

**ConneXtions**

**Business Continuity Plan  
in Response to COVID-19**

**Board Report**

**March – September 2020**

# COVID -19 Plan

This Report outlines the Business Continuity Planning and strategic thinking our organisation has undertaken to support Connexions respond in a planned and systematic approach to the COVID-19 pandemic.

It has been structured under the following sections to provide the reader with an understanding of the approach

- Introduction
- Preparation & Planning
- Limiting Opportunities for Exposure & Spread
- Lockdown Protocols
- Recovery , Realignment and Reengagement
- Supporting Resources

## Introduction

This Business Continuity plan aims to

- Provide a framework for service and business continuity for all business area's
- Provide staff and participants with Connexions strategic response to the pandemic and our quality and safeguarding assurances
- Communicate to all our stakeholders our roles and responsibility as Social Responsible Organisation vested in supporting people with disabilities, employees and our community

## Objectives

- To be as prepared as possible
- To identify all risks and mitigation strategies
- To provide timely and accurate information to our Participants and staff
- To reduce the risk of serious illness and death
- To reduce the emergence/spread of a potential COVID-19 outbreak at our service, to the extent this is possible
- To maintain continuity of participant support for as long as possible
- To enable participant support to resume as soon as possible
- To provide an opportunity for us to review our current practices and develop opportunities for improvement to our services, systems and processes
- To review all business areas current progress against budgets, explore cash flow requirements, workforce strategy to support each phase of the strategy.

## **Review current Service profile**

- **Number of staff and sites**
  - Wodonga – Workforce Options Team
  - Yarrawonga – Group and Accommodation
  - Shepparton – TAC Program
  - Wangaratta – Artmania
  - Specialist Practice Team
  - Plan Management Teams
- **Number of Participants**
  - In all the programs listed above
- **Profile of Participants, primary disability:**
  - Physical Intellectual/ Psychosocial/ Acquired Brain Injury/Neurological Sensory
  - Restrictive practices
  - Outcomes
  - Goals
  - Service Profile
- **Workforce Requirements:**
  - Current requirements where participants live (e.g. alone in the community; in a family home; in a supported accommodation service)
  - What supports participant needs?
  - What supports the participant and/or informal supports want?
  - How participants can be supported at home (e.g. by family, service provider, other)
  - Supports that could be available during the day if participants could not attend day programs or community activities

## Phase One – Preparation & Planning

Sub-headings	Actions and Planning considerations
<p><b>Who is responsible for leading this phase?</b></p>	<ul style="list-style-type: none"> <li>• 'Business Continuity Team',</li> <li>• Executive Director</li> <li>• People and Practice Manager and Quality Team</li> <li>• Finance Director</li> </ul>
<p><b>Who is responsible for supporting implementation?</b></p>	<ul style="list-style-type: none"> <li>• Team Leader - Workforce Options , Rostering Coordinator</li> <li>• Manager – TAC</li> <li>• Team Leader – Yarrawonga</li> <li>• Manager - Specialist Practice and Assessment Team</li> </ul>
<p><b>What are the key activities?</b></p>	<p><b>Step 1 :</b> To monitor and comply with government directives and statutory requirements and keep people informed</p> <ul style="list-style-type: none"> <li>• To provide leadership and strategy in relation to the Pandemic for               <ol style="list-style-type: none"> <li>1. Staff</li> <li>2. Participants</li> <li>3. Key Service Areas</li> </ol> </li> <li>• To ensure clear messages are communicated</li> <li>• To provide ongoing opportunity to redirect people to support business activities</li> </ul> <p><b>Step 2:</b> To Undertake comprehensive risk assessment which will assist in identifying priorities for risk management actions for all stakeholders listed above.</p> <ul style="list-style-type: none"> <li>• What are the risks?</li> <li>• What is its likelihood of happening (low medium high).</li> <li>• What is the impact if it happens? (low medium high).</li> <li>• How can we try and stop it happening (Control) ?</li> <li>• What are our priorities?</li> </ul> <ul style="list-style-type: none"> <li>• Review <a href="#">NDIS Quality &amp; Safeguards Commission Coronavirus Information For Providers - 9 March 2020.</a> Monitor World Health Organisation alerts</li> </ul> <ul style="list-style-type: none"> <li>• <b>Step 2:</b> Develop Business Impact Plans to assist in identifying strategic priorities and assist in preparing for effective recovery, Contingency planning, financial strategy and business planning.</li> <li>• Update records and plans to ensure information is clear and current</li> <li>• Increase staff awareness of risk , hygiene and capacity building awareness</li> <li>• Increase cleaning frequency</li> </ul>

<b>What are the risks?</b>	<ul style="list-style-type: none"> <li>• Inability to provide support services due to participant, staff or community resourcing issues</li> <li>• Lack of compliance from Participants, families and staff (due to capacity or willingness) to follow recommended safety practices</li> <li>• Directives do not adequately support Participant population in getting essential services on the ground</li> <li>• Managing staff employment – casual , permanent part time and full time staff</li> </ul>
<b>What documentation do we need?</b>	<ul style="list-style-type: none"> <li>• Up-to-date Participant support plans, especially in relation to</li> <li>• Emergency planning, contact details, medication lists .</li> <li>• List of critical supplies required (PPE Clothing)</li> <li>• List of suppliers and ability to provide</li> <li>• Business Continuity Log - Actions</li> </ul>

## Key Considerations- Phase One

### PARTICIPANTS & FAMILIES

Key Focus - Which Participants are at heightened risk?

To identify participants who are at high risk

- health needs; high physical support needs; cognitive or behavioural issues; mental health issues that may heighten anxiousness; and those without informal supports.

To classify participant risks to ensure prioritising resources in the event of rationalisation

- Level 1 - Essential to support and provide continuity of service lockdown of staff
- Level 2 - Non essential but can provide support if safe and/or through alternative means . explore what people want and how this could be undertaken
- Level 3 - Non essential and to maintain contact and connection and Health and Wellbeing

To review current support needs and develop a continuity of service plan including emergency management plans for staff to ensure their safety and back up

To review all participant plans including

#### Participant profiles

- Are they succinct enough to support the provision of services by emergency services, alternative providers or unfamiliar staff?

#### Service /Support Areas

- What are the groups and risks associated with groups?
- What are the current profit and loss and/or financial impact and ability to staff viable for 50% reduction of work and/or income
- What are the breakeven points and tipping point for closure?
- Who are the staff, participants and/or stakeholders clients that may be impacted?
- Who needs to continue to work and/or receive services?

- What are our priorities?
- What alternative can be adopted to ensure service continuation
- Have we considered high-risk activities and how changes to these activities will

### **Emergency Planning**

What issues exist for each of our participants?

What resources can we use?

- Paid and unpaid (formal and/or informal)

Have participants got family or friends that could assist?

What do we do if they become unwell?

### **Work Health and Safety Plans**

What are the risks and risk behaviours that we need to address?

- With Individuals we support
- With External Staff
- With Internal Staff
- With our stakeholders or community partners

What actions do we need to take to ensure access to the right health services for our participants and staff and uphold safety and quality services?

What and how will the person interface with their GP/Health professionals and/or medical environments , i.e what arrangements can be put in place i.e phone appointments other mediums

How can we maintain people's Health and Wellbeing whilst they are

- At home
- In the community

### **Communication and reassurance**

- How will we provide information to our participants in a way they will understand (e.g. additional hygiene measures)? COVID safety measures ?
- Are we sharing information prepared by the NDIS or other agencies to support Participants (see resources)?
- How will we communicate early and with reassuring information about our response and planning?
- How will we ensure Participants and families can contact us with their enquiries?
- What additional resources are needed?
  - Phones , ICT equipment
- How do we reassure Participants and families who might be feeling anxious?
- How will we keep in contact with them?
- When will we go into lockdown and restrict staff , visitor policy, how do we do this and how will we communicate this to Participants and their families?

## **OUR ORGANISATION**

### Organisational planning

#### **Working from Home Policy**

- Prepare a list of staff who's functions could be performed at home?
  - What resources do we need to support this?
  - What WHS equipment and PPE needs to be ordered to who and how?

#### **Organisational Response Staff (Critical Staff)**

- Prepare a list of staff that need to remain on-site?
  - Prepare a list of staff that are able to back up the roles of others?
- Prepare a list of casual/ on-call staff?
  - Who do we have how will they be deployed?
  - What do we need to consider WHS , location , teams , back up staffing plans
- What are the current entitlements for staff and what resources are available for staff to access leave? Paid and unpaid.
- What industrial arrangements need to be considered
- Staff support
  - Managing their health and wellbeing in the process?
  - What steps that we will go through to support staff?

#### **Financial Planning and Response**

- What is our current cash position?
- What is the impact on a 50% change in service delivery over 6 months
- Scenario testing for all key area's
  - Yarrawonga
  - TAC
  - Art Mania

#### **Current Invoicing**

Do we need to consider bringing all billing up-to-date?

Aging Reports and Claiming workforce and provider payments

#### **Communication Strategy**

- **Current information**
  - Corona Virus – what it means to you?
  - What is our position?
  - Health and Wellbeing Participants – staying safe and Well
  - WHS – expected practices – participants, out of office, in house staff, contractors
- **Roles and Responsibilities**
  - Family communication – Support Coordinators
    - Initial Contact/Risk Assessment and Contingency Planning all services and supports

- Participant Communication
  - Support Coordination and /or Workforce Coordinator if no support Coordinator
- Employee Communication – People and Practice Manager and/or Workforce Coordinator
  - **Workforce Strategy**
    - Who wants to work?
    - Who is able to work
    - What individual circumstances do we need to address?
    - How will be approach this with all of our staff
      - Casuals
      - Permanent Part time
      - What options and opportunities are there
      - What expectations do people have?
      - What agreements can we make?
      - What supports can be put into place?
      - What assistance can we provide?
- Service Areas – Managers and/Team Leaders

#### **EXTERNAL CONTRACTORS/VISITORS**

- Are to follow same guidelines as office staff?
- To be monitored by Front officer need to check risk status,
  - a. Have you been overseas recently?
  - b. Have you or someone you know been unwell?
  - c. Possible exposure
  - d. Hand sanitiser
  - e. Limited Contact

#### **MEETING OPTIONS (Zoom)**

- Meetings / for Participants, families and other service providers

#### **SUPPLIES**

- Order 3 mths supplies essential to continue to provide safe and effective services?
- Pre-ordering to avoid a supply/ shortage?
- Record costs associated with orders?



## Phase Two – Limiting Opportunities for Exposure & Spread

Sub-headings	Suggested Inclusions
<b>Who is responsible for leading this phase?</b>	<b>Executive Director and People and Practice Manager</b>
<b>Who is responsible for supporting implementation?</b>	Manager Support Options (TAC) Team Leader – Yarrawonga Team Leader – Workforce Options Rostering Officer HR – Quality and Compliance Manager SPAT
<b>When does this phase start?</b>	<b>Phase 1 - Immediate Action</b> <b>Timeframe Estimate</b> Roles and Responsibilities and Minimum requirements and expectations ( March – Easter) <b>Phase 2 – Containment/ Maintenance</b> <b>Timeframe: Term 2 onwards</b> <ul style="list-style-type: none"> <li>• If there is a local case or post Easter and/or</li> <li>• Government directives</li> <li>• Industry best practice recommendations</li> <li>• Priority participants</li> </ul> <b>Phase 3 – Lockdown</b> <b>Term 2 - Term 3</b> <ul style="list-style-type: none"> <li>• Concern that rapid escalation within the service is likely</li> <li>• Government and/or Regulator directive</li> </ul>
<b>What are the key activities?</b>	<ul style="list-style-type: none"> <li>• Increased focus on hygiene activities</li> <li>• Increased education and communication</li> <li>• Limiting exposure, risk-avoiding close contact and reconsidering public and community events and outings</li> <li>• Following public health recommendations regarding self-isolation based on risk factors</li> <li>• Service Response plan – essential demand and scenario testing ( minimum and maximum impact)</li> <li>• Workforce Response Plan – staff management</li> <li>• Emergency – Back up plans ) participant and staff</li> </ul>
<b>What are the risks?</b>	<ul style="list-style-type: none"> <li>• Measures are implemented too late</li> <li>• Lack of compliance from Participants, families and staff (due to capacity or willingness)</li> <li>• Government directives do not adequately support Participant population</li> </ul>

	<ul style="list-style-type: none"> <li>• No requests for services</li> <li>• No workforce to support plan</li> </ul>
<p><b>What documentation do we need?</b></p>	<ul style="list-style-type: none"> <li>• Operational and business Plans</li> <li>• Up-to-date Participant support plans, emergency plans, contact details, medication lists etc.</li> <li>• List of critical supplies</li> <li>• List of Participants</li> <li>• Level 1, Level 2 and/or Level 3 Emergency Plan</li> <li>• Workforce strategy</li> <li>• Profit and loss</li> </ul>

## Phase Two – Key Considerations and Constraints

### PARTICIPANTS & FAMILIES

Reducing risk

- **Shut down Group Activities and Community Events**
  - When do we cancel all community and group events? Term 2
  - What can we do to ensure service continuation implement new activities where community activities need to be suspended?
- **Movement between participants and staff and locations**
  - How can we monitor the movement of Participants between different places/ sites?
  - How can we monitor the movement of staff between different places/sites?
- **Communication and Emotional Reassurance and Support**
  - Step 1:** Establish a Implementation Group
    - Meetings Mondays service considerations and continuity strategies
  - Step 2 :**Develop a Communication Strategy
    - Appoint a Communication Officer roles focal point for COID – 19 communication
    - Produce a weekly Bulletin and communication (Participants /employees)
    - Plain English focus
    - What is our best mechanism for communication? E.g. Social media, email, phone or SMS?
  - Step 3:** Work Health and safety Plans ( internal, external and participants)
    - How will we provide information to Participants in a way they will understand, particularly regarding compliance with additional hygiene and social distancing measures?
    - What can staff do to assist with this?
- **Mental Health and Wellbeing**
  - Managing Anxiety
    - How do we reassure Participants and families who might be feeling anxious?
    - What resources do we direct staff to?
    - What can we do internally?
    - What services exist externally?
- **Key Service Contact**
  - How will provide consistent communication?
  - Who will assist staff to navigate the situation?
  - What is our plan for regular communication with families?
  - Who will develop a plan for each participant?
  - Who will be their primary contact?
  - Assisting them with developing their responses?
  - How will we do this for people with complex communication needs?

### OUR ORGANISATION

#### Organisation planning

- Develop a work from home policy?

- Who is able to work from home? What considerations need to be taken into account ?
- What portion of this time is Paid and/or unpaid and/or leave?
- Who is deemed to be essential staff?
- Should non-essential staff now be required to work from home?
- How can we control the movement of staff between sites/participants/geographic locations

### **Financial Impact**

- What will be the financial impact on the organisation?
  - Each service area?
  - What are the minimum deliverables?
  - What other tasks are there to be completed?
- What are our cash flow issues?
  - What analysis do we need to do?
  - Scenario 50% loss of income for 3 months and 6 months?
- Staff Entitlements
  - What is the cost of current entitlements?
  - What is the impact on current leave entitlements?
  - Who has leave?
  - Who is able to take leave?
  - Is there a way to keep staff on paid and unpaid leave combinations?

### **Human Resource**

- What is our position on sick leave for staff who are required to self-isolate?
- What incentives do we need in place to ensure unwell staff do not present at work for financial reasons?
- What is the impact might on annual/ sick leave and WHS?

### **Work Health and Safety**

- What PPE equipment is needed?
- What are staff responsibility in this area?
- Do we need to increase cleaning frequency?
- What processes are required for staff protocols in house/Visitors?

### **Learning and Development**

- Communication and reassurance
- What training do staff need for infection control and hygiene training?
- What measures can we take to reassure and support our staff concerned about providing support in a pandemic environment?
- What do we need to do to support our remote workforce?
- What online communication tools can we utilise to stay connected?
- What other opportunities do staff have to complete training in paid and/or unpaid time?

## **EXTERNAL**

### Visitors

- What visitors will be allowed, why and what for and for how long?

### **Access to Other Services**

- What options and/or alternatives can be put in place? FaceTime? Video conferencing?
- What measures will be put in place where essential services are required? Dr visits

### **Suppliers**

- What can we do to ensure suppliers able to ensure supply essential items?
- What additional equipment/supplies required to protect staff and Participants not previously required – face masks/gloves/sanitiser?

## Phase Three – Quarantine & Enforced Locked Down

Sub-headings	Suggested Inclusions
<b>Who is responsible for leading this phase?</b>	<b>Executive Director and People and Practice Manager</b>
<b>Who is responsible for supporting implementation?</b>	Manager – Support Options Team Leader – Yarrawonga Team Leader – Workforce Options ArtMania Groups Manager SPAT
<b>When does this phase start?</b>	<ul style="list-style-type: none"> <li>• Government/public health directives</li> <li>• Infection within the service</li> <li>• Significant spread within similar community groups</li> <li>• Participants or staff choosing to self-isolate</li> <li>• Benefits to participants and/or staff to self isolate</li> </ul>
<b>What are the key activities?</b>	<ul style="list-style-type: none"> <li>• Enabling remote service provision</li> <li>• What can we do and who will be impacted?</li> <li>• Reviewing and updating rosters</li> <li>• Fixing rosters for 4 weeks</li> <li>• Establishing designated quarantine spaces, and processes – Yarrawonga and TAC Accommodation</li> <li>• Developing capacity of families to support service provision</li> <li>• Managing NDIS Quality and Safeguard requirements</li> </ul>
<b>What are the risks?</b>	<ul style="list-style-type: none"> <li>• Participants physical health and well-being at risk due to:               <ul style="list-style-type: none"> <li>○ Lack of staff available or unfamiliar staff</li> <li>○ Lack of specialist support</li> <li>○ Social impact of quarantine and isolation measures</li> <li>○ Communal and or number of agencies and/or staff access participants home</li> </ul> </li> <li>• Potential outbreak at a site and need to manage the spread and report the outbreak</li> <li>• Lack of essential supplies</li> <li>• Other services inability to respond</li> </ul>
<b>What documentation do we need?</b>	<ul style="list-style-type: none"> <li>• Operational plan</li> <li>• Business Plan</li> <li>• Financial Plan</li> <li>• Up-to-date Participant support plans, emergency plans, contact details, medication lists etc.</li> <li>• Site emergency plan</li> </ul>

	<ul style="list-style-type: none"><li>• Lockdown protocol</li><li>• List of critical supplies</li><li>• List of suppliers</li></ul>
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# Key Planning Considerations

## Phase Three

### PARTICIPANTS & FAMILIES

#### Continuity of support

- How will Participants be supported if regular staff are no longer available?
  - Emergency and Individual response and service plans
- How will Participants be supported (both physically and emotionally) if required to remain at home for extended periods?
  - Health and wellbeing Checks
  - Using alternative ways to communicate
  - Exploring innovative approaches
  - Individual Action Plans for each service area?
- What additional measures will be required for Participant's displaying behaviours of concern?
  - Individual Support Plans
  - Health and Wellbeing
  - Daily Support Plans
    - Social Health and Wellbeing
    - Physical Health and Wellbeing
    - Mental Health and Wellbeing
    - Capacity Building and Wellbeing Plans
- How will we respond to reduced services and cancellations and/or support if person is unwell?
  - Participants or families request limits on the number of staff attending the service?

What are the constraints of informal support?

What other services /resources can be accessed at this time?

Beyond Blue, Lifeline, Carer Support, Support Coordination Welfare Checks

What capacity does the participant family have to support Participants?

- Will the participants be able to remain/return to the family home?
- What contingencies plans will be required for Participants who can no longer be supported by the organisation and do not have alternative supports available?
- What mechanisms need to be in place to stay in contact with Participants and families no longer accessing services? E.g. how do we provide updates, check on well-being et

### Communication and reassurance

- How will we communicate lock-down and quarantine procedures with our Participants and families?
- How will we ensure that families are supported through this process?

### OUR ORGANISATION

#### Organisation planning

- When staff are required to work from home, will this be in the same roles and with the same salaries?



- What impact with this have on our finances if revenue drops due to reduced service delivery? What is our risk appetite here?
- What will be the financial impact on our organisation where sick leave is required? What are the current cost of this?
- How can we work with other providers to ensure continuity?
- What are the industrial relation requirements in terms of shifts/breaks etc. if staff who are well are required to take on additional shifts?
- Could we arrange for a small group of staff to provide support to limit exposure?

### **Communication and reassurance**

- How do we monitor and support a remote workforce?
- How do we support our casuals who may be in financial hardship?
- What online communication tools can we utilise to stay connected?

### **EXTERNAL**

#### Visitors

- Under what circumstances will visitors be allowed in this stage?
- How will this be communicated and implemented?

#### **Suppliers**

- What will we do if we run out of essential supplies?
- Have we registered our needs/shortages with relevant health and government agencies?
- Are alternatives are available in a supply shortage?

## Phase Four – Recovery

Sub-headings	Suggested Inclusions
<b>Who is responsible for leading?</b>	<ul style="list-style-type: none"> <li>• Business recovery team Executive Director , Financial Director , Business Services Director</li> </ul>
<b>Who is responsible for supporting implementation?</b>	<ul style="list-style-type: none"> <li>• Service Areas /Team Leaders /</li> </ul>
<b>When does this phase start?</b>	<ul style="list-style-type: none"> <li>• Official advice regarding end of quarantine and enforced lock down in our area</li> </ul>
<b>What are the key activities?</b>	<p><b>Financial Planning for Service Reengagement Strategy</b></p> <ul style="list-style-type: none"> <li>• Calculating the financial “start-up” costs and how these will be met or implement the Business Plan and/or specialist practice team</li> </ul> <p><b>Workforce Strategy</b></p> <ul style="list-style-type: none"> <li>• Participant and staffing numbers &amp; timelines/frames</li> <li>• Recruitment of New Staff with the required skills</li> <li>• Workforce Recruitment for Social Learning and Group Programs ( Phase 1 : Costing , marketing and Recruitment of workers)</li> </ul> <p><b>Risk Management Strategy</b></p> <ul style="list-style-type: none"> <li>• Strategies to maintain vigilance to minimise ‘second wave’ of the pandemic</li> </ul> <p><b>Health and Wellbeing Strategy</b></p> <ul style="list-style-type: none"> <li>• Emotional support for Participants, families and staff – particularly in the event of loss of life</li> </ul> <p><b>Governance and Strategic Planning</b></p> <ul style="list-style-type: none"> <li>• Provide report summarising response for Directors to confirm strategy , financial plan and investment plan for recovery</li> </ul> <p><b>Marketing</b></p> <ul style="list-style-type: none"> <li>• New Product and Services</li> <li>• Enrolments and Waiting lists for programs</li> </ul>
<b>What are the risks?</b>	<p><b>Financial</b> The organisation may no longer be financially viable Financial Forecasting did not reflect actual income Expenditure exceeded / Income for the period</p> <p><b>Workforce</b> Loss of casuals to other industries Impact and stress on staff</p> <p><b>Customer Engagement</b> Participants and staff may be reluctant to reengage</p>

**What documentation do we need?**

- Business Recovery plan
- Product and Service Planning
- New Products and costings
- Workforce Strategy
- Recruitment Strategy
- Up-to-date Participant support plans
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# Key Planning Considerations

## Phase Four

### **PARTICIPANTS & FAMILIES**

#### Continuity of support

- Do individual plans need to be reviewed?
  - What outcomes can we work on?
  - What is possible?
  - What is not possible?
- Will Participants require medical clearance before returning to services if they have been exposed?
  - Do Participants require specialist assessments before they can return?
  - Have participants missed any assessments that need to be rescheduled?
  - What can our internal team do to assist?
  - What can we partner with to achieve this?
  - What can we put in place now ?
  - Will all Participants return on “day one” or will a staggered start be more appropriate?
    - If staggered, what criteria will be used to determine who commences first?
  - How has the review of business activities impacted on the way we work with people?

#### **Communication and debriefing**

- Do we understand how people have fared during the quarantine phase?
- What are their health and emotional needs?
- Were any Participants or family members lost?
- How will they be acknowledged? What will we do to respond to loss of life
  - Participant and employee ?
- How will staggered starts be communicated if relevant?

### **OUR ORGANISATION**

#### Organisation planning

#### **Financial Planning**

What is the financial position of the organisation?

What resources is there to invest in any new programs and/or improvements opportunities identified in the review?

#### **Service Planning**

How quickly will services be able to return to ‘normal’?

What does this mean for each team?

#### **Managing Service Requests (Intake)**

Previous Participants

New Participants

Will our organisation take a position on the acceptance of new Service Restart up Participants (e.g. a three-month consolidation phase before accepting new Participants)?

### **Workforce Plan**

Are all original staff available to return to work? If not, how will recruitment and training be managed?

### **Training Plan**

Will staff require additional/refresher training before recommencing?

### **Communication and debriefing - What did we learn from the experience ?**

#### **Lesson Learn't**

How will we review and debrief its response?

- How will learnings be recorded for future events?

#### **Staff Health and Wellbeing**

- How have staff fared emotionally during quarantine?
- What supports will be put in place in the short and medium-term?

### **EXTERNAL**

#### **Visitors**

- What will be our policy on visitors in this period ?
- Where Participants require rescheduling of appointments/assessments will they occur onsite or remotely?

#### **Suppliers**

- What did we learn about our suppliers?
- What will supplies impact on when the organisation can re-open?

