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**From:** Anne Marie Hoey, National Director of Human Resources

**Date:** 17<sup>th</sup> February 2022

**Subject:** HR Circular 005/2022 Guidance and FAQs for Public Service Employers during COVID-19 in relation to working arrangements and temporary assignments across the Public Service dated 3 February 2022.

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Dear Colleagues

I wish to advise that the Department of Public Expenditure and Reform (DPER) has issued its revised **Guidance and FAQs for Public Service Employers during COVID-19 In relation to working arrangements and temporary assignments across the Public Service dated 3 February 2022 (Appendix A)**. This guidance document consolidates and supersedes previous guidance and FAQs issued by DPER relating to Civil and Public Service working arrangements and temporary assignments during COVID-19. The FAQs have been prepared to assist employees and management to understand the process, rules and expectations associated with work arrangements during the COVID-19 recovery period across the public service. A copy of these FAQs is also available [here](#).

The DPER FAQs should be read in conjunction with this Circular. Please note that the updated FAQs for the health sector are covered in the following sections of this Circular:

- UPDATED Section 1 Attendance in the work premises during COVID-19
- UPDATED Section 2 Employees who are identified as being at very high risk or high risk for COVID-19
- UPDATED Section 3 COVID-19 Special Leave with Pay Arrangements
- UPDATED Section 4 Recording of medical/HSE advice to self-isolate
- UPDATED Section 6 Employees who are required to restrict their movements following close contact with a confirmed COVID-19 case
- UPDATED Section 12 Availing of annual leave during COVID-19
- UPDATED Appendix B Procedure for public health service employees and managers for absences due to COVID-19
- UPDATED Appendix C COVID-19 Self-Declaration Form for Public Health Service Employees for Special Leave with Pay
- UPDATED Appendix D: Quick guide on working arrangements

### **UPDATED 1. Attendance in the work premises during COVID-19**

1.1 The public health management of the COVID-19 pandemic in Ireland continues to evolve in light of changing circumstances and risks. From 24th of January 2022, the requirement to work from home unless it is necessary to attend the workplace in person ended. This means a phased return to physical attendance in workplaces can commence. This phased return should proceed dependent on the circumstances of individual workplaces, informed by consultations with employees, and as appropriate to each employer.

1.2 The [Transitional Protocol - Good Practice Guidance for Continuing to Prevent the Spread of COVID-19](#), which has evolved from the Work Safely Protocol, and reflects the most recent public health advice, is the current guidance for the safe return and continued safe operating of workplaces. For further information on recommended health measures, employers should read the Transitional [Protocol](#) in detail. Please also refer to the HSE guidance at this link: <https://healthservice.hse.ie/staff/coronavirus/safety-in-the-workplace/managing-employees-return-to-work-safely1.html>

1.3 A key role in each workplace since the pandemic began has been that of the Lead Worker Representative (LWR). Therefore, employers and employees are encouraged to maintain this role in each workplace, with at least one LWR in place charged to ensure that a shared responsibility to prevent the spread of COVID-19 in the workplace continues for an appropriate transition period. The LWR, together with the COVID-19 response management team, should support the implementation of any new or revised infection prevention and control (IPC) measures required. The identity of the person or persons appointed should be clearly communicated within the workplace.

1.4 HSE HR Memo dated 22 July 2020 sets out the principles for the nomination and appointment of Lead Worker Representative(s) which were agreed with the Health Service Trade Union Group. Managers should ensure that they continue to communicate with staff on any changes to working arrangements and engage with their Lead Worker Representatives, Safety Representatives and Safety Committees<sup>1</sup> on any future or additional return to work premises plans. Please refer to the HSE *Guideline Document re: Summary of key support roles/groups in the implementation of the HSE Return to Workplace Protocol* which is available at this link: <https://healthservice.hse.ie/filelibrary/coronavirus/summary-of-key-support-roles-implementation-of-hse-return-to-workplace-protocol.pdf>

1.5 The HSE Policy on Public Health Service Employees Working From Home during COVID-19 is available [here](#). As part of the phased return to the work premises, managers should engage with their employees and consider appropriate arrangements having regard to service requirements. The development of the HSE's longer term blended working policy will be informed by the introduction of new legislation which will provide for the right to request to work remotely and the DPER framework document on blended working.<sup>2</sup>

1.6 It is important to emphasise that any employee who is displaying any symptoms of COVID-19 – regardless of vaccination status - should not attend the workplace. The health and wellbeing of employees is of utmost importance. If an employee becomes unwell in the work premises, employers should ensure that arrangements are in place which take account of the requirements in the Transitional [Protocol](#), the [Health and Safety Authority](#), and the Health Protection Surveillance Centre ([HPSC](#)) website for guidance. These arrangements should be clearly communicated to employees.

1.7 For individuals who have a positive PCR please follow the HSE advice [here](#) and for those under 40 who have registered a positive antigen test on the HSE portal please follow the HSE advice [here](#).

1.8 For individuals with a negative PCR please follow the HSE advice [here](#) and for those under 40 who have registered a negative antigen test on the HSE portal please follow the HSE advice [here](#).

1.9 The legal requirement to wear a face mask/covering remains in place only for specific regulated settings (e.g., healthcare, public transport, taxis, public offices, museums, libraries, retail premises etc.) until 28 February 2022. Outside of these regulated settings, it is still good practice to continue to use face masks/coverings particularly in crowded areas. Workers who use or share work vehicles may also consider using a face mask/covering. Individuals at high or very high risk should also follow public health advice in relation to mask wearing, including wearing a surgical or

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<sup>1</sup> Employers are required to engage with Safety Representatives and Safety Committees in line with the Safety, Health and Welfare at Work Act, 2005.

<sup>2</sup> The legislation and the DPER Framework are currently being developed.

FFP2 mask when in crowded indoor settings. Employers should continue to support and facilitate the use of face masks by workers who may wish to continue to use them. Please refer to the HSE website for guidance [at this link](#).

## **UPDATED 2. Employees who are identified as being at very high risk or high risk for COVID-19**

2.1 The HSE website gives details of persons who are at high risk or very high risk [here](#). For any high risk or very high risk employees who have not yet returned to the employer's work premises, please refer to section C5 in the [Transitional Protocol](#) for information.

2.2 Managers are required to maintain regular contact with employees who are currently being facilitated to WFH on a temporary basis.

2.3 Please refer to the HSE's Occupational Health guidance document: *Guidance on Fitness for Work of Healthcare Workers in the higher risk categories including Pregnant Healthcare Workers*.

The latest Occupational Health guidance documents for COVID-19 are available from the HSE's website [here](#).

## **UPDATED 3. COVID-19 Special Leave with Pay Arrangements See updated Quick Guide for Public Service Employers (Appendix D)**

3.1 Special leave with pay for COVID-19 (SLWP) is used in lieu of sick leave for COVID-19 to assist in the prevention of the possible onward spread of COVID-19 in the work premises. SLWP applies to eligible public servants only. Employers / managers will need to determine which workers fall into the category of public health service employees. The arrangements relating to the application of SLWP are temporary and will be kept under regular review.

3.2 SLWP will only apply when an employee is required to self-isolate **and** is displaying symptoms of COVID-19, or had a positive PCR test / or for those under 40 who have registered a positive antigen test on the HSE portal. Medical or HSE advice should be followed. The HSE sets out the latest criteria for self-isolation [at this link](#). Appropriate medical/HSE confirmation of the need to self-isolate and/or diagnosis of COVID-19 will be required for the duration of the absence.

3.3 Note that at any stage if employees state that they feel well enough to work, but have tested positive for COVID-19 or are self-isolating because they were symptomatic, the employer may facilitate working from home instead of SLWP, if this is feasible and agreeable to both parties. The employee must not attend the work premises and must also follow medical and HSE advice as it relates to self-isolation.

3.4 SLWP **does not** apply to employees who are required to restrict their movements due to being a close contact of a confirmed case of COVID-19 or employees in the very high risk category who are being facilitated to work from home (WFH).

3.5 SLWP only applies to employees who were rostered or due to be working. SLWP cannot be substituted for other forms of leave, for example, sick leave.

3.6 From 7 February, in instances where an employee is symptomatic and subsequently has a confirmed case of COVID-19, SLWP may continue for up to calendar 10 days<sup>3</sup> if necessary and where it is supported by a positive PCR test for COVID-19 or for those under 40 a positive antigen test registered on the HSE portal. If an employee is still unwell after 10 calendar days they will move to ordinary sick leave arrangements, including a referral to Occupational Health.

3.7 As set out in [HSE HR Circular 004-2022](#), the updated arrangement applies to all new cases from **07 February 2022**. Employees who are in receipt of SLWP since before 7 February 2022 will continue to be subject to the time limits and conditions set out in [HSE HR Circular 073-2020](#) for that period of absence. Please note that while all new cases from 07 February 2022 will be subject to the maximum limit of 10 consecutive calendar days, the calculation of SLWP – premium payments for new cases will still apply to those who meet the eligibility criteria, as outlined in [HSE HR Circular-064-2020](#) and [HSE HR Circular 013-2021](#), subject to the maximum 10-day limit.

3.8 The general principles applying to the management of sick leave, as outlined in the HSE's *Managing Attendance Policy and Procedure* and *HSE Rehabilitation of Employees Back to Work after Illness or Injury Policy*, will continue to apply. This includes the requirement for managers and employees to maintain regular contact during the period of special leave with pay. Both policies are available [HERE](#). Section 38 organisations should refer to their relevant HR policies and procedures.

3.9 If an employee is unfit to work due to a non-COVID-19 illness, the normal sick leave scheme will apply.

3.10 SLWP while absent from work due to COVID-19 is based on basic salary and fixed allowances only except for those employees who come within the scope of [HSE HR Circular 064/2020](#) **Special Leave with Pay for COVID-19 Premium Payments**. This Circular should be read in conjunction with [HSE HR Circular 13-2021](#) which sets out the two methodologies that may be applied, depending on the circumstances, for the purposes of calculating the unsocial hours premium pay element. Please note that “unsocial hours premium earnings” is an umbrella term that refers to a variety of premium payments/allowances based on an employee’s rostered hours of work which vary depending on the roster worked in a specific period. It includes, but is not limited

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<sup>3</sup> Separate unrelated instances of absence due to HSE/medical advice to self-isolate due to COVID-19 are not cumulative for the purpose of determining whether the 10-day limit has been reached.

to, night duty (T1/4), time and one-sixth (T1/6), Saturday allowance, Sunday premium, regular on-call etc. The calculation excludes overtime payments with the exception of regular and rostered overtime payments.

3.11 The total payment is made by the employer. Public servants who can avail of SLWP are excluded from claiming the special DEASP COVID-19 illness benefit payment. Any instances of public health service employees found to be in receipt of both special leave with pay and the COVID-19 illness benefit will be subject to disciplinary action and the appropriate amount shall be recouped from his/her salary.

3.12 When granting SLWP, health service employees are expected to comply at once with any directions which may be given by his/her employer and to take all practicable steps to resume duty as soon as possible. Otherwise, unless adequate reason is shown for non-compliance, the question of withholding pay will arise.

3.13 In the event of non-compliance with the provisions of SLWP (including the requirement to provide bona fide confirmation of self-isolation/diagnosis of COVID-19) the disciplinary procedure may be invoked.

3.14 Employees are **not** entitled to days in lieu of any public/bank holidays that occur whilst in receipt of SLWP.

3.15 Note that at any stage if an employee states that they feel well enough to work, but have tested positive for COVID-19 or are self-isolating because they were symptomatic, the employer may facilitate working from home instead of special leave with pay, if this is feasible and agreeable to both parties.

3.16 In the case of employees who contracted COVID-19 and are on long-term absence due to long COVID, the Occupational Health Physician (OHP) may recommend a phased return to work as part of the employee's rehabilitation plan. In the case of employees who were in receipt of SLWP<sup>4</sup> prior to 7 February 2022, they continue to retain access to SLWP during the phased return to work subject to the following conditions:

- (i) In accordance with the employer's standard management referral process, the Occupational Health Physician (OHP) carries out a medical assessment and recommends a phased return to work, on a temporary basis, in line with the employer's Rehabilitation Policy (or equivalent policy). The specific time limit for the temporary phased return arrangement should be determined on a case-by-case basis.

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<sup>4</sup> These employees are covered by HSE HR Circular 73/2020 which provides that the maximum 28-day limit for SLWP for COVID-19 does not apply to employees who satisfy the conditions set out in section 3 of [HSE HR Circular 73/2020](#). Please note that from 7 February 2022, all new cases are subject to a maximum limit of 10 consecutive calendar days.



- (ii) SLWP may apply, subject to defined time limits, to the portion of contracted hours that the employee is deemed temporarily unfit to work due to the medically certified COVID-related illness.
- (iii) During the phased return, the OHP confirms that the employee is accessing appropriate medical care and rehabilitation supports.
- (iv) The employee will be required at all times to comply with their employer's HR policies and procedures governing sickness absence, such as the organisation's Managing Attendance Policy and Rehabilitation Policy, and to co-operate with medical referrals by the employer.

#### **UPDATED 4. Recording of medical/HSE advice to self-isolate**

4.1 If an employee is displaying symptoms of COVID-19 and/or has a positive PCR test, or for those under 40 who have registered a positive antigen test on the HSE portal, then the period should be recorded as Special Leave with Pay for COVID-19 (SLWP). As noted in section 3, SLWP should only apply when an employee is required to self-isolate and is displaying symptoms of COVID-19 or had a positive PCR test or for those under 40 who have registered a positive antigen test on the HSE portal. Medical or HSE advice should be followed. As the public health advice allows for self-referral for COVID-19 testing when someone has COVID-19 symptoms, SLWP may also be granted to employees in this scenario, provided they produce the results of their test as confirmation.

4.2 Appropriate medical/HSE confirmation of the need to self-isolate and/or a diagnosis of COVID-19 will be required i.e. positive PCR test/registered positive antigen test on the HSE portal. In the event that written confirmation is not available, this may take the form of a self-declaration in certain circumstances, where it is accompanied by text message confirmation, for example (see Appendix C – Self-Declaration Form). In instances where the employee has undertaken a COVID-19 PCR test, they may be required to provide the results to their employer, for example for occupational health purposes.

4.3 Please refer to the following documents

- Procedure for public health service employees and managers for absences due to COVID-19 Appendix B
- COVID-19 Self-Declaration Form for Public Health Service Employees for Special Leave with Pay<sup>5</sup> Appendix C

4.4 Please refer to ***HR Memo re COVID-19 Revised Incident Reporting Requirements*** (dated 13 January 2021) for information on reporting certain cases of COVID-19 to the Health and Safety Authority (HSA).

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<sup>5</sup> This Form is intended solely for those employees who meet the criteria for special leave with pay as set out in the DPER FAQs but do not have access to medical certification.

## 5. Recording Special Leave with Pay for COVID-19

5.1 SLWP is being used in place of normal sick pay for public servants and should be recorded separately as “**Covid-19 Paid Leave**”. This separate classification is important for the following reasons:

- (i) to ensure that periods of COVID-19 absences covered by SLWP do not impact on an employee’s entitlements under the public service sick leave scheme, and
- (ii) to comply with DPER/Department of Health directions to provide an aggregate summary of data/costings for the public health sector. The HSE and each Section 38 employer is required to ensure that relevant data<sup>6</sup> and all expenditure in relation to special leave with pay for COVID-19 can be tracked separately in order to ensure that all exceptional spending on COVID-19 within the health sector is capable of being identified and reported on at national level.

5.2 Please refer to ***HR Circular HR Circular 016/2021- Revised arrangements for Monthly and Weekly Absence Reporting***

<https://www.hse.ie/eng/staff/resources/hr-circulars/hr-circular-016-2021-revised-arrangements-for-absence-reporting-.pdf>

5.3 Any non-COVID-19 illness will be recorded as ordinary sick leave and the usual rules governing the public service sick leave scheme will apply.

## **UPDATED 6. Employees who are required to restrict their movements following close contact with a confirmed COVID-19 case**

6.1 There is no requirement for fully vaccinated (where booster dose received more than 7 days ago) close contacts who do not have any Covid-19 symptoms to restrict their movements. The HSE sets out the latest criteria for restricted movements following close contact of a person that tests positive for COVID-19 [here](#).

6.2 Special leave with pay does not apply to non-symptomatic employees who are required to restrict their movements as they are not ill. Special leave with pay does not apply in circumstances where asymptomatic individuals are required to take antigen tests as close contacts. Where an employee is required to restrict their movements the employer must facilitate working from home in instances where there is no derogation for the return to the workplace. If remote working in an employee’s current role is not feasible, then the assignment of work may be outside of their usual core duties. Employees must cooperate with all such flexibilities while they are restricting their movements. In all such cases, employees remain available for work whilst at home, where they have been advised to restrict their movements as a precautionary measure. This does not apply to employees who are required to quarantine arising from travel abroad (see section 13).

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<sup>6</sup> <https://dataprotection.ie/en/news-media/blogs/data-protection-and-covid-19>



6.3 Managers should also refer to the guidelines:

- ***Derogation for the Return to Work of Healthcare Workers (HCW)*** [at this link.](#)
- ***National Guidelines for Public Health management of contacts of cases of COVID-19*** [at this link.](#)
- ***Quick Guide of Scenarios*** at Appendix D.

## **7. Employees with caring responsibilities**

7.1 There is no special paid leave available for COVID-19 caring arrangements during this time. Any employee who wishes to avail of existing leave allowances during this time should submit their request to their manager in the normal manner. This includes annual leave, parental leave and other leave schemes to which the employee may be entitled. Managers should consider such requests in light of service requirements and the employee's particular circumstances.

## **8. Employees attending a COVID-19 vaccination appointment**

8.1 Where an employee in the public service has an appointment to attend a COVID-19 vaccination during working hours, they will be facilitated to attend.

## **9. Employees who may have a reaction to a COVID-19 vaccination**

9.1 Where there may be a reaction to a COVID-19 vaccination and the employee is unfit for work, then the provisions of the public service sick leave scheme apply.

9.2 Employees who display symptoms of COVID-19 after vaccination may be granted SLWP for COVID-19 provided they satisfy the qualifying criteria as set out in section 4 of this Circular.

## **10. Legal basis for processing employee data in relation to COVID-19**

10.1 Health service employers are obliged to provide a safe workplace, which may include the processing of health data in order to ensure that safety. Articles 6(1)(c), 9(2)(b) and (g) of GDPR, along with section 53 of the Data Protection Act, 2018 (which permits the processing of special categories of personal data for purposes of public interest in the area of public health) will likely be the most appropriate legal bases for processing this data.

For further information please visit the [Data Protection Commission website.](#)

## **11 Requesting information on whether an employee has had COVID-19 or been vaccinated**

11.1 As noted in the Work Safely Protocol the decision to get a vaccination against COVID-19 is voluntary and employees will therefore make their own individual decisions

in this regard. Please refer to the HSE Risk Assessment for COVID-19 Vaccination Guidelines for Healthcare Workers (dated 12 July 2021).

11.2 Employers may ask employees for information in relation to their COVID-19 special category data in certain circumstances, for example, an employee who requests to avail of special leave with pay will be required to provide details of the results of their COVID-19 PCR test. At all times the data collection and processing must be necessary, proportionate and safeguarded.

## **UPDATED 12. Availing of annual leave during COVID-19<sup>7</sup>**

12.1 Managers should ensure to the maximum extent possible that employees continue to avail of their total annual leave entitlement within the current leave year, subject to essential service requirements. Managers should forward plan based on service needs and consult with their employees on the scheduling of annual leave throughout the current annual leave year. This is to ensure that employees are afforded an opportunity to avail of their annual leave entitlement for health and safety reasons in line with the Organisation of Working Time Act 1997. It is also important to ensure that annual leave is taken to avoid the unnecessary accumulation/carryover of untaken leave, which may have an impact on service continuity at a later date. Please refer to [HSE HR Circular 003/2022 - Carryover of Annual Leave during COVID-19](#).

12.2 In the event that an employee falls ill during a period of annual leave, section 19(2) of the Organisation of Working Time Act 1997 provides as follows:

*A day which would be regarded as a day of annual leave shall, if the employee concerned is ill on that day and furnishes to his or her employer a certificate of a registered medical practitioner in respect of his or her illness, not be regarded, for the purposes of this Act, as a day of annual leave.*

This provision applies regardless of the nature of the employee's illness (including COVID-related illness) provided the employee submits a certificate from a registered medical practitioner in respect of the illness. If an employee satisfies this requirement, any period of pre-booked annual leave that occurs during the period of medically certified illness should be treated as postponed annual leave that the employee is entitled to avail of at another time.

## **13. Leave Arrangements for employees on return from travel overseas**

13.1 The new rules for travelling to Ireland are available on [gov.ie at this link](#). For information on the EU Digital COVID Certificate (DCC) for travel originating within the EU/EEA, refer to [gov.ie at this link](#).

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<sup>7</sup> This applies to all employees including those who are working from home on a temporary basis due to COVID-19.

13.2 Employees who intend to travel abroad should ensure that they are aware of any testing and quarantine requirements in place at the time of travel, and pertaining to their own circumstances, both for their intended destination and on return to Ireland. Where a restricted movement period is required as a result of travel, all employees must make provision by way of an annual leave or unpaid leave application (which may include parental leave where eligible) for that period of restricted movement. This arrangement is applicable to all public health service employees regardless of whether they can work from home. The employee's leave application must be approved by the manager in advance and a record retained.

13.3 An emergency brake system may be applied quickly to countries where a variant of concern or interest arises. Employees should be aware that whatever restricted movement/quarantine requirements are in place and applicable to them on their date of return to Ireland will apply. Employees are required to notify their employer as soon as possible if they have to take additional annual leave or unpaid leave in order to satisfy any restricted movement (quarantine) requirement.

#### **14. Flexi-time arrangements**

14.1 The normal operation of flexi-time or equivalent attendance management systems, including any flexi-time accruals and deficits, continues to remain temporarily suspended for those employees who are working under different arrangements. This includes those who are working from home and working different shift patterns etc., which are required in order to support social distancing and public health requirements.

14.2 Flexi-time arrangements were re-introduced with effect from 24 August 2020 and/or commencement of the organisation's next viable flexi period. This arrangement applies only in circumstances where employees are attending the employer's work premises and are working their normal, pre-COVID work attendance patterns.

14.3 For those employees where flexi-time remains temporarily suspended, this arrangement does not preclude employers from using clocking-in and out arrangements for monitoring purposes. Any balances accrued by employees before the suspension of flexible working hours arrangements can continue to remain and be held over until the COVID-19 working arrangements are no longer in place.

#### **15. Employees on unpaid leave**

15.1 The COVID-19 pandemic unemployment payment is designed as a short-term response to those who are fully unemployed as a result of the pandemic. In the public health service, there exists a range of leave arrangements, underpinned by job security, which employees may avail of during this period e.g. parental leave etc. These leave arrangements, along with the flexible and innovative work attendance regimes and scope for temporary reassignment within the health service, mean that the pandemic unemployment payment is not available in such circumstances.

## **16 Remote working and claiming tax relief**

16.1 Public service employees are not entitled to a daily allowance in respect of working from home during COVID-19. It is open to employees to make claims directly from Revenue in respect of actual costs incurred in working from home at the end of the relevant tax year, in accordance with the relevant tax laws. Any claim in this regard is solely a matter for the individual concerned. Further details for individuals on how to claim expenses on tax returns are available from Revenue at [www.revenue.ie](http://www.revenue.ie). Please refer to National HR Memo dated 19 May *Tax Relief for Expenses incurred working from home during the COVID-19 pandemic*.

Please ensure that this Circular and related documents are brought to the attention of managers within your area of responsibility and that updated information is disseminated to all employees (including those who are absent from work on any type of leave).

### **Queries**

Queries from individual employees or managers should be referred to local HR/Employee Relations Departments. Please note that the National HR Helpdesk is also available to take queries from employees Tel: 1800 444 925 Email: [Ask.HR@hse.ie](mailto:Ask.HR@hse.ie)

Queries on the occupational safety and health implications of the COVID-19 Transitional Protocol may be referred to the HSE National Health and Safety Function (NHSF). Log your request at: <https://healthservice.hse.ie/staff/benefits-services/health-and-safety/health-and-safety-helpdesk.html> or go to: <http://pndchssdweb02.healthirl.net/Health.WebAccess/ss>

Alternatively contact the National Health & Safety Helpdesk Tel: 1800 420420 Monday to Friday between 10.30-12.00 and 14.00-15.30.

Queries on the HSE Workplace Health & Wellbeing Unit's Covid-19 Occupational Health Guidance Documents may be referred to [hr.wellbeing@hse.ie](mailto:hr.wellbeing@hse.ie).

Queries from HR/Employee Relations Departments on this Circular may be referred to Anna Killilea, National Employee Relations, HR Directorate, 63-64 Adelaide Road, Dublin 2 Tel: 01 6626966 Email: [anna.killilea@hse.ie](mailto:anna.killilea@hse.ie)

Yours sincerely



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