



**Servisource/MyHomecare
COVID-19 Case Procedure**

Contents

1. Introduction	4
2. Procedure Detail	4
2.1 Communication from Employees:.....	4
2.2 Presenting with Symptoms at Home.....	4
2.3 Presenting with Symptoms at Work.....	5
3. Contact log	6
3.1 When a COVID-19 test is not required.....	6
3.2 When an employee is to be tested for COVID-19.....	7
3.2.1 Text confirmation.....	7
3.3 COVID-19 Testing.....	7
3.4 COVID-19 Test Results.....	7
3.5 Positive (COVID-19 virus found).....	8
3.5.1 What you need to do next.....	8
3.6 Confirmed Case – HSE Actions.....	8
3.6.1 If an employee tests positive for COVID-19.....	8
3.6.2 If an employee tests positive for COVID-19 and has symptoms.....	8
3.6.3 If an employee tests positive but does not have symptoms.....	9
3.7 Not detected (COVID-19 virus was not found).....	9
3.7.1 What you need to do next.....	9
3.8 Indeterminate, invalid or inhibitory result.....	9
4. Close contact & Casual Contact	10
4.1 Close Contact.....	10
4.2 If an employee is living with someone who is waiting for COVID-19 test results.....	10
4.3 Casual contact.....	11
4.3.1 What do I need to do if I am notified that I am a casual contact.....	11
4.3.2 If you develop COVID-19 symptoms.....	11

5. The difference between self-isolating and restricted movements	12
5.1 Can I continue to work?	12
6. COVID- 19 Illness Benefit	13
6.1 How do persons Qualify	13
In order to be eligible for payment, you must meet the following requirements:.....	13
6.2 How to Apply	13
Appendix 1 - COVID-19 Contact Journal	15
Appendix 2 - One Temp Per Facility Policy (Servisource Healthcare Temp only)	14

1. Introduction

The purpose of this document is to outline Servisource/MyHomecare's COVID-19 Case procedure where an employee is required to self-isolate, restrict their movements or have been diagnosed with COVID-19.

2. Procedure Detail

2.1 Communication from Employees:

It is the employee's responsibility to keep their on-site Manager and Servisource/MyHomecare Representative informed of any reasons they cannot attend work due to illness.

An employee must inform their on-site Manager and Servisource/MyHomecare if they:

- Are experiencing one of the following symptoms of COVID-19
 - [A fever \(high temperature - 38 degrees Celsius or above\)](#)
 - [A cough](#) - this can be any kind of cough, not just dry
 - [shortness of breath](#) or breathing difficulties
 - [loss or change to your sense of smell or taste](#) – this means you have noticed you cannot smell or taste anything, or things smell or taste different to normal
- Have been scheduled for a COVID-19 test
- Have been advised they are a close contact of a confirmed case
- Have been advised that they must restrict their movements
- Have been tested for COVID-19
- Have been diagnosed with COVID-19

2.2 Presenting with Symptoms at Home

If an employee has concerns regarding their health and well-being and/or are presenting with COVID-19 symptoms, they must:

- Follow the HSE guidelines
- Seek medical advice by phoning their GP, who will discuss any symptoms and advise them on any steps they may need to take
- Provide an update to their on-site Manager and Servisource/MyHomecare Representative in a timely manner and provide a medical certificate for periods of absence greater than 3 days. A confirmation text from the HSE will also be accepted.
- Do not attend the workplace if you have been advised not to do so by the HSE or a medical practitioner.

The Servisource/MyHomecare Representative must escalate the matter immediately to their direct line manager who will take all necessary steps in line with HSE guidelines.

2.3 Presenting with Symptoms at Work

If you suddenly present with symptoms whilst at the workplace the following actions should be taken, whilst at the same time ensuring social distancing is maintained:

- You must immediately advise your Servisource/MyHomecare Representative by phone
- You must not move from where you are located at the time
- Your on-site Manager will provide you with a mask, face visor, apron & gloves and they will accompany you to the designated isolation room. Social distancing must be maintained along the isolation route. Once you are in the isolation room, your on-site Manager will assess you and determine if emergency services are required
- You must adhere to all the instructions provided by your on-site Manager
- You must limit/avoid touching any surfaces such as door handles, light switches, or objects etc.
- If you do not require emergency services, you must contact a medical practitioner to seek guidance via phone
- You must follow all instructions provided to you by the medical practitioner
- The Medical practitioner may advise you of the following:
 - To travel home if you are in the position to do so and feel fit to use your own transport
 - If you are not in a position to drive yourself home, your next of kin will be contacted to make arrangements for you to be collected
 - If neither of the two above options are viable the medical practitioner will need to advise of an alternative solution.
- You must remain in the isolation room until such time as you are fit enough to leave the premises as advised by the medical practitioner
- You must wear the PPE provided for the duration of your journey home
- If you are diagnosed with COVID-19, the HSE may request a copy of your contact log.

3. Contact log

All employees must complete a 'COVID-19 Contact Journal', to record people they have come into contact with daily and have it available upon request. A copy of our COVID-19 Contact Journal can be found in Appendix 1 below.

If at any time during your working day you are unable to adhere to the social distancing rules (spending more than 15 minutes face-to-face contact within 2 meters) for any reason, it is the responsibility of all employees to advise their on-site Manager immediately. You must advise your on-site Manager of the time, date, location, and other parties involved in the incident.

The on-site Manager will review any escalation received where social distancing was unable to be achieved, he/she will put alternative and/or additional controls in place to eliminate similar incidents in the future.

Should there be a confirmed case of COVID-19, the HSE may request that we provide a copy of our contact log to identify any individual that person may have come into contact with over the last 48 hours to assist in the HSE contact tracing.

3.1 When a COVID-19 test is not required

If a GP decides that an employee does not need to be tested for COVID-19, they must remain at home until they have no symptoms for 48 hours. The employee can return to work once they:

- Do not have a temperature of 38 degrees Celsius or more (if their temperature has not been lowered by taking any form of paracetamol or ibuprofen)
- Do not have a new cough
- Do not live with anyone who is unwell and may have COVID-19
- Have been told by a GP that their illness is caused by something else, that is not COVID-19
- Have not had diarrhoea for 48 hours
- Have got a negative ('not detected') COVID-19 test result and have not had symptoms for 48 hours

An employee must provide a copy of their medical cert to their Servisource/MyHomecare Representative.

3.2 When an employee is to be tested for COVID-19

If a GP decides that an individual needs to be tested for COVID-19, they will make arrangements for this. The employee will need to self-isolate while they wait for their appointment and must not attend the workplace.

The other individuals in the household will need to restrict their movements.

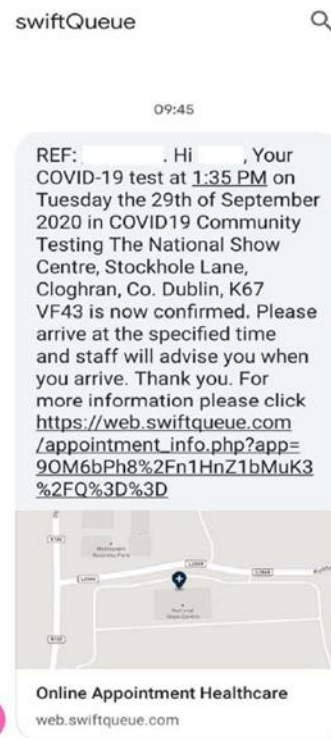
Therefore, an employee who is waiting on confirmation of their appointment must not attend work. An employee who is living with someone who is waiting a test/results must restrict their movement and must not attend the workplace.

3.2.1 Text confirmation

An employee will receive a text message with the time and location for their test appointment.

A copy of this text message appointment must be sent to your Servisource/MyHomecare Representative.

Please see a sample text message to the right of this document.



3.3 COVID-19 Testing

An employee will normally receive their COVID-19 test results within 3 days. If not, they can phone HSELive on 1850 24 1850. An employee must continue to self-isolate while they are awaiting results. If you have not received test results you can stop self-isolating and return to the workplace if both of the following apply to you:

- You have had no fever for 5 days
- It has been 10 days since you first developed symptoms

If you were tested because you were a close contact, you can stop restricting your movements if you have completed 14 days since your last contact with the confirmed case.

3.4 COVID-19 Test Results

A COVID-19 test result will confirm the following:

1. Positive (COVID-19 virus found)
2. Not detected (COVID-19 virus was not found)
3. Indeterminate result, invalid or inhibitory result

3.5 Positive (COVID-19 virus found)

A positive case means you have contracted COVID-19. You will receive a text message with your results. A member of the contact tracing team will phone the individual to discuss further.

A copy of this text message must be sent to your Servisource/MyHomecare Representative.

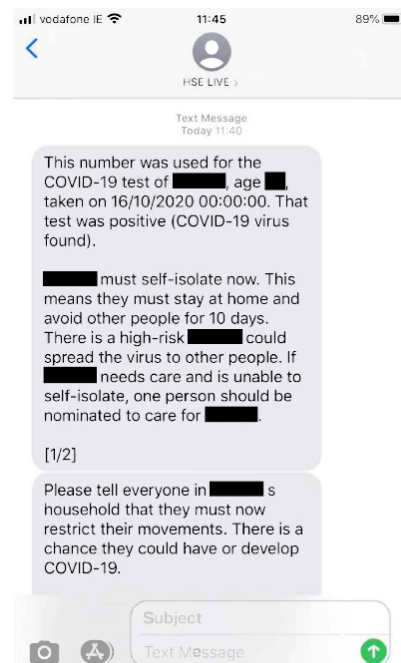
Please see a sample text message to the right of this document.

3.5.1 What you need to do next

Continue to self-isolate until both of following applies:

- You have had no fever for 5 days
- It has been 10 days since you first developed symptoms

If you have had no symptoms but were tested because you were a close contact, you need to self-isolate until it has been 10 days since you had your test.



3.6 Confirmed Case – HSE Actions

Contact tracing identifies people who have been diagnosed with COVID-19 or those who were in close contact with someone who has tested positive for COVID-19. It is undertaken by HSE in conjunction with GP's and our hospitals. The decision to initiate contact tracing on a suspected case will be a clinical one and based on a risk assessment performed on a case by case basis.

If a confirmed case is identified in the workplace, it is the responsibility of the HSE to initiate contact tracing and contact relevant close contacts. The HSE may contact Servisource/MyHomecare or the client to provide details of the employee's contact log.

3.6.1 If an employee tests positive for COVID-19

A contract tracer from the HSE will phone the individual for them to provide details of their close contacts.

3.6.2 If an employee tests positive for COVID-19 and has symptoms

The contact tracer will ask the individual for details of people and places that they have visited before they started to develop symptoms and until they started self-isolating.

3.6.3 If an employee tests positive but does not have symptoms

The contact tracer will ask the individual for details of people and places that they have visited 24 hours before the test took place and until they started self-isolating.

If you were tested because you are a close contact, you may have no symptoms. If you test positive, you should self-isolate and not attend the workplace for 10 days from the date of your test.

3.7 Not detected (COVID-19 virus was not found)

This means that COVID-19 virus has not been found in your sample. You will get your result by text message from the testing service.

A copy of this text message must be sent to your Servisource/MyHomecare Representative.

Please see a sample text message to the right of this document.

3.7.1 What you need to do next

If you were tested due to having symptoms of COVID-19 you should continue to self-isolate and not attend the workplace until you are 48 hours without symptoms.

If you were tested because you are a close contact and have no symptoms, you should continue to restrict your movements for 14 days. Even if your test result is 'not detected' (negative), you could still have the virus as it can take up to 14 days for the virus to show up in your system after you have been exposed to it.

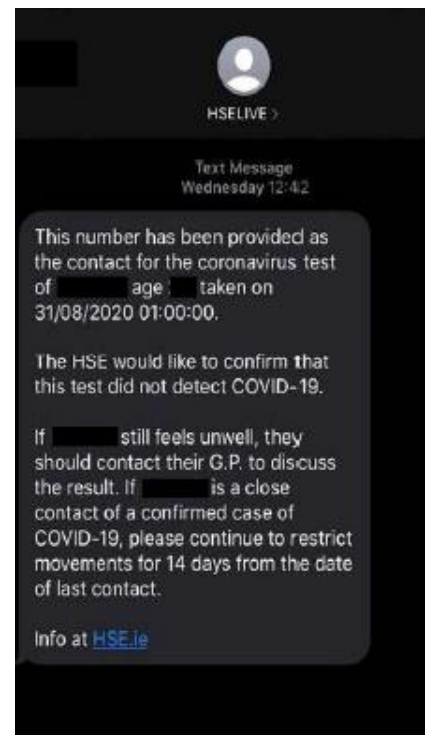
3.8 Indeterminate, invalid or inhibitory result

If you receive an indeterminate, invalid or inhibitory result (the lab cannot confirm if you have COVID-19) you will be treated as if you have the virus. You will need to ask your GP to arrange a new test for you.

Until you get your new result, you will need to continue to self-isolate until both of the following apply to you:

- It has been 10 days since you first developed symptoms
- you have had no fever for 5 days in a row

You will need to send your Servisource/MyHomecare Representative a copy of your result to confirm that your results were either indeterminate, invalid, or inhibitory. This result is not common.



4. Close contact & Casual Contact

If you come into contact with a person who has tested positive for COVID-19 you may be told that you are a **Close or Casual Contact**:

4.1 Close Contact

- Spending more than 15 minutes of face-to-face contact within 2 metres of someone who has been diagnosed with COVID-19, this can be either indoor or outdoor
- Living in the same house or shared accommodation as someone who has COVID-19
- Sitting within 2 seats of someone who has COVID-19 on public transport

If you are a close contact of someone who has tested positive you will receive either:

- A call from a contact tracer
- An alert to your mobile phone if you are using the COVID Tracker app

You will have to:

- Get a test for COVID-19 even if you do not have any symptoms (this will be arranged by the contact tracer)
- Restrict your movements for 14 days - even if your test comes back negative
- Be referred for a second test. The first will be done immediately and the second will be conducted 7 days after your last contact with the person who has tested positive.

You can become a close contact on more than one occasion. You will need to restrict your movements each time.

4.2 If an employee is living with someone who is waiting for COVID-19 test results

If you are living with someone who is self-isolating and waiting on test results, you should restrict your movements and, therefore not attend the workplace.

If the test of the individual you live with comes back positive (COVID-19 virus found), you will become a close contact and should follow advice from the HSE.

If their test comes back not detected (COVID-19 virus not found), you can return to your normal activities and attend work.

If the individual you live with was tested because they are a close contact, you do not need to restrict your movements and may attend the workplace.

4.3 Casual contact

- Spending less than 15 minutes of face-to-face contact within 2 metres of an infected person, indoor or outdoor
- Being in the same room as an infected person for less than 2 hours
- Being on public transport with an infected person but not sitting near them

Spending more than 2 hours in an indoor space with a person who has COVID-19 will sometimes count as casual contact. This depends on the size of the room and other factors. Public health teams or contact tracers will let you know if you are at risk during contact tracing.

4.3.1 What do I need to do if I am notified that I am a casual contact

You do not need to restrict your movements, but you should continue to follow the advice on how to [protect yourself and others](#).

If you are a casual contact, you do not need to be tested. But you should know the [symptoms of COVID-19](#) and be aware that you may develop them.

4.3.2 If you develop COVID-19 symptoms

You will need to self-isolate and phone your GP straight away to get a test. Other individuals you live with will need to restrict their movements.

5. The difference between self-isolating and restricted movements

	Self- isolation (stay in your room)	Restrict your movements (stay at home)
When to:	<ul style="list-style-type: none"> Have symptoms of COVID-19 Are waiting for a test appointment or test results Test positive 	<ul style="list-style-type: none"> If a close contact of someone who has tested positive Live with someone who has COVID-19 symptoms, but you feel well
Where to:	<ul style="list-style-type: none"> In a room, on your own if possible, with a window you can open 	<ul style="list-style-type: none"> At home/indoors
Attend work:	<ul style="list-style-type: none"> Do not attend the workplace 	<ul style="list-style-type: none"> Do not attend work, unless you work on your own and can completely avoid other people.
Other members of your household:	<ul style="list-style-type: none"> Need to restrict their movements and get a test for COVID-19. 	<ul style="list-style-type: none"> Do not need to do anything, unless you develop symptoms of COVID-19. Then you will need to self-isolate and your household will need to restrict their movements. If your household members develop symptoms, they will have to self-isolate.
When you can stop:	<p>If you had a positive test result: Only stop self-isolating when you have had no fever for 5 days and it has been 10 days since you first developed symptoms.</p> <p>If you were tested because you had symptoms and your result was not detected (COVID-19 virus was not found): Only stop self-isolating when you have had no symptoms for 48 hours.</p>	<p>If you were tested because you were a close contact of someone with COVID-19: Restrict your movements for 14 days, even if you have a test and your test comes back negative.</p>

5.1 Can I continue to work?

If you are required to self isolate or restrict your movements due to being a close contact but you are medically fit to work, Servisource/MyHomecare will do its best to facilitate you working from home. If this is not possible you will be placed on unpaid leave. It is important to note that there are a number of government schemes that an employee may avail of e.g COVID-19 Illness Benefit.

6. COVID- 19 Illness Benefit

When an Employee is told to self-isolate, restrict their movements by their GP or the HSE, or have been diagnosed with COVID-19, they can apply for an enhanced Illness Benefit payment of €350 per week. This will be paid for:

- A maximum of 2 weeks where a person is self-isolating
- A maximum of 10 weeks if a person has been diagnosed with COVID-19

If an employee has been certified for less than 10 weeks, they will only be paid for the duration that they are medically certified for.

6.1 How do persons Qualify

In order to be eligible for payment, you must meet the following requirements:

- Must be aged between 18 and 66 years.
- Must be self-isolating on the instruction of a GP or the HSE due to being a probable source of infection or diagnosed with COVID-19.
- Must be absent from work and confined to home or a treatment location.
- Must not be performing any work.
- Must have been in paid employment for a least one paid qualifying social insurance contribution in the 4 weeks immediately prior to the claim.
- Must submit, on request, evidence of employment, earnings, and absence from work.

6.2 How to Apply

- If an employee is diagnosed with COVID-19, or advised to self-isolate due to being a probable source of infection by a GP, the GP will then complete a Certificate of Incapacity for Work (or eCert equivalent) on the employees behalf and send this directly to the department.
- Alternatively, if an employee has been advised by the HSE that they must self-isolate due to being a probable source of infection (e.g. contact tracing) , they will have received a text or a letter from the HSE that they have been identified as being a contact of someone who has been diagnosed with COVID-19. The employee will need to submit a copy of this notification along with their Illness Benefit application form.
- If an employee requires a second period of self-isolation due to contact tracing in relation to a second person with COVID-19, separate claims must be submitted for both periods, with a Certificate of Incapacity for Work provided. An employee must have returned to work and made a PRSI contribution before they will be eligible for another period of self-isolation.

Apply Online

An employee can apply for the emergency COVID-19 payment online at <https://services.mywelfare.ie/>

A Certificate of Incapacity for Work from your GP or a letter or text from the HSE must be provided. The employee should ensure that their GP has submitted the certification electronically or by post to the Department. Where an employee has a text or letter from the HSE they will need to submit it as an attachment along with their application.

Once the Department of Employment Affairs and Social Protection are in receipt of your completed application from and certificate of Incapacity to Work your claim will be processed.

You must continue to liaise with your GP and your Servisource/MyHomecare Representative in relation to your diagnosis and the length of time you are medically certified unfit to work due to COVID-19.

Appendix 1 - COVID-19 Contact Journal

All employees must complete the following COVID-19 Journal daily. This must be made available to your on-site Manager or Servisource/MyHomecare Representative upon request to assist the HSE in contact tracing in the event of a positive COVID-19 case.

Date	Where have you been	When were you there	Who you encountered

Employee Details:

Employee Name:

Appendix 1 – One Temp Per Facility Policy (SS Healthcare Temp ONLY)

Purpose:

Servisource Temporary agency staff are only permitted to be placed into one healthcare facility to work throughout the Covid-19 pandemic to minimise the transmission of the virus and to maintain the safety of staff and persons supported through infection control best practice in all healthcare facilities.

Objective

To always adhere to public health guidelines to impact positively the safety of our temps and client facilities.

- Servisource temporary staff are Not permitted to work in more than one facility during the current pandemic
- All Servisource staff have signed a declaration form and this is saved to their file. The declaration form includes the following:
 - They can only work in one facility at a time during the pandemic. A 10 day isolation period must be adhered to if a temp is taking up work in a different facility.
 - They must notify us if they have symptoms and self-isolate for the required 10 days
 - If a temp identifies as a Close Contact, they must self-isolate for the required 10 days.

Further information about COVID-19 and what to do if you think you may have symptoms can be found [here](#)

Responsibilities

In the event of a positive case of COVID-19 for any agency staff such workers cannot return to the workplace following:

- An incidence of COVID-19 self-isolation/illness unless authorised to do so.
- If symptomatic you do not present to the workplace as per Public Health advice.
- In addition, it is important that cross-contamination is avoided in as much as possible. To safeguard against this, consistent staffing cover with the same candidates working across the same services on an ongoing basis is preferential thus minimising risks to all front-line staff.
- Working across a multiple range of sectors/locations at this current time is not best practice based on the current pandemic situation and required health safety measures as a result.
- Infection control is vital to ensure the safety and welfare of everyone

Steps to follow:

1. Declaration Forms (*saved to the Bookers channel in Healthcare Temps on MS Teams*) – temps must sign and return this Declaration form to their Bookings Coordinator. This form when signed by the temp must then be uploaded against the temps profile on TSS.
2. Note to be added to all emails between Core Bookers and On-call team **“ONE TEMP PER FACILITY – PLEASE TAKE EVERY PRECAUTION TO PREVENT BREACH OF THIS DIRECTIVE”**.
3. Up to date temp availability must be recorded on TSS.
4. Where temps are unavailable to work for Covid-19 reasons, this information must be logged onto TSS, dated and followed up.
5. One Temp per Facility exceptions must be escalated by the Bookings Coordinators/CRMs to the Account Managers for a decision to be made on an individual basis.