

3 APRIL 2020

I hope that this latest briefing finds you and your family all well. Sadly, I know that this is not the case for some of our employees and our thoughts and best wishes are with these individuals and their families at this exceptionally difficult time.

I continue to feel incredibly proud of and impressed by the strength and determination that our employees are displaying in these challenging times. Every day I hear inspirational stories about how our employees are adapting and coping with this completely new way of working and living, despite the fear and anxiety that I know this crisis is engendering both nationally and globally.

Equally, however, I do appreciate that there will be some employees who are finding this time utterly overwhelming and who may be anxious and really struggling to adjust and cope with the challenges it is presenting.

To this end, I am pleased to be able to offer all employees something that may be of assistance to them.

COVID-19 Teleconsultation Line - People Asset Management (PAM)

You may be aware that Tayside Contracts recently took part in a joint procurement exercise with our three constituent councils to procure a new Occupational Health Service provider. The contract was awarded to People Asset Management (PAM) and commenced on 1 April 2020.

PAM Occupational Health is committed to providing support to Tayside Contracts during the COVID-19 crisis and is continuing to offer business critical consultations in a revised format.

In addition to this PAM OH has set up a COVID-19 Advice Teleconsultation service. An employee can call Client Services on 07957 666296 to request assistance and they will be provided with a date and time when an Occupational Health Advisor will call them back to discuss their concerns.

The purpose of this service is not to replace the normal managerial support that we expect from line managers but to supplement this by providing employees with occupational support and guidance on work related matters. An example of this would be if a key worker was experiencing poor mental health related to work and the COVID-19 situation and was in need of emotional support in addition to that provided by their manager. Another example would be an employee who is working from home due to the current restrictions and has started to experience shoulder pain. An Occupational Health Advisor will talk the employee through a work-station assessment and provide recommendations on alterations which may assist them. A referral for telephone physiotherapy may also be considered where appropriate.

It is important to note that this service is not an alternative to bypass NHS 111 and should not be used to discuss symptoms relating to COVID-19 or fitness for work. Any queries in relation to fitness for work will be referred to the relevant line manager to make a formal management referral.

Supplementary Wellbeing Resources

Further to this service from our new Occupational Health providers, information has been developed and is now available on our website to provide employees with some advice and tips on how to maintain good wellbeing, both mental and physical during this COVID-19 situation. I hope you find this information

beneficial but please remember that your line manager and our HR Team are available to provide you with support should this be necessary.

Finally, I would once again like to express my thanks to all the employees who are working hard across our Facilities Services Division, Construction Division and our support services functions and without whom we would be unable to operate.

If you have been identified as a Tayside Contracts key worker, you will have already been contacted by your line manager and given instructions in relation to where and when you are required to report for duty.

All other employees not covered by the specifics above who are able to work from home should continue to do so.

Please continue to refer to Tayside Contracts' website www.tayside-contracts.co.uk on a regular basis to check for further updates.

If you have not already done so and wish to provide your email address to us in order to benefit from electronic access to communications such as these, please forward your email address to Communications@tayside-contracts.co.uk. We will not forward your email address onto any third parties or use it for any other purpose other than to communicate with you.

Iain C Waddell, Managing Director, 3 April 2020