Preparing an Emergency Management Plan for a Community Pharmacy

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**DISCLAIMER**

The preparation of this guide by the Pharmacy Guild of Australia is intended to be a supporting resource.

This guide does not address all possible emergency situations, however, the templates and advice provided will assist you to undertake a risk assessment for *your* pharmacy location, and provide you with the basis to develop an Emergency Management Plan for the emergencies relevant to you

As such these documents to maintain currency, policy and procedures are periodically reviewed and updated. It is important the reader ensure they are reading and using the most up to date version.

The Pharmacy Guild of Australia welcomes suggestions or improvements to our resources, especially if a reader identities any inaccuracies or ambiguities.

We also encourage members to research or utilise resources available through various government agencies in the development of business continuity plans and risk management practices.

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Introduction

Community pharmacy has an essential role to play in ensuring pharmacy services are available throughout an emergency situation to provide those affected with adequate care. All community pharmacies should have an Emergency Management Plan (EMP). Planning for an emergency should include continuity *and* recovery planning to help your business prepare for and survive any emergency situation.

An emergency is any event that adversely disrupts the community pharmacy’s operations or damages pharmacy assets. It is usually a situation that requires an immediate response and includes natural disasters such as fire or flood, as well as pandemic and fuel emergencies. Many emergency situations will impact either directly or indirectly, potentially leaving the pharmacy without essential services.

## How to use this guide

This Guide will take you through how to research and document an Emergency Management Plan for your pharmacy.

**Research** – It’s important to understand the particular risks to your pharmacy and to investigate specific issues such as staff safety and insurance cover. This section of the Guide will take you through the important areas to consider and on which to gather information.

**Documenting** – Templates are provided to help you to document your Emergency Management Plan and communicate to your staff.

**Recovery** – Guidance is also given on how best to plan to get your pharmacy back on track if you do experience an emergency situation.

This guide does not address all possible emergency situations, however, the templates and advice provided will assist you to undertake a risk assessment for *your* pharmacy location, and provide you with the basis to develop an Emergency Management Plan for the emergencies relevant to you.

Remember, an Emergency Management Plan is only part of what should be a broader total program of preparedness. The aim of an Emergency Management Plan is to ensure your staff are aware of the possibilities of an emergency occurring, and know how to anticipate and respond to such an emergency.

**To note:** Under Regulation 43 of the Work Health and Safety Regulations 2011[[1]](#footnote-1) a person conducting a business or undertaking at a workplace must ensure that an Emergency Management Plan is prepared for that workplace.

# Researching your Emergency Management Plan

## In the first instance – Fundamentals of emergency planning

It is essential that you research your local area for risks that might potentially affect your business. Considering the following key issues will help you to form the basis of your Emergency Management Plan:

### Emergency Management Plan Research Checklist – essentials to consider

|  |  |  |
| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| Does the Guild have ALL of your contact details?  Log on to <https://www.guild.org.au/my-guild> to update your details. If you have not registered for MyGuild please contact myguild.support@guild.org.au |  |  |
| What potential emergency situations could occur? Y*ou can still be affected by power and phone outages even if you’re not directly affected by floods/cyclones etc.*  *Local councils can advise whether your pharmacy is in a flood-prone area.* |  |  |
| What are the emergency management planning provisions in your state/territory? What provisions are relevant to your business? |  |  |
| What are the relevant regulations in your location related to hazardous substances? |  |  |
| What procedures do you already have in place? Revise and make sure they’re current. |  |  |
| In situations that require evacuation, what route will you take? Do you have a back-up route in case your planned route is inaccessible? |  |  |

|  |  |  |
| --- | --- | --- |
| Do you have an Emergency Kit in the pharmacy? It should contain:   * *portable radio* * *torch* * *spare batteries* * *first aid kit* * *non-perishable food and water supplies* * *sturdy gloves* * *waterproof bags* * *candles and matches* * *copies of important documents (e.g. insurance details) in sealable plastic bags.* |  |  |
| Do you have contact details for your suppliers stored outside of the pharmacy? Consider how you might respond to supply chain disruption.  *During emergencies* [*your local Guild Branch*](https://www.guild.org.au/guild-branches) *will work with wholesalers, local councils and the SES to try and ensure medicines can be delivered so stay in contact with the Guild.* |  |  |
| Do you have a back-up plan for cold chain medicines if power to the pharmacy is lost? |  |  |
| How will you protect your data and your network? When’s the last time you backed up your data?  *Every pharmacy should have the ability to complete regular internal and external backups. One of the backups should be stored off premises.* |  |  |
| Do you know how to divert your business phone? Do you have a recorded message advising customers you are closed and when you might re-open? This is important for helping customers to know how to access their medicines. |  |  |
| How will you alert the facilities you service (e.g. nursing homes) and keep them informed? Who is responsible for this and do they have the appropriate contacts stored away from the pharmacy? Do you have a plan for supplying Dose Administration Aids? |  |  |
| Do you have important contact details for an emergency displayed in the pharmacy? |  |  |
| Where will you keep your Emergency Management Plan to ensure quick access during an emergency? |  |  |

**C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0293236.wmfResource:** Use the Emergency Assessment Template to help you assess on which emergencies you should focus. An Emergency Management Plan needs to be clear, simple, concise and useful.   
  
**Resource:** The Quality Care Pharmacy Program (QCPP) maintains that a pharmacy has a system for identifying and managing potentially dangerous or hazardous situations and emergencies, and ensuring the safety and security of staff, customers and assets per *Element 17* – *Maintaining Safety and Security.*    
  
**Other useful resources for emergency planning**[www.em.gov.au](http://www.em.gov.au) Information on how to prepare for the most common natural hazards in Australia.  
  
[www.guildinsurance.com.au/riskhq](http://www.guildinsurance.com.au/riskhq) Key areas of risk for pharmacies.

**Staff issues**

During an emergency, you may be in a position where staff are unable to work in your pharmacy, or unable to get to work due to flooding, fire etc. It is important that you are aware of your obligations as an employer so that you are prepared for such a situation.

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**Resource:** In the first instance, your [Guild Branch Workplace Relations](https://www.guild.org.au/guild-branches) staff are best placed to make you aware of the requirements relevant to your business during an emergency. The [Fair Work Ombudsman](https://www.fairwork.gov.au/) is also available on 13 13 94.

**Important things to know when:**

**Your pharmacy cannot operate decisions related to staff management will need to consider the following.**

The *Fair Work Act 2009* (the Act)[[2]](#footnote-2) includes provisions which enable employers to stand down employees, without pay, where they cannot usefully be employed during a period because of any stoppage of work for which the employer cannot reasonably be held responsible, e.g. a natural disaster.

* It is not mandatory for stand downs to be unpaid. An employer may choose to pay employees at their discretion.
* Provisions of the Act only operate where the employee’s industrial instrument or contract of employment does not contain a stand down provision that deals with the same circumstances.
* An award or agreement under the Act may include terms requiring an employee, or allowing an employee to be required to take paid annual leave in particular circumstances, but only if the requirement is reasonable.
* Employees who are award or agreement free can be required to take paid annual leave if the requirement is reasonable.
* If you do stand down, notify those employees in writing (where possible), including the date which the stand down commences, whether they will or will not be paid and the effect on other employment entitlements. An employer should also endeavour to update employees regarding when they believe the stand down will end.
* Consider alternatives to standing down, such as allowing the use of accrued paid leave, or where there is more than one pharmacy in the area and not all sites are affected by the event, consider options for sharing work and hours among sites on a voluntary basis.

**A staff member cannot get to work**

* Employers are not financially liable when an employee is unable to attend work because of a natural disaster. In such cases, by mutual agreement, employees can access annual leave. Otherwise it is unpaid leave

**A staff member requests to take leave to care for a relation/children during school closure etc.**

* Emergencies often result in employees requiring time off to care for themselves or their family. For example, employees (other than casual employees) that sustained an injury during the event may be entitled to personal leave, or if the employee’s child’s school is closed, they may be eligible for personal/carer’s leave.
* Employees may be requested to volunteer to assist the community with emergency relief activities through recognised emergency management bodies.
* Under the National Employment Standards (NES)[[3]](#footnote-3) employees who have exhausted their paid personal / carer’s leave entitlement, and casual employees, are eligible for up to 2 days unpaid carer’s leave per occasion to provide care and support to a family or household member due to illness, injury or in the event of an unexpected emergency.

### Emergency Management Plan Checklist – Staff Issues

|  |  |  |
| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| How will you communicate the EMP to staff and ensure that it is regularly reviewed?  *You could dedicate a staff meeting to going through the most important points.* |  |  |
| Decide at what point staff leave when an emergency is threatening to affect the area. Who is responsible for the decision and gives the order? |  |  |
| Which staff members will stay or should all staff leave? I.e. Is your command chain clear? |  |  |
| Will certain staff members be asked to return in the recovery phase? |  |  |
| Is there a site map of your pharmacy with exits and emergency equipment clearly shown and an evacuation plan?  *An example is included in the Emergency Management Plan Template.* |  |  |
| Who will be in charge of “counting heads” to make sure everyone has left the pharmacy? |  |  |
| Are any staff members first aid trained? Is everyone aware of who this is? |  |  |
| How will you keep your staff informed?  *Appoint someone to initiate a ‘communications tree’ (included in Pharmacy EMP template)* |  |  |
| Do all staff member have up-to-date contact details for owners/management? (Including a home/mobile number.) |  |  |
| Are all your staff contact details up-to-date? |  |  |
| Is any employee an emergency services volunteer? |  |  |

## ****Insurance and financial considerations****

Spending time on understanding your insurance cover now could save you spending thousands in the wake of an emergency. For example, many think of the obvious issues around stock damage impacted by fires and floods. Few consider the possible damage caused by soot from even a minor fire, or if your sprinklers go off.

You should consider discussing your EMP with your insurance provider.

### EMP Research Checklist – Insurance

|  |  |  |
| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| Do you have the type of insurance cover required according to your risk? Check with your insurance company? Does your insurance cover such things as debris removal and clean-up activities? |  |  |
| Record regular stock takes. It’s important to record regular stock takes via your point of sale system to identify a level of stock holding in the pharmacy. |  |  |
| Have you taken photographs of the pharmacy for insurance purposes prior to an emergency? It is also important to take photographic evidence after the event but before clean-up activities commence. Where possible, make note of brands and models. |  |  |
| Do you know of the tax implications relating to insurance payments? This will depend on the type and extent of repair and restoration that is done to an income-producing property[[4]](#footnote-4) |  |  |
| Would your insurance policy cover losses associated with a pandemic? Standard insurance policies will generally not these because insurance is not targeted towards the specific causes of the financial losses, such as lower product demand or staff absenteeism[[5]](#footnote-5). In addition, insurance policies often contain ‘force majeure’ clauses to protect insurers from incurring excessive liabilities. |  |  |

**To note**: If you are having difficulty with your insurer regarding your claim, you can contact the [Financial Ombudsman Service](https://www.fos.org.au/) on 1800 337 444. The Financial Ombudsman Service is an independent and free dispute resolution service approved by ASIC.

**C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0293236.wmfResource**: There are provisions through the [Australian Taxation Office](https://www.ato.gov.au/individuals/dealing-with-disasters/) regarding tax obligations if you have been affected by an emergency.

# Maintaining Consumer Access to Medicines in an Emergency

Pharmacists play a critical role in ensuring continuity of medicine supply to consumers in emergency situations, where they may have lost or do not have access to their medicines and/or prescriptions, may have lost or be unable to access relevant identification, may have limited or no access to their funds, and may also be attending an unfamiliar pharmacy which does not have their details on file.

Pharmacists can assist consumers by providing information on most efficient options for accessing essential medicines during an emergency situation; including any triggered natural disaster prescription provisions.

It is essential that you keep accurate records of supply of prescription medicines. Use the ‘Emergency Supply Record Form’.

## Regulatory arrangements for emergency medicine supply

Both Commonwealth and State/Territory legislation require that *Prescription Only* (S4) and *Controlled* (S8) medicines only be supplied on presentation of a prescription, and medicines to be subsidised under the Pharmaceutical Benefits Scheme (PBS) require a valid prescription.

However, there are allowances that enable pharmacists to supply a prescription medicine in emergencies:

* In urgent cases and where State/Territory law allows, pharmacists can supply a pharmaceutical benefit to a person without a PBS prescription, provided details of the prescription are given by the prescriber via telephone or other means. The prescriber must then forward the written PBS prescription and duplicate to the pharmacist within seven days of the date of supply.
* Where a pharmaceutical benefit needs prior approval from the Department of Human Services (Medicare) or the Department of Veterans Affairs, the prescriber must obtain approval and then advise the pharmacist of the PBS prescription and approval details. Only an original supply can be provided in this manner, not repeats
* Where it is not possible to contact the prescriber, State/Territory legislation allows for an ‘emergency supply’ of medicines without a prescription. There are limitations to the quantity and types of medicines that can be supplied, and medicines supplied in this manner are not subsidised under the PBS.
* Subject to State/Territory legislation, ‘Continued Dispensing’ enables pharmacists to supply a standard pack of an eligible medicine to consumers under defined circumstances. Continued Dispensing supplies are subsidised under the PBS.

**C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0293236.wmfResource:** In the event of an emergency, check with the [Guild Branch](https://www.guild.org.au/guild-branches) for the latest information and fact sheets from the Department of Health and Department of Human Services (Medicare)

### Emergency Management Plan Research Checklist – Medicines Supply

|  |  |  |
| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| Are you aware of the issues (if any) regarding the supply of medicines without a prescription in accordance with Commonwealth and/or State legislation? Have you communicated this to your management staff so everyone is aware? |  |  |
| Do you have arrangements in place to support consumer access to prescription medicines where they have little or no access to personal funds? |  |  |
| What arrangements do you have in place for prescripts you hold on file to maintain consumer access? How will you communicate to relevant consumers where/when they are able to access the prescriptions they have on file with you? |  |  |
| What preparations should be made to access Opioid Dependence Treatment (ODT) supplies? Consideration needs to be given to take-away doses, recording and dosing, temporary transfer patients who are unable to attend their usual dosing point, and the impact of the emergency situation on concomitant substance misuse. |  |  |
| What preparations should be made to provide alternative arrangements for Aged Care facilities? |  |  |
| Consider situations where you have limited supplies of essential medicines – how will you ration supplies to consumers? Have you thought of which medicines may be in high demand during and after an emergency situation? |  |  |
| How will you ensure prescribers have access to information regarding the emergency supply of medicines after the event? |  |  |

# ****Specific emergencies****

### Emergency Management Plan Research Checklist - Flood

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| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| Check your insurance cover. For flood in particular it’s important that your carefully check the wording of your insurance cover so you don’t get caught out. |  |  |
| What ‘type’ of flooding is likely to occur? e.g. riverine, dam failure, coastal storm surge, flash flooding |  |  |
| Do you understand Flood Warnings and Flood Classification Levels? |  |  |
| What hazardous chemicals, poisons and other materials may need to be elevated so they do not contaminate floodwaters? |  |  |
| Where are the cut-off points for water, gas and electricity? |  |  |
| What key assets and equipment can be elevated or otherwise protected from flood waters? |  |  |
| Does your evacuation planning take into account checking which roads might be closed during flooding? Think about including useful websites etc. on your Emergency Contact List |  |  |
| If evacuation is not possible, where is the safest area for you, staff and consumers to wait for assistance? It may not always be safe to leave the premises. |  |  |

### Emergency Management Plan Research Checklist – Cyclone

**To note:** The cyclone season in Australia officially commences on 1 November and ceases on 30 April each year. Cyclones often include heavy rainfall, flooding and abnormally high tides so consider the information under ‘flood’ as well.

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| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| Is your property adequately maintained prior to cyclone season? This includes checking the roof, eaves, gutters and any trees located near the pharmacy. |  |  |
| Is your building built to cyclone standards? Check with your local council. |  |  |
| Do you know where emergency shelters are located near you? Check with your local council. |  |  |
| What is the strongest part of the premises (usually the smallest room) in case you need to seek shelter in your pharmacy? How many people will this accommodate? |  |  |
| Do you understand Cyclone Advice and Warnings? |  |  |

### Emergency Management Plan Research Checklist - Fire

**To note:** Embers can travel many kilometres, so even if not directly threatened you may be impacted.

|  |  |  |
| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| Is your business within a ‘bushland’ area? |  |  |
| Do you understand Fire Danger Ratings and Bush Fire Alert Messages? |  |  |
| What will the trigger be to ‘leave’ or ‘stay and defend’? A Fire Danger Rating of Catastrophic (red) means immediate evacuation[[6]](#footnote-6). |  |  |
| Do you have well maintained resources and equipment? Does everyone know how to use them? |  |  |
| Do you have access to water for firefighting purposes e.g. a tank or dam? Town water supplies can fail during emergencies. |  |  |
| Do you have appropriate personal protective clothing? |  |  |
| What you will do if you have no time to leave and a fire threatens? Consider where you, staff and consumers will shelter. |  |  |
| Is the property adequately maintained? This includes checking the roof, eaves, gutters and any trees located near the pharmacy. |  |  |
| What will you do after the fire? You may need to patrol your business for many hours as an ember or spark can impact up to 8 hours after the fire. |  |  |

### ****Emergency Management Plan Research Checklist - Influenza Pandemic Preparedness****

**To note:** A ‘pandemic’ is an epidemic on a global scale. Influenza pandemics have only ever been related to the Influenza A virus[[7]](#footnote-7). Even a mild pandemic or a severe epidemic is likely to have a significant impact on the health sector and the community.

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| --- | --- | --- |
| TO CONSIDER | NOTES |  |
| Are you aware of the state/territory pandemic plan and how this may impact on pharmacy services? Will you be considered ‘front line’ for the receipt of antivirals? |  |  |
| Will you be able to maintain a supply of antivirals, other medicines and products of high demand? Transport of supplies may be impacted by quarantine provisions and disruption to the supplier’s own business. |  |  |
| Will you provide personal protective equipment (PPE) for staff? Do staff know how to use PPE? |  |  |
| Do you provide seasonal influenza vaccination to staff? |  |  |
| Which staff will need to be involved in the situation? |  |  |
| What services will you cease? When will you choose to close? Identify core business activities, staffing and skills. Will you continue to service external facilities such as aged care? |  |  |
| How will you manage consumer flow? Deciding how consumers would enter, move through and leave a pharmacy during a pandemic is important. Will you limit the number of consumers in the premises at any one time to assist with ‘social distancing’? |  |  |
| Where will you redirect consumers experiencing symptoms? Will you place signage at entrance redirecting consumers before they enter? If they enter, will you provide masks? |  |  |
| If you close the pharmacy, what security measures do you have in place? Pandemics can cause fear and anxiety which may result in consumers looting pharmacies for supplies. |  |  |

### ****Other emergencies to consider – Blank template****

Here is a blank table to create your own research checklist if you have identified other emergencies that may impact on your pharmacy. These may include:

* Storms – including extended power blackouts, thunderstorms, hail, strong winds.
* Explosions – particularly if your pharmacy is located in an industrial area or near a service station.
* Heatwave - long periods of extreme heat can have serious impact on people's health. Certain groups are especially vulnerable including the elderly, infants and young children and people with chronic medical problems or taking certain medicines.

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| TO CONSIDER | NOTES |  |
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# Business Recovery (Continuity)

An effective EMP should include guidelines on how to resume critical business activities *after* an emergency has occurred. Going through this process will help you to consider how you will get your pharmacy ‘back to business’ after facing an emergency.

**C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0293236.wmfResource:** Refer to your completed Emergency Assessment Template

**To note:** You may be eligible for financial assistance during the recovery phase of an emergency. For more information:

* Contact your [local Guild branch](https://www.guild.org.au/guild-branches)
* See [Australian Government Disaster Assist](http://www.disasterassist.gov.au/Pages/default.aspx)
  + Contact the [Australian Government Emergency Information](http://www.australia.gov.au/information-and-services/public-safety-and-law/emergency-services) Line

on 180 2266

After the recovery it is essential that you revisit you Emergency Management Plan. While it will not be a priority during the emergency or recovery phase, try and keep a list of things that can be later reviewed as lessons learned and how you can minimise them in future.

**C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0293236.wmfResource:** There are a number of resources available to you during the recovery period:

* Contact your[Guild Branch](https://www.guild.org.au/guild-branches)
* [Small Business Support Line](http://www.business.gov.au/contact-us/Pages/phone.aspx) 13 28 46

**Support for pharmacists**

The [Pharmacists’ Support Service](http://www.supportforpharmacists.org.au/) (PSS) offers a free telephone support service. The service is discreet, anonymous and provided by specialist pharmacists training in telephone counselling. It offers a listening ear, information and referrals to pharmacists who are experiencing stress and trauma. 1300 244 910 between 8am and 11pm.

**Support for staff & customers**

Your local area may provide support and counselling service post-emergency.

[Lifeline](https://www.lifeline.org.au/) 13 11 14

### Emergency Management Plan Research Checklist – Business Recovery

| TO CONSIDER | NOTES |  |
| --- | --- | --- |
| Do you know the contact details for those responsible for emergency recovery in your state/territory? |  |  |
| Will you remain closed until fully repaired/operational? What are the implications to you and the community? How long could you financially cope with a closed business? |  |  |
| Will you only offer core services? Which services will these be and what will be required? This is dependent on the level of damage to the pharmacy and surrounding infrastructure. |  |  |
| How will you communicate to customers about services you can offer in the recovery period? |  |  |
| How will the pharmacy be impacted if phone/ internet services are unavailable for a prolonged period? |  |  |
| Do you have a plan for how you will operate if your pharmacy is without power for hours/days? Do you have access to back-up power sources to maintain cold chain? |  |  |
| How will you manage payment arrangements to banks and suppliers? Contact these organisations and see what provisions they may have for emergencies. |  |  |
| Will you temporarily relocate your pharmacy? Check what legislation may apply if you are operating out of an alternative location. You may need to notify Medicare. |  |  |
| Will you organise counselling for yourself and your employees? More details below. |  |  |
| How will you ensure safety of those involved in any clean-up activities? Talk to your SES and OH&S agency. |  |  |
| How will you retrieve any offsite data backups and restore/recreate your systems? If data is lost, who will you contact? |  |  |
| How will you dispose of damaged medicines and other products appropriately? |  |  |
| Schedule 8 drugs must be disposed of according to state legislation. *If paperwork or electronic records of Schedule prescriptions dispensed have been lost, you may need to contact your state health department.* |  |  |
| How can you make improvements to prepare for another emergency during any repair/rebuilding? |  |  |

# Documenting your Emergency Management Plan

Having researched how an emergency might impact your pharmacy and the procedures you’ll need to have in place, you’re ready to document the Emergency Management Plan.

**Emergency Management Plan Checklist**

At the very least, your Emergency Management Plan should cover:

* Evacuation procedures, with a primary and secondary evacuation route
* Consideration of the evacuation needs of all consumers including those with a disability
* How to protect business assets: staff, equipment, stock, facilities, IT systems, etc.
* Staff contact details and the safety of staff whilst travelling to the business during the emergency and recovery periods
* Diversion of pharmacy phones to an accessible mobile
* Steps to ensure the Guild has up-to-date contact details, including mobile numbers
* Alternative arrangements for supply to facilities, such as Aged Care Facilities
* Backup arrangements for data records
* Dealing with hazardous materials
* Forecasting and prioritising external demand for your services
* Local contact details for relevant emergency services, and
* Business recovery considerations after an incident.

**C:\Program Files\Microsoft Office\MEDIA\CAGCAT10\j0293236.wmf**  
**Resource:** Pharmacy Emergency Management Plan template

# Emergency Assessment Template

List the potential risks to your pharmacy (in order of likelihood) after completing the research checklists. This will help you to identify which potential emergencies to focus your planning on.

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Impact** | **Likelihood** | **Include in EMP?** |
| *Description of the potential emergency and impact to your pharmacy.* | *High, Medium, Low.* | *Highly Unlikely, Unlikely,*  *Likely, Highly Likely.* |  |
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Identify the critical areas of your pharmacy and any protection strategies.

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| --- | --- | --- | --- |
| **Rank** | **Critical business areas** | **Impact if failed** | **Protection strategies** |
|  | *Description: equipment, suppliers, documents, systems or even procedures* | *Describe the potential impact on your business if this critical area fails.* | *What strategies do you have that minimise the impact to these things in an emergency?* |
| e.g | Maintain cold chain, or data security |  |  |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

# Emergency Supply Record Form

This form is to be used for emergency supply of ALL medicines including first aid supplies, toiletries and incidentals. It is important that the pharmacy keeps a record of ALL goods provided under emergency conditions.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| PHARMACY NAME |  | | | | APPROVAL NUMBER | |  |
| ADDRESS |  | | | | PHONE NUMBERR | |  |
|  | | | | | | | |
| PATIENT’S REGULAR PHARMACY (if applicable) |  | | | | | | |
|  | | | | | | | |
| PATIENTS NAME |  | | | | MOBILE | |  |
| ADDRESS |  | | | | HOME PHONE | |  |
|  | | | | WORK PHONE | |  |
| MEDICARE NUMBER |  | | | | DOCTOR | |  |
| CONCESSION CARD |  | | | | TODAY’S DATE | |  |
| Reason for emergency supply |  | | | | | | |
|  | | | | | | | |
| MEDICINES NAME | | FORM | STRENGTH | QTY | AMOUNT CHARGED TO PATIENT | *PHARMACY USE ONLY* | |
| |  | | --- | | *Example: Irbesartan* | | | *Tablet* | *150mg* | *30* | *$5.40* |  | |
|  | |  |  |  |  |  | |
|  | |  |  |  |  |  | |
|  | |  |  |  |  |  | |
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|  | |  |  |  |  |  | |
|  | |  |  |  |  |  | |
|  | |  |  |  |  |  | |
| **DECLARATION: I certify I have received this medication under an emergency situation.** | | | | | | | |
| Signature: | | | | | | Date: | |
| Name of pharmacy staff member recording details: | | | | | | | |
| Signature: | | | | | | Date: | |

# Pharmacy Emergency Management Plan Template

**Pharmacy Details**

**Name:**

**Location:**

**Date:**

**Signed:**

**Review date:**

**Emergency Response Co-ordinator (ERC)**

The person who serves as the main contact person for the pharmacy in an emergency.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Name: | Contact phone number: | Alternative number: | e-mail: |
| Primary Contact |  |  |  |  |
| Secondary Contact |  |  |  |  |

**Emergency Contact Numbers**

Include local hospitals, local emergency services, local council, wholesaler details.

|  |  |
| --- | --- |
| Guild Branch |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

**Communication to employees - ‘Phone tree’**

We will communicate to employees in the event of an emergency in the following way:

Initial communication by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_to\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Sample message:**

There is a [event]. The pharmacy will be closed from [time and date]. I will call again at [enter time and date] to give you an update on what is happening. If the situation settles I will call as soon as I know. Please call [name] on the phone tree and repeat this message.

**Employee contact details:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Contact number | Alternative number | Next of Kin contact |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Emergency Equipment**

**Location Details**

Fire extinguisher:

Fire hose:

Personal protective equipment:

Emergency communication equipment:

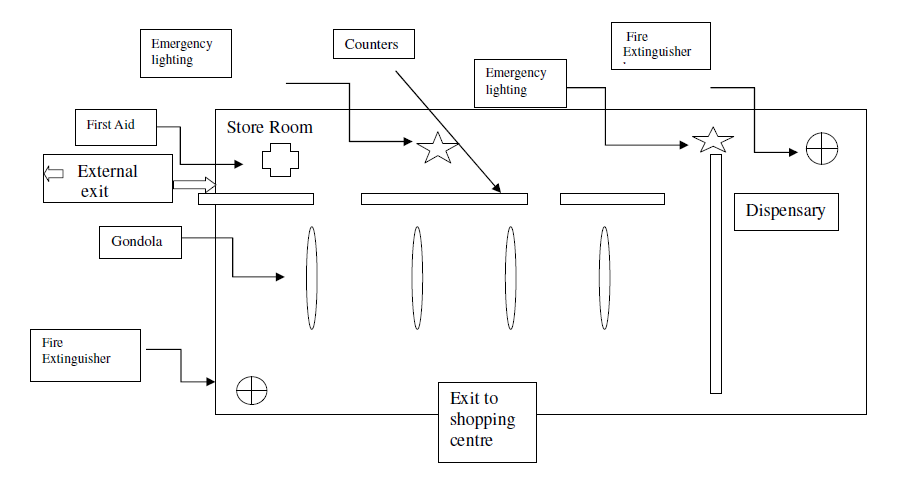
Emergency Kit/First Aid:

**Employees that have received emergency equipment training:**

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Shift or hours of work | Equipment trained to use | Training date |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Employees that have received first aid training**

|  |  |  |
| --- | --- | --- |
| Name | Shift or hours of work | Training date |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Site map of Pharmacy (example)**

**Procedures for Evacuation – quick reference**

Evacuation plan for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* We have ensured that exits are clearly marked.
* We will practice evacuation procedures \_\_\_\_ times a year.
* It takes \_\_\_\_\_\_\_ minutes to fully evacuate the pharmacy.

If we must leave the pharmacy quickly, we will follow this evacuation procedure:

| Emergency & Reference to full procedure[[8]](#footnote-8) | What to do | Evacuation point/address |
| --- | --- | --- |
| ***Fire***  *On shared drive under 'Emergency' folder. Printed copy in main filing cabinet.* | *Numbered basic instructions that are easy to read in the situation and follow – it is a ‘quick reference’ so try and limit it to one page for each identified emergency.*  *This should be based on the research previously undertaken, using the research checklists.*  *Remember: it is essential to practice and review.*  *Consider laminating each one-page procedure in addition to a copy within the EMP for quick access.* | *1. Corner Safe Street and Sound Lane, City.*  *2.* |
|  |  |  |
|  |  |  |

**Recovery**

**Contacts**

|  |  |  |  |
| --- | --- | --- | --- |
| Contact Type | Organisation Name | Contact | Details/notes |
| **Insurance** |  |  |  |
| **Telephone/ internet provider** |  |  |  |
| **Bank/building society** |  |  |  |
| **Supplier (Main)** |  |  |  |
| **Supplier (Backup)** |  |  |  |
| **Accountant** |  |  |  |
| **Lawyer** |  |  |  |
|  |  |  |  |

**Damage assessment**

Remember - take photographic evidence if possible prior to any clean-up activities.

|  |  |  |  |
| --- | --- | --- | --- |
| Item/damage | Action | Resources needed | Actioned/notes |
| *List damage to buildings, assets, stock, documents* | *Repair, replace, rebuild?* | *e.g service providers, employees, building materials, emergency services* | *Who have you contacted? What has been agreed?* |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**I**

**Insurance claims**

|  |  |  |  |
| --- | --- | --- | --- |
| Insurance company | Date of contact | Details of conversation/claim | Follow up actions |
|  |  | *e.g. When will the assessor visit? Did you receive an estimated claim amount?* | *Is there any information the insurer requires to process the claim? Are there any special instructions the insurer has asked you to do/not do?* |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

1. Australian Government Work Health and Safety Regulations 2011, under section 276 of the *Work Health and Safety Act 2011* (some exceptions may exist for Western Australia). [↑](#footnote-ref-1)
2. Some exceptions may exist for Western Australia [↑](#footnote-ref-2)
3. As of 1 January 2010, the NES apply to all employees covered by the national workplace relations system, regardless of the applicable fair work instrument or contract of employment. [↑](#footnote-ref-3)
4. Australian Taxation Office website ‘*Guide to dealing with disasters’* [accessed 23/5/13] [↑](#footnote-ref-4)
5. Australian Government ‘*Being prepared for a Human Influenza Pandemic: A Business Continuity Guide for Australian Businesses’* [↑](#footnote-ref-5)
6. Catastrophic (red) - Any fire that starts and takes hold will be so intense that it won’t be safe to ‘Stay and Defend’ in any situation. [↑](#footnote-ref-6)
7. Australian Government ‘*National Action Plan for Human Influenza Pandemic’* (2011) [↑](#footnote-ref-7)
8. If you are in an area that experiences frequent emergencies, it is suggested that you have a more comprehensive plan/document specific to that emergency. [↑](#footnote-ref-8)