

Criticality, strategy and dependency worksheet for 'AGED CARE HOUSE'

Services &/or Departments	Criticality			Resource Dependencies (High, Medium, Low) - under 'normal conditions'													Resilience Strategy	Existing Plans (Yes/ No/ Partial)	Gaps Identified
	High (<8 hr)	Med (<1 Day)	Low (>1 Day)	Staff / volunteers shortage	Electri-city Supply	Backup Gen-set/ Priority/ Fuel	Water Supply/ Sewerage	Waste disposal	Food Supplies / Services	Water Heating	IT System	Lifts/ Physical Access	Pharmacy Supplies	Commu-nication	Linen / continence supplies	External suppliers			
1 High Care Unit ★	✓			H	H	H	H	H	H	H	M	H	H	M	H	H			
2 Respite Unit		✓		H	H	H	H	M	H	H	M	H	H	M	M	M			
3 Palliative Care Beds ★	✓			H	H	H	H	M	H	H	M	H	H	M	H	H			
4 Low Care Unit		✓		H	H	M	M	L	H	H	M	M	H	M	M	M			
5 Day Care Program			✓	M	M	L	M	L	M	L	L	M	L	H	L	L			
6 Diversional Therapy Program			✓	M	L	L	L	L	M	L	L	M	L	M	L	L			
7 Pastoral Care		✓		M	L	L	L	L	L	L	L	L	L	M	L	L			
8 Residents' activities program			✓	M	L	L	L	L	L	L	L	L	L	M	L	L			
9 Administration		✓		H	M	M	L	L	L	L	H	L	L	H	L	L			
10 Kitchen ★	✓			H	H	H	H	H	H	M	L	L	L	M	L	L			
11 Dining / Lounge Room			✓	M	L	L	L	L	L	L	L	L	L	L	L	L			
12 Hair Salon			✓	M	M	L	M	L	L	M	L	L	L	L	L	L			
13 Facilities Maintenance		✓		M	M	M	L	L	L	L	M	L	L	H	L	L			



Sample resilience strategies

- Emergency Procedures.
- Emergency Communication System.
- Emergency Communication Plan.
- Evacuation Plan.
- Emergency kits located in all Units. Kits contain torches, emergency contact numbers, 'activities records' etc.
- 'In principle' agreements with local services to transfer residents to alternate facilities.
- Emergency discharge plan for Low Care and Respite Units.
- Residents' medications are stored in Webster packs and local Pharmacy has lists of current medications.
- Biannual meetings with local agencies to review emergency and evacuation procedures.
- Generator testing and maintenance performed monthly.
- Dual source hot water supply - gas and portable electric units.
- Emergency lighting has battery power.
- Water storage tank - 50,000 litre capacity.
- Transfer cooking to electrical appliances in the event gas supply is interrupted.
- MOU agreement with local RSL to provide meals until a temporary kitchen can be established.
- Staff contact details updated x 2 per year.
- Residents' NOK contact details updated x 2 per year.
- Volunteer contact details updated x 2 per year.
- Corporate computer files 'backed up' to lap top weekly.

List all services and departments in each facility

How critical is each service? How long can you operate without the service / Dept?

Under normal circumstances, how dependent is the service / Dept on each key resource?

What plans will you develop to ensure you have the necessary resources to maintain critical services / Depts?

The information provided in this document is intended for general use only. It is not a definitive guide to the law, does not constitute formal advice, and does not take into consideration the particular circumstances and needs of your organisation. Every effort has been made to ensure the accuracy and completeness of this document at the date of publication. VMIA cannot be held responsible and extends no warranties as to the suitability of the information in this document for any particular purpose and for actions taken by third parties.