

## Frequently Asked Questions

### I have childcare issues and I am a key worker – what can I do?

- If you are a current EDC employee and you are deemed by the Council to be a key worker AND you are required to attend your place of work( i.e. you are not working from home); AND you have no other childcare options (e.g. family member who is not in the over 70s or vulnerable group category) then you will be allocated a place for your child or children. The latest information on school provision in East Dunbartonshire and how key workers should apply has been published on the website:  
<https://www.eastdunbarton.gov.uk/residents/council-democracy/covid-19-school-update>
- If you are deemed by the Council to be a key worker and you are a resident in another Local Authority, please visit the website of your local authority for details of arrangements in the area you live.

### I have updated my phone number – what should I do?

- If you have an iTrent log in you should update this in Employee Services. We would encourage all employees to make sure their contact details are up to date. This can be updated under the '**Personal**' link on Employee Self Service page.
- If you do not have access online to your records you should contact 07770745667 to update your details. This will then ensure your records are up to date.

## Leave Arrangements

### Should I be taking leave over this period?

- Full guidance relating to annual leave during this period will be issued early next week.
- In the meantime, you should speak directly to your line manager and all new requests for holidays will be considered based on service needs and whether or not the service can accommodate your request.

### Can I cancel pre-booked annual leave as my holiday is cancelled?

- Full guidance relating to annual leave will be issued early next week.
- In the meantime, any requests to cancel holidays already booked will be held by Line Managers until such times as further guidance is issued.

## **Protective equipment**

### **I work with vulnerable clients and members of the public do I need protective equipment to do this?**

- We are following all NHS guidance and where appropriate, relevant protective equipment will be provided based on the specific Risk Assessments for each service area and the specific activities you will be carrying out. These are being reviewed daily as new information is received and to ensure that all measures determined remain appropriate in the circumstances.

### **I visit clients in their home how do I know if they are infected?**

- Managers are making arrangements for clients to be contacted prior to home visits. Further guidance will be available on the employee website in due course. In the meantime, if you have any concerns, please speak immediately to your line manager.

### **Does the Council have PPE in place where required?**

- Yes, the Council has PPE to deal with the risk of COVID-19 and we continue to review supplies on an ongoing basis
- Risk Assessments have been carried out for each of our essential front line services to ensure that the PPE in each area is the right equipment for the jobs and activities our employees are carrying out.
- Guidance for care at home staff and other staff undertaking home visits is in place.

### **I am unsure of the guidance for my role, what can I do?**

- You must speak to your Line Manager urgently. As mentioned above, risk assessments have been carried out for each of our essential front line services to ensure that the PPE in each area is the right equipment for the jobs and activities our employees are carrying out

## **Recruitment**

### **Are recruitment arrangements still going ahead during this period?**

- Normal recruitment will be suspended over this period.
- Where there is a need to fill critical posts for essential services discussion must take place with Leeanne Galssso, HR&OD Manager in the first instance.

**What will happen if someone is due to start with us on a permanent or temporary basis within the next few weeks?**

- Discussions will take place with managers on an individual basis to understand the needs of the service and the status of the recruitment process. This will also offer the chance to discuss any interim arrangements that should be put in place to ensure essential service delivery.