appendix 1);
- It's Easy - Prepared Businesses Edition (or other comparable resource);
- Emergency Preparedness Checklist (Appendix 2);
- Other relevant planning resources

CBO staff delivering preparedness education to clients

Discuss the idea of CBO staff delivering preparedness messages to their clients, and the benefits of implementing this type of programme in their organisation. Introduce the Emergency Preparedness Checklist as a resource for support workers to work through with their clients.

Resource to use during discussion:

- It's Easy - Prepared Households Edition and It's Easy - Prepared Neighbours Edition
- Emergency Preparedness Checklist (Appendix 2);
- Other relevant planning resources

Benefits of improving the preparedness of clients

- Reducing the amount of support that CBO staff will need to provide clients immediately following an emergency;
- Giving staff peace of mind by knowing that their clients have emergency supplies, a plan, and a pre-arranged personal support network;
- Putting measures in place with their clients prior to an emergency will help support workers to manage their client's expectation as to what assistance that support worker may be able to provide in the event of an emergency event. Having a conversation with clients about their expectations in an emergency is not likely to be something support workers are currently doing, but could easily be added to their "business-as-usual" assessments;
- Offering an opportunity for the CBO to prioritise clients - when support workers know which of their clients have a robust emergency plan, emergency items and a personal support network, it enables them to prioritise those clients that may need more support after an emergency event (e.g. those with highest needs, and those without back-up support networks);

- Allowing coordination with other CBOs and personal networks. Once the Emergency Preparedness Checklist has been completed, it can then be displayed in a prominent position for family, friends and support workers from other CBOs to see that the process has been completed. It also allows support workers the opportunity to co-ordinate with support workers from other agencies that also work with these clients.

Potential concerns of CBO management

Feedback from CBO management suggests that emergency preparedness can be incorporated into business-as-usual without being an unreasonable strain on resources, if organisations and their staff are provided with the right advice, training, and resources.

The biggest concern from management of CBOs about including emergency preparedness work with clients is the cost involved in terms of staff time, when they already have stretched budgets (particularly for non-funded CBOs). Flexibility around the amount of additional work agencies may be able to include is important.

Other concerns include:

- staff may not see it as part of their duties, especially if they have been in their roles for a long time;
- staff juggle many demands at any one time;
- staff do not have the necessary knowledge;
- clients are already vulnerable and may react badly to the message (e.g. it may cause anxiety);
- There may be duplication with other agencies;
- There are constraints on funded and non-funded CBOs regarding costs, time and level of contact with other agencies in the sector.

Be prepared to address these concerns with the management teams of these organisations. Most issues can be addressed with training and resources, such as those outlined in this guide.

FINDINGS: Support workers are generally supportive of incorporating emergency preparedness work into their current work with their clients.

Training staff to be able to deliver preparedness education to clients

A train-the-trainer model, where CDEM staff train a small group of agency staff, is most appropriate. These trained staff then introduce the process to other support workers within the organisation through their own internal training, either en masse, or as new staff are inducted into the organisation.

This has some advantages as all staff within the organisation will be working in the same way, and as new staff join they can also receive the training. Using an internal trainer allows the organisation to present the information within their own individual context. En mass training method does require a larger outlay of staff time in a short period and may be met with resistance from longer serving staff, as raised above.

TIP: Including emergency preparedness as a part of the induction process for new staff is a good way to encourage making it business-as-usual.

Work with CBO management to determine the scope of training they would prefer, and the method they would prefer to use to train staff. Emphasise that you will work with the appointed trainer to develop a training programme that works for their organisation. Training sessions should take approximately 60 minutes.

TIP: The timetable for the engagement process will vary for each organisation; it is possible to get the training process established in two weeks. Some organisations may take longer to finalise business continuity plans.

EXAMPLE: An example of a successful integration of emergency preparedness planning into other home visits is Refugee New Zealand Hutt Valley, including emergency preparedness training for their volunteers. The volunteer then educates the refugee family on what they need to do to prepare for an emergency.

Implementing a business continuity plan

CBO management should implement business continuity planning which includes planning around the level of service they will provide to their clients after an emergency event.

Resources to use during discussion:

- Key considerations for CBO business continuity planning (Appendix 1);
- Its' Easy – Prepared Businesses Edition.

Key points that should be clarified at this stage are:

1. What are the CBO's expectations with regards to its staff after an emergency event, and what are the expectations of staff after an emergency event? It is not expected that CBOs will be operating straight away, and it is up to each agency to decide what level of service they will provide at what point. For example, some may try to visit clients immediately after the event, others may focus on re-establishing their systems to focus on providing longer-term recovery services. Management will also need to consider that staff will have personal responsibilities to their own families.

FINDINGS: Most organisations spoken to assume management or other staff members will contact staff. However, these plans were not always communicated. The processes for contacting staff need to be decided and communicated to staff.

2. When are normal, or limited business operations are expected to resume after an event, and how will this message be relayed to staff after an emergency?
3. Other elements of business continuity planning, such as communications and IT continuity, need to be arranged. Support agencies should be encouraged to complete It's Easy: Prepared Businesses. This is an easy to develop Business Continuity Plan with some emergency response planning guidelines.

Consider the following issues as the initial starting point for a Business Continuity Plan:

Contact Lists

- update contact lists regularly to reflect changes in clients, staff and support workers;

- have hard copies as well as portable electronic devices;
- Store copies off-site;
- include the phone numbers of organisations who you will need to communicate with after an emergency event;
- ensure support workers hold a contact list of their clients in their car.

Electronic Data

- have a system to back-up electronic data, including client information;
- if part of a larger organisation, back-up information to the national site.

Communications Contingency Plan

- consider diverting phones to unaffected offices outside the region;
- be prepared to use texting as a form of communication;
- phone lines may still work even if there is no mains power. Store analogue phones, as they do not rely on mains power to operate;
- store car phone chargers, so cellphones can be charged when there is no power.

Co-ordination Plan

- plan for how the organisation could co-ordinate staff, support workers and clients during an emergency;
- set expectations as to what contact management will have with staff and support workers after an emergency;
- support clients in setting up their own personal support network;
- categorise clients according to priority of needs;
- consider co-ordinating with other CBOs, or through the local Care Coordination Centre.

Off-site Evacuation Plan

- it may be necessary to evacuate the premise, so identify other buildings where operations can continue;
- consider what portable equipment could help e.g. laptop, air card, USB stick, phone charger, radio.

Staff Well-Being

- communicate with staff frequently and provide updates of information regarding the situation;
- be flexible with staff shifts;
- if unable to access the premises, have a contingency plan for staff payments;
- ensure Employee Assistance Programmes are available to staff;

TIP: Emphasise to CBO management that if business continuity planning is done prior to an event, it will be easier for support workers to manage their clients and workload after an emergency event. Improves time to recover and return to some normality.

Stage 3: Training CBO Support Workers

The following two sections guides the EMA through the training process with CBO support workers:

- discuss the benefits of support workers delivering emergency preparedness message to clients;
- the Emergency Preparedness Checklist

Training CBO Support workings in the implementation of this programme should take approximately one hour.

Resources to use: EMA to provide support workers with copies of the:

- Emergency Preparedness Checklist (Appendix 2);
- Emergency Planning Resources (Appendix 3 & 4) or EMA's own organisation's document.

FINDINGS: Printed materials are the key resource that CBOs have identified they would need, if they were to deliver emergency preparedness information to clients. When surveyed, over 80% of support workers asked for printed materials, and 60% requested training.

Discuss the benefits of support workers delivering emergency preparedness message to clients

Learning Objective: Support workers understand how they and their clients will benefit from emergency planning before an emergency event.

Resource to use during discussion:

- It's Easy - Prepared Households Edition and It's Easy - Prepared Neighbours Edition
- Emergency Preparedness Checklist (Appendix 2);
- Emergency Planning Resources (Appendix 3 & 4) or EMA's organisation's document).

Manage client expectations

Putting measures in place with a CBO's clients prior to an emergency helps support workers to manage their client's expectations as to what assistance they may receive in an emergency event. Having a conversation with clients about their expectations in an emergency is not likely to be something support workers are currently doing, but could easily be added to their business-as-usual assessments.

As the best form of preparedness begins in the home and on a person's street, support workers should encourage all of their clients to complete the It's Easy: Prepared Households and It's Easy: Prepared Neighbours editions. Support workers can request copies of these documents from WREMO as well as any supplemental information which would be beneficial.

Ability to prioritise clients during an emergency

When support workers know which of their clients have a robust emergency plan, emergency items

and a personal support network, they can then prioritise the clients that may need more support after an emergency event, e.g. those with highest needs, those without established personal support networks.

Opportunity to coordinate with other CBOs

There is an opportunity for support workers to co-ordinate the support provided after an emergency with other agency support workers who visit the same client. A completed Emergency Preparedness Checklist displayed in a prominent position, e.g. the client's fridge, allows support workers from other CBOs visiting the same client to see that work has been done with at least one agency, prompts them to have the same discussion with the client from their own agency's perspective, and offers the opportunity to coordinate visits following an emergency.

FINDINGS: Support workers are unlikely to be able to attend to all their clients after an emergency, as they engage with 14 clients each on average. Over 64% of support workers visit their most regular clients multiple times a week.

The Emergency Preparedness Checklist

Learning Objective: Support workers understand the background and purpose of the Emergency Preparedness Checklist, and can complete the checklist with their clients

Resource to use during discussion:

- Emergency Preparedness Checklist (Appendix 2);
- Emergency Planning Resources (Appendix 3 & 4).

Introducing the checklist

1. The checklist was developed at the request of community-based organisations who needed a simple one-page form that allowed support workers to record the emergency preparedness process and outcomes with their clients;
2. The key actions the checklist includes for the support worker:
 - The level of support the support worker will provide in an emergency event (phone, text or visit);
 - The provision of emergency planning documents to the client.
3. The key actions the checklist includes for the client:
 - The client has completed an emergency plan
 - The client has stored emergency items
 - The client has established a "back-up" personal support network

Working through the checklist with your client

On the back of the checklist there is a list of questions which the support worker can use to develop an understanding of the needs and expectations of their clients in an emergency.

- In an emergency, how much of the support you normally need could be provided by the people you live with?

- Who would check on you in an emergency?
- If you needed to evacuate your home, who do you think would help you?
- How likely do you think it is that someone from a support agency would call or visit you?
- How much of an impact on your daily life would there be if you missed an appointment with a support agency?
- What are your biggest concerns in an emergency event, and what could we as an organisation do to help you most?

Checklist, part one - Social service agencies providing support

Name of agency, Agency phone number, Name of my support worker, My Support Worker's cell phone

Number of visits I receive per week – support worker states how many times per week they visit their client

Support I may receive in an emergency? -

Support workers should discuss with their client the degree of contact they will attempt to make after an emergency event (phone, text, or visit):

- by having this conversation, expectations are set between clients and support workers before an emergency as to the level of assistance likely to be available after an emergency event;
- they would need to explain to their clients that this contact may not happen immediately, or at all, depending on the nature of the emergency event.

Checklist, part two - Emergency Preparedness

Name of Agency

Emergency planning documents provided – support worker would provide clients with an Emergency Preparedness booklet.

- In general, the materials used when working with the vulnerable community do not need to differ from those generally available.

TIP: Copies of the Ministry of Civil Defence and Emergency Management's preparedness resources (Household Emergency Plan and Household Emergency Checklist) are included in the Appendices, but use your own local documents if you prefer.

Emergency plan completed – client or support worker would record that they have completed a plan.

- There is no expectation on the support worker to complete these documents with their clients, but instead to encourage and confirm that they are done with other support networks (e.g. family).

Essential emergency supplies stored

- The support worker is not expected to help clients store items, but check that clients have done so, or that their support networks have made extra provision for them;

- Support workers should keep in mind that many vulnerable clients will have medication needs. Having stored medication and a copy of their prescriptions if they need to source more supplies while they are unable to visit a doctor, should be emphasised to the client.

I have a personal support network – Support worker to discuss with their client how to organise a personal support network.

- A personal support network could include family, friends, neighbours, or other community members.
- In an emergency the most immediate assistance will come from neighbours and community members close by. A vast body of emergency management research has shown that in an emergency event, neighbours and other community members nearby will provide support to one another.
- Where possible, the support worker should involve the client's family, friends or neighbours in these conversations, or encourage the client to discuss the plans in place with those involved.
- In some cases, these will be existing social networks, or they may need to be developed from scratch. For example, some vulnerable people will already know their neighbours well and these neighbours will be aware of their needs, while others may have never spoken to them. The support worker can help the client meet their neighbours.

TIP: Vulnerable community members have other support networks and support workers need to encourage them to use these networks.

Review of plan due at - the last step for the support worker is to set a review date to check that the client's plans are up to date, and any changes are recorded. This should occur approximately every 6 months.

Displaying the completed checklist

Finally, the support worker should make sure the emergency planning checklist is displayed in a prominent place in the client's home (e.g. on the fridge). This will ensure that other CBO staff, family and friends are all able to access the checklist.

Appendices

Appendix 1 - Key Considerations for CBO Business Continuity Planning

Contact lists	<ul style="list-style-type: none">• Update regularly to reflect changes in clients, staff and support workers
	<ul style="list-style-type: none">• Have hard copies as well as portable electronic devices
	<ul style="list-style-type: none">• Have some copies stored off-site
	<ul style="list-style-type: none">• Include the contact numbers of organisations with which you may need to communicate with
	<ul style="list-style-type: none">• Ensure support workers hold a contact list of their clients in their car
Electronic data	<ul style="list-style-type: none">• Have a system to back-up electronic data, including client information
	<ul style="list-style-type: none">• If part of a larger organisation, back-up information to the national site
Communications contingency plan	<ul style="list-style-type: none">• Consider diverting phones to unaffected offices outside the region
	<ul style="list-style-type: none">• Be prepared to use texting as a form of communication
	<ul style="list-style-type: none">• There may be no power but the phone lines may still work, so have an analogue phone as it doesn't rely on power to operate
	<ul style="list-style-type: none">• Have car phone chargers so cell phones can then be charged when there is no power
Co-ordination plan	<ul style="list-style-type: none">• Plan for how your organisation could co-ordinate staff, support workers and clients during an emergency
	<ul style="list-style-type: none">• Set expectations as to what contacts management will have with staff and support workers after an emergency
	<ul style="list-style-type: none">• Set expectations with support workers as to the possible level of engagement they may be able to have with their clients after an emergency
	<ul style="list-style-type: none">• Support clients in setting up their own personal support network
	<ul style="list-style-type: none">• Categorise clients according to priority of needs
	<ul style="list-style-type: none">• Investigate the possibility of co-ordinating with a number of other CBOs, or through the local Care Coordination Centre

Appendix 1 - Key Considerations for CBO Business Continuity Planning cont.

Off-site evacuation planning	<ul style="list-style-type: none">• In case of required evacuation from the premises, identify other buildings where operations may continue (this could be a staff member's home)• Consider what portable equipment could help e.g. laptops, air cards, USB sticks, phone chargers, radios
Communications contingency plan	<ul style="list-style-type: none">• Communicate with staff frequently• When management receives information regarding the situation, make that information available to staff• Be flexible with staff shifts• If unable to access the office, have a contingency plan for enabling staff payments to be made• Ensure Employee Assistance Programme services are available where required• Appreciate staff efforts – give positive feedback and morale boosters



How to use the emergency preparedness checklist

Section: Social service agencies providing support: (Support worker to complete)

1. Support Worker records contact details for their client under **Name of agency, Agency phone number, Name of my Support Worker and My Support Worker's cellphone**
2. **Number of visits I receive per week** - support worker states how many times per week they visit their client
3. **Support I may receive in a disaster** - this sets expectations between clients and support workers before a disaster, as to the level of assistance likely to be available after a disaster:
 - discuss degree of contact that will be attempted after a disaster - phone, text and/or visit
 - explain this contact may not be straight away depending on the nature of the disaster

Section: Emergency Preparedness (Support Worker and Client to complete)

1. Support Worker writes down **Name of agency**
2. Support worker provides client with an Emergency Preparedness booklet to be completed either on their own, with personal support network, or a support worker.
3. Client ensures **Emergency plan completed** and **Essential survival items stored** by following the guidelines in the **Emergency Preparedness booklet provided** to them.
4. Client and their Support Worker discuss arrangements so that **Client has personal support network**. In a disaster situation the most immediate assistance will come from neighbours and community members close by. Questions to start the discussion could include:
 - During an emergency how much of the support you may need could be provided by people you live with, or by friends or family who live nearby?
 - Are you part of some other community group whose members may be able to provide assistance e.g. church, social clubs?
 - Who could check on you after an emergency?
 - If you needed to evacuate your home, who do you think could help you?

Where possible involve the client's family, friends or neighbours in these conversations or encourage the client to discuss their personal support networks and plans with them directly

5. Have the client note when the **Review of plan due at (six monthly)**

Emergency Preparedness Checklist

Client name:

Social service agencies providing support					
Name of agency	Agency phone number	Name of my Support Worker	My Support Worker's cellphone	Number of visits I receive per week	Support I may receive in a disaster?
					Phone: Y/N Text: Y/N Visit: Y/N
					Phone: Y/N Text: Y/N Visit: Y/N
					Phone: Y/N Text: Y/N Visit: Y/N
					Phone: Y/N Text: Y/N Visit: Y/N

Emergency preparedness					
Name of agency	Emergency planning documents provided	Emergency Plan completed	Essential survival items stored	I have a personal support network	Review of plan due at (six monthly)

HOUSEHOLD EMERGENCY PLAN

COMPLETE THIS PLAN WITH ALL MEMBERS OF YOUR HOUSEHOLD

YOUR HOUSEHOLD

Address

Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>
Name <input type="text"/>	Phone numbers <input type="text"/>

1. If we can't get home or contact each other we will meet or leave a message at:

Name

Contact details

Name (back-up)

Contact details

Name (out of town)

Contact details

2. The person responsible for collecting the children from school is:

Name

Contact details

3. Emergency Survival Items and Getaway Kit

Person responsible for checking water and food

Items will be checked and replenished on:

(check and replenish at least once a year)

The Getaway Kits are stored in the

4. The radio station (inc AM/FM frequency) we will tune in to for local civil defence information during an emergency

5. Friends/neighbours who may need our help or who can help us

Name

Address

Phone

Name

Address

Phone

6. On a separate sheet of paper draw a plan of the house showing places to shelter in an earthquake or storm, exits and safe assembly areas and where to turn off water, electricity and gas.

IMPORTANT PHONE NUMBERS FOR POLICE, FIRE OR AMBULANCE CALL 111

Local Police station	<input type="text"/>	Water Supplier	<input type="text"/>
Medical Centre	<input type="text"/>	Gas Supplier	<input type="text"/>
Insurance Company	<input type="text"/>	Electrician	<input type="text"/>
Vet/Kennel/Cattery	<input type="text"/>	Plumber	<input type="text"/>
Electricity Supplier	<input type="text"/>	Builder	<input type="text"/>
Council Emergency Helpline	<input type="text"/>		

Work through this booklet to complete the steps below

HOUSEHOLD EMERGENCY PLAN

STEP 1

Know your risks

I am aware of the hazards in my area that can affect me and my family

STEP 2

Meeting places

If we can't get home or contact each other we will meet at:

or:

Our primary contact is:

Name: _____

Address: _____

Phone: _____

STEP 3

Collecting children

The person responsible for picking up the children is:

Name: _____

Contact details: _____

Name (back-up): _____

Contact details: _____

STEP 4

Location of utilities

I know the location and how to turn off our utilities.

Water: _____

Power: _____

Gas: _____

STEP 5

Evacuation routes

I am familiar with the local evacuation routes.

STEP 6

Information sources

Council Phone Number: _____

Council Web Address: _____

Radio Station Frequencies: _____

STEP 7

Warning systems

I am familiar with the local warning systems

STEP 8

Civil defence centres

I know where my local Civil Defence Centres are:

Nearest to home: _____

Nearest to work: _____

STEP 9

My neighbours

Neighbours that may need our help or can help us are:

Name: _____

Address: _____

Phone: _____

Name: _____

Address: _____

Phone: _____

STEP 10

Storing water

I have stored at least 3 litres per person per day for at least 3 days.

I have also stored additional water for cooking and hygiene.

STEP 11

Survival items

I have located all my essential survival items.

STEP 12

Getaway kits

I have considered having Getaway kits at work, in the car and in a bag at home in case we need to evacuate.



Appendix 5 - Background report

A copy of the published article is available at

<http://www.em.gov.au/Publications/Australianjournalofemergencymanagement/Pages/default.aspx>

