

# COVID-19

## Business Continuity Plan

**Last updated: 13 March 2020**

As a leader in the space of mental health and wellbeing, the Centre for Corporate Health is closely monitoring the facts about COVID-19 to maintain the safety of its employees, contractors and clients. With this in mind, the Centre for Corporate Health has activated its Business Continuity Plan which has been updated and will continue to be updated, in line with the most recent and reliable advice from authorities. If you are an employee, client or contractor, please read the below information for how this will affect interactions at the Centre for Corporate Health.

### **Travel, hygiene and reporting COVID-19 cases**

All employees and contractors at the Centre for Corporate Health have been advised of the following:

- Mandatory reporting of any international travel
- Mandatory 14 day self-isolation for anyone returning from overseas travel
- Mandatory reporting of any flu like symptoms followed by self-isolation
- Personal hygiene measures
- Workplace cleanliness measures

### **If you are an individual accessing our services**

If you are an individual accessing any of our face-to-face services, please be aware that as the virus outbreak continues to change how we function as a community, face-to-face services may be changed to services over the phone or by video link. Your consultant will liaise with you directly if and when these changes are necessary.

If you are accessing our face-to-face services please be aware of the following stipulations:

- All appointment confirmations whether by phone, email or text (where allowed) screen the client for overseas travel and/or recent symptoms of cold or flu
- Appointments will not proceed face-to-face for anyone identified as having travelled overseas for 14 days following their return to Australia or anyone reporting symptoms of cold or flu, or any of their family or household reporting symptoms of cold or flu. Appointments will instead be offered over the phone or by video-link
- Receptionists screen all clients upon arrival using the same criteria as above
- Signage is in place at our premises to support the messages about travel, hygiene and symptoms
- Hand sanitiser is available at our premises.

## **If you are a client organisation for whom we provide services to**

The Centre for Corporate Health consultants often provide services within our client organisations. As such if someone within your organisation is confirmed of having COVID-19 please inform the Centre for Corporate Health immediately. Please email [admin@cfch.com.au](mailto:admin@cfch.com.au) with "Confirmed Diagnosis" in the subject line and identify any Centre for Corporate Health employees who may have come into close contact with a confirmed case of COVID-19.

## **Business preparation to ensure delivery of services**

As with all businesses around the world, the Centre for Corporate Health has tested our businesses ability to continue to provide services if mandatory isolation is announced or if confirmed cases of COVID-19 are identified within our business. This plan includes:

- Our capacity to ensure all employees can perform services remotely via video link, telehealth and webinars whilst maintaining the quality, accuracy and timeliness of our services
- A revision and communication to employees of our crisis plan defining responsibilities and duties to contain any risks
- Our work from home policy and procedure to ensure not only the quality delivery of our services but also the physical and mental health of our employees
- A pandemic test, whereby all employees were required to work from home and perform all services digitally.

For more information or to report any confirmed cases of COVID-19 and how this may impact our employees, please contact us on 02 8243 1500 or [admin@cfch.com.au](mailto:admin@cfch.com.au)

This document will be updated as authorities release more information.