



## **EMERGENCY PROCEDURES TEMPLATE – GUIDELINES FOR USE**

The *Emergency Procedures Template* has been developed to assist organisations in the community services sector to develop emergency procedures.

The information included in and requested by the template are suggestions for services to take into consideration in developing emergency procedures. **All aspects of the Template can be altered, added or removed to suit your service's specific circumstances.**

This template has been designed through consultation with the community services sector alongside a review of existing resources.

For assistance using the template or further information about this resource, please contact Jacquie Millynn, Preparedness Coordinator, Mountains Community Resource Network on (02) 4759 3599 or [preparedness@mcrn.org.au](mailto:preparedness@mcrn.org.au).

### Overview of Template

The *Emergency Procedures Template* is a customisable resource which has been developed to accompany community organisations emergency plans. This document is an easy-to-complete and read document that can be quickly grabbed by staff and others in emergency situations. This template provides organisations with the opportunity to identify key contact details, equipment and resources to support staff and others in an emergency situation. A separate template should be completed for each location that an organisation operates from.

### How to access the Template

The *Template* is freely available to any organisation. The *Template* has been developed in Microsoft Word and can be

- downloaded from the MCRN website <http://www.mcrn.org.au/index.php/links-resources/emergency-recovery-preparedness/emergency-recovery-preparedness-resources-for-services-1>
- emailed to you. Please contact Jacquie Millynn, Preparedness Coordinator, Mountains Community Resource Network on (02) 4759 3599 or [preparedness@mcrn.org.au](mailto:preparedness@mcrn.org.au)



## Instructions for use

All pages of the *Template* (including headings) can be **altered, added or removed to suit your service's specific circumstances**. The information included in and requested by the template are suggestions for you to take into consideration in developing your organisations emergency procedures.

The following is an overview to assist you in completing the *Template*:

### *The cover page*

- Words in black should be replaced with organisation specific information. This should include the services's name, the date the procedure was last reviewed and the date of the next review/revision.

### *Delegations*

- Identify actions that may be required in an emergency situation, who is responsible for making these decisions and who authorisation is required from. Where possible, include multiple workers to take on responsibilities (in case the first nominated worker is not available during an emergency situation).

### *Altering "business as usual"*

- Identify triggers that will prompt your service to alter normal service provision, actions required by the service, who is responsible and who authorisation is required from. Where possible, include multiple workers to take on responsibilities (in case the first nominated worker is not available during an emergency situation).

### *Responding to an emergency*

- This flow-chart will support workers and others to make decisions and determine what action is required in an emergency situation. You can choose to keep the questions, answers and responses included in the *Template* or enter ones more specific to your service.



## *Relocation response*

- Include information required if relocating from the service site to another location. This page can be completed multiple times to identify responses to different types of hazards (e.g. fire, storm, snow event) as well as to multiple relocation sites.

## *Lock down response*

- Include information required if locking down the service site.

## *Emergency kit*

- This should include the location and content of the emergency kit and the person responsible for collecting this in an emergency.

## *Key items*

- This should include the name and location of key items, such as keys, documents and emergency kits, as well as who is responsible for collecting these. For suggestions on what to include in an emergency kit, please see *Get Ready! A Practical Guide for the Blue Mountains Community Sector to Prepare for Emergencies* (p. 22).

## *Service continuity – the basics*

- Include information on service requirements to support workers if the service needs to continue operating.

## *Communications - Internal and external*

- Include who needs to be contacted if there is a change to service provision, how communication will occur, who is responsible and key messages.

## *Service location(s) and contact details*

- Include key details about the service including name, location of services, phone and website. If your organisation operates from multiple locations exist, please include these as well.

## *Key emergency contacts*

- Include contact details for information and assistance in emergency situations



## Printing and Assembling the Template

Once your organisation has completed the *Template*, having both printed and electronic copies readily available is recommended.

The *Template* has been designed on A4 page size. If you would like to print one or more pages of the *Template* on a larger or smaller size, you will need to resize the information on that page.

The following are suggestions for how you can display this:

- The *Template* can be printed, (laminated) and stapled as a booklet
- The *Template* can be printed, (laminated) and stored in a ring binder
- The *Template* can be printed, (laminated) and publicly displayed
- Single pages can be printed, laminated and publicly displayed

## Once you have completed the Template

- **Practise your plan** – To familiarise those connected to your organisation with emergency procedures, regularly practising emergency procedures is recommended. For further information and support with this, please see *Get Ready! A Practical Guide for the Blue Mountains Community Sector to Prepare for Emergencies*.
- **Review your plan** – To ensure your plan remains relevant and up-to-date, regularly reviewing your emergency plan is recommended. For further information and support with this, please see *Get Ready! A Practical Guide for the Blue Mountains Community Sector to Prepare for Emergencies*.
- **Stay in touch** – If you have used the *Template*, and have comments or suggestions for how this could be improved, please contact Jacquie Millynn, Preparedness Coordinator, Mountains Community Resource Network on (02) 4759 3599 or [preparedness@mcrn.org.au](mailto:preparedness@mcrn.org.au)