

# Business Continuity Plan – Corona Virus Return to Work

4ways Healthcare Ltd

## Introduction

In light of Coronavirus 4ways has set out business continuity plans in this regard.

In preparing this plan, we have taken the direction from national and local guidance.

The following has been assessed and addressed

## Risks & Continuity Plans

The identified risks and response by the 4ways business are:

1. Staffing Levels
  - a. One or more staff becomes infected. **4Ways Response:** Flexible and remote working remains available, with altered shift patterns covering 24/7. Cross training has been increased to ensure robust coverage in all areas
  - b. Staff instructed to Isolate through Test and Trace. **4Ways Response:** Remote working facilitated for all staff  
Double vaccinated staff will not be required to isolate and should attend onsite unless they or someone in their household has symptoms/tests positive
  - c. On site attendance increased
    - i. Senior Management
    - ii. Operations Management & Team Leads
    - iii. Urgent Reporting Operations Staff
    - iv. Routine & Specialist Operations Staff
    - v. IT Staff
    - vi. QA staff
    - vii. Business Support functions – HR/Finance
  - d. To further ensure the safety and wellbeing we will continue to undertake weekly approved SARS-CoV-2 Rapid Lateral Flow testing for all those working on site. This will enable fast decision making on the safety of staff, reducing the risk of further spread. In addition, this will enable screening of individuals who become symptomatic during their shift or after exposure to an infected person (*Documented in: Lateral flow devices for staff testing for SARS CoV-2 (Covid-19 Rapid testing) v1.0*)
  - e. 4ways staff have been able to access Covid vaccination under cohort 2 of the JCVI prioritisation list – “staff risk of transmitting infection to multiple persons or other staff” – Vaccinations are now available to all UK adults; however,

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4ways staff will remain in a priority group for booster vaccinations once deployed.

## 2. Radiologist Capacity

- a. Radiologist sickness. **4Ways Response:** Contracting the virus whilst working in their consultant roles within the NHS. Where a Radiologist is absent from their Trust on certified sickness leave, they would not be able to report for 4ways during this period. >250 Radiologists currently engaged with new engagements continuing onsite. We will maintain Radiologist induction in a Covid safe environment to ensure robust panel to cover any unavailability due to illness
- b. Radiologist instructed to isolate through Test and Trace. **4Ways Response:** Radiologists report from their own home and could continue reporting for 4ways whilst isolated

## 3. Facilities

- a) Office seating occupancy capacity restored to 100%
- b) Social distancing measures maintained in common areas/meeting rooms
- c) PPE: Face masks will still be required when not at own desk or eating in the kitchen facilities
- d) Temperature scanning on entry maintained
- e) Sanitiser stations, signage and desk screens will remain
- f) Weekly Covid-19 Rapid Flow testing for staff & visitors onsite
- g) Face coverings to be always worn in the office when not seated at desks or consuming refreshments in the kitchen.



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4. Technical Infrastructure. **4Ways Response:** Maintenance and upgrade schedules accelerated during lockdown and continued on schedule. PACS and VR upgraded systems now operational  
Office 365/MS Teams rolled out across the organisation  
Full refresh of operational workstations completed ahead of return to office working
5. External/Internal Meetings. **4Ways Response:** Face to face meetings may resume internally, following social distancing in meeting rooms  
External meetings can be attended where requested, following the requirements of the host location and ensuring due care in maintaining mask wearing, social distancing and hand hygiene
6. Visitors to 4ways offices. Exposure to virus from main place of work/unknown sources is an identified risk mitigated by the following actions:
  - a. Social distancing measures implemented in all common areas
  - b. Temperature checks on arrival – anyone showing symptoms of fever will be refused entry.
  - c. Radiologist Engagement/System Training –Covid safe training area established adhering to social distancing requirements.
  - d. Enhanced cleaning regime: Cleaners clean down work surfaces every day, equipment clean down before and after each session (keyboard, mouse and Dictaphone).
  - e. External Contractors – Meetings with external contractors, vendors etc. may resume onsite. Visitors will need to comply with the below.

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- f. All visitors to 4ways offices will be requested to temperature check, use hand sanitisers placed at reception and undertake a SARS-CoV-2 Rapid Lateral Flow test on arrival and departure and to comply with internal hygiene, PPE (wearing of face masks) and social distancing measures.
- g. All visitors to the office required to scan in via the Test & Trace QR code.

### Office Hygiene Actions:

- Communication issued to the business (Appendix 1)
- Signage displayed throughout all areas
- Hand Gel Sanitisers distributed around the offices so all areas have ability to maintain hand hygiene.
- Cleaning contractor instructed to clean desks with anti-bacterial cleaning solution and common surfaces such as door handles / kitchen facilities etc.
- Equipment wipe down at the start of shift,
- All keyboard / Mice / telephone handsets to be cleaned with anti-bacterial wipes.
- Staff who exhibit Covid symptoms instructed to remain out of the office and seek GP/NHS 111/119 assistance and to book a Covid test via Test & Trace
- Staff returning from travelling internationally – Individuals to discuss travel plans with their line manager/HR
  - Should return to work in the office where they have returned from a Green list country
  - Should return to work in the office where they have returned from an Amber list country and have received both Covid vaccinations
  - Should follow relevant Government guidance on their return as per the category of their holiday destination re PCR testing
  - Should not attend the office if returning from an Amber list country and have not received both Covid vaccinations
  - Should isolate in approved government hotel facility if returning from a Red list country
- Food areas – Removal of “satellite” areas and focus on main kitchen only.
- Kitchen - regular wipe down and utilisation of the dishwasher, general areas and toilets etc.

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## Additional Considerations

- Swab Testing - How to book information shared for staff showing symptoms of Coronavirus (Covid19)
  - high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
  - new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
  - loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal
  - Test can be booked online <https://www.gov.uk/get-coronavirus-test> or via [NHS119](https://www.nhs.uk/119)
  - Seek advice via your GP/NHS11
- SARS-CoV-2 Rapid testing to allow us to test those working on site. This will enable fast decision making on the safety of core staff, reducing the risk of further spread. In addition, this will enable screening of individuals who become symptomatic during their shift or after exposure to an infected person
- Antibody testing available to core staff

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## Appendix 1 – Hygiene Instructions

I am sure you are aware of the Corona Virus and the spread across the World. It has now reached the UK and although the risk maybe low in our workplace, there is a chance an employee may come in contact with a carrier outside of the workplace and potentially bring it to 4ways.

it is most often, spread from person-to-person and happens among close contacts (about 6 feet). Person-to-person spread is thought to occur mainly via respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza and other respiratory pathogens spread. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

Coronaviruses can spread in the following ways:

- Coughing and sneezing without covering the mouth can disperse droplets into the air, spreading the virus. – **Use a tissue to cover your mouth and then Wash your hands**
- Touching or shaking hands with a person that has the virus can pass the virus from one person to another. - **Wash your hands on a regular basis**
- Making contact with a surface or object that has the virus and then touching your nose, eyes, or mouth. – **Wash your hands on a regular basis**

To help reduce the spread we are placing sanitiser gel in the offices for employee to use at work and ask that you wash your hands on a regular basis. We will also ask the cleaners to wash and wipe all door handles in the offices.



Key Message is **WASH YOUR HANDS THOROUGHLY!**

### Government Guidance Information

[https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public?gclid=EAlaIqobChMI57TQyfTL5wIVV53VCh0PwwyTEAYASAAEgLiKfD\\_BwE](https://www.gov.uk/guidance/wuhan-novel-coronavirus-information-for-the-public?gclid=EAlaIqobChMI57TQyfTL5wIVV53VCh0PwwyTEAYASAAEgLiKfD_BwE)

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