

TO ALL EMPLOYEES

KMcN/LR

19 March 2021

Dear Colleague

***AN APPEAL FOR HELP – COVID-19 CAIRD HALL MASS VACCINATION CLINIC***

As you will be aware, Scotland's COVID-19 Vaccination Programme continues at pace and is expected to run throughout the summer months in order to vaccinate the whole adult population of Scotland. In order to support this significant undertaking, mass vaccination clinics have been set up in some areas across the communities we operate in.

We have been approached by Dundee City Council and asked if we would be able to help to resource their mass vaccination clinic located in the Caird Hall in Dundee. We are already providing the cleaning service within this location but we have also now been asked if we are able to assist with marshalling.

Therefore, we are seeking individuals who would be prepared to undertake work temporarily in the Caird Hall (and still be employed and paid by Tayside Contracts) either during your normal contractual hours, if your manager can release you from your normal duties, or at another time such as in the evening or at the weekend.

**Hours of Work**

The mass vaccination clinic is currently open to the public daily from 9am to 5pm and this will increase to 8am to 8pm. If you opt to work at times out with your normal contractual working hours, it will be important to ensure that you are getting sufficient rest between shifts and are not working over 48 hours per week as per the Working Time Regulations 1998. Those wishing to undertake the work will be expected to download and use a smart phone app in order to enter shift availability and be informed of working times.

### **Rate of Pay**

If you undertake work at the mass vaccination clinic during your normal working time, you will be paid your normal rate of pay. If you undertake work out with your normal contractual hours you will be paid for those additional hours at grade 1 which is currently £9.34 per hour. You will be paid overtime enhancements if the hours you work are eligible for these enhancements as per Tayside Contracts' Terms and Conditions of Employment.

### **Expectations of the Role**

There is an expectation that you are to be friendly, approachable and calm at all times. It is your role to act in the following way, as far as is possible:

- Show empathy and compassion for attendees
- Be conscientious about your duties
- Use clear communication. This involves listening to the attendee to understand their query and being clear about who to direct them to if you cannot personally resolve this

### **Marshals**

- Excellent customer service; be welcoming, polite and helpful to the public
- Check if the person has an appointment for that date and time
- Inform people of the one-way system in place, explaining how to join the queue (either by steps or ramp)
- Assist people entering and exiting the building if required
- Remind people to keep 2 metre distance from one another
- Remind the public entering the site to wear a FRSM face mask
- Report any issues or concerns to the Volunteer or Clinical Manager
- Manage venue capacities, working closely with internal staff, allowing admission to people when it is safe to do so
- Monitor activities to ensure public safety

In addition to a paper induction resource, an onsite induction will be carried out at the venue, with briefings regarding COVID safety and evacuation procedures. This induction/briefing will be carried out with staff prior to opening and for any new staff as and when required and will include any relevant risk assessments.

### **Vaccination**

Those individuals with public facing roles working within the mass vaccination centre will be offered a vaccination. This is important to keep staff as safe as possible.

### **Travelling to the Caird Hall**

Those undertaking work in the mass vaccination clinic would be expected to make their own way to and from the Caird Hall.

If travelling by car, please note that there is no staff parking available at the Caird Hall. Gellatly Street and Greenmarket car parks are within easy walk of the Caird Hall and are currently free to use. Further information regarding parking can be accessed [here](#).

If using public transport, please ensure that you have read and understood the guidance on [Using Public Transport in Scotland during COVID-19](#).

### PPE

The following PPE will be provided:

**Disposable Masks:** Everyone involved in customer interaction where no other protection (screens, visors) is in place and to be worn **at all times, including when entering and exiting the building**. You will be provided with **Fluid-Resistant (Type IIR) Surgical Face Masks** (FRSM).

We are putting this request to all our people in Tayside Contracts, regardless of where you currently work and would invite you to consider this request, whatever your job is in the organisation.

I appreciate you are being asked to consider something which is out of the normal, however the need for all of us to help each other during these unique pandemic times, mean that we have to ask you for your support with this request.

I am so proud of everyone in Tayside Contracts for how you have responded so magnificently to this pandemic, and if you could consider putting yourself forward for this area of need, I would be very grateful.

If you wish to put yourself forward for this work, please following the link below to register your interest and allow Tayside Contracts to pass your contact details (name, email address and phone number) onto Dundee City Council to enable them to send you further information about how to download the app:

[Click here to complete the form.](#)

It would be beneficial if you could respond by **Friday 26 March 2021**.

If you have any questions regarding this request which have not been answered in the above, please contact an HR Adviser using one of the following email addresses:

[amy.coburn@tayside-contracts.co.uk](mailto:amy.coburn@tayside-contracts.co.uk)

[jenny.mcallister@tayside-contracts.co.uk](mailto:jenny.mcallister@tayside-contracts.co.uk)

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Yours sincerely



Managing Director