

 bendigo  
Community Health  
services

## Emergency Management Planning

**Bendigo Community Health Services**

Karen Bentley  
Executive Director Organisational Support

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## Who are we at BCHS?



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## Our Services

- We deliver over 50 programs in the Greater Bendigo region
  - GP and Allied Health Services
  - Prevention and Population health
  - AOD/NSP
  - Mental health and counselling
  - Sexual health/Women's health/Men's health
  - Refugee health & settlement services
  - Kidz space, Children/Youth and families, headspace

*"Our programs seek to wrap services around those in need and seek out the cause of disadvantage to support change"*

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### Our Vision

Healthiest People, Healthiest Community,  
Excellence in Service and Innovation



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### Where We Live



Eaglehawk  
3 Seymoure Street



- GP Services
- Podiatry
- Healthy Communities

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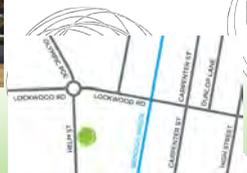
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### Where We Live



Kangaroo Flat  
13 Helm Street



- Children, youth and family services (kidz space),
- AOD services (pharmacotherapy)

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### Where We Live



Central  
171 Hargreaves Street



- Sexual health (including youth)
- Women's health
- Refugee services

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### Where We Live



Elmore  
46 Jeffrey Street



- Planned Activity Group
- Allied Health Services

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### Where We Live



Holdsworth Road  
• Alcohol and Other Drugs

Nova House  
• Residential withdrawal house

headspace  
78-80 Pall Mall  
• Youth mental health service



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### OUR APPROACH TO HEAT HEALTH

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### Our approach to heat health

- First BCHS Heat Health plan developed in 2012/13
- Annual review process completed by September each year
- Operates from November to February
- Informed by the Victorian Heat Health plan.



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### Purpose

- Designed to
  - get all BCHS staff, volunteers and service providers prepared for heat health days
  - Have a plan for actions that need to happen on a health declared days
  - Enables us to respond to the Heat Health Alert System (HHAS)



*There is no single agency that has complete responsibility for building, maintaining and protecting the health of at-risk populations in a heatwave. As such, it is important that individuals, government and the broader community work together to reduce the health impacts associated with heatwaves and provide support to those most vulnerable in the community.*  
(Heatwave Plan for Victoria 2014-15)

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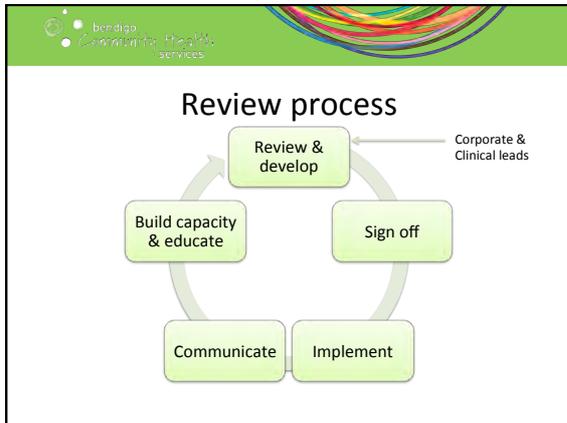
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**Elements of our plan**

- General info
- Definitions
- Legislation
- Quality
- At Risk Groups
- ACTION PLAN
- Resources

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**Pre-heatwave clinical planning**

- Review your knowledge
  - Understand the mechanisms of heat illnesses, clinical manifestations, diagnosis and treatment
  - Recognise early signs of heatstroke, which is a medical emergency
  - Be aware of how to initiate proper cooling and resuscitative measures
  - Be aware of the risk factors in heat-related illness

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 **Review your patients**

- Identify patients at risk and educate them about heat illnesses and prevention
- Educate carers of children, older people and people with cognitive impairment or disability
- Include a pre-summer medical assessment and heat advice into routine care for people with chronic disease
- Reduction of heat exposure, fluid intake, medication
- Be aware of potential side effects of medicines and adjust dose if necessary

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 **Review your patients**

- Be aware that high temperatures can adversely affect the efficacy of drugs
- Make decisions on an individual basis (there are no standards for alteration in medications during hot weather)
- Monitor drug therapy and fluid intake, especially in the older people and those with advanced cardiac diseases
- Encourage appropriate behaviour such as reducing excessive clothing, using cooling devices at home and discourage avoidance of fluids due to continence issues

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 **Review your practice and systems**

- Appoint a person responsible for planning a heatwave response
- Hold team meetings to discuss the practice response to a heatwave, develop a written policy, and review the practice
- Triage policy and conduct yearly heatwave meetings prior to summer to refresh practice staff
- Develop and implement a communication policy to keep staff updated if a heatwave is forecast

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**Review your practice and systems**

- Ensure the practice is heatwave-friendly for patients and staff with a cool waiting room, water available, blinds closed to block the sun and staffs breaks for drinks
- Have phone numbers of key resources within easy access – emergency departments, local HACC services, RDNS and website of Department of Health heatwave resources
- Have up-to-date heatwave take home resources for patients and their carers
- Have a plan in case the power goes out, for example what to do with vaccine fridges

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**Review your practice and systems**

- Consider adding a question on the over 75 health assessment that asks a patient to consider their personal care during a heatwave
- Think about heatwave planning for all vulnerable groups when writing GP Management Plans
- Remember the practice is a community service which may have additional responsibilities during a heatwave
- Plan for staff shortages, for example, if there is a Code Red Day or the GP is also the VMO
- After the heatwave, have an evaluation meeting with staff to discuss how they dealt with it, what went well, what needs improvement

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**The Action Plan**

Who	Preparation	What and how	Action on declared day	Notify
SM Prevention and Population Health	Notify participants that extreme weather/CODE RED → cancellation of activities. Information will be disseminated verbally and in written format regarding staying healthy in the heat and Code Red.	Information handed to participants and protocols revisited at walks  Provide information sessions client information and display signage	<b>Walking program</b> – If Heat health is declared – walking program is to be cancelled.  <b>Strength Training</b> Provide client education and focus on adequate hydration and ensure safe travel on high heat days.	Notify DH Include in reports to DSS
Integrated Health Care	Staff will provide relevant written and spoken information to clients about risks of exposure to sun/heat for all ages and the need to stay		<b>Podiatry Home Visits</b> To be conducted in the am if Heat Health day declared unless clients home has adequate cooling	

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- The preparation and action depends on the program
- Modified for other impacts
  - Eaglehawk aircon
- Consideration of both clients and staff
  - Reschedule appts to cooler times of day
- Increased vigilance

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<b>When a day is declared</b>	<b>At the end of the season</b>
<ul style="list-style-type: none"><li>• CEO notified</li><li>• All relevant staff notified</li><li>• Action plan implemented</li></ul>	<ul style="list-style-type: none"><li>• Record what happened</li><li>• Review and improve</li></ul>

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### BCHS Emergency Response

- Covers what to do in:
  - Extreme heat/weather
  - Severe/extreme /total fire ban danger days
  - Code Red Fire Danger Day
  - Fire Imminent (assume not code red day)
  - Power outage
- Related documents and kits
  - Evacuation plans, bushfire support kits etc

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**Thankyou**

This presentation can be found on our website [www.bchs.com.au](http://www.bchs.com.au)

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