

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.