

Flood Action Plan for Riverside Family Practice

- Priority One
 - Save life first.
 - Water and electricity are dangerous.
 - Watch for currents and debris.
 - Are back up tapes safe at someone's house? (not in car).

- Priority Two
 - Our insurance does not cover floods
 - Save all Grade 1 valuable equipment
 - Save most Grade 2 valuable equipment
 - Aim to set up a temporary clinic at the hospital within 24 hrs
 - Move your car from car park – it will flood early

Preparation (Must be done before there is a flood warning)

When moving equipment upstairs in a hurry pieces got lost, mislaid so label

- all your personal valuables e.g. chargers, auriscopes (with name and instrument) ,
- all computers / monitors / keyboards with room number and the letters BFP

Be aware of where the evacuation assembly point is.....)

Phone numbers

- Swap mobile phone numbers with all team members (if they are happy to do this)
- Keep a list on paper at home and at work of all team members phone numbers

Listen to ABC radio if there are storms about.

Check location of other possible fridges – offsite (not upstairs) for vaccines

Plan your driving route to the surgery (..... suggest via). Staff are expected to report for work if possible and safe to do so. Even if there is a flood there will be lots of work to do (e.g. setting up a clinic at the hospital, making phone calls).

Consider installing a plug hole to allow water to drain out quickly

Assumptions and Predictions based on previous flood

The published predicted levels are the level predicted at not at this spot on the river.

In the flood peaked at This is equivalent to cm above the height of our carpet.

In preparing this plan I am assuming (hoping) the waters will not rise more than a metre above predicted but this may be wrong

A dedicated strong team can achieve a lot in a short time in terms of removing gear to higher ground.

FLOOD LEVELS for our area

Reported and predicted river heights that you will hear on the news are calculated for location. For example

3.8 m - normal river height

4.2 m - low level crossing may close due to flood at the dip in t ST

5.5 m to 6m - corner of will close

8 .1 m - water enters building

8.2 m - water enters our offices

8.4 m - flood level 2010 , water covers carpets but not power points

10.4 m – 1974 about 1.2 m up the wall

Useful emergency phone numbers

SES first try 132 500 then

Phone diversion

Website manager

IT support

Labourers to help with clean up

Security

Phone diversion

To divert the phone do this

[name of disaster recovery services firm] operate 24/7 in our region and provide a quick restoration service for water and fire damage. The contact number is xxx xxx xxx.

Where damaged items cannot be restored to pre-loss condition, they will provide quotation and contacts for the replacement of the items. The can also help with all computer issues due to a disaster.

Carpet fan driers available from

Remember

- Where is Cash ? Phone diversion? Update website?
- Where are back up drives?
- Print out the appointment book for the next 2-3 days
- Wear sandals not bare feet.

What to do if you hear of a Flood Warning on the radio

Do not assume that anyone else in the practice has heard the warning.
Ring Practice Manager and Principal.
Report to work if able in appropriate clothing (sandshoes) and bring a head torch.
Approach from St direction

SUMMARY OF FLOOD ACTION PLAN

Predicted height	Actions
4m	Listen to abc local radio Where are back up drives? Read plan again
4.2 m	Low level crossing floods
5m	Ring staff , Prepare to act, Wear sandshoes Print out appt book, Think vaccines, Check flood kit and temporary clinic kit. Where are Back up drives?
5.7 m	Corner of carinya and morisset will be closed
6m	As above plus Close surgery (may need to be closed at 5.7 m) Move computers upstairs
7m	Move all valuables upstairs, others to desk height. Prepare to evacuate
8m	Move as much as possible upstairs
8.1 m	Water will enter building

Predicted peak is 4.2 metres

---- road at low level crossing will flood in the dip and close

---- aim – continue normal services

1. Take any personal belongings home.
2. Where are back up tapes?
3. listen to abc radio

Predicted peak is 4.5 metres

---- road access still possible from CBD (not from low level crossing)

---- aim – continue normal services

1. Take any personal belongings home.
2. Where are back up tapes?
3. listen to abc

Predicted peak is 5 metres

----- – water entry to surgery unlikely, road access from CBD may be actually just dry

----- aim – initial preparations – continue limited operations , consider not accepting more appointments except urgent ones , see existing appointments , prepare items for removal

1. all the above plus listen to radio 666 plus
2. Print out appointment book for next two days (before power is cut)
3. Ring Team Members
 - a. the PM and Principal. Offer to ring other team members and ring PM back with outcome of those calls.
4. prepare for phone and power to be cut off
 - a. If power is off: need to divert phones to practice mobile
 - b. Leave a recorded message on practice mobile. As long as the practice mobile hasn't changed, you just need to ring '101' on the practice mobile and press '8' for set up options to change the message. Direct practice mobile number is
 - c. Ring all pathology and imaging companies to let them know we can't receive results and please ask them to phone through any urgent results
 - d. Print out appointment book
5. Change home page on our website.
6. Office rubbish bins will make useful carrying containers.
 - a. Empty all inside rubbish bins into bins outside.
 - b. Concentrate contaminated waste into one or two bags to free up bins.
 - c. Leave sharps bins alone at this stage.
 - d. If time arrange for disposal of these items well in advance and for removal of council rubbish.
7. Check where back up portable drives are.
8. Flood Kit
 - a. Check location and state of Flood Kit.
 - b. Torches will be needed even in daytime in rooms 7 and tearoom.
9. Prepare items for temporary clinic at hospital. Consider placing these in a car parked on the hill.
 - a. You will need the latest version of the back up portable drive
 - b. Laptop
 - c. Be ready to move the actual server off site if save to do so – do NOT carry it across water or in the rain
 - d. Paper crash kits
 - e. Some basic medical equipment – auriscopes 2 , thermometers x2
 - f. One printer
 - g. Portable street sign A frame
10. Collect sandbags and black plastic if available. Place adjacent to risk areas. Do not put them up yet. Priority is in this order.
 - a. first – door outside room 3,
 - b. then building front door,
 - c. then building rear door,
 - d. then our internal front door ,
 - e. then our internal door to hall near computers ,

- f. then plughole in room 5 ,
 - g. then bathroom and toilet drain holes,
 - h. then big window in 40 plus facing the drs car parking spot as it leaks and is exposed to full current and may smash
11. Prepare blankets to filter silt out of water entering our suite (this helped a lot in Dec 2010 when water was only 15 cm deep)
- a. our internal front door
 - b. inside room 3 door
 - c. inside our door near server
12. Vaccine preparation
- a. obtain an esky, consider moving half off site
 - b. check availability of another fridge - not upstairs as it will not have power.
13. Prepare to go to next stage. Perhaps we should do some of these things now?

Predicted peak is 5.5 metre

- water entry is possible if prediction is wrong by 2.5 metres
- Corner of Carinya and Morisset will be blocked**
- prepare to close surgery
- aim --- prepare for next step

Predicted peak is 6 metre

- water entry is possible if prediction is wrong by 2 metres
- close surgery (staff are expected to report to work if possible)
- aim
- keep everything at desk height ,**
- take computers upstairs.**
- Collect and prepare other material to take upstairs**

1. Check all the above in 6 m section, plus
2. Check location of back up portable drives
3. Retrieve a frame sign from street.
4. Close surgery,
 - a. Print out appointment book for next week (before power is cut)
 - b. place sign on door but do not cancel patients – priority is to do the following. Change website regularly.
5. Move all computers upstairs. Move reception last
 - a. Switch off all power points as you go.
 - b. Place computers in neat order way down the upstairs corridor (if time) as there could be lots more stuff to bring up.
6. Clear desks of all items and place them in emptied rubbish bins.
 - a. Label bin with room number. A numbered piece of paper placed in the bin will do. At this stage leave bins on top of desks in the correct room.
7. Move all items below desk height onto desks. Keep couches free
8. Be ready to lift roller drawers onto couches.

9. Move valuable Grade 1 items upstairs
 - a. Server is most important.
 - b. Remember server and computers in tea room.
 - c. Move electrical bed upstairs (worth \$)
 - d. Move fridge upstairs (trolley is kept by server) (\$.....).
 - e. If time remove vaccines to another fridge.
 - f. Office filing cabinet – move bottom drawer files upstairs
10. Collect valuable Grade 2 items ready to move them. Don't move then yet.
 - a. Stack waiting room chairs ready to take upstairs
 - b. Typists chairs – collect
 - c. Roller drawers – collect ready to take them upstairs or place them on top of couches.
11. Consider buying items for recovery phase if not in Flood Kit
 - a. 4 Stanley knives to remove carpet /
 - b. 2 straw brooms to sweep water away
 - c. 1 Mop is sufficient
12. Fill some water bottles with drinking water and label “safe” (if not already done)
13. Lift curtains over rails so they will not get wet bottoms
14. Place sandbags in place as per priority list in 6 m section.
15. Only when all this is done should you start cancelling patients

Predicted peak is 6.5 metres

- water entry possible if prediction out by one metre
- building will be isolated by floodwaters
- - prepare to evacuate building
- -- prepare to move all items upstairs

7.4 m --- dip to east of Queens Bridge will be flooded closing access across Queens Bridge

Predicted peak is 8 metres – water entry likely -- aim to move all practical items upstairs

1. all of the above plus
2. Where are back up portable drives ?
3. Move remaining items upstairs in this order
 - a. electrical items first / phones / all other files from office filing cabinet / roller drawers / couches if possible
4. Remove from building Crash kits and some basic stuff required to run a temporary clinic at the hospital. Keep it all in one car. Include A frame sign.
5. Are curtains lifted over railings
6. Raise blinds with care if time. Do not remove them

8.1 m water enters the building ground floor

8.2 m – the height of our carpet.

8.4 m – Height of flood in that covered the carpet in 15 cm of water for 90 minutes

9m – half way up wall , desks and couches covered

Remove curtains if time and place upstairs

Blinds are not worth moving as they will be damaged anyway if you move them

Raise venetian blinds and other blinds

10.2 m 1925 record flood - most of town flooded

Other comments

What to leave behind ?

This depends on time and manpower available

second hand furniture such as desks ,

bookshelves

old empty filing cabinets

Consider raising empty bookshelves and desks a few cm by inserting old books or information brochures under the feet. This helps dry the feet out

Empty rubbish bins are useful to carry stuff upstairs –

use one for each room –

makes recovery phase MUCH easier –

use one bin from each room for electrical cords , one from each room for desk items etc

Staff are expected at all times to report for work if possible and safe and to speak to the Practice Manager if unable to do so.

Flood Kit should include

Head torches x 6 , Hand torch x 1 waterproof

Batteries

Black plastic to seal doors when using sandbags

A list of phone numbers of SES etc

Trolley to move fridge is kept next to server

Stanley knives for removal of carpets in recovery phase.

Radio and batteries

List of possible helpers

Copy of “where is everything kept” for when we put things back

Copy of the FLAP (Flood action plan)

The practice mobile and its charger.

You will find trolley near the server .

You will find roll of black plastic

Recovery Phase

Stanley knives for recovery phase. Two straw brooms to sweep water away. Food and drinking water. Torches.

Day 0 The day it floods – assuming it peaks at 11 am Thursday

Amend website and update every 12 hours with new phone number

See section on setting up a temporary clinic

Ring

- carpet removals company
- phone connections man
- building owner
- Book blowers – big fans
- all staff to remove any personal stuff still in the place – when safe

Do not enter building if electricity is on

Turn off any power points still on

Lift plug hole if present – only if flood has peaked already or water will come back up the hole

Once water has drained – puddles remain

Two people required to broom water out of the building. This reduces silt rather than letting it settle. Two people with two brooms are much more efficient than one. It would take two people about an hour that is all.

Day 1 (Friday) – Clean Up day

Carpet removal, this takes about 6 people two to three hours and is a big job. To reduce smell start as soon as possible. You will need 4 stanley knives and spare sharp blades.

A trolley is handy to move heavy carpet . Initially cut the bulk of the carpet out quickly leaving about a 15 cm strip remaining along the walls , Then cut the remainder out carefully and neatly so that it will look good under the walls. This is the fiddly and time consuming bit. You will need sharp knives for this bit.

At some stage the electricity will get turned back on.

Sweep the floor – one person, Vacuum the floor – one person one hour

Then leave 7 heavy duty fans on 24 hrs a day for 48 hrs to dry out the whole place

In Dec 2010 there was almost no silt because we had blankets on the doors. These did not stop the water but they did filter it.

Dispose of vaccines at the hospital because of needles and live vaccines are a risk

Ring for new lot of vaccines (govt and private) to be on stand by for reordering

Day 2 (Saturday) – replace equipment in correct place

The big day . Lots of help required – about 18 people required

Carry stuff downstairs -- 4 people 3 hrs

Reset up rooms roughly – 4 people 2 hrs

Detailed set up – 2 doctors 4 hrs to do rooms / 1 nurse 3 hrs for room 5 / PM for 5 hrs for office / 2 receptionists for 3 hrs for reception area / 2 medical students for 3 hrs for desks

Medical students are really useful

Day 3 – (Sunday)finalisation

Tech med (IT crew) - 2 specialists 4 hrs and one helper (Mark) 3 hrs
PM and Practice Principal 4 hrs to finalise details

Day 4 – (Monday) Normal services resume

If we had really pushed it we could have opened Sunday Midday

We opened at 8 am Mon but to open at 10 am would have been easier. It does help to see one or two patients early as a dummy run.

One roaming doctor required all day to “put out fires” e.g. printer not connected

Day 6 – (Tuesday)

Council removes last of all the rubbish. Make sure you don't miss this special post flood collection . They won't come back,

Setting up a Temporary Clinic at the Hospital

Day 0

Amend website with updated info

Have a sign up at the end of the street.

Ring hospital to get permission

Arrange which staff will do this

There is actually not much that can be done on site until the carpet is up so staff may as well be providing a service in the temporary rooms

Day 0 Afternoon - Once waters recede - set up Clinic in hospital

Re enter the building (one all clear given by ses) to collect any gear to Take up to the hospital that is not already in a car ready to do this. Such as

- Crash kits
- Portable A-Frame sign and padlock to leave at front door of hospital
- Basic medical equipment only .

Day 1 – aim to be open as soon as possible and within 24 hrs of flood peaking

Tell people we will Bulk bill all patients

Write notes on paper with item number on them

Tell patients that today's consultation will NOT go in the computer notes" . Obviously we will scan the notes but do not tell the patients this. (This is because scanned notes are not part of the data base and are easy to be overlooked and hard to access)

Results can be obtained by phone from path company

Note to hospital

Is it possible to plan for this eventuality – e.g. by providing two landline connections one for a fax one for a phone

Is it possible to formalise the disposal of clinical and vaccine waste

Day 2 and 3 (Saturday and Sunday)

Sunday afternoon – Place notices around hospital saying clinic resumes normally at rooms.

Day 4 (Monday) Normal services in the rooms

List of items for temporary clinic (Take these off premises. Keep in a car early on)

- Paper crash kits x 2
- Thermometer
- Auriscopes and other basic medical equipment
- Home visit bag
- Server?
- Laptop and charger
- Practice mobile phone and charger
- The latest version of the back up portable drive
- A frame sign from street to place at hospital.

Doctors' Emergency Home & Mobile Contact Details

Doctor	Home	Mobile