

Subject: Update on Sickness Absence Reporting and Use of the FirstCare Service
Date: Tuesday, 24 March 2020 at 11:38:44 Greenwich Mean Time
From: Arlene Brathwaite
To: Mailing List - Everybody
CC: Andrew Scott, Tracie Ffoulkes
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Dear colleagues

HR would just to like to remind you about the process around reporting your absence, especially over the coming weeks. Some FAQs are outlined below:

1. What do I do if I feel unwell during the period of remote working?

Whether you have COVID-19 symptoms or not and feel unable to work, please contact FirstCare as usual on **0345 456 5780** to report your absence and contact them to close your absence to confirm your return to work.

Please be mindful of the following:

- **If you have symptoms of coronavirus**, however mild, stay at home and do not leave your house for 7 days. You do not need a test if you are staying at home; these are reserved for the vulnerable and healthcare workers. You must refrain from work in line with the PHE and NHS UK guidelines.
- **If someone you live with has coronavirus symptoms**, you'll need to stay at home for 14 days from the day the first person in the home started having symptoms.
- **If you are feeling unwell with symptoms unrelated to coronavirus or need to report emergency special leave**, please contact FirstCare as usual.

2. I have a underlying health condition, what should I do?

Staff with an underlying health condition which may put them in a high risk category should inform their line manager and HR on hr@cwc.ac.uk. However if you feel unwell and unable to work, you should contact FirstCare.

3. Do I contact First Care when I feel better?

Once you report your absence, you must adhere to the instructions given by FirstCare regarding how to close the absence period. This indicates that you are ready to continue remote working.

4. Can I book special leave during the period of remote working?

Yes. Special leave should be requested in the usual way, informing your line manager and contacting FirstCare to open and close the period of special leave.

5. I have contacted FirstCare but am unable to get through?

Unfortunately, as a result of the current situation FirstCare have been experiencing a higher volume of calls which have resulted in longer wait times. However they are working to improve this and in the interim you should also email your line manager and keep trying the FirstCare number.

Should you have any questions or concerns regarding the above requests, please do not hesitate to contact HR on hr@cwac.ac.uk or on 07855443847.

Many thanks

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