



Member Emergency Policy

Purpose

To be responsive and effective in the event of an emergency to protect the health and wellbeing of a Member.

Policy Statement

The healthy, safety and wellbeing of our Members is of the utmost importance to Good Friends. Good Friends considers the following situations a Member emergency:

- Any time in the course of providing support, help or care services to a Member, either:
 - it becomes evident that there is a significant risk or threat to the health or wellbeing of the Member; or
 - the Member suffers from a life-threatening illness or major injury which without urgent medical treatment could have significant adverse effects on their health or wellbeing.

- This Policy states Good Friends expects that in these situations its contractors will:
 - immediately contact 111
 - report the matter to relevant authorities
 - notify the relevant manager or after hours contact
 - stay with the Member and administer First Aid within skill level and as directed by relevant authorities or manager
 - only ever act if it is safe to do so, never put yourself in any danger.

Responsibilities

The manager is responsible for:

- Notifying the next of kin
- Notifying the senior managers

- Notifying other relevant service providers
- Notifying relevant authorities.

Good Friends will investigate all Member emergencies and take any action necessary to ensure the most effective outcomes.

All Good Friends contractors are required to fully cooperate with any internal or external reviews initiated as a result of the emergency.

References

Legislation/Standards

- Health and Safety at Work Act 2015

Company Documents

- Terms and Conditions, Sign Up and Induction Procedures