



Q&A from IHF Webinar | 28th May 2020
HR Recovery and Continuity | Part 3
Return to Work Protocols



1. Are there policies/guidelines coming for dealing with check-in guests - taking temperatures, refusing a guest showing symptoms on check-in, if guests refuse to social distance, etc.
 - a. The IHF is preparing detailed operating procedures, templates and training supports. We will be sharing the guidelines with our members as soon as they have been finalised by Fáilte Ireland.

2. Is there any guidance on protocol if an employee presents with Covid on site - what needs to happen with rest of team and business operations in general? What level of outbreak of either staff or guests would require the property to be closed? Thanks
 - a. The Return to Work Protocol provides guidance on implementing a defined response structure for responding to a suspected case of Covid-19. See page 9 & 10 of the [Return to Work Safely Protocol](#) and see 'Case Management Checklist' in additional supports supplied with this correspondence.

3. Can IHF supply templates of all relevant policies and risk assessments
 - a. Please check 'Additional Supports' document provided with this correspondence. Here you will find templates policies, procedures, & checklists which will assist you in carrying out, writing and implementing the outcomes from the risk assessment.

4. Is emailing the new information - (policies and procedures) to the team sufficient proof on file they received it or do we need signatures?
 - a. It is very important that staff not only read and sign any new policies and procedures but also acknowledge that they fully understand these new procedures. All new policies and procedures should be signed off as read and understood by both General Manager/HR/ Manager and employee and dated accordingly. Also bear in mind English may not be the first language of the Employee.

5. Can you make an employee take the position of Lead worker - if you only have a small number of senior/long term staff members and they would be the ideal candidate but may not want to do it?
 - a. This is a crucial role which requires buy in and commitment from the individual carrying out the Lead Worker role. Make enquiries with the employee why they may be reluctant to take on the role and reassure them all training will be provided to help them carry out the role. It may be advisable though to look to other employees who may be suitable for the role if the employee remains reluctant.



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6. Is that a legal requirement that staff must change at work and not wear uniform to work
 - a. No. Requirement will come down to the outcome of your risk assessment and if the wearing of a uniform to and from work is identified as a hazard.

7. If someone is out sick after they have been put on WSS do you then need stop paying the Wage subsidy so they can claim social sick benefit? They were on layoff and then on WSS, then advised of illness.
 - a. If the eligible employee is retained on the pay roll then the employer can continue to operate the wage subsidy scheme.

8. What are the GDPR implications for employers when gathering employee Data and temp checks and will we need to seek permission to share?
 - a. Employers must ensure that the rationale for gathering and processing of medical data should be necessary and proportionate and is clearly communicated to employees. In addition, employees should be informed how the data will be managed. Employees are expected to co-operate and give permission as with any health & safety under the Health, Safety and Welfare at Work Act, 2005.

9. Is there a requirement to send the lead representative on a training course? there are mixed messages on this. some H&S experts are saying its mandatory and will be the 1st thing looked for if there is a H&S visit.
 - a. There is no legal requirement to send the Lead Worker Representative on a certified training course or programme but the guidelines state that the person undertaking the role must have the necessary training in order to be effective in preventing the spread of the virus. While some employers have developed their own training for the Lead Worker, many are waiting for the rollout of training programmes by ETBs and further education and training colleges.

10. Will the IHF be putting a training course in place for the lead representative? when will this be up and running? Thank you!
 - a. Please see answer to Q 10 above. Also please see link to Kerry College 'Stay Safe for Hospitality' on line training programme which aims to provide an understanding of the work protocols and practices that will be in place on returning to work in the context of Covid-19 National Health & Safety Guidance.
<https://www.fetchcourses.ie/course/finder?sfcw-courseId=299729>



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11. Are you appointing your LWR while they are on lay off or waiting until the return to work?
 - a. Many employers will appoint a competent key employee to this role regardless of their current working status.

12. When you are rostering staff would you do a team A &B in a department so that there is less contact between team members?
 - a. Yes, when organising rostering it is advisable to have an A & B team to minimise employees coming into direct contact with each other.