

Emergency Management Policy

Keeping You Safe in an Emergency

At Bloom Healthcare, your health, safety, and wellbeing are very important - especially in an emergency.

An emergency might be:

- A bushfire
- A flood or storm
- A power outage
- A pandemic like COVID-19
- Something unexpected that stops your regular supports

What This Policy Does

This policy helps Bloom Healthcare:

- Keep you safe and supported in an emergency
- Make sure you still get the services you need
- Use Telehealth (online appointments) if we can't visit in person
- Talk clearly with you and your support people
- Train staff to know what to do

Personal Emergency Plans

You will have your own emergency plan. This plan:

- Is made just for you
- Includes your medical and support needs
- Says who will help you
- Can include PPE (like masks or gloves) if needed

We will:

- Review your plan regularly
- Involve you and your support people when we make it
- Use pictures or plain words so it's easy to understand

Talking to You in an Emergency

We will:

- Share updates using email, phone, or messages
- Tell your family or support team what's happening
- Make sure our staff are trained and know their roles

You can also find our emergency policy in your:

- Welcome pack
- On the Bloom Healthcare website

What Kind of Emergencies?

This policy is for:

- Bushfires, floods, storms
- Illness outbreaks like the flu or COVID
- Power blackouts or other problems that stop services

Using Telehealth

If we can't come to your home, we may use telehealth. This means:

- Talking to your clinician on a video or phone call
- Getting support from home
- Still getting important care even during an emergency

PPE and Staff Training

All our staff:

- Learn how to use Personal Protective Equipment (PPE)
- Do infection control training every year
- Are shown how to help you safely in all situations

We may also give you information or training on:

- What to do in an emergency
- How to use Telehealth
- How to stay safe at home

Making Sure Services Continue

We will try to keep your services going:

- With face-to-face visits (if safe)
- Using phone or video calls
- By finding other ways to help you

If something changes, we'll always let you know.

Checking and Improving the Plan

We regularly:

- Test our emergency plans
- Ask for your feedback
- Update the plans to make them better
- Train our team to keep everything running smoothly

Want to Know More?

- You can ask your clinician or a manager about your emergency plan.
- You can get a copy of this policy in a format that suits you.

We are here to support you - every day, and in every situation.