

GETTING STARTED

Pharmacies need a Business Contingency Plan (BCP) because it is smart business practice to be resilient to all manner of adverse events, and your BCP will meet your responsibility to have a "Civil Defence Plan". Civil Defence do not want to requisition your stock, they just want you to open, if at all possible, to continue your service to your community.

Because Pharmacies vary considerably in size, location, and the services they offer, their contingency plans must be tailored to reflect those differences.

Three simple steps to writing a contingency plan.

Step 1

Identify those resources, equipment and services, which are critical to the ongoing operation of your pharmacy. These will probably include: "lifelines", such as water, sewerage, electricity, telephone and gas; computer, accounting and cleaning services; staff; premises; and of course most importantly, customers. If your customers can't access your site can you change your site or get to them?

Step 2

Having identified critical resources, equipment and services, brainstorm and seek expert advice, on how you might minimise the chances of one of those critical items failing. Cheap widely used preventive devices, such as a spike guard on a computer and computer backup with off site storage, are examples of effective fences built at the top of the cliff of failure. Suppliers and service providers' office and after hour numbers, identification of alternative providers, and possible alternate premises should be established.

During this step you will find that there are some critical resources, which are not robust, and for which there is no readily available back up or replacement. These are areas in which your pharmacy is most vulnerable and therefore the focus of your contingency plan must be to keep them operating if at all possible.

Step 3

By this stage all the hard work has been done. You will have prioritised what needs to be done first in an emergency and in general terms, how it should be done. Document this information in a series of action cards or aide memoirs. These action cards will be available to assist whoever is on site to respond to an emergency in the most effective way. You will have already been through part of this process during the writing of your fire evacuation procedures. Don't reinvent the wheel, use the same procedures where they are appropriate.

A simple Contingency Plan for a small pharmacy can be distilled into three or four pages. Larger Pharmacies may require more detailed plans. A basic plan can be as simple as the example which follows.

YOUR NAME PHARMACY CONTINGENCY PLAN

Introduction

This plan has been produced to provide a plan of action and guide for responding to any event that disrupts the normal operation of the pharmacy. It should be adapted to best meet the particular circumstances of the event that causes the disruption. The Plan will also be used to help sustain the operation of the pharmacy during a Civil Defence emergency.

Incident Co-ordinator

The duty Pharmacist has responsibility for co-ordinating the response to emergency.

Communications

Telephones

All wired telephones and the Eftpos readers operate through the one telephone number (2 lines). All calls should be kept brief to ensure incoming calls can be received.

Cellular phones are to be pooled and distributed to areas of greatest need. One phone should be reserved for communication with Emergency Services. Note: cellphones are more prone to overload than wired telephones.

Contact numbers for all staff are held in the

Radio

There is a commercial radio receiver in the staff room. All local stations will broadcast Civil Defence and weather information, and news bulletins.

Alerting Protocols

All local radio stations will broadcast any Civil Defence announcements

From Mall Management By Internal telephone, or fire alarm

Police - Fire - Ambulance - dial 111

Non emergency

Police 878-3456

Ambulance

Fire

Civil Defence

Evacuation Plans

Fire, Fire Alarm and Hazardous Material Alert

Internal notification is by fire alarm or verbal call

The notification to the Fire Brigade is made by telephone.

All areas will totally evacuate and muster in the side carpark.

Key Personnel

The Duty Pharmacist (who has role as Fire Warden) shall ensure that the Fire Brigade has been called and then take charge of the mustering point. They will then act as liaison officer between the Fire Brigade and the pharmacy

Should the Duty Pharmacist be absent, the shall assume the role of Fire Warden

Evacuation From Other Causes

The magnitude and type of the disaster, the damage caused or the potential threat, will dictate what proportion of the pharmacy needs to be evacuated.

Alternative Premises

Should the pharmacy need to be evacuated for a prolonged period, temporary accommodation is available at the Arcadian Bridge Club clubrooms.

Contact person/key-holder is Susan Price telephone 878-7723

Equipment that will be required at these premises is listed in folders held by.

Casualties

In the event of a large multiple casualty event some people might call at the pharmacy seeking treatment. For other than basic first aid, these people should be referred to the Avon Medical Centre at

Prescription Delivery

Stefan Wareham delivers by bike between 4.30 – 6.30p.m. His phone number is 878-1629. George Brock has offered to carry out urgent deliveries during school term time. His phone number is 878-6632

Utilities

Water

Mains supply is from town reticulated supply. The turncock for the property is situated When water supply is lost:

No hot water will be available.

Water for hand washing and drinking can be obtained from.
. . .

Containers are held by/at.

All drinking water is to be boiled.

Antiseptic soap is to be used for hand washing. Antiseptic hand cream is to be regularly used. A supply is held in.

A portalo toilet can be hired from. telephone 888-1111. The portalo should be located on rear staff carpark

Our regular plumber is Reg Baker telephone 025-907-963

Electricity

Feed from Power Company. An Emergency generator can be hired from. The emergency generator will provide limited lighting when plugged in at. When the emergency generator is operating all electrical equipment must be turned off to prevent damage from "electrical spikes".

Our electrician is Alf Garrett telephone 878-4545 or 021-334-876

Power Board telephone number re supply problems is 878-9919

Heating

Heating is fueled by gas. The main valve is situated?

In the event of gas leaks or loss of supply telephone Gas Company at 888-1111

Emergency bottle gas heaters can be hired from Hire Pool, telephone 871-4792

Essential Equipment

In the event of damage or failure of essential equipment we have a service contract with Wilson Watson Ltd. telephone 871-2278 (24 hrs)

Ancillary Services

Film Processing

Film processing is carried out at.

Pickup is daily at 4p.m. (Mon-Fri) for pickup at other times telephone 878-2222. For urgent transport use taxi telephone 878-2221

Insurance

Our Insurance brokers are Risk Services.

They are to be contacted whenever unexpected loss of damage occurs.

Their 24hr number is 878-1629

Eftpos Service

Our Eftpos service is delivered through.

They are to be contacted whenever loss of access to the network occurs.

Their 24hr number is 878-1629

Supplies

Pharmaceutical Supplies

Normal supplier Pro Med Supplies. After hours number 878-3333. In an emergency situation we have an agreement with Gladstone Pharmacy to share supplies. When a Civil Defence emergency has been declared, Civil Defence will help obtain essential supplies for us. They should be contacted at 878-4445

Computers

All computers are protected against power surges by spike guards. However during periods of power fluctuations or outages, computers should be turned off.

Computers are backed up daily. Back up discs are held off site by.
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A computer service contract is held by. telephone 973-0909, after hours number 021-878-6612

In flow chart form, part of a simple contingency plan might look like this.

