



Staff and Manager Reassignment Orientation Guide

COVID-19 Contingency

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Introduction

Given the current situation with the COVID-19 pandemic it is now necessary to put in place arrangements to help sustain essential services in NHSGGC.

Where there is an identified risk to the continuity of patient facing services being delivered, managers will be seeking volunteers, in the first instance, from 'non clinical staff' currently working in 'non-essential services' to request their assistance. If arrangements have been put in place for you to work from home just now you should note that you may be contacted to discuss possibility of you being reassigned to another service in the short to medium term.

This may require staff to prepare for reassignment into different roles and/or locations in order to lend support, on a temporary basis, to areas of greatest need.

In response to COVID-19 you have been identified by your line manager as someone who falls into the above category and who may be able to support NHSGGC in an alternative role/base.

The following guide has been developed to provide staff and managers with information and support related to this.

General Principles

We recognise that staff may have concerns about being moved from their normal work area however your manager will discuss this in more detail with you, including potential roles and duties.

We recognise that some discussions may have already taken place, however, this Guide is intended to help prepare staff for reassignment over the coming days and weeks. It is hoped that it will allow support conversations, and start preparations for training and orientation between staff and their managers and assure staff of arrangements and support in place in the event that they are asked to be reassigned elsewhere.

The general principles that will be followed in relation to reassignment for non-clinical staff:

- Managers will discuss proposed re-assignment, any restrictions, and seek understanding of ability to travel to a different site as necessary.
- The request to move to an alternate area must be within the scope of competence and capability of the staff member. Managers will provide reassurance in relation to use of risk assessment and Personal Protective Equipment and uniform, if necessary.
- Timescales of the re-assignment will be discussed in advance however it is unlikely that managers will be able to confirm the specific duration due to the evolving nature of the pandemic.
- There will be no financial detriment to staff who undertake reassigned duties i.e. you will continue to receive, as a minimum, your standard rate of pay and allowances and any additional travel costs at normal reimbursement levels.
- Training and induction will be provided to equip you for the role that you may be assigned to.
- Where possible orientation shifts will be provided. This will be in addition to online orientation and training.
- If necessary, you will be issued with a uniform for the area you will work in and be given a local induction to the department to establish where facilities and equipment are located.
- You should continue to observe 'social distancing' measures where practically possible.
- You should report any absence to you point of contact on site and also to your substantive line manager to ensure accurate recording on SSTS.
- You will be advised of a point of contact/Local Co-ordinator, to discuss any queries.

Key Roles

There are a number of roles that you may be asked to reassign you. However the 3 key ones will likely include:

- Estate and facilities (porters, domestic type roles)
- Healthcare Support Worker
- Administration support to key services.

We have been looking at staff availability in the above areas, and requests for support will be made over the coming weeks and days. You may have already been contacted to assist, and you can use this Guide for reference.

It is intended to allow staff in non-clinical roles to start preparing in the event you are asked to be reassigned.

Discussions are also underway with regards to clinical staff relocation and the general principles should also be applied.

Identifying Roles and Staff Members

Lists of staff members have been compiled by managers to determine those who possibly could be reassigned to assist in other areas. Some people could be immediately available, others could be available when other services are stopped and past key deadlines for priority work.

Service priorities and demands are being highlighted each day and co-ordinated through the HR team. We have identified a key HR contact who will be the key lead for all reassigned staff members and ensure principles are adhered to.

Preparation

In order to prepare for possible reassignment, there are a number of training and online support materials that you can start to familiarise and complete. You can find these here:

<https://www.nhsggc.org.uk/working-with-us/hr-connect/learning-education-and-training/covid-19-contingencies/>

Reassignment Discussions

In the first instance your manager will discuss possible reassignment with you. They will discuss role, location and specifics relating to the position. If you are in agreement to the reassignment, then you will be provided with details of who and when to report. Discussions will be held in line with the principles outlined above. In addition:

Area	Response
What training will I receive?	You will receive a local induction and orientation. You will also be asked to familiarise yourself with online materials and undertake online training available here - Induction and Training
Will I need to wear a staff uniform?	If a uniform is required for the role you will be issued this when you report to your reassigned area.
What about Personal Protective Equipment (PPE)?	If PPE is required for the role you will be issued this when you report to your reassigned area and shown how to use appropriately.
Will I need a different ID security badge?	You should display your existing ID security badge. Where staff require higher levels of access to secure areas, a temporary ID badge to enable this will be arranged by your named contact.
Who will I report to?	You will be provided with a named contact for your reassigned area to report to, seek support and guidance.

Area	Response																					
Will I require to travel to a different site?	<p>You may be required to travel and provide services at another site and you should discuss feasibility of this with your manager.</p> <p>If you have to move to another site you will be reimbursed for excess travel expenses paid in accordance with Terms and Conditions of employment. In addition, staff will also be given travel time where this is additional to existing arrangements.</p>																					
Will I require to work in an area I am not skilled to do?	Any alternate area which staff have volunteered to be re-assigned to must be within the scope of competence and capability of the staff member and within the boundaries of the duties of the temporary role. You will be given orientation and online guidance and training. In addition you will also have day to day support from a named contact and colleagues.																					
What if I am required to return to my substantive job to support my own department?	<p>Timescales of re-assignment will be discussed with the staff member in advance however it is unlikely that managers will be in a position to confirm the specific duration due to the evolving nature of the COVID-19 pandemic situation.</p> <p>Your Manager reserves the right to request your return if and when the need arises to maintain service provision. Otherwise, you will return to your substantive post upon completion of the temporary reassignment.</p>																					
Will I still receive my normal salary?	There will be no change to your existing terms and conditions. Specifically, there will be no financial detriment to those who undertake re-assigned duties.																					
Who should I contact to report absence e.g. sickness, or request leave?	You should report any absence, or request leave, from your named local contact, but also contact your substantive line manager to ensure accurate recording on SSTs.																					
Will I be required to undertake additional hours?	<p>You may be asked if you are able to work additional hours. If so, overtime rates of pay will be payable to all staff. Part-time staff working additional hours will be paid at their normal rate until they reach 37.5 hours in one week. Any hours worked over 37.5 in one week will be paid at overtime rates.</p> <p>If the event you are required to work to cover services in the evening, at night or over weekends you will receive unsocial hour's payments as outlined in the table below:</p> <table border="1" data-bbox="456 1330 1147 1621"> <thead> <tr> <th colspan="3" data-bbox="456 1330 1147 1361">Unsocial Hours Payments</th> </tr> <tr> <th data-bbox="456 1364 639 1395">Column 1</th> <th data-bbox="641 1364 895 1395">Column 2</th> <th data-bbox="896 1364 1147 1395">Column 3</th> </tr> <tr> <th data-bbox="456 1397 639 1514">Pay band</th> <th data-bbox="641 1397 895 1514">All time on Saturday (midnight to midnight) and any week day after 8 pm and before 6 am</th> <th data-bbox="896 1397 1147 1514">All time on Sundays and Public Holidays (midnight to midnight)</th> </tr> </thead> <tbody> <tr> <td data-bbox="456 1516 639 1541">1</td> <td data-bbox="641 1516 895 1541">Time plus 50%</td> <td data-bbox="896 1516 1147 1541">Double Time</td> </tr> <tr> <td data-bbox="456 1543 639 1568">2</td> <td data-bbox="641 1543 895 1568">Time plus 44%</td> <td data-bbox="896 1543 1147 1568">Time plus 88%</td> </tr> <tr> <td data-bbox="456 1570 639 1594">3</td> <td data-bbox="641 1570 895 1594">Time plus 37%</td> <td data-bbox="896 1570 1147 1594">Time plus 74%</td> </tr> <tr> <td data-bbox="456 1597 639 1621">4 – 9</td> <td data-bbox="641 1597 895 1621">Time plus 30%</td> <td data-bbox="896 1597 1147 1621">Time plus 60%</td> </tr> </tbody> </table>	Unsocial Hours Payments			Column 1	Column 2	Column 3	Pay band	All time on Saturday (midnight to midnight) and any week day after 8 pm and before 6 am	All time on Sundays and Public Holidays (midnight to midnight)	1	Time plus 50%	Double Time	2	Time plus 44%	Time plus 88%	3	Time plus 37%	Time plus 74%	4 – 9	Time plus 30%	Time plus 60%
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Will I be asked to change my normal work pattern?	Any temporary change of work pattern must be agreed on a voluntarily basis by you and ideally prior to the commencement of the reassignment. However as services needs change through the pandemic this may not always be possible. Discussions will be held to understand your specific requirements and flexibility.																					
What about social distancing?	<p>For staff remaining in office environments, 'social distancing' measures must be put in place as follows:-</p> <ul style="list-style-type: none"> - Staff who <u>have</u> to work in NHSGGC office buildings at any time require to have adequate levels of separation. - In the first instance Managers should review their teams allocated areas to create 'Separation Space' of 2 metres between each occupied workstation, in practice every other desk should be out of use. This may well require people to move from their customary or preferred positions. If so, they must do this. 																					

Area	Response
Why do I need to move, I can work from home?	During these unprecedented times, we are asking all staff to support colleagues across NHSGGC and whilst you may be delivering services at home just now, arrangements may need to change as demands increase. We would urge all staff to assist where possible and this will be greatly appreciated.

Reporting to a Reassigned Location

Once agreed by you and your Manager arrangements will be made for you to ensure online orientation and training. Following this you will be given contact details for your named contact in your reassigned role and where and when you should report to.

If you cannot report for work in your reassigned area for any reason, please ensure you contact your substantive line manager/supervisor, to ensure accurate recording on SSTS, as well as the manager in your reassigned work area.

Infection Prevention and Control

a) COVID 19

If you have any of the COVID 19 symptoms, or you have come into contact with someone who has, please report this to your substantive line manager as soon as possible and follow the guidance from NHS Inform regarding Self Isolation. Further information for NHSGGC staff is regularly updated on NHSGGC website using the following links:

NHS GGC Infection Control Covid-19 Information Hub	https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-nhsggc-staff/infection-prevention-and-co
Health Protection Scotland	https://www.hps.scot.nhs.uk/a-to-z-of-topics/covid-19/
NHSGGC FAQs	https://www.nhsggc.org.uk/your-health/health-issues/covid-19-coronavirus/for-nhsggc-staff/faqs/

b) Hand Hygiene

Wherever you are working you must continue to follow the guidelines of good hand hygiene - washing hands (20 seconds minimum) or use hand sanitiser. These principles are key to managing the spread of COVID 19.



c) Personal Protective Equipment (PPE)

You will be advised on further infection prevention and control precautions appropriate to your reassigned role and work location. If you require PPE this will be included as part of your local induction.

d) Uniforms

You will be provided with a uniform if this is required for your reassigned role. Current NHSGGC guidance is that staff should not travel to work in their uniforms. You should arrange to change when you arrive.

Uniforms should be transported home in a disposable plastic bag, which should be disposed of into the household waste stream. Uniforms should be laundered:

- separately from other household linen
- in a load not more than half the machine capacity
- at the maximum temperature the fabric can tolerate, then ironed or tumbled-dried

We are aware that if you are a community worker this is not feasible, but you should ensure that you follow strict hygiene control and washing instructions.

Statutory and Mandatory Training

a) NHSGGC Core Topics

As an existing staff member you must ensure that your NHSGGC Core Statutory and Mandatory training is up to date.

As a minimum, you must be current with the following prior to moving to your reassigned area, any outstanding modules should be completed immediately:

- Fire Safety,
- Manual Handling Theory,
- Standard Infection Control Precautions
- Health & Safety, An Introduction.

These modules must be completed prior to commencement within your reassigned work area. All other Mandatory Training should be completed as soon as reasonably practical.

b) Additional Topics

You will be advised on any additional mandatory training that may be required in your reassigned work location.

Fire Safety

You will need to know what to do in the event of a fire in your reassigned work location. This may differ from your usual place of work. For example Horizontal Evacuation is common within the ward areas of most hospital sites. This is a progressive evacuation process and is different from the 'standard' evacuation. This is explained in the NHSGGC Fire Safety Statutory module on Learnpro – please ensure that you complete this module before any reassignment.

Your reassigned manager will provide an update on the fire procedure in your work location.

Manual Handling

In your reassigned work area you may be undertaking moving and handling tasks that are different to your current routine. These will be highlighted to you in your orientation however the following points may support your current self-awareness of your own capabilities (what you can do), what you have been asked to do and the associated risks.

Before undertaking any new Manual Lifting and Handling Tasks you should perform a Dynamic Risk Assessment with your reassigned manager. To help with this, you can use the TILER approach as follows:

T = Task.	What have you been asked to do? Is it straight forward, have you done this task before?
I = Individual Capabilities	Do you have any medical conditions that could affect your lifting & handling tasks, have you had sufficient rest for recovery between tasks?
L = Load	Is the load heavy, bulky, is it deceptive (very small but very heavy, large box filled with very light items)?
E = Environment	Is the area round about safe to move, are there any hazards, do you need to clear a route, are there any slipping or tripping hazards?
R = Risk.	Can the risk be reduced? Can you get someone to give you a hand? Are there alternative means to lift and carry an object?

If you have any concerns you should raise this during your orientation. Further information on Moving and Handling can be found on HR Connect <https://www.nhsggc.org.uk/working-with-us/hr-connect/health-safety/specialist-services/moving-handling/guidance-documents-links/>

Keeping you safe

Remember, NHSGGC will do everything it can to reduce any risks. In addition, you are responsible to take appropriate actions to ensure your own health and safety and that of your colleagues, patients and service users.

Do not put yourself or others in situations where your actions or inactions could cause harm. Although we are working in unprecedented times, we must ensure that we are all working safely.

Thank you

We are in unprecedented times and all of our staff are critical to us. If you are able to move to a reassignment role we are very grateful – you are helping us to keep patients safe and deliver much needed services. We greatly value everyone’s team spirit and we recognise that you may have anxieties, - please speak to us and we will try to continue to support and reassure you in any way we can.

Appendix One - Orientation Guide for Reassigned Staff

For completion by Managers at reassigned location.

Category	Orientation Activities	Notes
Orientation and Induction at Reassigned Work Location	<ul style="list-style-type: none"> ▪ Confirm named contact details. ▪ Introduction to key colleagues ▪ Orientation of work area including: <ul style="list-style-type: none"> ○ Toilets ○ Breaks and rest areas ○ Uniform and PPE requirements ○ ID badge ○ Key equipment 	
Role Specific Induction	<ul style="list-style-type: none"> ▪ Agree job shadow peer or mentor. ▪ Put in place orientation shifts/ 	
Infection Prevention and Control	Reinforce hand hygiene and social distancing arrangements.	
Statutory and Mandatory Training	<p>Ensure staff members has completed NHSGGC Core 9 topics, plus:</p> <p>GGC: 057 HCSW Code of Conduct GGC: 061 Management of Needlestick & Similar Injuries GGC: Falls Prevention Training GGC: 221 Bedrails</p>	
Fire Safety	<p>Confirm:</p> <ul style="list-style-type: none"> ▪ Where are the fire exits? ▪ Where is the fire assembly point? ▪ When does the fire test take place? ▪ What fire alarm is used? ▪ Sign in arrangements? 	
Manual Handling	Reinforce manual handling Dynamic Risk Assessment - TILER	
Keeping You Safe	Remind that any accidents and near misses should be reported to named contact.	

Further information and resources :<https://www.nhsggc.org.uk/working-with-us/hr-connect/learning-education-and-training/covid-19-contingencies/>