

Information for coaches, mentors and supervisors about Coronavirus

DR FIONA DAY

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About this resource

This information guide was prepared by EMCC UK member and volunteer Dr Fiona Day, a former senior public health doctor. The guidance is intended to support EMCC UK members to consider some of the risks and good practice in light of the Covid-19 infection. Its purpose is to direct EMCC UK members to definitive sources of government information and help members consider how they can respond to possible risks to their business.

Please refer to the UK government websites for updated information, as some of it is changing on a daily basis.

The world is currently in a pandemic of a new respiratory virus, Covid-19. We have compiled this information to support EMCC UK members at this challenging time. Our aim is to help coaches, mentors and supervisors ensure business continuity and reduce the spread of infection risk to themselves, their staff and their clients, as part of their ethical coaching practice.

The pandemic may last for several months, with several months of disruption following an acute phase, or acute phases. We encourage our members to plan ahead and to take care of themselves during this time.

All links below are correct as of 18 March 2020.

UK government resources

The UK government is coordinating the response to this virus. Here are links to useful government information and guidelines:

This is the overarching website for the UK government Covid response:

[Coronavirus \(COVID-19\): UK government response](#)

Within this there is currently one piece of guidance which is considered to be most relevant to coaches and their businesses specifically. It includes updated documents on financial support for businesses from the UK government, and guidance for employers and businesses, and for employees:

[Guidance for employers and businesses](#)

Here is the latest travel advice:

[Travel advice: coronavirus \(COVID-19\)](#)

The restrictions on public life are likely to change. This is the current advice on when to self-isolate if you or a member of your household has possible symptoms:

[Stay at home: guidance for households with possible coronavirus \(COVID-19\) infection](#)

Business continuity

It is good practice ethically to consider business continuity, whether you are an internal or external coach. This ensures you have plans in place should unexpected events arise, from longer term health problems, to issues with your premises, IT, or other factors which may impact on your ability to deliver a service to your clients. The UK government has a leaflet on how to do this, and how to build resilience in your business:

[Business continuity planning](#)

Risk assessment

Ongoing risk assessment is also legally required by health and safety legislation if you employ staff. It may also be required by your insurance if you see clients in person, whether that happens at home, in a rented, dedicated office, or in any other office or similar premises, including walking coaching.

This involves an assessment of potential hazards to yourself, your employees or your clients, and should be reviewed as needed, or at least annually. The UK Health and Safety Executive has an online tool which you can use for office-based work:

[Office risk assessment tool](#)

You can also read the Executive's guidance on risk assessment here:

[Risk management](#)

If you haven't already undertaken a risk assessment, it would be good practice to do this now, and to include the potential risk from Covid-19 and other infections. If you see clients from home, you could consider your infection control processes, and if you work from an office or rented rooms, you may like to bring this document to your landlord's attention:

[COVID-19: decontamination in non-healthcare settings](#)

You may wish to consider working online and please follow the latest government guidance on social distancing.

The period of time ahead of us is going to be challenging for every person on the planet, for all our members and our clients. Most of us will experience the following risks:

- The impact of travel restrictions or disruption on client or coach
- Family and caring responsibilities impacting client's time or coach's time
- Risk of accelerating the spread of infection between clients via coach, travel or office
- Staffing shortages in the client's place of work putting pressure on clients to not leave the work environment or attend sessions
- Cashflow and financial difficulties
- Increase in clients working from home and being unwilling or unable to travel
- Sickness absence for coach, client and employees
- Anxiety, confusion, grief and possible bereavement

Our families, friends and clients need us more than ever, and our ability to support others as coaches, mentors and supervisors is dependent on our own self-care and wellbeing. We encourage our members to consider how they can both support themselves and our society during this crisis. Together, we are stronger, and we have every confidence in our members and wish you courage and health during the period ahead of us.

Sharing coaching solutions

If you work on a one:one basis, you could consider working via an online platform or by phone. If you undertake team coaching, this is more challenging, but perhaps you could identify novel solutions with your clients, and share them with EMCC UK using the link below:

[Email EMCC UK your solutions for working with clients](#)

We will share your creative solutions on the EMCC UK website as a way of offering support to other team coaches as they continue to practice during this challenging time.

If you have any further questions, or would like to comment on this guidance, please contact EMCC UK using the email link above. Or contact your insurer for their guidance. The UK government website links above are updated on a regular basis, so please keep checking them as the coming weeks and months evolve.

We wish you every success in maintaining your business continuity and supporting yourself and your clients at this difficult time.

EMCC UK
Registered in England and Wales
Registration no. 05625451
87 North Road
Poole
Dorset BH14 0LT

