

In order to protect our workers, clients and service users, the Company has put in place a number of processes to ensure we are consistently following government guidance and are working towards reducing the spread of COVID-19. This includes:

- Sending out weekly communications to keep our staff updated on government guidance and to advise on how to continue to work safely during the pandemic
- Conducting risk assessment with all employees and workers to identify any vulnerabilities they may have, increasing their risk of severe illness if they contract COVID-19 and obtaining occupational health advice where necessary
- Developing risk reduction processes including:
 - Attempting to provide work opportunities in a COVID free or low risk environment for those more vulnerable
 - Reiterating to workers and client that they are provided with the correct PPE and are informed on how to wear it correctly
 - offering update training on infection control
- Where possible, we have aimed to provide continuity of care for our clients and limit cross contamination between workplaces by sending workers to the same client during the pandemic
- Providing continued advice on what to do if our workers or their household members develop symptoms of COVID-19
- Providing a referral scheme for those workers and household members who have developed symptoms and would like to be tested for COVID-19
- Gained access to an online portal for workers who wish to continue training from home
- Offering increased mental health support, including counselling and CBT readily available to all workers through a confidential third party in addition to online mindfulness training

Testing

If you are suffering from symptoms of COVID-19 and would like to have a test, you can refer yourself using the below link:

<https://www.gov.uk/apply-coronavirus-test-essential-workers>

Alternatively, please email ssp@servoca.com with your name and mobile phone number and the Company can refer you.

Mental Health Support

The Company provides a confidential third party counselling service for our employees and workers through **Health Assured**.

Health Assured can provide telephone and face to face counselling on a number of topics including:

- Family Matters
- Stress & Anxiety
- Financial Issues
- Gambling Issues
- Drugs and Alcohol Issues
- Childcare Support
- Relationship Advice

In addition, they can provide CBT counselling.

To access mental health support you can call Health Assured, on **0800 030 5182** or you can access the online health portal on www.healthassuredeap.co.uk.

Please contact your local branch for the username and password.

Useful Resources:

PPE Hub

<https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe>

Infection Protection and Control

<https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>

How to Work Safely in Care Homes

<https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes>

COVID-19 Government Guidance

<https://www.gov.uk/coronavirus>

We would like to thank all of our staff for their continued efforts during this unprecedented and difficult time and hope to return to normal practices as soon as circumstances permit us to do so.