

# Disaster Preparedness Checklist

It is important to consider and plan for disasters that could affect your business. Disaster preparedness is key. The emergency response plan (ERP), business continuity plan and pandemic plans will go into specific details on processes and contact lists etc. This checklist is designed to help your practice plan for disasters and be prepared prior to a disaster occurring.

Name of Practice:

<p><b>Understanding where the practice is located, and its surrounding areas will assist in identifying which disasters to plan for which in turn will guide your planning activities.</b></p>	<p><b>Which disasters do you need to be prepared for?</b></p> <ul style="list-style-type: none"> <li>• Bushfire</li> <li>• Flood</li> <li>• Storm</li> <li>• Structural fire</li> <li>• Disruption to water supply</li> <li>• Power / internet outage</li> <li>• Bomb threat / explosion</li> <li>• Major traffic disruptions</li> <li>• Pandemic</li> </ul> <p><b>Resources</b></p> <p><a href="#">Flood check property report   Moreton Bay Regional Council</a>  <a href="#">Flood Awareness Map   Brisbane City Council</a>  <a href="#">FloodCheck Queensland</a>  <a href="#">Postcode Checker   Queensland Fire and Emergency Services</a></p>	<p><b>Completed</b></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p><b>Appoint an Emergency Management Coordinator or committee.</b></p>	<p><b>Key contacts</b></p> <p>Appointed Emergency Management Coordinator or committee</p> <p>Name and Position/Committee members:</p> <div style="border: 1px solid black; height: 60px; width: 100%;"></div>	<p><input type="checkbox"/></p>
<p><b>5th edition RACGP Accreditation Standards recommend practices have an Emergency Response Plan, Business Continuity Plan, Pandemic Plan &amp; Computer &amp; Information Security Manual.</b></p> <p><b>Accreditation service providers may be able to provide templates for businesses to utilise.</b></p>	<p><b>What plans do you have in place?</b></p> <ul style="list-style-type: none"> <li>• Emergency Response Plan</li> <li>• Business Continuity Plan</li> <li>• Pandemic Plan</li> <li>• Computer &amp; Information Security Manual</li> </ul> <p><b>Resources and template examples</b></p> <p><a href="#">Managing-emergencies-in-general-practice   RACGP</a>  <a href="#">RACGP   Emergency response planning tool</a>  <a href="#">Emergency Response Plan Template</a></p>	<p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
<p><b>Review plans regularly and consider saving them to an off-site or cloud-based location that is easily accessible to multiple team members in the scenario that the practice is not accessible.</b></p>	<p><a href="#">RACGP   Managing pandemic influenza in general practice</a>  <a href="#">COVID Safety Plan template</a>  <a href="#">Living with COVID-19 checklist and toolkit</a>  <a href="#">Factsheet and checklist Measles</a>  <a href="#">Computer and information security templates</a>  <a href="#">Disaster Management and Recovery   CSIA</a></p>	<p><input type="checkbox"/></p>

<p><b>Staying informed in the lead up to a disaster is important. Sign up for emergency alerts from local government and other reliable sources.</b></p>	<p><b>Sign up for emergency alerts</b></p> <ul style="list-style-type: none"> <li>• <a href="#">MoretonAlert   Moreton Bay Regional Council</a></li> <li>• <a href="#">Queensland Fire and Emergency Services   QFES</a></li> <li>• <a href="#">Brisbane Early Warning Alert Service   Brisbane City Council</a></li> <li>• <a href="#">Emergency Alert. Be Warned. Be Informed.</a></li> <li>• <a href="#">Bureau of Meteorology</a></li> <li>• <a href="#">Manage Notifications   Energex</a></li> <li>• <a href="#">Traffic reports and road conditions   Department of Transport and Main Roads</a></li> </ul>	<input type="checkbox"/>
<p><b>In a disaster, some businesses can be isolated for extended periods, depending on road and other infrastructure damage. Consider what critical supplies your business may require and ensure that all items are stored onsite in the event of an emergency.</b></p> <p><b>All practice team members should be aware of the location of the emergency kit and its contents.</b></p>	<p><b>Emergency kit – things to consider</b></p> <ul style="list-style-type: none"> <li>• 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)</li> <li>• Have disposable batteries been replaced in items such as torches and radios recently?</li> <li>• Are mobile phone batteries charged and tested regularly?</li> </ul> <p><b>Resources</b>  <a href="#">RACGP   Pre-planning</a></p>	<input type="checkbox"/>   <input type="checkbox"/>  <input type="checkbox"/>
<p><b>It is essential that practice team members are aware of the layout of the practice, where evacuation/ assembly points are located and where critical emergency supplies are stored, to manage an emergency effectively.</b></p> <p><b>If the practice is located within a tenanted building (I.e., a shopping centre), discuss the details of the building layout and if fire wardens are appointed, frequency of evacuation drills and building floor plans.</b></p>	<p><b>Floor plan layout – things to consider</b></p> <ul style="list-style-type: none"> <li>• Draw up a comprehensive floor plan of the practice, consider highlighting the specific location of: <ul style="list-style-type: none"> <li>- an evacuation route and assembly points</li> <li>- fire extinguishers, hoses and water sprinklers</li> <li>- electrical switches, water and gas valves</li> <li>- heating/air conditioning equipment</li> <li>- hazardous material (e.g., chemicals)</li> <li>- emergency kit and first aid/emergency trolley</li> <li>- outside water taps and hoses</li> <li>- security and fire alarm systems</li> <li>- underground or overhead power lines</li> </ul> </li> <li>• Discussion with building management re: fire wardens, planned evacuation drills and floor plans</li> </ul> <p><b>Resources</b>  <a href="#">RACGP   Pre-planning</a></p>	<input type="checkbox"/>          <input type="checkbox"/>
<p><b>Practical safeguards can help protect the business and reduce the amount of damage caused to the practice's infrastructure an emergency.</b></p>	<p><b>Risk minimisation and loss prevention considerations</b></p> <ul style="list-style-type: none"> <li>• Regular garden and gutter maintenance</li> <li>• Compliance with fire safety regulations and installation and maintenance of water sprinklers, fire extinguishers, hoses, and blankets</li> <li>• Power back up of vaccine fridge (how long does it last?)</li> <li>• Plan for relocating vaccines out of the practice</li> <li>• Utilising flood proof furnishings and flooring</li> <li>• Locating power points higher than known flood levels</li> <li>• Minimising highly flammable chemicals stored on-site</li> <li>• Reduce the amount of paper records being held onsite</li> <li>• Offsite monitored backup of all medical records</li> </ul> <p><b>Resources</b>  <a href="#">Factsheet Bushfires in Australia</a>  <a href="#">Factsheet Flooding and its impact</a>  <a href="#">RACGP   Safety and security</a>  <a href="#">Queensland   Fire Regulations</a>  <a href="#">National vaccine storage guidelines   Strive for 5, 3rd edition</a> (see sections 8 and 9 for managing a power outage and usage of coolers)</p>	<input type="checkbox"/> <input type="checkbox"/>  <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

<p><b>Practice team will need to communicate with a range of service providers including insurance, emergency services, telephone/internet, utilities, trades &amp; hospital health services. It is recommended that a list of service providers is created and regularly updated and is easily accessible to staff in an emergency.</b></p> <p><b>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.</b></p> <p><b>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.</b></p>	<p><b>How will you communicate during an emergency?</b></p> <ul style="list-style-type: none"> <li>• Develop a list of key external contacts including contact details, account, or policy numbers. <input type="checkbox"/></li> <li>• Develop a list of practice team members and contractors including contact details (ensuring this list upholds privacy guidelines and can be accessed) <input type="checkbox"/></li> <li>• Consider how you will communicate with your team during an emergency (I.e. email, SMS, phone etc)? <input type="checkbox"/></li> <li>• 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) <input type="checkbox"/></li> </ul> <p><b>Resources</b></p> <p><a href="#">Contact Us   Energex</a></p> <p><a href="#">Contact Us   Queensland Fire and Emergency Services</a></p> <p><a href="#">Contact us (incl. compliments &amp; complaints)   Metro North Health</a></p> <p><a href="#">Refer your patient   Metro North Health</a></p> <p><a href="#">Contact us   unitywater.com</a></p>	
<p><b>During the disaster planning process, it is recommended that insurance policies for the business are reviewed to ensure adequate coverage for the practice.</b></p>	<p><b>Financial Protection</b></p> <ul style="list-style-type: none"> <li>• The business has an insurance policy that covers: <ul style="list-style-type: none"> <li>- all natural and manmade disasters</li> <li>- extensive damage and total loss of the building</li> <li>- the entire contents of the building, including loss and damage to medical equipment and supplies</li> <li>- costs associated with interruption to the business (may include staff pay and loss of revenue)</li> <li>- costs associated with relocating to a temporary practice</li> </ul> </li> <li>• Develop a procedure to record evidence of loss or damages to the business (photos, videos etc) for insurance assessment and claim purposes <input type="checkbox"/></li> </ul>	<input type="checkbox"/>
<p><b>When preparing the practice for a disaster, it is worth considering how the practice will continue providing essential services to the community if it is damaged or affected.</b></p>	<p><b>Business Continuity Planning</b></p> <ul style="list-style-type: none"> <li>• Consider any IT hardware/software you require to operate remotely from home or another location. <input type="checkbox"/> <ul style="list-style-type: none"> <li>- Are your team familiar with how to provide and invoice telehealth or video consultations?</li> <li>- Is the IT hardware and software at other locations sufficient for staff to work remotely (quality of internet connection and computer security)?</li> <li>- Can your server be accessed remotely? Is any software installation and security setup required?</li> <li>- How quickly can a backup of clinical records be established in the event the physical server workstation is damaged?</li> <li>- If relocating to a temporary premise, do the GP's require additional provider numbers?</li> </ul> </li> </ul> <p><b>Resources</b></p> <p><a href="#">RACGP   Information for GPs in, or supporting, disaster affected communities</a></p> <p><a href="#">MBS online   MBS Telehealth Services from January 2022</a></p> <p><a href="#">Video Call   healthdirect</a></p>	<input type="checkbox"/>

<p><b>Distress, grief, fear, anger, guilt, denial, and disbelief are common reactions people may experience for days or more long term after a disaster.</b></p> <p><b>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.</b></p>	<p><b>Staff wellbeing</b></p> <ul style="list-style-type: none"> <li>• Have staff been provided information or participated in activities to be psychologically prepared for a disaster? <input type="checkbox"/></li> <li>• 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)? <input type="checkbox"/></li> <li>• Create a contingency plan in case the business experiences a reduction in staffing capacity due to personal loss or emotional/physical wellbeing. <input type="checkbox"/></li> <li>• Create a database of resources to be able to support staff and health professionals during an emergency or disaster. <input type="checkbox"/></li> </ul> <p><b>Resources</b></p> <p><a href="#">Preparing for natural disasters   APS (psychology.org.au)</a>  <a href="#">RACGP   The GP Support Program</a>  <a href="#">Getting help   DRS4DRS</a>  <a href="#">RACGP   Self-care for GPs and practice staff</a>  <a href="#">Flood information and support   Australian Government Department of Health</a>  <a href="#">Queensland Government</a>  <a href="#">Welcome to Head to Health   Head to Health</a></p>	
<p><b>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.</b></p> <p><b>It is equally important that special consideration be given to vulnerable individuals including persons who are disabled, elderly, culturally &amp; linguistically diverse, children, first nations, homeless or homebound.</b></p>	<p><b>Patient wellbeing</b></p> <ul style="list-style-type: none"> <li>• Provide Health Professionals with current information in relation to supporting patients effected by a disaster. <input type="checkbox"/></li> </ul> <p><b>Resources</b></p> <p><a href="#">Factsheet Mental health and emergencies</a>  <a href="#">RACGP   Psychological support and mental health care</a>  <a href="#">Mental health and wellbeing   Community support</a>  <a href="#">Factsheet Thunderstorm Asthma</a>  <a href="#">Mental health resources for Aboriginal and Torres Strait Islander People</a>  <a href="#">The Disaster Mental Health Hub</a>  <a href="#">Multilingual resources: Resources   Phoenix Australia Disaster Mental Health Hub</a>  <a href="#">headspace National Youth Mental Health Foundation</a>  <a href="#">My Mental Health Service Navigation   Brisbane North PHN</a>  <a href="#">HealthPathways Brisbane North (communityhealthpathways.org)</a>  (Search Post Natural Disaster)  Username: Brisbane  Password: North</p>	
<p><b>Testing the emergency response plans is an important part of the planning process. Exercising the plan will help assess the plan's functionality.</b></p> <p><b>The whole practice team should be provided with education and training regarding disasters and emergencies.</b></p>	<p><b>Practice your plans &amp; procedures</b></p> <ul style="list-style-type: none"> <li>• Our emergency response plan, business continuity plan, pandemic plan and information security plan are reviewed at least annually. <input type="checkbox"/></li> <li>• Planned 'test run' evacuations are conducted at least quarterly. <input type="checkbox"/></li> <li>• 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. <input type="checkbox"/></li> <li>• 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) <input type="checkbox"/></li> </ul>	

## ACTIONS REQUIRED

1.	<input type="text"/>	Assigned to: <input type="text"/>	Due date: <input type="text"/>
2.	<input type="text"/>	Assigned to: <input type="text"/>	Due date: <input type="text"/>
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## IMPORTANT DATES TO REMEMBER

1.	<input type="text"/>
2.	<input type="text"/>
3.	<input type="text"/>
4.	<input type="text"/>
5.	<input type="text"/>

Checklist completed by  on

Date for review:

### Further information

For more information about this resource please contact [practicesupport@brisbanenorthphn.org.au](mailto:practicesupport@brisbanenorthphn.org.au)