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**13th March 2020**

**Employee Wellbeing**

**Business continuity plan for Occupational Health Service Delivery: - COVID-19**

**ADVICE AND GUIDANCE**

With the latest advice from Government we have reviewed our business continuity plan to identify what we can put in place if we are no longer able to undertake face to face appointments, or work from our offices because of Covid-19.

Our continuity plan has taken into account the services we deliver, our partners delivery plans (COPE Physio and Pam Assist) and also if we have any staff who have to self-isolate.

We have rigorous hygiene protocols for all of our consulting rooms and the team are vigilant when it comes to personal hygiene in the office and the cleanliness of desk surfaces, keyboards and phones and support and promote good practices.

Above all we are working in line with the guidance provided and updated daily from GOV.UK, Public Health England, and the NHS.

**CLOSURE OF CLINIC ROOMS**

In the event of any of our consulting rooms being closed all management referral consultations would be rescheduled to be undertaken by either telephone or video consultation where this is possible.

Health surveillance and fit for work medicals which require a physical test may need to be rescheduled.

**ADMIN TEAM**

We are a technology enabled business, and we all work on Office 365 which allows full collaboration between colleagues using Teams. Our IT systems and personnel upon which we will be reliant have robust business continuity plans in place and actioned, our leadership team are providing regular updates and support for all of our employees.

We have contingency for if one or all personnel are not able to access our main offices. All personnel have laptops and access to our shared systems in order to work from home, although no access to clinical files may mean that processing some referrals may be delayed.

Should any members of the administration team be unable to work due to either being in self-isolation or contracting the disease then our contingency will be for other members of the team to provide limited cover at our offices or via home working.

**CLINICAL TEAM**

We currently have a team of physicians, nurses, technicians and wellbeing specialists delivering your services. In the event of any clinical personnel being incapacitated wherever possible other members of the team’s work will be re organised in order to provide cover and maintain continuity of service. The situation is dynamic and changing daily, we will be flexing our services in line with developments and government advice as it evolves.

**All clinicians are already equipped and set up to work from home and where consultations cannot be undertaken face to face these will be undertaken as telephone or video calls (where possible)**

We work with a number of providers and their statements are outlined below:

**COPE PHYSIO STATEMENT**

*“Due to the recent coronavirus we are currently advising any face to face customers attending for treatment that they do not attend their appointment if they have any of the coronavirus symptoms or have had close contact with any individual with symptoms or has been diagnosed with the virus.  We would advise that these individuals contact us to inform us.  There will be no charge for the missed appointment.*

*Unfortunately we will turn people away if individuals turn up with symptoms.*

*We would also advise individuals who have recently travelled and returned from high risk countries or have been in close contact with any one that has to contact us.  We can then make a decision as to whether their face to face appointment goes ahead.”*

**PAM ASSIST STATEMENT**

*“Clients are requested* ***not*** *to refer employee for face to face services including* ***specialist workplace assessment services, diagnostics, onsite training, coaching and ergonomic assessments*** *if:*

1. *The employee being referred has been to one of the restricted countries in the past 14 days.*
2. *In the past 14 days the employee has come into contact with a person who has been diagnosed as having COVID 19.*
3. *The employee currently has any flu like symptoms (fever, cough shortness of breath)*

*We will monitor the spread of the virus and may need to reduce any unnecessary face to face services. This will see services continue to be provided but using telephone and video conference with only essential services being provided face to face.”*

**OCCUPATIONAL HEALTH APPOINTMENTS**

We are now looking at all of the referrals we receive to see if they can be undertaken by telephone assessment. Where this is possible this will be arranged. If a face to face appointment has to be undertaken we have introduced a screening questionnaire which will be sent with any appointment letters we issue. (See attached form).

If a person turns up for an appointment they will be asked to complete a form before they are seen by the clinician. Depending on the answers they may not be seen.

Employees who feel unwell and are showing symptoms of shortness of breath, a cough and/or a temperature, or have visited one of the known COVID-19 locations or have reason to suspect that they may have been in contact with a COVID-19 carrier MUST NOT attend OH appointments.

**MANAGEMENT REFERRALS**

Managers should decide how urgent a referral is and whether it can be deferred at this time. If you are not sure whether to refer an employee to us please contact the team on 01158762953. If we have difficulty with making appointments for any reason we will contact the manager to discuss.

In the event of any of the OH services being affected by COVID-19 management referral consultations may need to be rescheduled to be undertaken by either telephone or video consultation where this is possible.

Health surveillance and fit for work medicals which require a physical test may need to be rescheduled, based upon their priority.

**CONFIRMED CASES OF COVID-19**

Should you have a confirmed case of COVID-19 within your organisation and the individual has visited the Occupational Health department or come into contact with one of our team within the last 14 days please advise us immediately **0115 8762953** or email [ew.admin@nottinghamcity.gov.uk](mailto:ew.admin@nottinghamcity.gov.uk)

Should a member of the Employee Wellbeing Team become infected and we believe that there are implications for your organisation we will of course contact you as soon we are aware.

Jacqueline Armand

Employee Wellbeing Manager

0115 8762563

**Update from Nottingham City Council: Covid-19**

The spread of Coronavirus Covid-19 is continuing nationally with more cases announced daily. As you will know, we now have people who have tested positive in Nottingham city.

We are writing to reassure you that the city council is working with health colleagues and other partners across the city to do everything we can to stop the virus spreading and to ensure the people of Nottingham are protected.

At present, all council facilities remain open as normal (schools, libraries, leisure centres, heritage sites, etc.) but the situation is escalating rapidly and any changes to this will be reflected on our dedicated webpage: [www.nottinghamcity.gov.uk/coronavirus](http://www.nottinghamcity.gov.uk/coronavirus).

You can also use the following national websites to stay updated:

* The NHS has webpage with information and FAQs: [www.nhs.uk/conditions/coronavirus-covid-19](http://www.nhs.uk/conditions/coronavirus-covid-19)

The Department for Health and Social Care also publishes latest statistics here: [www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public](http://www.gov.uk/guidance/coronavirus-covid-19-information-for-the-public)   
  
If you would like to receive our ‘Latest News’ e-newsletter which will include updated related Coronavirus in Nottingham you can sign up to our mailing list using this link:  
<https://public.govdelivery.com/accounts/UKNCC/subscriber/new?topic_id=UKNCC_4>

We are urging people to help us to slow the spread of Covid-19 by taking simple steps to improve hygiene:

* washing hands regularly with soap and water for 20 seconds
* using alcohol hand gel
* covering mouths and noses with a tissue when coughing or sneezing

We are also advising anyone with concerns to call the NHS helpline 111 or visit [www.111.nhs.uk](http://www.111.nhs.uk) rather than going in person to a GP or hospital.

**Occupational Health Screening Questionnaire**

**PRE APPOINTMENT**

**As you are due to attend an appointment with the Employee Wellbeing Team, please can you complete the health screening questionnaire overleaf prior to attending your appointment.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Have you been to, or been in close contact with anyone who has been to any of the following Public Health England/WHO Category 1 countries in the last 14 days? | | Yes | No | |
|  | | | | |
| * China (Wuhan city and Hubei Province) * Iran * Daegu or Cheongdo (Republic of Korea) * Italy (areas of northern Italy that were under containment measures between 19 February and 8 March 2020. This does not include travellers who returned from the rest of Italy before 9 March) | |  | | |
|  | | | | |
|  | | | | |
| 1. **a.** Have you been to, or been in close contact with anyone who has been to any of the following Public Health England/WHO Category 2 countries in the last 14 days? | | Yes | | No |
|  | | | | |
| * Cambodia * China (areas not specified above) * Hong Kong * Japan * Laos * Macau * Malaysia | * Myanmar * Republic of Korea (areas not specified above) * Singapore * Taiwan * Thailand * Vietnam | | | |
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|  | | | | |
| 1. **b.** Do you have any of the following symptoms, even if mild?  * A cough * A high temperature * Shortness of breath | | Yes | | No |
|  | |  | |  |
|  | |  | |  |
| 1. Have you developed a recent onset of the following symptoms, even if mild?  * new contagious cough and/or * high temperature   **4.** Have you been in contact with anyone diagnosed with COVID-19? | | Yes  Yes | | No  No |

**If you have answered Yes to Question 1, your face to face appointment will not go ahead – please call us on 0115 8762953 to discuss alternative arrangements.**

**If you have answered Yes to both Question 2(a) and (b), your face to face appointment will not go ahead – please call us on 0115 8762953 to discuss alternative arrangements.**

**If you have answered Yes to Questions 2(a) and No to Questions 2(b), your face to face appointment can still go ahead – please call the team to confirm your attendance and bring this form with you.**

**If you have answered Yes to Question 3 or 4, your appointment will not go ahead – please call the team on 0115 8762953 to discuss alternative arrangements.**

**Occupational Health Screening Questionnaire**

**APPT**

Name: ………………………………………………… Dept: …………………………………………………..

Clinician visiting: .………………………………………………………………………………………………….

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. Have you been to, or been in close contact with anyone who has been to any of the following Public Health England/WHO Category 1 countries in the last 14 days? | | Yes | No | |
|  | | | | |
| * China (Wuhan city and Hubei Province) * Iran * Daegu or Cheongdo (Republic of Korea) * Italy (areas of northern Italy that were under containment measures between 19 February and 8 March 2020. This does not include travellers who returned from the rest of Italy before 9 March) | |  | | |
|  | | | | |
|  | | | | |
| **2a.** Have you been to, or been in close contact with anyone who has been to any of the following Public Health England/WHO Category 2 countries in the last 14 days? | | Yes | | No |
|  | | | | |
| * Cambodia * China (areas not specified above) * Hong Kong * Japan * Laos * Macau * Malaysia | * Myanmar * Republic of Korea (areas not specified above) * Singapore * Taiwan * Thailand * Vietnam | | | |
|  | | | | |
|  | | | | |
| **2b.** Do you have any of the following symptoms, even if mild?   * A cough * A high temperature * Shortness of breath | | Yes | | No |
|  | |  | |  |
|  | |  | |  |
| 1. Have you developed a recent onset of the following symptoms, even if mild?  * new contagious cough and/or * high temperature   **4.** Have you been in contact with anyone diagnosed with COVID-19? | | Yes  Yes | | No  No |

Signature: ……………………………………………………… Date: ……………………………..