 **“Be Prepared” Emergency Plan - Pharmacy**

**(What you can do now!)**

**An emergency plan details what you and your colleagues will do when a disaster strikes to keep yourselves and your customers safe**

# First Things First

* Appoint a ‘lead’ emergency planner in the team.
* Identify the emergencies you might need to plan for and discuss with your team the risks or hazards that are most relevant to your pharmacy.
* Find where your mains water is connected, where your electricity control box is, and where your gas shutoff valve is (is you have one).
* Complete your emergency plan and put it with your emergency kit (include a copy of your building and floor plan).
* Draw up your emergency evacuation plan and post it where it’s visible.
* Identify how emergency procedures will be tested; running emergency drills, debriefs.

# Key Contacts (templates attached)

* Ensure staff contact details are up to date; update at least twice a year. Identify how you will contact staff during an emergency. Compile a list of key contacts with physical address, email, land line and mobile numbers; update twice a year (e.g. when you do CD register).
* Keep electronic copy of all contacts on front desk computer; keep copy on a ‘flash’ drive; keep updated hard copy in Emergency kit.

# Keep a hard copy near the designated ‘lead’ emergency planner and a copy available in a readily accessible emergency folder.Equipment and Supplies (sample list attached)

* List essential supplies to be readily available for use in the practice/pharmacy or which can be taken to an alternate site for basic operation.
* Do you need a generator or power banks? (Ensure appropriate connection points are available)? What services do you think you’ll be supplying in an emergency? You will need to match your generator power with what you need to use.
* Charge your cell phone(s)

# Computer Back-Up

* Your solution may vary depending on whether you are cloud-based or server-based.
* Where paper records are used, a means of ensuring documents are kept secure.

**Useful Resources**

* [Emergency planning for businesses — business.govt.nz](https://www.business.govt.nz/risks-and-operations/planning-for-the-unexpected-bcp/emergency-planning-for-businesses)
* [Home — Get Ready (NZ Civil Defence) — Emergency preparedness in New Zealand](https://getready.govt.nz/)

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| **Staff Details** |
| Name:  |  |
| Position: |  |
| Home address: |  |
| Travel time from home to work:  | □ within 5 mins | □ within 15 mins | □ within 30 mins |
| Home phone:  |  | Mobile:  |  |
| Home email address: |  |
| Frequency home email accessed:  | □ daily | □ weekly | □ monthly |
| Preferred method of contact out of hours |
| Additional skills: |
| **Next of Kin Details** |
| Name: |  | Relationship: |  |
| Address: |  |
| Home phone:  |  | Mobile:  |  | Work: |  |

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| --- | --- | --- | --- |
| Form completed by (name): |  | Date: |  |

| **Emergency/Health related****contacts**  | **Email Address / Website** | **Phone** | **Contact Person / Notes** |
| --- | --- | --- | --- |
| **Emergency Services** |  |  |  |
| Police  | <https://www.police.govt.nz/about-us/structure/police-districts/canterbury> | 111 (in an emergency)105 (non-emergency) |  |
| Ambulance  | <https://www.stjohn.org.nz/> | 111 (in an emergency) |  |
| Fire  | <https://www.fireandemergency.nz/contact-us/region-hq/> | 111 (in an emergency)0800 371 3600 (in non-emergency) |  |
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| **Emergency Response Coordination** |  |  |  |
| Civil Defence Emergency Management Christchurch | civildefence@ccc.govt.nzhttps://www.cdemcanterbury.govt.nz/ |  03 366 2359 |  |
| Christchurch City Council | https://ccc.govt.nz/contact-us | 03 941 8999 or 0800 800 169 |  |
| Primary Coordination Centre | eoc@cprg.org.nz |  022 043 7162 |  |
| Local Emergency Group (LEG) Leader |  |  |  |
|  |  |  |  |
| **Key Health Contacts** |  |  |  |
| Christchurch Hospital |  | 03 364 0640 |  |
| National Public Health Service – Te Mana Ora Canterbury | <https://info.health.nz/locations/canterbury/national-public-health-service-canterbury-west-coast> | 03 364 1777 |  |
| Moorhouse Medical Centre |  | 03 365 7900 |  |
| Pegasus Health 24Hr Surgery |  | 03 365 7777 |  |
| Riccarton Clinic |  | 03 343 3661 |  |
| Urgent Pharmacy |  |  |  |
| Community Alcohol & Drug Service |  |  |  |
| CCPG Key Contacts  |  |  |  |
| NZ Pharmacy Guild |  |  |  |
| Local Pharmacy Guild |  |  |  |
| Pharmaceutical Society of NZ |  |  |  |
| Pharmacy Defence |  |  |  |
| Residential Home/ Providers you supply (1) |  |  |  |
| Residential Home or other (2) |  |  |  |
| Residential Home or other (3) |  |  |  |
| Residential Home or other (4) |  |  |  |
| Nearest Community Pharmacy (1)  |  |  |  |
| Nearest Community Pharmacy (2) |  |  |  |
| Nearest General Practice (1) |  |  |  |
| Nearest General Practice (2) |  |  |  |
| Nearest Dentist  |  |  |  |
| District Nursing Provider |  |  |  |
| Community Laboratory |  |  |  |
| Courier Service |  |  |  |
| Other tenants who use premises |  |  |  |
|  |  |  |  |
| **IT Business Support** |  |  |  |
| Software Platform Provider - IT Help Desk |  |  |  |
| Computer Hardware IT Support  |  |  |  |
|  |  |  |  |
| **Utilities and Services** |  |  |  |
| Landlord |  |  |  |
| Power Company |  |  |  |
| Telecommunications |  |  |  |
| Waste Management |  |  |  |
| Cleaner |  |  |  |
| Security |  |  |  |
| Electrician |  |  |  |
| Builder |  |  |  |
| Building Engineer |  |  |  |
| Plumber |  |  |  |
| Drainlayer |  |  |  |
| Portaloo Hire |  |  |  |
| Generator Hire |  |  |  |
| Water Supplier |  |  |  |
| Diesel Supplier |  |  |  |
| Lawyer |  |  |  |
| Accountant |  |  |  |
| Insurance Company |  |  |  |
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| Medical Supplies  | Set Up  | 6/12 Kt Check |
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| Thermometer |  |  |
| Hand sanitizer |  |  |
| Masks |  |  |
| Gloves |  |  |
| Disposable aprons |  |  |
| Emergency drugs - +analgesia/antiflams/Ventolin |  |  |
| Dressing packs/wound care products/bandages, slings |  |  |
| **Back-Up Equipment**  |  |  |
| Torches  |  |  |
| Battery operated radio |  |  |
| Spare batteries  |  |  |
| Car phone charger |  |  |
| Spare keys for pharmacy |  |  |
| **General Supplies** |  |  |
| Bottled water |  |  |
|  |  |  |
| Snack food e.g. muesli bars |  |  |
| Blankets  |  |  |
| Plastic rubbish bags, paper towels |  |  |
| Toilet paper |  |  |
| Other |  |  |
| **Paperwork** |  |  |
| Emergency folder with emergency plans, key contact numbers |  |  |
| CD register |  |  |
| Current CD Scripts |  |  |
| Labels – 1 or 2 rolls |  |  |
| A5 sheets of blank prescription labels and instructions for how to set up in Toniq/ LOTS (for a standard A4/ A5 printer until a thermal printer can be accessed) |  |  |
| EFT-POS Offline paper vouchers and a Zip Zap machine with merchant # for credit cards |  |  |
| Bank deposit book |  |  |
| Instructions for accessing back-ups and restoring onto computer |  |  |
| Passwords for CDC and/ or Propharma websites |  |  |
| Contact numbers for patients who have compliance packs/ regular deliveries |  |  |
| Compliance pack medication charts |  |  |
| File to keep paper notes |  |  |
| Pens, Stamps, stamp pad and other stationery essentials |  |  |
| Clip Boards |  |  |
| Other |  |  |
| **Back-Up Equipment to consider** |  |  |
| Generator, Power bank/station |  |  |
| Water pump and tank |  |  |
| Chemical toilet |  |  |
|  |  |  |