



This fact sheet explains what Intelife does during an emergency or service disruption, and what you can expect.

1. Critical Incidents

What is it?

A critical incident is a serious event that could put people in danger.

Examples: Fire, major injury, unsafe situation at a site.

What Intelife does:

- Staff follow safety procedures straight away.
- Emergency services may come if needed.
- Special Intelife leaders manage the situation to keep everyone safe.
- Once everything is safe, we help things return to normal.

What you can expect:

- Staff will guide you on what to do.
- You may be asked to move to a safe area.
- You can ask staff questions at any time.

2. Business Continuity

What is it?

This is a plan we use to keep services running when something unexpected happens.

Examples: Building problems, bad weather, IT issues, health situations like pandemics.

What Intelife does:

- Leaders decide if the plan needs to be used.
- Staff may change the way services are delivered.
- Communication will be shared so you know what is happening.

What you can expect:

- Some activities might move to a different location or change temporarily.
- Your supports will continue where it is safe to do so.

- Staff will explain any changes clearly.

3. Special Response Plans

Sometimes we use extra plans for certain types of incidents, like:

- Computer or technology issues
- Health emergencies (e.g., COVID)

These help us respond quickly and safely.

What you can expect:

- Clear instructions from staff.
- Regular updates if things change.

4. What You Should Always Know

- Your safety comes first—always.
- Staff will guide you on what to do during any incident.
- You can ask questions if you are unsure or worried.
- Your supports will continue wherever possible.
- We will keep you informed about any changes.

If you ever feel unsafe or unsure, please speak to a staff member immediately.