



HR Webinar | Thursday 28th May 2020



HR Continuity & Recovery

Preparing for a New Future | Phase 1

Returning to Work Protocols





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Preparing for the new future



Kathleen Linehan
Strategic Director Of
Human Resources
Trigon Hotels



Overview



- ✓ Advance Planning for Return to the workplace – Where to Begin
- ✓ Steps To Take
- ✓ Planning For The Return Of Employees To Your Properties



Before You Begin



H&S
Advisors

Internal or External

Occupational
Health

Employees on leave

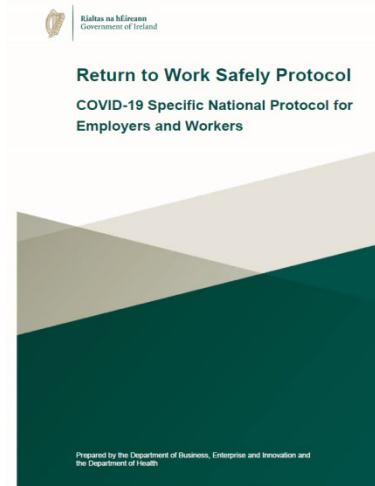
Insurance

Are there provisions you need to
take into account

Return To Work Protocol



- ✓ Review H&S Statement and update
- ✓ Set up your taskforce – appoint LWR, Covid sub teams
- ✓ Return to work induction for & self declaration
- ✓ Symptoms or risk to exposure should be advised not to return
- ✓ Emergency response plan in place should there be a suspected case
- ✓ Update policies & procedures
- ✓ Working from home, travel practices



Worker Representatives

- Minimum 1 lead worker
- Proportionate to the numbers in the Hotel
- Ideally appointed from Management

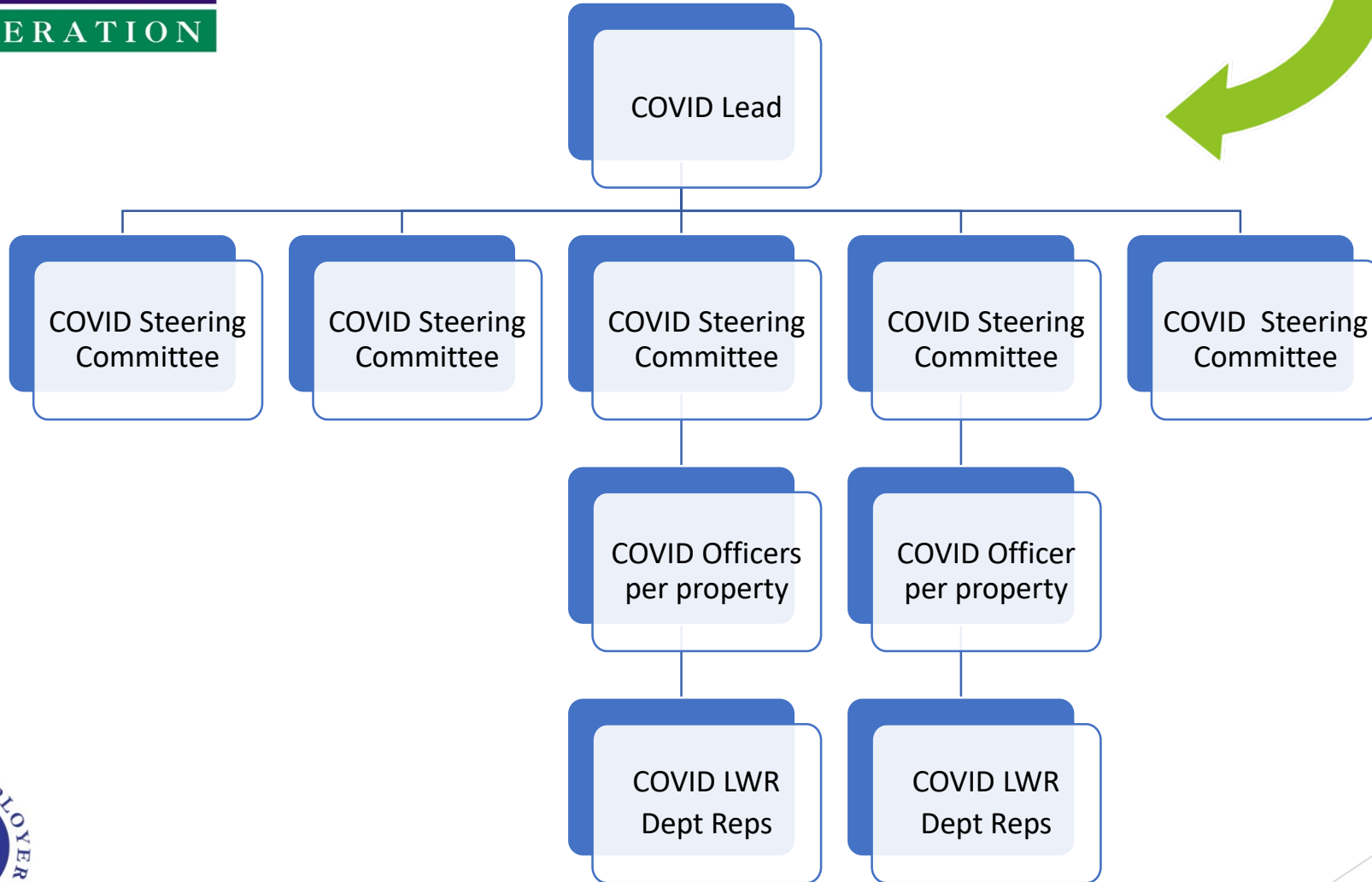
Role

- Assist management in implementation of measures to prevent spread of Covid-19
- Assist in training & engagement
- Monitor hotel to ensure Social distancing is being adhered to
- Check that employees are practising good hygiene
- Ensure adequate stocks of sanitising equipment/PPE where required
- Consult with management on Covid-19 related matters in the workplace
- Complete daily Covid-19 inspections of the workplace
- Action any non compliance and maintain records/logs
- Not put themselves at risk



Covid Response Plan

- ▶ Employers and employees must work together



Communication





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Orla Murphy

HR Manager

Slieve Russell Hotel, Golf &
Country Club



Employer Responsibilities - 2005 Act

Employer duties remain the same but need to be updated to reflect Covid-19

- ▶ To ensure the safety, health and welfare at work of employees
- ▶ Information & Training - Covid 19
- ▶ Emergency Plans - what to do if someone presents with symptoms
- ▶ Risk Assessments - hand hygiene, sanitising, SD
- ▶ Safety Statement
- ▶ Up to date with Legislation - comply with new protocol
- ▶ Consult with employees - new policies, procedures

H&S Act
2005

Return to work steps - Safety Protocols

- ▶ Provide signage /Posters
- ▶ Consider workers risk factors
- ▶ Response plan to deal with suspected case of Covid-19
- ▶ Identify designated Isolation area for dealing with cases onsite



Risk Assessments

- ▶ Identify Task and hazard associated with it
- ▶ Evaluate and assess risks & decide on precautions
- ▶ Details of risk involved and how to prevent
- ▶ Outline control measures implemented to prevent or minimise
- ▶ Conduct risk assessments for all areas
- ▶ Provide Training & Record

Control measures - Hand hygiene/Hand sanitising, Respiratory hygiene, Physical distancing, Considering At-risk workers, Visiting Contractors / Others, floor markings, bins, tissues, PPE

Sample Risk Assessment

What are the hazards?	Who might be harmed	Controls Required	Additional Controls Implemented	In Place	Adequate
Spread of Covid-19 Coronavirus	Staff	Hand Washing			
	Consumers Visitors to your premises Cleaners Contractors Drivers Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions Anyone else who physically comes in contact with us in relation to our business	Hand washing facilities with soap and water in place. Additional hand washing facilities provided as deemed appropriate throughout premises. Stringent hand washing taking place. See hand washing guidance. Drying of hands properly. Hand sanitisers available in any area where washing facilities not readily available	<ul style="list-style-type: none"> - Employees are reminded on a regular basis to wash their hands for 20 seconds with water and soap. - Employees are reminded ongoing of the requirement to exercise proper cough and sneeze etiquette at all times - Colleagues also reminded to avoid touching face, eyes, nose or mouth with unclean hands. - Tissues are made available for employee use. - Employees are encouraged to report and problems to management or their aCovid 19 Representative/s/ - To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice - https://www2.hse.ie/coronavirus/?source=banner-www - https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/ - Hand sanitising /hand washing facilities are available for store customers on entry / exit to the store and stocks are checked / maintained ongoing. 	Y Y Y Y Y Y Y Y	Y Y Y Y Y Y Y Y

Induction Training

- ▶ Training Covid -19
- ▶ Symptoms at work
- ▶ Reporting procedures
- ▶ Re-organisation of workplace
- ▶ Contact tracing log purpose
- ▶ Communication of documents & new measures
- ▶ Worker representative details
- ▶ Work pattern changes
- ▶ EAP/OHS
- ▶ Training provided including back to work e-learning training

Return to work form

- ▶ Self Declaration
- ▶ 3 days prior to return to work

Covid - Return to work form

COVID-19 Return to Work Form

To help prevent the spread of COVID-19 in the workplace, every worker must complete and sign this form before returning to work. On review of the form, management may contact you and ask you not to return to work immediately and will discuss a suitable future date for your return. N.B. Every question **must** be answered.

Employee Name:		Manager Name:	
Workplace Address:			
Question			Yes / No
1. Do you have symptoms of cough, fever, high temperature, sore throat, runny nose, breathlessness or flu like symptoms now or in the past 14 days?			
2. Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?			
3. Are you a close contact of a person who is a confirmed or suspected case of COVID-19 in the past 14 days (i.e. less than 2 metres for more than 15 minutes accumulative in 1 day)?			
4. Have you been advised by a doctor to self-isolate at this time?			
5. Have you been advised by a doctor to cocoon at this time?			
6. Please provide details below of any other circumstances relating to COVID-19, not included in the above, which may need to be considered to allow your safe return to work. Further information on people at higher risk from Coronavirus can be accessed here .			

*If you are unsure whether or not you are in an at-risk category, please check the information at the link in Question 6.

** If your situation changes after you complete and submit this form, please tell management.

Print
Name:.....Signature.....Date:.....

Employee Responsibilities

- ▶ Complete and return forms
- ▶ Make themselves aware of the signs and symptoms
- ▶ Follow public health advice, Self Isolate, GP
- ▶ Adhere to proper hand, hygiene & respiratory etiquette
- ▶ Adapt good hygiene procedures
- ▶ Participate in Training & Induction
- ▶ Adhere to all new procedures Including Social Distancing



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Sinead O'Toole
Group HR Manager
Dalata Hotel Group plc



Planning for the return of employees to your property



Protecting the team

Considerations

- ▶ PPE
- ▶ Handwashing training & facilities
- ▶ Sanitising process introduced - rotas and record keeping
- ▶ Technology considerations - eg clock in
- ▶ Medical declarations
- ▶ Guidelines on how to carry out daily briefings
- ▶ Lockers / Canteen - compliant operations
- ▶ Social Distancing - front and back of hours. Signage.
- ▶ Training Plans





The Staff Journey

Risk Assessment of full staff journey

Journey to work

Staff Entrance; keypad, sanitisation station

Locker & Changing Rooms

Uniforms

Canteen & Staff breaks

Smoking Shelters

Staggered start breaks

Social Distancing



Returning employees - planning considerations

Hotel needs

- Best case business plan
- What resources do you need at low occupancy

Strategy

- Crucial roles?
- Write a strategy and stick to it
- Objective justification - roles not individuals

WSS Scheme

- Give consideration to wage subsidy scheme

Longevity

- Increase team as business levels grow
- Objective justification
- Legal considerations

People Planning



Flexibility



Communication



Strong Leadership



Multi Skilled
Approach



Understanding
your employee's
availability



Good HR Practices



Walk the staff
journey

Consider



COMMON SENSE
AND FAIRNESS



YOUR HOTEL
FORECAST



VULNERABLE
EMPLOYEES -
COMPASSION



DISPLACEMENT OF
ROLE AND HOURS



IR - EQUALITY
ACT

Thank you

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the frame, creating a modern, layered effect against the white background.