

COVID-19 Managers' Guide

The information in this Guide is produced from the latest government updates. Information may change without notice so please contact a member of the HR team or the Health, Safety & Wellbeing Manager for support. This guide is for online reference only; do not print it as it may become outdated before the next version.

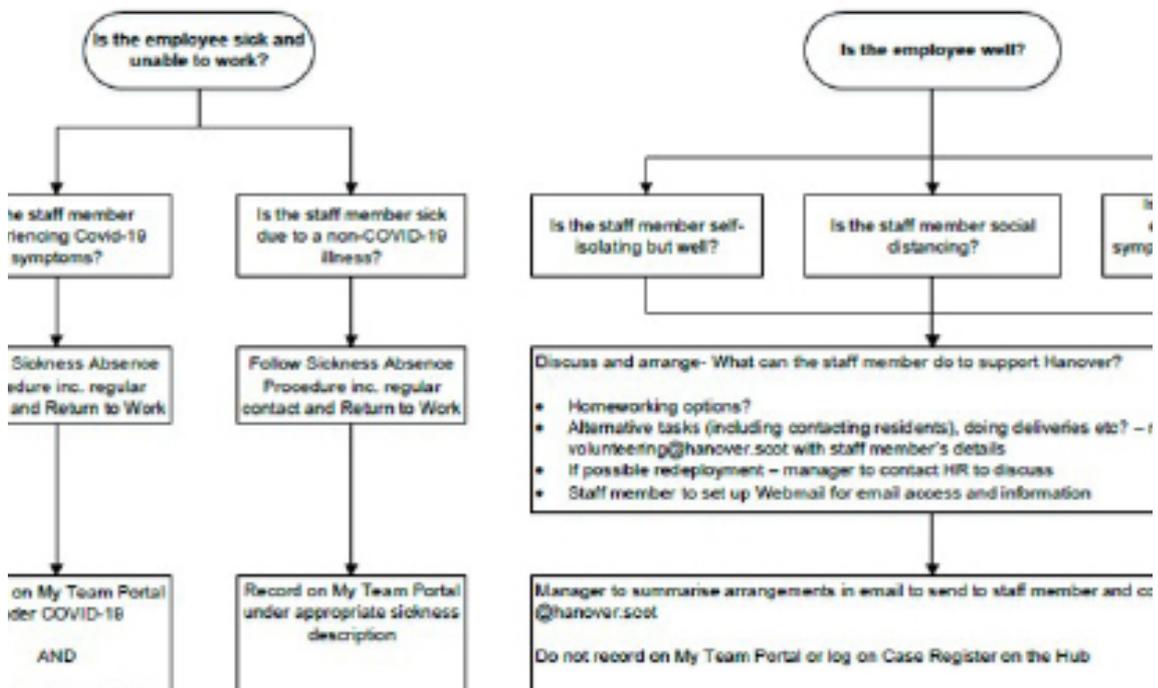
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Logging COVID-19 for staff

The following guidance provides you with more information about how to log any COVID-19 related incidents for staff and the type of actions you should take as a manager.

COVID-19 – Sickness Absence and Working Arrangements for managers and staff

For enquiries: Contact HR at hr.enquiries@hanover.scot



RESOURCING YOUR TEAM

This advice helps managers ensure staff are available to care for our customers in response to COVID-19.

Asking staff to undertake different tasks as part of their role:

If you need to ask staff to perform different tasks as part of their role in response to COVID-19 please take the following steps:



Know what you can ask: You may ask staff to undertake different tasks as long as the request is reasonable.



Discuss the requirement with your colleague: Explain why the change is needed: Explain the proposed tasks clearly. Listen carefully to any concerns, and address them positively and thoroughly.



Confirm the change: Please record the change in an email to your colleague and copy it to HRenquiries@hanover.scot

EMAIL TO:	employee email address
CC:	HRenquiries@hanover.scot
SUBJECT LINE:	COVID-19: Different Tasks Advised

Your Guide to 'Asking staff to undertake a similar role'

If you need to ask a colleague to perform a similar role in response to COVID-19, please take the following steps:

- ▶ **Know what you can ask:** We have a flexibility clause in some of our contracts of employment enabling Managers to redeploy staff to a similar role if required. One week's notice is required although it may be reduced or waived if your colleague agrees.
- ▶ **Explain:** Explain why the change is necessary and ensure that your colleague fully understands what is involved in the new role.
- ▶ **If the change involves a group of staff, consult with colleagues about the reasons for the change:** The work you would like them to do, identify and resolve problems.
- ▶ **Prior discussion with your line manager & HR:** Please discuss your proposals in advance to help you plan and implement whatever is best for the business.
- ▶ **Confirm the change:** If a change in role applies, HR will confirm the change in designation and all changes in terms and conditions, whether permanent or temporary.

Fast-Track Recruitment

You are able to provide a job/department induction: This applies to all new starters to ensure that they are equipped to perform the role to a safe standard.

You are not required to advertise: This applies if you have assured yourself that the candidate is suitable.

Decide the term of employment. The options are either a casual or fixed term contract.

Fill in the required HR forms and collect candidate documents:

‘Conditional Offer Request -Preferred Candidate Form’

Candidate Application Form.

Existing PVG Copy (if applicable)

EMAIL TO:	HRenquiries@hanover.scot
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SUBJECT LINE:	COVID-19: Different Tasks Advised
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HR pro-actively seek references and return as swiftly as possible. The candidate to be appointed subject to a satisfactory PVG check. **NOTE:** A risk assessment will be put in place by the manager if they start before the PVG is returned. **An existing PVG form needs to be sent to HR prior to the Risk Assessment.**

COVID-19 Testing Protocol for Health and Social Care Workers



Who qualifies for testing?

This instruction applies if you work in one or more of the following jobs:

Care at Home Managers;
Care Workers;
Day Care Officers;
Home Support Workers;
Team Leaders

NHS Scotland health authorities now provide COVID-19 testing for you via on line referrals made by your line manager. The Line Manager must consult COVID-19 testing protocol available on the website of the health authority for their location. The advice contained in a health board protocol, or from any medical practitioner, or national guidance (see NHS Inform website) takes precedence over the contents of this internal Guide. The posts noted above provide social care in services such as ours where the resilience to absorb workload in the face of staff sickness is limited, so risking clients' health, with home working is not a valid option.

If you are in one of the following categories you must report this immediately to your line manager. Your manager must instruct your referral at once. Urgent referrals are essential as soon as you and/or a household sharer develop symptoms to maximise the chance of detecting the virus.

You must attend the appointment.



Guidance for Line Managers:

Line managers must have the following contact information for their staff available at all times:

Mobile numbers
Landline number
Email address

This measure is needed to help NHS Scotland help us when resources are stretched.

You must ensure that all the contact details for your team are up-to-date on the My HR Portal immediately.

COVID-19 Testing Protocol for Health and Social Care Workers

Categories of COVID-19

Testing is prioritised and must fall within the 72 hour window commencing from the point you know:

1. You do not have the COVID-19 virus but someone with whom you share a household does;
2. You have COVID-19 symptoms and you are part of a cluster of 2 or more cases in a community setting;
3. You have COVID-19 symptoms

COVID-19 symptoms include:

1. A new continuous cough;
2. high temperature or fever greater than 37.8% centigrade; and
3. breathing difficulties

Category 1 specific conditions

If testing is not possible within the 72 hour window you must self-isolate for 14 days and contact your line manager before resuming work.

If testing is negative, you should return to work following consultation with your line manager. If you develop symptoms after the test you must self-isolate for 7 days.

Category 2 specific conditions

If COVID-19 is not already confirmed in the cluster, your line manager assesses the amount of close contact workers have with others, including:

Face to face

Contact with bodily fluids

If the staff member is spending more than 15 minutes and within less than 2 metres of a person with COVID-19 symptoms.

If the test is positive then you should remain off work for 7 days, after which you may return to work following discussions with your line manager and provided that:

You have had no fever-like condition (i.e. temperature greater than 37/8 centigrade) in the preceding 48 hours; and symptoms have significantly improved.

If the test is negative, you may return to work after discussions with your line manager, provided that you have had not had a high temperature or fever for the previous 48 hours and that symptoms have significantly improved. You must self-isolate immediately for 7 days if COVID-19 symptoms worsen.

COVID-19 Testing Protocol for Health and Social Care Workers

(Continued)

Category 3 Specific Conditions

If testing is not possible within 72 hours of your conditions starting, then you must self-isolate for 7 days and not be tested, given that the sensitivity of the test reduces significantly after 72 hours.

If the test is positive you must self-isolate for 7 days after which you may return to work following discussions with your line manager and provided that:

You have had no fever-like conditions (i.e. a temperature greater than 37.8 centigrade) in the preceding 48 hours; and Symptoms have significantly improved.

If the test is negative, then you may be able to return to work, following a discussion with your line manager, provided that you have not had the following:

Fever-like conditions (i.e. temperature greater than 37.8 centigrade) in the preceding 48 hours; and Symptoms have significantly improved. If symptoms worsen then you must self-isolate for 7 days.

HCS-11 Infection Control Procedure

HCS-11 Infection Control Procedure

To reflect the changing nature of the COVID-19 outbreak in the UK, the HCS-11 Infection Control Procedure has been updated to provide more guidance to staff.

You can find information on what to do if there is a confirmed case of Covid-19 in one of your services (either staff or resident). Please take special note of appendices D-G, P and R.

We would ask all managers to ensure that if you have any staff who are involved in the activities that are mentioned in the procedure, that they are made aware of the updated guidance immediately.

It is vital that front-line staff read this procedure and follow the measures that are outlined in the Appendices.

The full procedure is available on the Hub and can be found [here](#).

If you have any questions that aren't covered by the procedure please contact Scott Page, Health, Safety & Wellbeing Manager at spage@hanover.scot.

Stepping Up

COVID-19 has brought home to us all the impact of a pandemic, with so many lives lost, the uncertainties and anxieties caused by the disruption to everyday life as we know it and the effects on our customers. Thank you to everyone for your resilience in coping with these circumstances and at the same time always giving your best. “When the going gets tough, the tough step up”

What is Stepping Up?

- Stepping-up may sound new, but it’s what everyone should do in a crisis, for example your line manager should:
- Discuss with you how we can work best with tight resources and control any undue pressure you may be experiencing.
- Ask you to perform different duties to help deliver essential services
- Explain why we may need you to perform different duties if you are unable to work from home.
- Consider your suggestions about what might be beneficial to you moving forwards.

An example of Stepping Up would be; Hanover’s Volunteer Phone Buddies

We want to make sure that all our residents are OK. That means checking in with them to see if they have all they need and to bring them a little cheer in their day. Staff volunteers now telephone their own group of designated residents to offer support and reassurance.

These calls are similar to the daily calls that are provided by our Sheltered Housing and Development Managers, but now extended to our Amenity and General Needs residents.

Hanover Phone Buddies are staff who do not usually have the opportunity to speak with residents. They are Stepping Up by making space in their day to carry out a few calls to our Amenity and General Needs residents so we can keep in touch with them during this time.

Hanover Phone Buddies are supported by Jim Brown, Susan Owens and Jacob Brailsford, who coordinate calls and administer the service.

Hanover Phone Buddies have access to information about local services available in residents’ communities and relay this to them as part of the service. If you would like to join the Hanover Phone Buddies, please email volunteering@hanover.scot and we will allocate some residents to you.

Health & Safety Guidance

Health & Safety when working remotely or from home:

Use of Computers

This guide explains how you can stay safe and healthy while working from home.

A Health Screening Self-Assessment form is also available and can be downloaded [here](#).

The correct way to sit at your desk

How do you sit at your desk?

If you spend a considerable time in front of a computer either in the workplace or at home, then aching shoulders, neck, wrist and eye strain will all be familiar ailments. Our bodies are not designed for engaging in such repetitive activities as tapping at a keyboard all day or clicking on a mouse, and your eyes certainly aren't meant to be staring at a glaring monitor for hours on end.

What makes it all the worse is that many of us then go home and do the same again in an often more poorly laid out work-space. So what can you do to ensure your suffering is minimal? Admittedly, if you sit at a desk for long periods of time, you are going to feel some degree of discomfort afterwards. The following tips on how to make your workstation more healthy should reduce the effects your daily routines are having on your body.

The perfect workstation position

To set up your workstation to allow you to work in the ideal manner, the following basics should be adhered to:

- **Legs:** the thighs should be parallel to the floor, while the lower legs should be vertical and at 90 degrees to the floor.
- **Seat height:** the adjustable chair should be altered so that the height is level with the back of the knee when the feet are on the floor or a footrest.
- **Arms:** the upper arms should hang at a vertical 90 degrees to the desk, and the forearms parallel to the floor. The elbows should be close to the body.
- **Wrists:** wrists should be straight and not anchored on anything.

Health & Safety Guidance

Back: the back should be upright or slightly reclined and not twisted in any way.

Feet: the feet should be at 90 degrees to the lower portion of the legs.

Sight: the line of sight should be between being straight ahead and 35 degrees below the horizontal.

Once you are sitting comfortably and in the correct seating position, it is time to consider all the likely equipment around you and where this should be placed for maximum comfort.

Keyboard: should be located at a height to enable you to keep your upright posture, with your arms relaxed at your side and a 90 degree angle at the elbows and straight wrists. The wrist rests should be used when resting, not when keying.

Mouse: should be at the same level as the elbow so it can be accessed with a straight wrist. If being used for long periods the elbow or forearm should be supported and fingers should be rested on the mouse buttons rather than hovering above.

Monitor: generally speaking should be placed directly in front of you. The height should enable you to see the entire screen without any excessive neck movement. The screen should be tilted to minimize glare.

Work documents: if you are spending long periods typing from documentation then this should be held in front of you (preferably with a document holder) to prevent neck and eye strain.

Telephone: the phone should be within easy reach and if you require to type and speak at the same time, then a headset is probably the best option.

Miscellaneous items: other required items should be in easy reach to prevent unnecessary straining.

Health & Safety Guidance

Remember to move and take breaks

It is important to remember that you are not a machine and sitting in a rigid state to follow all the rules listed is not the perfect way to go about it. Your body is designed to move, so make sure you do.

You could try stretching at your desk by leaning back on your seat and stretching your legs and arms out. To release the pressure from your shoulders and neck caused by sitting with your shoulder hunched up around your ears all day, then try a few shoulder raises.

Also take regular breaks to prevent eye strain and a build up of tension. One way to do this is to be set up to a printer in the workplace that requires you to get up and walk to it, to ensure you stretch your legs.

Support for you Sadly, as COVID-19 progresses we are seeing the death toll rise in Scotland, particularly in care homes, among older age groups, and among valued social service and care workers.

Every loss will be keenly felt by families and as an organisation we would join many others in sending their condolences. We also understand the importance of supporting people as much as we can during these challenging times. The SSSC have launched new resources including the Support with death, dying and bereavement during COVID-19 which our frontline staff may find helpful during the outbreak. The new resources provide advice about coping with death during COVID-19 and provides access to professional bereavement counselling and support services.

Hanover are also offering support services for our Care SBU teams and our Care Trainer, Joanna Grieve, is currently providing a half day course for all our Care staff to help them cope with bereavement during the COVID-19 outbreak. The course is available either as a Face-to-Face session or through Skype.

For more information, please contact jgrieve@hanover.scot

Resources for home working and staying connected

Accessing Webmail

If you are unable to access the RDS servers from your home computer or devices, then you will need to login to the Hanover Webmail service to access your emails.

To view your emails from home, type in <https://webmail.hanover.scot> in to your web browser.

You will be asked to enter the same user name and password you would normally use for your RDS login.

A full help guide for the Webmail service can be found on the Hub, or by clicking [here](#).

Accessing the Hub from an external browser

If you are working from home and have no access to the RDS servers, but still need access to the Hub, you can do this by entering the following address in to your web browser – <https://thehubexternal.hanover.scot/>

You will be asked to login to your RDS Profile using your usual username and password. However, you must remember to enter `atlantic\` before typing your username.

A full help guide about accessing the Hub remotely can be found [here](#).

Contacting the ICT Service Desk from an external device.

If you are experiencing any minor faults or non-urgent problems relating to your ICT equipment, then the first place to log your issue is through the ICT Service Desk on the Hub. <https://servicedesk.hanover.scot>

If you are experiencing an emergency or urgent fault you should either call 0131 557 7473

Guidance from the SSSC & Care Inspectorate

Guidance from the Scottish Social Services Council (SSSC):

Health and care professionals are likely to face an increased burden in helping the UK through the outbreak.

We encourage health and care professionals, working in partnership with each other and people using services, to use their professional judgement to assess risk to deliver safe care informed by any relevant guidance and the values and principles set out in their professional standards.

We recognise that in highly challenging circumstances, professionals may need to depart from established procedures in order to care for patients and people using health and social care services.

Where a concern is raised about a registered professional, it will always be considered on the specific facts of the case, taking into account the factors relevant to the environment in which the professional is working. We would also take account of any relevant information about resource, guidelines or protocols in place at the time.

We have already taken the decision to cease our inspections of care services and our joint inspections of local authority social work services and health and social care partnerships at this time, and put in place arrangements which will involve gathering information, assessing the level of risk in care services and establishing assurances about the quality of care people experience.



Changes to the SSSC registration

The Coronavirus Act 2020 has extended the time period for social service workers to become registered from six months to 12 months.

If you're new to the workforce or redeployed into a new role, you can apply for registration if you want, but you may not be a priority just now.

Workers registered to work in one kind of service can be immediately re-deployed to work in another kind of service without any need to change their registration status with the SSSC. They would now have 12 months to register to work in a different service.

Guidance from the SSSC & Care Inspectorate



Continued from the previous page)

The SSSC is prioritising Social Workers' applications for Registration because workers must be registered before they can practice. The requirement for registrants to provide their training and learning logs (PRTL) is suspended temporarily.

SSSC has provided an additional 12 months to gain any qualification required as a condition of registration. Staff may therefore continue to work until the later deadline. A worker who has been removed from the SSSC Register for not completing their qualification may re-apply and their case will be reviewed.

SSSC will continue to accept registration renewal applications, but if you don't apply to renew your registration on time, SSSC will not remove you from the Register. SSSC will notify you at a later date to renew. SSSC will continue to accept payments for fees, but won't remove you from the Register if you are unable to pay your annual fee on time.

If you're struggling to pay your fee due to the current situation email enquiries@sssc.uk.com
Please remember that Hanover ceased payment of staff SSSC Registration fees with effect from 31 January 2020.

Hanover Scotland will continue to help staff attain registration qualifications. SVQ providers have acknowledged that some flexibility will be necessary with extension of deadlines if required.

Fitness to practice

SSSC requests that only serious fitness to practise concerns are referred to it. Serious fitness to practise concerns are:

- sexual misconduct including processing indecent images of children
- violent or threatening behaviour
- serious incidents of dishonesty including theft
- abusive or neglectful behaviour towards a person using services
- behaviour that is fundamentally incompatible with registration, such as serious criminal acts
- health which is not being managed and affects the safety of people who use services.

Guidance from the SSSC & Care Inspectorate



(continued from the previous page)

When the pandemic is over, and things return to normal the SSSC will deal with concerns meeting their normal fitness to practise referral criteria.

SSSC will continue to carry out investigations and conclude cases where possible. However, they won't contact employers for information unless it relates to a serious, high risk concerns, so the focus can be on delivery of services.

A new adapted referral form is available on the SSSC website to incorporate the above changes.

Any outstanding fitness to practice hearings have been postponed. Unless the employee is temporarily suspended from the Register, they can.



Guidance from the Care Inspectorate

Inspection reports and complaint outcomes which are in progress will be placed on hold until further notice.

Anyone with a concern about a care service should, in the first instance, raise this with the manager of the service. The Care Inspectorate will consider complaints and will apply a risk assessment that may result in complaints being referred to the service provider.

In light of the current outbreak of Coronavirus COVID-19, we have revised our notifications guidance with immediate effect and until further notice. Every service registered with the Care Inspectorate must complete a notification of 'Outbreak of Infectious Disease' via their e- forms account within 24 hours.

Disclosure Scotland is suspending all fees for key workers and volunteers who are being drafted to help Scotland fight against COVID-19. This is a temporary measure which will be in place for an initial period of six weeks, before being reviewed and extended further, if needed.

Guidance from the SSSC & Care Inspectorate



(Continued from the previous page)

Disclosure Scotland has already put a number of temporary measures in place to ensure the country can be properly resourced to tackle COVID-19, including only processing applications for workers deemed critical.

On 3 April the Care Inspectorate introduced a new notification on staffing levels designed to enable them to provide help and support that may be urgently needed in order to cope with the impact of COVID-19 on your service. This should be completed by each organisation.

Staffing – Care Inspectorate Response

Significant disruption to staffing is expected during the pandemic and services are best placed to make decisions regarding optimum recruitment and deployment in a rapidly changing situation. The Care Inspectorate and the SSSC will support providers and staff to operate flexibly and realistically under these circumstances.

At this extremely challenging time, we will support all services in their need to apply flexibility and judgement around staffing to ensure the safety and wellbeing of people using the service. We recognise services will need to be creative and make use of a wider range of resources. This could potentially include staff from other public services and volunteers. We recognise that this will mean services may not be able to undertake all normal recruitment checks as quickly and easily as they did before.

Providers of registered services should insist that any new staff or volunteers, whether redeployed or new to a caring role, complete an application form. This must include a self-declaration regarding any relevant health, regulatory or criminal history, as well as previous experience and qualifications. Providers should then carry out a risk assessment to determine the most appropriate deployment of individuals and ensure that knowledge, skills and experience are spread most effectively in order to meet the needs of people in the service.

While continuity of care is important for people, reallocating roles and deploying workers to front-line and auxiliary positions is expected to be a dynamic process that will impact on the care and support people receive.

Guidance from the SSSC & Care Inspectorate

(Continued from the previous page)

Each individual will bring their own set of experience knowledge, skills, competence and values to a role and many of those will be transferable. However, to ensure redeployed workers, temporary workers and volunteers are as equipped as possible for the role it is vital there is still an induction period to ensure the best level of care is provided.

Each manager must assess the skill levels, experience and training needs of each new start or transfer of role and build the required induction program. The Care Trainer is available to support with advice and to deliver required training for the individual. We also have a significant e-learning provision to provide training for these colleagues.

It is important that individuals are provided with sufficient induction, training, supervision and support with their learning to fulfil duties and carry out tasks safely and effectively. This includes employers and organisations identifying minimum training and learning requirements for individual roles and delivering effective induction. The SSSC and NES have a wide range of resources to support you, and individuals new to your service, gain the understanding, knowledge and skills required to carry out the role safely and competently.

The SSSC, in partnership with employers, developed a national induction framework, Preparing for Practice, for all social service settings in Scotland. It is a useful and popular tool with employers and has a helpful induction planning and tracking tool.

You can find it here: <https://lms.learn.sssc.uk.com/course/view.php?id=32>

Many individuals moving to a different role may already hold current certificates or have particular skills which can be transferred, however they cannot always be guaranteed to be an exact fit or the required standard. For this reason, it is imperative that all individuals undertake core induction, training and learning before commencing work to ensure the safety of those receiving care is not compromised.

To provide support to Hanover Care SBU teams, the Care trainer is available to offer training, guidance and support. This will be provided either via Skype or by call. The SSSC also provides a wealth of learning resources for development in their SSSC learning zone.

Notifying the Scottish Housing Regulator

Notifying the Scottish Housing Regulator (SHR)

The Scottish Housing Regulator's (SHR) objective is to safeguard and promote the interests of tenants and others who use local authorities and registered social landlord housing services.

Hanover (Scotland) uses the Notifiable Events mechanism to inform the SHR about the impact of the coronavirus pandemic on our core services - This helps the SHR to monitor the early impact of the outbreak.

The Regulator has asked Hanover to provide Notifiable Events as the response to the pandemic develops and this includes the following circumstances:

- You reduce or further reduce service levels in response to the Coronavirus.
- You are unable to deliver a minimum service, including statutory health & safety requirements, because of staff absences or other factors, such as contractors withdrawing services.
- Staff absences mean you cannot maintain safe levels of staffing in Care or supported accommodation.
- There is imminent risk to your solvency, including any issues arising from unregistered subsidiaries.
- Your governance contingency arrangements do not operate effectively
- You experience a significant reduction in the capacity of you senior leadership team.

How will the Scottish Housing Regulator support Hanover?

The Regulator wants to support Hanover through the Coronavirus crisis. To do this, they need to have a clear picture of the impact on all social landlords and tenants. The SHR wants to understand trends, emerging issues and where landlords may need help.

It is important that all managers consider issues that they may be managing and whether it is a notifiable event. In the first instance, this should be reported to Alasdair Robertson, Business Support Manager (arobertson@hanover.scot) or by calling 0131 557 7476, who can consider the information and help guide managers to make a prompt Notifiable Event with the Regulator.

If you have, or are managing an ongoing issue and need advice, please contact Alasdair Robertson.

The Complaints Procedure during COVID-19

COMPLAINTS PROCEDURE

Hanover has a well-established and robust complaints handling mechanism where our customers can raise any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. Over the years, all staff have successfully been using the recording tool on the Hub to record the following types of complaints:

Stage 1 Complaint: Frontline resolution complaints. This has proved extremely effective in recording and managing individual complaints and to see operational patterns. It also gives us the opportunity to resolve issues before matters escalate.

Even as we manage issues surrounding the coronavirus crisis, we also need to be aware of what our customers are concerned about.

We acknowledge that some staff may not be able to access the stage 1 complaints register due to a lack of suitable computer hardware. Therefore from today, we offer the following simple 3 step guide to ensure that complaints continue to get managed and logged whether or not you have access to ICT facilities or equipment.

Step 1

If you have Hanover supplied ICT hardware and are able to log into our network, please continue to use the Stage 1 Complaints Register on the Hub, you can do this by following this link.

Step 2

If you do not have ICT equipment from Hanover, but you do have your own device, you can still access the Hub from any web browser (e.g. Explorer or Safari) on your computer or tablet, please use the following link to access the Hub. After logging into the Hub, please continue to navigate to the Stage 1 Complaints Register (as shown in Step 1) to log or manage complaints.

Step 3

If you have no access to a compatible device, then details of the complaint that you have managed should be sent to complaints@hanover.scot or phoned through to Alasdair Robertson, Business Support Manager on 0131 557 7476 or Emma McNeill-McCallum on 0131 557 7440.

The Complaints Procedure during COVID-19

The information you should include on a Stage 1 Complaint

Please note that complaints still need to be resolved at the frontline and that this facility is only for the recording of stage 1 complaints.

If the details of a complaint are phoned through then it is important to have the following information:

- Date complaint received;
- Complainants name and contact details;
- Department responsible;
- Summary of complaint;
- Action taken to resolve;
- Outcome;
- Whether answered within 5 days; and
- Whether complaint upheld or not.

For more information about the Complaints Procedure, please contact complaints@hanover.scot.

General Data Protection Regulation (GDPR)

The General Data Protection Regulation (GDPR):

- The General Data Protection Regulation (GDPR) came in to effect on the 25 May 2018 and applies to both office and home-based working.
- It is important that you follow our GDPR policies & procedures.

Please click [here](#) to read them

Please be aware that GDPR still applies when you are working from home and that the guidelines must be followed.

- If a GDPR breach does occur, please report the details to your line manager immediately.
- To ensure that a breach does not occur, please ask your staff to follow these simple tips:
- Check your screen lock is on when not working on your computer
- If you are sending sensitive information follow the usual rules, for example using password protection on documents
- Think about how you are disposing of any sensitive information at home
- If you are having any issues with your system or any anti-virus issues contact ICT
- Report any issues or a breach to your manager

Frequently Asked Questions (FAQs) for Managers

Management arrangements if you re-enter the UK following foreign travel and are subject to quarantine

In the course of the Covid 19 pandemic governments around the world have amongst other measures prohibited persons from entering their country, and/or required entrants to self-isolate on return.

The UK Government currently applies quarantine to persons entering the UK from several countries.

The countries so listed are liable to change at short notice, depending on their changing level of the Covid 19 outbreak.

The above circumstances may last for some time.

This Advice Note explains how the Association will manage cases where staff are subject to quarantine (currently a period of 14 consecutive days) in the above circumstances.

First, if you are considering a holiday outside the UK, please check the quarantine status of the destination country before deciding to travel, follow UK Foreign Office advice and consult your line manager, travel company and insurer.

If you are required to quarantine on your return, Hanover will take the following steps to support you:

- Require you to notify us at once of the reason for your absence from work for reason of quarantine.
- Require you to notify us if, during the quarantine period you are confirmed as having Covid 19 virus, and adhere to self-isolation rules.
- We will consult with you to establish whether it is practicable for you, provided you are not sick, to work from home and if so will confirm the duties concerned.
- If you are not sick and it is not practicable for you to work from home, we will consider whether, and if so how, you may at later dates work hours lost due to quarantine.
- You may take annual leave to cover all or part of the quarantine period, in conjunction with steps 3 or 4 as applicable.

Steps 3 to 5 are intended, where practicable, to reduce the effects of applying to you authorised absence without pay.

Your line manager will discuss the above matters with you should you be subject to quarantine and confirm in

Frequently Asked Questions (FAQs) for Managers

The guidance affecting all of the following FAQs is subject to change at short notice.

Please discuss any question about the following and other questions with your line manager and HR

How should I record self-isolation and social distancing in My Team Portal?

If your staff member is sick (has or is exhibiting symptoms of COVID-19 and is unable to work) you should log them in My Team Portal as sick and select the COVID-19 absence reason. You should also log them on the COVID-19 Case Register on the Hub.

If your staff member is not sick, but is self-isolating or social distancing, there is no need to log them on My Team Portal.

What should I do if I have a staff member who has an underlying condition and who cannot come to work, or says they cannot come to work?

You should discuss with your staff member what their underlying health condition is and how it affects them.

If your staff member is unable to come to work you should:

- Ask your staff member to complete and sign the Health Questionnaire. This is for our records and should be sent to HR Enquiries
- Explain to the staff member that they remain available for work and, as long as they are available they will be paid as normal.
- Being available means that the staff member should be contactable by you during their normal work-ing hours.
- Explain that they may be given other tasks to do that are suitable to be done from home and that more information will be available.

FREQUENTLY ASKED QUESTIONS (FAQs)

(Continued from the previous page)

Ask the staff member to access Webmail on their home PC or smartphone so that they are able to read their emails and keep themselves informed and available.

There is a Webmail instruction sheet on the Hub and a link can be found in the Resources for Working from Home page of this guide (Page 10).

Discuss how you will keep contact with them over the coming weeks, whether it will be phone calls, WhatsApp etc. The onus is on the staff member to make sure they are available during their normal working hours.

Managers should record any staff who are available to work on the Case Register on the Hub, marking that they are available and/or are doing some/all their work.

Should I continue with or commence a disciplinary or other investigation?

Please contact your line manager and HR immediately for advice.

How should I manage a non COVID-19 related sickness absence?

Please follow the Association's Sickness Absence Procedure

How should I deal with a staff member who states he/she cannot work due to childcare?

Ask your staff member what they can do. They may need a period of time to re-organise, but they may be able to work different shifts, or longer shifts, or one week on, one week off etc. Try to be as accommodating as is reasonable whilst always seeking to meet business needs.

Frequently Asked Questions (FAQs)

What should I do if my staff member has been advised by a medical practitioner to be absent from work because he/she lives in a household with a person who is Shielding

Shielding applies to someone who is at very high risk should they contract Coronavirus, due to severe underlying health conditions. Shielding involves a very high level of self-isolation.

If a doctor has told a staff member that they should not go to work because a person in their household is Shielding, the member of staff needs to provide their line manager a letter to that effect from a medical professional. The staff member is not deemed to be sick and is therefore fit to work from home, if this is practicable.

My staff member has requested furlough. What is furlough and how should I reply?

The Government has introduced a Business Support Scheme which helps an employer to pay eligible staff a capped and time limited payment where the affected staff have no work to do as a result of COVID-19. The paid absence from work has been termed "Furlough".

The Board of Hanover Scotland has decided that current payment arrangements will continue i.e. staff will be paid for the work they do, or are available to do for the following period:

The Association is not currently considering use of the Business Support Scheme.

Frequently Asked Questions (FAQs)

What should I do if my staff are stopped by the Police on the way to work?

Hanover has issued a 'Key Worker Letter' to all Managers to provide to their team members. Staff should carry these letters (paper copy or an email on their phone) so that they will be able to evidence, if questioned, that they are a key worker and their journey is essential.

Managers also hold a Key Worker letter for issue to any agency worker allocated to any Hanover service.

If you need copies of either of these letters please contact your SBU manager who holds copies of these.

What should I do if my staff member is not in contact whilst they should be available for work, whilst social distancing or self-isolating?

If your staff member is not sick they should be contactable during their normal working hours. This means by phone (or email if this is the agreed method). Make sure your staff member can check emails from home.

Suggested steps if your staff member is not in contact (and they are not sick):

- Working day 1: Leave a voicemail asking them to contact you
- Working day 3: Leave a second voicemail and follow up with an email (if you have an address)
- Working day 4: Provide a summary of the above events to HR. The HR team will then email the employee (post if no email account known) a letter instructing the employee to contact their line manager by the deadline.

What should I do if staff members are unable to use their leave due to business requirements?

We normally require staff to use their full holiday entitlement in the current holiday year. The requirement remains unchanged, given that holiday is provided for well-being and rest, which we will not compromise. If, exceptionally, we require staff members to work to the extent that they are unable to take their full entitlement on time, we will consider relax the rules on carrying over leave to the next leave year.

Frequently Asked Questions (FAQs)

(Continued from the previous page)

We will not pay in lieu for carried-over holiday in the above case given the priority to rest.

It would be for the manager (with the Operations Manager/Director's approval) to determine the amount of carry over and by which date this should be taken

It is important to note that staff members working from home are still working.

Normal leave arrangements remain the same in respect of working from home.

What should we do if staff members want to cancel pre-planned annual leave e.g. due to travel restrictions being put in place, or do not want to take leave at this time?

Staff members may request to change or cancel annual leave requests.

Managers would normally require staff members to use their holiday entitlement as planned.

However, we would advise that staff members speak to their line manager and it will be at the line manager's discretion whether this could be approved (managers should be sympathetic but should also be aware that loading up the second part of the year with outstanding annual leave could make it challenging to provide cover).

It would be reasonable that one-off days being changed could be accommodated, but larger periods of leave may not, due to difficulty of taking this later in the year.