

Pandemic Flu: Employee Emergency Hotline Guidance Sheet

Introduction:

There are two Employee Emergency Hotline telephone numbers. In the event of an incident which results in staff sickness, the Employee Emergency Hotline can be used by employees to report sickness and the duration of which they will be away from work. The second number is to provide staff with essential information on what action to take during an incident of any kind. It is essential that the hotlines are updated as frequently as possible in order to prevent misleading information.

The objectives of the Employee Hotline are:

- ❑ To provide a pre-recorded message to provide staff with essential information.
- ❑ To allow staff to inform the Council of sick leave in cases where their line manager may also be on sick leave.

There are two hotlines which can be activated:

- ❑ Staff Sickness Reporting Hotline: 01799 510307 (DERC)
- ❑ Staff Information Hotline: 01799 510443 (DERC)

Greeting Messages:

Both employee hotlines will commence with a standard default greeting message as follows:

“This is the Staff Sickness Reporting Hotline/Staff Information Hotline. If you are not a member of staff, please hang-up now. If you are a member of staff, please listen to the following message:”

This will then be followed by a message which can be updated as and when necessary.

Procedure for updating the message:

1. On either phone (ext. 307 or ext. 443) dial 7777. Listen to the instructions and key in the security code ****.
2. Follow the instructions to update or record a new message.

Procedure for retrieving messages left by staff:

1. On either phone (ext. 307 or ext. 443) dial 7777. Listen to the instructions and key in the security code ****.
2. Listen to the instruction and press “1”. Listen to the next message and press “1” again. You can now listen to the messages.
3. To replay the message, press “2”
4. To skip to the next message, press “5”

A member of staff must be appointed to retrieve any messages from the Staff Sickness Reporting Hotline and record staff sickness on the Staff Sickness Database which can be located on the K: Drive, under the “District Emergency Response Centre” folder.