

CORONAVIRUS – COVID-19

CONTIGENCY PLAN



We have made preparations to deal with the full range of scenarios that might occur over coming days, weeks and months.

We have plans in place to have our internal staff working securely from home and we have carried out trials to ensure that this is successful. Our phones are VOIP so all homes and staff members can contact us using the normal numbers and our internal staff can contact each other via internal extensions. Our internal staff will continue to work together utilising Microsoft Teams. All our computer systems are run over the internet so we will ensure that all staff are paid and homes invoiced as usual. We will maintain our normal levels of service and support.

We have set up systems to interview and induct new staff via Zoom system. In addition, we have all application forms etc on line for new staff to complete and inductees to complete forms necessary at Induction. Arrangements are in place for new staff to have ID verified at the post office.

In the event that staff here are unwell, we have sufficient spare capacity that other staff members can cover their work without any diminishing in the level of support.