# Contingency Planning

**Policy**

In the event of a pandemic and the event of a high level of staff going off sick; the company will endeavour to cover all the call using our reserve of Bank staff. If this unable to happen agency staff will be called upon. Refer to agency staff policy.

If this was not possible calls, will be prioritised to ensure Customers are safe. Relatives and the local Authority will be contacted.

All staff at My Support and Care Services Ltd are advised to have an annual flu vaccination.

My Support and Care Services Ltd will support any Customer in the event of a crisis or emergency situation.

In any situation where it is felt that the customer’s accommodation is uninhabitable or where a situation arises where it is unsafe for the customer to remain in their home My Support and Care Services Ltd will endeavour to support the customer to access short-term accommodation until the situation can be resolved. Such instances could be:

* Fire
* Flood
* Long term loss of utilities i.e. power cut, water supply
* Gas leak
* Other health and safety issues
* Issues of ‘protection of vulnerable adults’ (abuse)
* Eviction

**Procedures**

In the event of such incidents My Support and Care Services Ltd will support the customer to access immediate short-term accommodation such as:

* Family / relatives
* Any close, appropriate friends
* Hotel
* Bed and breakfast

My Support and Care Services Ltd will inform the customers care management team of the situation, or the out of hours team depending on the time of the incident to seek further advice.

Landlords will also be informed at an appropriate time.

My Support and Care Services Ltd will support any customer with the transition to short-term accommodation, examples of this may be:

* Hostel
* Women and children’s refuge
* Respite care
* Temporary housing provided by the local authority of housing association

My Support and Care Services Ltd will not be responsible for covering the cost of any short-term accommodation (i.e. bed and breakfast / hotels) or any other expenses that may be incurred.

My Support and Care Services Ltd will advise and encourage all customers to adequately insure their contents and personal possessions.