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| **Query** | **Advice** |
| General | When dealing with queries via the phone or portal, we have agreed that if the query relates to:1. Illness - direct to NHS or government websites
2. PPE - direct to 'Ask Colin'
3. Working arrangements - need to be as pragmatic as possible, try and answer using FAQs in email attached, these FAQs or the flowchart
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| When do I record if someone is self-isolating? | **Self-isolation**Where a team member is directed by health professionals or following government guidelines to self-isolate**AND they are well** **AND they are able to work from home**, then they will continue to work as normal and no recording is necessary (at present) other than your records for your team. Where a team member is directed by health professionals or following government guidelines to self-isolate**AND they are well** **BUT they are unable to work from home,** then they will need to be recorded as self-isolating. Provisions exist within all our terms and conditions of employment for full pay in these circumstances.  |
| How do I record self-isolation if required? | Submit a ticket to the Service Centre Portal - request type Absence and Time Off - Sickness and include the following details: * Employees name
* Employees payroll number
* Start date of self-isolation
* End date of self-isolation (or period ie 2 weeks)
* The reason for the self-isolation as 'coronavirus'

 The service centre team will action these tickets and full pay will continue.  |
| If unable to work from home but need to self-isolate will I/the employee still be paid? | Yes, the absence will need to be recorded through the service centre portal as 'self-isolation' and sick pay will not be affected. Should you become unwell during this time, it would then need to be recorded as sickness absence in the usual way. |
| When does an employee need to stay at home | * + If you develop a cough or high temperature stay at home for 14-days.
	+ If you live with someone who has a cough or a temperature  stay at home for 14-days.

 The latest government guidance should be followed - [GOV.UK stay at home guidance](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDEsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDAzMTcuMTg4NDYzOTEiLCJ1cmwiOiJodHRwczovL3d3dy5nb3YudWsvZ292ZXJubWVudC9wdWJsaWNhdGlvbnMvY292aWQtMTktc3RheS1hdC1ob21lLWd1aWRhbmNlL3N0YXktYXQtaG9tZS1ndWlkYW5jZS1mb3ItcGVvcGxlLXdpdGgtY29uZmlybWVkLW9yLXBvc3NpYmxlLWNvcm9uYXZpcnVzLWNvdmlkLTE5LWluZmVjdGlvbiJ9.aGHZFS1Cn1JwRZ6pAUlQqYJd4pNESkUwkdL3_hboAj4/br/76199579367-l) |
| What if a team member becomes ill during self-isolation? | They would need to be recorded in iTrent as sickness absence like they would for any other normal absence |
| How do I record sickness absence as a result of a **confirmed** case of Coronavirus? | Recording should be completed in iTrent: Where a team member is unwell **with a confirmed case of coronavirus** record in iTrent as “Coronavirus – confirmed case”. Where a team member is unwell **with a suspected case of coronavirus** record in iTrent as “Coronavirus – suspected case”. If a suspected case becomes confirmed, you will need to change the reason for the absence to “coronavirus - confirmed case”. As normal, absence should be ended when the team member is fit to return to work. It is really important to maintain accurate records so promptly entering absence end dates will help the organisation understand and plan around levels of availability.  |
| Do absences in respect of COVID-19 count towards absence triggers | Managers are advised that absences in respect of COVID-19 are to be discounted from triggers and progression through the Absence and Wellbeing procedure. |
| Should I/my team work from home? | Managers are reviewing their business continuity plans which will include assessing all those staff within their service who can fulfill their role by working from home. Please speak to your manager who will be able to provide further detail. |
| Do I have to attend face to face meetings | Please speak to your manager who will confirm the arrangements for your team and identify any business critical activity that may require attendance in person. Consideration should be given to the use of ICT solutions, including Skype and conference calls as part of business continuity considerations. There will not be a 'one size fits all' approach and your manager will keep you updated. |
| What if a member of staff is at greater risk? | Employees who are at increased risk for complications from COVID-19 due to underlying health conditions should talk to their manager about steps they can take to protect their health. These may include requesting a temporary change in job location, hours, assignment or duties, or implementation of additional protective measures to reduce their exposure to others or chances of being infected. |
| Advice to Schools re casual / flexible workers etc | Given the impact of school closures and implications that this will have on our communities and your staffing teams in school/working in schools, you are strongly encouraged to honour all commitments for pay for employees and workers and to act responsibly in these unprecedented times.   |