

# Managers' Briefing

## COVID-19 absence reporting guidance

Updated 21 April 2020



### Introduction

This guidance sets out the process for managers to record employee absences due to COVID-19. Ordinarily managers would record employee absence through MyPortal however due to the rapidly changing situation with COVID-19 MyPortal has not been updated and this process should be followed. Customer & Business Services will arrange for updates to be made to the employee's record. All other absence types should be recorded in MyPortal as normal.

Managers do not have to take any recording action for employees who are pregnant, over 70 or have underlying health conditions who we have already recorded appropriately.

It is recognised that there may be other situations which do not fall exactly into these categories. In these circumstances managers and HR will be supporting the employee in exploring solutions and in which the council will offer all reasonable support and where Special Leave may be more appropriate.

**NOTE: this guidance does not apply to those employees who are working from home, only those who are unable to work due to COVID-19.**

### COVID19 Absence Sub Types

Four new sub types have been created:

Sub Type	Definition and usage
<b>COVID19 Self Isolate</b>	<b>Has been advised to self isolate due to having symptoms or family members having symptoms.</b>  This will be set for a maximum period of 14 days. Should the employee remain absent managers should follow the process detailed on pages 3 and 4 to advise how the employee's continued absence should be recorded.
<b>COVID19</b>	<b>Has been diagnosed with COVID-19.</b>  This will have an initial period for system purposes of up to 28 days. Should the employee remain absent after 28 days managers should record the reasons for their absence using the appropriate MyPortal absence category or through this process if COVID-19 related. Managers should follow the process at pages 3 and 4 to advise that the employee has returned to work.

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<b>COVID19 Shielding</b>	<p><b>Advises that they have received a letter from the government confirming that they are in the 'Shielding' category and therefore will not be attending work.</b></p> <p>This will have an initial period of 12 weeks, managers should encourage staff to keep in touch and check out the council's web site for regular updates.</p> <p>Managers should follow the process at pages 3 and 4 to advise that the employee has returned to work.</p>
<b>COVID19 UHC</b>	<p><b>Advises that they have an underlying health condition and have determined, using the government guidelines, that they are unable to attend work.</b></p> <p>This will have an initial period of up to 12 weeks, managers should encourage staff to keep in touch and check out the council's web site for regular updates.</p> <p>Managers should follow the process at pages 3 and 4 to advise that the employee has returned to work.</p>

## Managers with PULSE Access – reporting Covid19 absences

1. Sign into PULSE
2. Within the CBS Attendance Team Category – please select:
  - Process Area: **CBS Employee Service Centre**
  - Request Category: **Support**
  - Request Type: **CBS Attendance Team**
  - Request Sub Type: **Absence COVID-19**

An example is shown below

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Home	Search	<b>Add Request</b>	Password	Reports	Development	SLA	Log Off
Process Area:	CBS Employee Service Centre ▼						
Request Category:	Support ▼						
Request Type:	CBS Attendance Team ▼						
Request Sub-Type:	Absence COVID-19 ▼						

Include the following information in the PULSE Call

- Employee (SAP) Number
- Employee Forename
- Employee Surname
- Absence Reason – COVID19 Self Isolate, COVID19, COVID19 Shielding & COVID19 UHC
- Start Date
- End Date COVID19 Isolate up to 14 days from Start Date,  
End Date COVID19, 28 days from Start Date  
End Date COVID19 Shielding & COVID19 UHC 12 weeks from Start Date

If you're reporting for more than one employee, use the spreadsheet below and attach it to the Pulse Call.



Covid-19 Absence  
Return Template.xls

3. Make a diary note to make sure you update CBS in the same way as above of the employee's absence status. For example the employee's status 14 days after Covid19 Self Isolate or upon their return.

## Managers with no PULSE Access - Reporting Covid19 Absence

1. Email the information below to external email address [ammreturns@glasgow.gov.uk](mailto:ammreturns@glasgow.gov.uk)
  - Employee (SAP) Number
  - Employee Forename
  - Employee Surname

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- Absence Reason – COVID19 Self Isolate, COVID19, COVID19 Shielding, COVID19 UHC (Underlying Health Condition)
- Start Date
- End Date COVID19 Self Isolate up to 14 days from Start Date,  
End Date COVID19, 28 days from Start Date  
End Date COVID19 Shielding & COVID19 UHC 12 weeks from Start Date

If you're reporting for more than one employee, use the spreadsheet below and email it to the address above.



Covid-19 Absence  
Return Template.xls

Make sure that you use email **Protective Marking as OFFICIAL SENSITIVE – Personal Data**.

2. Make a diary note to ensure you update CBS in the same way as above of the employee's absence status. For example the employee's status 14 days after COVID19 Self-Isolate or upon their return.

### Manager's Key Actions

- ✓ Encourage employees to maintain contact during spells of absence and visit the Council's website for staff updates : <https://www.glasgow.gov.uk/staffupdates>
- ✓ Report COVID-19 absences through PULSE or by email as detailed on pages 3 and 4.
- ✓ Make a diary note to keep CBS updated in the same way of the employee's COVID-19 related absence status.
- ✓ Use email protective marking as OFFICIAL SENSITIVE – Personal Data
- ✓ Continue to use MyPortal to record all other absences in the normal way including any subsequent absences for employees who had a COVID-19 related absence and remain absent due to other reasons.