



**United Churches Healing Ministry**

Christian Counselling, College and Resource Centre

Registered Charity number 1097753

# **UCHM Business Continuity Plan**



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## UCHM Business Continuity Plan

24 September 2021

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## Introduction

UCHM has effective contingency and emergency arrangements in place which will enable the organisation to maintain quality of service during adverse conditions:

### Pandemic of infectious diseases outbreak

In the above event the CEO will follow the detailed plan for such an event included later in this document and also take advice from Government.

### Disruption to the service

In the event of a fire or flood which closes the centre, the CEO will consult their completed Disaster Recovery Plan Document- see below,

Depending upon the severity to the damage to the building, the CEO may decide to close the building until the damage can be repaired. This will be for the shortest time possible and the damaged area will be sealed off to make safe in order to open the centre at the earliest possible convenience.

Any decision will need to be properly reviewed and risk assessed to ensure that we continue to fully meet the service user's needs. The decision will be made by the CEO after liaising with the trustees and clinical lead as well as the management team.

Where the CEO is not available the trustees and management team will make a collective decision based on the safety of the building.

### Equipment Failure

In the event of unforeseen equipment failure, UCHM has contracts with identified utility service providers, maintenance and IT companies.

## References and related documents

Document Title/ Web sites



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## **Aim of UCHM Business Continuity Plan**

To prepare the business to cope with the effects of the following critical situations:

1. Reduced staffing levels in the building
2. Pandemic /COVID-19 or other related infections & quarantine
3. Disaster Recovery

## **Objectives**

- To describe and analyse the risks and impact of the above critical situations to; the business; the staff and the service users.
- To detail the agreed responses and their timings to these emergency/critical situations
- To identify Key Contacts during an emergency



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## 1. Emergency situation which reduces staffing levels in sufficient number to impact on safe operational function of UCHM.

Time	Effect on Service:
First 24 hours	<ul style="list-style-type: none"> <li>• Service users and counsellors not being safe in the building</li> </ul>
24 – 48 hours	<ul style="list-style-type: none"> <li>• Existing staff under pressure.</li> </ul>
Up to 1 week	<ul style="list-style-type: none"> <li>• Recruitment to cover long standing loss of staff.</li> </ul>
2 weeks and beyond	<ul style="list-style-type: none"> <li>• Possible temporary closure</li> <li>• Temporary or permanent relocation of staff (ie. Work from home)</li> </ul>

### Resource Requirements for Recovery:

Time	Required Number of staff	Actions	Resources required	Data required
First 24 hours	Maintain sufficient levels of staff cover continuing to comply with staffing levels	<p>Liaise with BACP at all times. If service not at 100%, hold all appointments</p> <p>HQ decision: Last solution: If all above not possible in appropriate times scale temporarily relocate existing clients or, if necessary, refer to telephone/online counselling where appropriate training has been given.</p>	<ul style="list-style-type: none"> <li>• Contact with management team</li> <li>• Local agency staff.</li> <li>• Notify management team if longstanding absence to action a recruitment plan</li> </ul>	<p>Existing staff who are part time to be offered full time hours. Have adverts, job and role specs ready should recruitment be required with time mgt. plan.</p>



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## 2. Sickness which requires people to be quarantined, example Coronavirus Pandemic

Different Groups Affected by Pandemic	
Staff	<p>As well as planning for staff absences due to staff being ill or looking after sick relatives, Managers of the UCHM should take account of the potential impact of possible Government advice to close schools to pupils and close group early years and childcare settings and other services. If such advice is issued and followed, working parents may wish to take time off work to look after healthy children who cannot be left at home alone. The service will assess whether and how this would affect their staff in the event. Follow advice from the government at the link below.</p> <p><a href="https://www.gov.uk/guidance/coronavirus-covid-19">Coronavirus (COVID-19): guidance - GOV.UK (www.gov.uk)</a></p>

Time	Effect on Service:
First 24 hours	<ul style="list-style-type: none"> <li>• No movement of service users or staff</li> <li>• No new referrals</li> <li>• Temporarily No access by outside personnel unless deemed as essential.</li> </ul>
Up to 2 weeks	<ul style="list-style-type: none"> <li>• Insufficient staffing due to sickness</li> <li>• Possibility of telephone/online counselling</li> </ul>
More than 2 weeks	<ul style="list-style-type: none"> <li>• If emergency is virus related may have to temporarily close to stop the virus spreading further. There is the possibility of hospitalisation of all those infected in the centre, follow advice below.</li> </ul> <p><a href="https://www.gov.uk/guidance/coronavirus-covid-19">Coronavirus (COVID-19): guidance - GOV.UK (www.gov.uk)</a></p>



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## Resource Requirements for Recovery:

<b>Proactive planning before a pandemic</b>	<ul style="list-style-type: none"> <li>• The centre to be fully equipped with materials (PPE) needed to implement infection control measures in time to cope with any imminent pandemic for example paper towels in bathrooms, hand gel, soap and disinfection.</li> <li>• Plans in place for how to accommodate a sick member of staff who becomes unwell in work in line with government advice. Lateral flow tests are available at the centre. All staff to complete a lateral flow test prior to coming into the centre and inform management of this being done. Do not come in if positive.</li> <li>• Maintaining health, safety and hygiene arrangements to a high standard, e.g. cleaning toilets, kitchen area and ensure prompt disposal of waste</li> <li>• Contact details for rapid access to medical help if and when required</li> <li>• Discuss willingness of staff to take on a different role for some or all of the duration of a pandemic and make arrangements for the provision of any necessary additional support and supervision</li> <li>• Advise staff to read any available NHS information</li> <li>• Ensure that all staff have read, and taken action in response to, infection control guidance, and that all necessary cleaning materials are readily available</li> <li>• Ensure that staff and service users are aware of the general background information and guidance</li> </ul>
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Time	Required Number of Staff	Actions	Resources Required	Data Required
First 24 hours	Maintain sufficient levels of staff cover to comply with staffing levels.  Follow all government guidelines re any pandemic.	* If infection is diagnosed notify the CEO <ul style="list-style-type: none"> <li>• Seek guidance from health service regarding quarantine process and information re access by external personnel. Test, track and trace system may be activated.</li> <li>• Discuss with health service</li> <li>• Cease referrals</li> <li>• Notify staff who are not currently on duty and notify any clients who have been in contact with the infected person.</li> <li>• Notify CEO if staffing is likely to become an issue. Refer to plan above re low staffing</li> </ul>	Provide guidelines for staff of day to day procedures whilst under possible quarantine conditions.  • Contact named person, for response where required re situation.	Contact details of all required notifications
Up to 1 week and beyond	Update report to responsible person	• Contact details of all required notifications	Up to 1 week and beyond	Update report to response person



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## Critical Function Priority List:

The following can be used as a useful tool by the manager should either of the two previously describe critical situations occur and the Centre will close if this is deemed to be the right action to keep everyone safe. The management team will closely follow the advice from the Government.

### Name Critical Situation: Contracting COVID-19

Priority	What to do in order of priority - Critical Function
1	Follow government guidelines – <a href="https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19#preventing-the-spread-of-infection">https://www.gov.uk/government/publications/guidance-for-social-or-community-care-and-residential-settings-on-covid-19/guidance-for-social-or-community-care-and-residential-settings-on-covid-19#preventing-the-spread-of-infection</a>
2	Washing your hands often for at least 20 seconds - with soap and water, or use alcohol sanitiser that contains at least 60% alcohol if handwashing facilities are not available - this is particularly important after taking public transport.
3	Covering your cough or sneeze with a tissue, then throwing the tissue in a bin. See <a href="#">Catch It, Bin It, Kill It</a> Wear a face mask, particularly when in small spaces and a distance of 2 metres is not possible.
4	Complete a lateral flow test (accessed from the centre) and if positive do not attend the centre and follow Government advice. <b>People who feel unwell should stay at home and should not attend work</b>
5	Employees should wash their hands: <ul style="list-style-type: none"><li>• before leaving home</li><li>• on arrival at work</li><li>• Use hand sanitizer provided</li><li>• after using the toilet</li><li>• after breaks and sporting activities</li><li>• before food preparation</li><li>• before eating any food, including snacks</li><li>• before leaving work</li><li>• on arrival at home</li></ul>
6	Avoid touching your eyes, nose, and mouth with unwashed hands
7	Clean and disinfect frequently touched objects and surfaces





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8	If staff are worried about their symptoms or those of a family member or colleague, please call NHS 111. They should not go to their GP or other healthcare environment
9	The training rooms will have carbon monoxide air quality testing detectors
10	Face coverings are to be worn in all communal areas and windows to be left open

### 3. Disaster/Emergency Situation Recovery

The variety of disasters or emergency situations which could occur leading to an inability to continue to provide a service at the UCHM are not easily defined. Therefore, the following information and resources provide an initial format for the Manager and Senior Management team to work and plan from in any such event.

The following list can be used during an emergency to assist your decision making when compiling an Action Plan.

#### Emergency Response Checklist For Use During an Emergency

Action	Completed
Review Business Continuity Plan	<b>24 Sept 2021</b>
Start a log of actions taken	Ongoing
Liaise with emergency services	N/A
Liaise with the BACP/CPCAB/ Insurers	Ongoing
Identify functions disrupted	Ongoing
Impact assessment	Updated regularly
Report given to relevant senior management /HQ Response / Recovery Personnel	Meetings held regularly
Provide information to staff and service users	Email and t/p contact
Decide on course of action in agreement with trustees and management teams	Ongoing
Communicate decisions to staff and clients	Ongoing



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## Key Contact Sheets

<b>Name of person in charge of implementing this plan:</b>	
Val Haigh – CEO Lee Crossland – General Manager  Delores Croasdell – Clinical Lead  Trustees: Liz Hardy Bruce Jackson Sam Keeley Beryl Thompson Sandra McSweeney	
<b>Date of this plan:</b>	Updated 24 September 2021



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**Please write the details of companies doing work and points of contact:**

<b>Approved Maintenance</b>	
Electric	
Gas	
Water	

**Rented Accommodation**


**Community Centres**


**Other interested parties...**




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## Finance

Money will be available for emergency purposes from UCHM to cover the costs of essential items only. Any money, which can be recovered from UCHM and or central government, should also be used for essential items to ensure the health, safety and well-being of all persons involved in the plan.

**Please contact the Finance department to arrange funds to be made available.**

## Press Releases

Name of spokesperson:	Val Haigh
Contact on:	07779170702

## Procedure for staff to follow

Staff should be aware of this plan and follow the details set out in it. They should also report only to the person named in this document responsible for implementing the plan and senior management from the company.

### ***Disciplinary for leaks:***

You must not disclose any secrets or other information of a confidential nature relating to the Company or its business, or in respect of any obligation of confidence which the Company owes to any third party, during or after your employment except in the proper course of your employment or as required by law.

### ***Security while working away from UCHM:***

No personal files or service user details should be removed from UCHM. Use the filing cabinets for the storage of confidential information and provision for the keeping of records and logs.

## Copies of important documents

Any important UCHM documentation should be backed up whenever possible electronically and kept for example on The Cloud to help with the recovery in the event of a disaster.

Details of Insurance	
Professional Liability - Oxygen	
Buildings - Gauntlet	
Etc.	

## Risk Assessment

Please ensure all risk assessments are completed for the changes, which may occur if this plan is put into action. Look at generic as well as individual risk assessments for the children/young people.



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**The information contained in this plan is not complete and will need to be updated as events happen. A copy of this plan must be held in Office to help with coordinating a quick and professional response to any such emergency. The plan will be reviewed regularly by the management and updated when necessary.**

-----END OF DOCUMENT-----



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## Document Revisions

<b>Document Title</b>			
Version	Description of Change	Date	Review Date
1.0	New Document format & review	06/03/2020	
1.1	Document reviewed	10/07/2020	
2.0	Document reviewed & updated to new government guidance (additions to Critical function priority list p.9)	12/03/2021	
2.1	Document reviewed and updated Section 2 updated - Critical function priority list updated, new items 9 (air quality testing in training rooms) and 10 (ventilation & wearing of face masks in communal areas)	24/09/2021	Sept 2022