

Business Continuity Procedures and Pandemic Recovery Planning

In addition to the organisation's general business continuity and recovery planning policies, the organisation recognises the need to have a separate pandemic recovery plan and procedure. This is because a general continuity recovery plan focuses on a short-term recovery programme. In contrast, the effects of the pandemic could last many months.

In this organisation the following contingency measures will be implemented.

- A communications strategy will be developed to ensure that staff, service users and their families are provided with up-to-date and accurate information on the status of the pandemic and on the organisation's response.
- Every effort will be made to provide the information to service users in a format that they can understand. The organisation recognises that the current crisis will be upsetting and worrying for service users and relatives.
- Information will be provided to staff via e-mail and through text where practical and unnecessary face-to-face meetings will be cancelled — where meetings are held social distancing will be observed.
- Training will make use of online e-learning and other electronic forms where possible — any face-to-face training will be conducting conforming to social distancing rules.
- The organisation's leave and absence policies will be continuously reviewed as the status of the pandemic changes, for instance, it may become necessary to cancel leave in case of serious short-staffing.
- Staff will be informed of any additional measures to limit the spread of disease in a pandemic situation — this might include:
 - avoiding unnecessary travel
 - cancellation of face-to-face meetings
 - plans to reduce the impact of absentees
 - working from home where possible for managers and office staff
 - systems to lessen the impact of supply chain disruption.
- Essential services will be prioritised.
- Advice will be provided for vulnerable service users on steps to take to protect themselves.
- Care plans will be reviewed to identify service users most at risk in case of service disruption.
- As a contingency measure, staff will be cross-trained in various functions to ensure that adequate cover is provided in different roles should sickness rates rise.
- Staff who perform roles that can be done from home will be encouraged to.

The management of the organisation will link with any local resilience forums relevant to health and social care provision.

Line managers and supervisors will be responsible for ensuring that staff understand the organisation's pandemic recovery plan policy and procedure. Staff should familiarise themselves with the procedure and should speak to their line manager if they have any questions or concerns.

The procedure aims to ensure that the organisation will be able to continue to provide care to its service users during any disruption caused by a pandemic.