Disaster Preparedness Checklist

This checklist is designed to help your practice plan for disasters and be prepared prior to a disaster occurring.

It is important to consider and plan for disasters that could affect your business. Disaster preparedness is key.

The following plans detail the processes, including contact lists:

* emergency response plan (ERP)
* business continuity plan
* Pandemic Planning

**Name of Practice:**

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| Understanding where the practice is located, and its surrounding areas will help identify which disasters to plan. Then, this guides your planning activities. | **Which disasters do you need to be prepared for?**   * Bushfire * Flood * Storm * Structural fire * Disruption to water supply * Power / internet outage * Bomb threat / explosion * Major traffic disruptions   Pandemic  **Resources**  Flood Awareness Map - Brisbane City Council  [Flood Check - Department of Resources](https://floodcheck.information.qld.gov.au/)  [Queensland Fire and Emergency Services](https://www.qfes.qld.gov.au/postcode-checker)  [Postcode Checker | Queensland Fire and Emergency Services (qfes.qld.gov.au)](https://www.qfes.qld.gov.au/postcode-checker) | **COMPLETED**  [   ]  [   ]  [   ]  [   ]  [   ]  [   ]  [   ]  [   ]  [   ] |
| Appoint an Emergency Management Coordinator or committee. | **Key contacts**  Appointed Emergency Management Coordinator or committee  Name and Position/Committee members: | [   ] |
| 5th edition RACGP Accreditation Standards recommend practices have an:   * Emergency Response Plan * Business Continuity Plan * Computer & Information Security Manual.   Accreditation service providers may provide templates for businesses to use. | **What plans do you have in place?**   * Emergency Response Plan * Business Continuity Plan * Pandemic Plan * Computer & Information Security Manual     **Resources and template examples**  [Managing-emergencies-in-general-practice.pdf (racgp.org.au)](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Managing-emergencies-in-general-practice.pdf)  [RACGP - Emergency response planning tool](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/emergency-response-planning-tool)  [Emergency-Response-Plan-Template-V2-200710.pdf (practiceassist.com.au)](https://www.practiceassist.com.au/PracticeAssist/media/ResourceLibrary/General%20Practice%20Accreditation/Emergency-Response-Plan-Template-V2-200710.pdf) | [   ]  [   ]  [   ]  [   ] |
| Review plans every 6 months. Save them to an off-site or cloud based location that is easily accessible to multiple team members if practice is becomes inaccessible. | [RACGP - Managing pandemic influenza in general practice](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-pandemics/managing-pandemic-influenza-in-general-practice)  [COVID-Safety-Plan-template.docx (live.com)](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.racgp.org.au%2FFSDEDEV%2Fmedia%2Fdocuments%2FRACGP%2FCoronavirus%2FCOVID-Safety-Plan-template.docx&wdOrigin=BROWSELINK)  [Factsheet-and-checklist-Measles.pdf (racgp.org.au)](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Factsheet-and-checklist-Measles.pdf)  [Computer-and-information-security-templates.pdf (racgp.org.au)](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Practice%20standards/Computer-and-information-security-templates.pdf) |  |
| Stay informed in the lead up to a disaster. Sign up for emergency alerts from local government and other reliable sources. | **Sign up for emergency alerts**  Redland - [Dashboard (redland.qld.gov.au)](https://disaster.redland.qld.gov.au/)  Logan - [Dashboard (logan.qld.gov.au)](https://disaster.logan.qld.gov.au/)  Brisbane - [Emergency dashboard | Brisbane City Council](https://www.brisbane.qld.gov.au/community-and-safety/community-safety/disasters-and-emergencies/emergency-dashboard)  Scenic Rim - [Scenic Rim Disaster Dashboard](https://disasterdashboard.scenicrim.qld.gov.au/)  [Emergency Alert. Be Warned. Be Informed.](https://www.emergencyalert.gov.au/)  [Bureau of Meteorology | Facebook](https://www.facebook.com/bureauofmeteorology)  [Manage Notifications - Energex](https://www.energex.com.au/energexportals/help/customer-portal/manage-notifications)  [Traffic reports and road conditions (Department of Transport and Main Roads) (tmr.qld.gov.au)](https://www.tmr.qld.gov.au/Travel-and-transport/Road-and-traffic-info/Traffic-reports-and-road-conditions) | [   ]  [   ]    [   ]    [   ]  [   ]  [   ]  [   ]  [   ] |
| In a disaster, some businesses can be isolated for long periods, depending on road and other infrastructure damage.  Consider critical supplies your business requires and ensure these items are stored onsite if an emergency occurs.    All practice team members should be aware of the location of the emergency kit and its contents. | **Emergency kit – things to consider**   * Consider what contents you may need (I.e., prescription pads, torches, battery radio, mobile phone, medical certificates, water, office stationery, list of key contact numbers e.g., Energex etc) * Have disposable batteries been replaced in items such as torches and radios recently? * Are mobile phone batteries charged and tested regularly?     **Resources**  [RACGP - Pre-planning](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies-in-general-practice/part-b-emergency-planning-and-response/pre-planning) | [   ]        [   ]    [   ] |
| To manage an emergency, practice team members need to know:   * layout of the practice * where evacuation/assembly points are located * where critical emergency supplies are stored.   If the practice is located within a tenanted building (I.e., a shopping centre), discuss:   * the details of the building layout * if fire wardens are appointed * frequency of evacuation drills * building floor plans. | **Floor plan layout – things to consider**  Draw up a comprehensive floor plan of the practice, consider highlighting the specific location of:   * an evacuation route and assembly points * fire extinguishers, hoses and water sprinklers   + electrical switches, water and gas valves   + heating/air conditioning equipment   + hazardous material (e.g., chemicals)   + emergency kit and first aid/emergency trolley   + outside water taps and hoses   + security and fire alarm systems   + underground or overhead power lines   Discussion with building management re: fire wardens, planned evacuation drills and floor plans  **Resources**  [RACGP - Pre-planning](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies-in-general-practice/part-b-emergency-planning-and-response/pre-planning) | [   ]                      [   ] |
| Safeguards can help protect the business and reduce damage to the practice’s infrastructure in an emergency. | **Risk minimisation and loss prevention considerations**   * Regular garden and gutter maintenance * Compliance with fire safety regulations and installation and maintenance of water sprinklers, fire extinguishers, hoses, and blankets * Power back up of vaccine fridge (how long does it last?) * Plan for relocating vaccines out of the practice * Utilising flood proof furnishings and flooring * Locating power points higher than known flood levels * Minimising highly flammable chemicals stored on-site * Reduce the amount of paper records being held onsite * Offsite monitored backup of all medical records     **Resources**  [Planning and responding to bushfires - RACGP](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Factsheet-Bushfires-in-Australia.pdf)  [Planning and responding to flooding - RACGP](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Factsheet-Flooding-and-its-impact.pdf)  [RACGP - Safety and security](https://www.racgp.org.au/running-a-practice/practice-resources/practice-tools/general-practice-business-toolkit/general-practice-tool-kit/module-2/safety-and-security)  [Fire regulation requirements - Australian Fire Regulations (QLD)](https://fireregulations.com.au/qld/)  [Department of Health](https://www.health.gov.au/sites/default/files/documents/2020/04/national-vaccine-storage-guidelines-strive-for-5.pdf) - see sections 8 and 9 for managing a power outage and usage of coolers | [   ]  [   ]      [   ]  [   ]  [   ]  [   ]  [   ]  [   ]  [   ] |
| Practice team will need to communicate with a range of service providers including:   * insurance * emergency services * telephone/internet * utilities * trades * hospital health services.     Create a list of service providers that is  regularly updated easily accessible to staff in an emergency.    It is important to maintain communication with the practice team throughout an emergency. An up-to-date team member list with contact details should be stored securely in a format or location that can be accessed during an emergency.    During an emergency, patients can experience confusion or anxiety if they cannot contact their usual GP. It is crucial that you have a method of contacting your patients throughout an emergency to advise them of disruptions to the practice. | **How will you communicate during an emergency?**   * Develop a list of key external contacts including contact details, account, or policy numbers. * Develop a list of practice team members and contractors including contact details (ensuring this list upholds privacy guidelines and can be accessed) * Consider how you will communicate with your team during an emergency (I.e., email, SMS, phone etc)? * Have established communication channels to keep your patients up to date with disruptions to the practice and provide advice for alternate service arrangements (social media posts, SMS, website information, on hold and voicemail messages etc)     **Resources**  [Contact Us - Energex](https://www.energex.com.au/about-us/contact-us)  [Contact Us | Queensland Fire and Emergency Services (qfes.qld.gov.au)](https://www.qfes.qld.gov.au/contact-us)  [Contact us (incl. compliments & complaints) - Metro North Health](https://metronorth.health.qld.gov.au/contact-us)  [Refer your patient - Metro North Health](https://metronorth.health.qld.gov.au/specialist_service/refer-your-patient)  [Contact us (unitywater.com)](https://www.unitywater.com/about-us/contact-us) | [   ]    [   ]      [   ]    [   ] |
| During the disaster planning process, insurance policies for the business should be reviewed to ensure adequate coverage for the practice. | **Financial Protection**  The business has an insurance policy that covers:   * all natural and manmade disasters * extensive damage and total loss of the building * the entire contents of the building, including loss and damage to medical equipment and supplies * costs associated with interruption to the business (may include staff pay and loss of revenue) * costs associated with relocating to a temporary practice     Develop a procedure to record evidence of loss or damages to the business (photos, videos etc) for insurance assessment and claim purposes | [   ]  [   ]  [   ]      [   ]    [   ]    [   ] |
| When preparing the practice for a disaster, consider how the practice will continue providing essential services to the community if it is damaged or affected. | **Business Continuity Planning**   * Consider any IT hardware/software you require to operate remotely from home or another location. * Are your team familiar with how to provide and invoice telehealth or video consultations? * Is the IT hardware and software at other locations sufficient for staff to work remotely (quality of internet connection and computer security)? * Can your server be accessed remotely? Is any software installation and security setup required? * How quickly can a backup of clinical records be established in the event the physical server workstation is damaged? * If relocating to a temporary premise, do the GP’s require additional provider numbers?   **Resources**  [Information for GPs in, or supporting, disaster affected communities - RACGP](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/naturaldisasters)  [MBS online - MBS Telehealth Services from January 2022](http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/Factsheet-Telehealth-Arrangements-Jan22)  [healthdirect - Video Call](https://about.healthdirect.gov.au/video-call) | [   ] |
| Distress, grief, fear, anger, guilt, denial, and disbelief are common reactions people may experience for days or more long term after a disaster.    People exposed to extreme stressors may be at increased risk of physical, mental and social health problems.    Those affected by disasters may be at increased risk of developing anxiety, depression, increased substance use, acute stress disorder, post-traumatic stress disorder (PTSD) and complicated grief. | **Staff wellbeing**   * Have staff been provided information or participated in activities to be psychologically prepared for a disaster? * Is the practice aware of what mental health support is available to staff and health professionals during times of disaster (e.g., DRS4DRS, RACGP Support Program etc)? * Create a contingency plan in case the business experiences a reduction in staffing capacity due to personal loss or emotional/physical wellbeing. * Create a database of resources to be able to support staff and health professionals during an emergency or disaster. * Enrol in Australian Psychological Society (APS) Disaster Response Network. This service will support roles in your organisation during disasters, emergencies and other community events. Contact for enrolment on [*drn@psychology.org.au*](mailto:drn@psychology.org.au) *or visit the website at:* [*Disaster Response Network | APS (psychology.org.au)*](https://psychology.org.au/disaster-response-network)   **Resources**  [Preparing for natural disasters | APS (psychology.org.au)](https://psychology.org.au/for-the-public/psychology-topics/disasters/preparing-for-disasters?Redirected=true)  [RACGP - The GP Support Program](https://www.racgp.org.au/racgp-membership/member-offers/the-gp-support-program)  [Getting help – DRS4DRS](https://www.drs4drs.com.au/getting-help/)  [RACGP - Self-care for GPs and practice staff](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies-in-general-practice/part-c-mental-health-in-emergencies/self-care-for-gps-and-practice-staff)  [Queensland Government (www.qld.gov.au)](https://www.qld.gov.au/community/disasters-emergencies/disasters/mental-health)  [Welcome to Head to Health | Head to Health](https://www.headtohealth.gov.au/?gclid=EAIaIQobChMIvayigsuD9wIVIJlmAh30iAGOEAAYASAAEgLVQfD_BwE&gclsrc=aw.ds) | [   ]        [   ]          [   ]        [   ] |
| Individuals affected by emergencies have an increased risk of developing social and mental health issues, it is essential they receive appropriate services in a timely manner.    It is equally important that special consideration be given to vulnerable individuals including persons who are:   * disabled * elderly * culturally & linguistically diverse * children * First Nations * homeless, or homebound. | **Patient wellbeing**  Provide Health Professionals with current information in relation to supporting patients effected by a disaster.    **Resources**  [Mental health in emergencies and disasters - RACGP](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Factsheet-Mental-health-and-emergencies.pdf)  [Psychological support and mental health care - RACGP](https://www.racgp.org.au/running-a-practice/practice-management/managing-emergencies-and-pandemics/managing-emergencies-in-general-practice/part-c-mental-health-in-emergencies/psychological-support-and-mental-health-care)  [Thunderstorm asthma - RACGP](https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Support%20and%20tools/Factsheet-Thunderstorm-Asthma.pdf)  [Social and emotional wellbeing for Aboriginal and Torres Strait Islander People - Black Dog Institute](https://www.blackdoginstitute.org.au/resources-support/for-aboriginal-and-torres-strait-islander-peoples/)  [The Disaster Mental Health Hub - Phoenix Australia](https://www.phoenixaustralia.org/disaster-hub/)    **Multilingual resources:**  [Disaster factsheets and booklets - Phoenix Australia](https://www.phoenixaustralia.org/disaster-hub/resources/?action=pxa_get_resources&paged=1&ipp=20&types%5B%5D=3076&kw=)    **Young people:**  [Support for young people - headspace](https://headspace.org.au/?gclid=EAIaIQobChMIhdapkMuD9wIVFR4rCh0SNAcJEAAYASAAEgJX4_D_BwE)    [HealthPathways Brisbane South](https://brisbanesouth.communityhealthpathways.org/LoginFiles/Logon.aspx?ReturnUrl=%2f) (Search Post Natural Disaster) | [   ] |
| It is important to test the emergency response plans as part of the planning process. Exercising the plan helps assess the plan’s functionality.  The whole practice team should be provided with education and training regarding disasters and emergencies. | **Practice your plans & procedures**   * Our emergency response plan, business continuity plan, pandemic plan and information security plan are reviewed at least annually. * Planned ‘test run’ evacuations are conducted at least quarterly. * Meetings are held (and minutes recorded) at least half yearly ensuring all staff are aware of emergency response procedures and where to access essential information and provisions. * Training events are offered to team members to better prepare them for the event of an emergency (e.g., how to use a fire extinguisher, IT training for remote work arrangements) | [   ]      [   ]    [   ]        [   ] |

**ACTIONS REQUIRED**

**1.**

**2.**

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**5.**

**IMPORTANT DATES TO REMEMBER**

**1.**

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**4.**

**5.**

Checklist completed by ............................................................... on ….....\........\............

Date for review: ….....\........\............

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