

# Business Continuity & Emergency Policy

Spirit Led Counselling | Sharon Mackenzie

## Purpose

This policy outlines the procedures Spirit Led Counselling follows to maintain uninterrupted care and ensure client safety in the event of unforeseen disruptions or emergencies.

## Scope of Disruptions

- Practitioner illness or incapacity
- Natural disasters or power outages
- Technology failures or data loss

## Continuity Measures

- All client records are securely stored and regularly backed up to safeguard information.
- Services may transition to telehealth platforms when appropriate to ensure ongoing support.
- If services are interrupted, clients will be referred to qualified and trusted professionals as needed.

## Emergency Procedures

Spirit Led Counselling does not provide crisis or emergency response services. In urgent situations, clients are instructed to contact emergency services (000) or appropriate crisis hotlines immediately.

## Communication Protocol

Clients will be informed promptly should any disruption to services occur, with updates provided as soon as possible.

## Policy Review

This policy is reviewed annually to ensure effectiveness and relevance.