# COVID-19 | Hints and Tips for customers using Allocate's Workforce Technology to support the response

The team at Allocate understand the impact COVID-19 is having or is likely to have on our customers. In a period where there is an anticipated increase in staff sickness and extra demand for services we want to support you to ensure our Healthcare People Management (HPM) technology is helping to monitor and deploy your people as safely as possible. As part of this support we have compiled a series of hints, tips and reminders that you may wish to consider.

We will keep these hints and tips updated over the coming days and weeks. The Allocate customer community has a strong tradition of sharing experience and innovation, if you have any feedback or useful additions to this list of hints or tips please email corona.virus@allocatesoftware.com and we will add them to this document for wider sharing.

### Tracking the numbers of staff affected by COVID-19

- Consider creating a new leave type for 'self-isolation' to be able to track it.
- Use the leave report in RosterOn as this will highlight the sick leave type per unit & division, it will allow managers to review current duration and planned sickness end dates.
- You may be changing the care leave policy for staff impacted by school closures, for example policies on single days/max days per year, annual leave or unpaid leave, offer alternative shifts where care may be available. Any changes should be reflected in RosterOn.

### Incident Plan Use

- Encourage review of an Incident Plan within RosterOn and test the functionality. This would be very helpful to identify staff to call in during a major incident, and to allow prevention plans to be put in place.
- Consider asking all staff to check and update contact details in RosterOn.
- Make sure that competency and skills are up to date in the system. Using skills to mark those staff that could work in different areas to make redeployment easier. Consider including any staff not currently working in clinical areas that may have clinical experience / skills. For example, a member of staff who has past ICU experience but who is no longer necessarily in that department. Should there be a shortage of staff with a required skill, a review across the organisation would identify staff who have the required skill(s) and whether they are on shift.

### Managing new care units, for example isolation units/areas/pods

- Many organisations are setting up new care units such as testing portacabins, or have identified new areas for high dependency and critical care beds. Where this is taking place create new units and rosters to manage as required.

- Ensure the new units are set up with the appropriate cost center code so that the impact of COVID-19 can be tracked

### Temporary Staffing Cover

- Contact all staff in the casual pool who have not worked a shift for a period of time and ask them if they would be available for work if required, noting shifts they would be available for.
- Contact all part-time staff to assess their availability for extra shifts and encourage staff to post availability on RosterOn by mobile.
- Ensure that any out of date mandatory training is updated as soon as possible to allow the staff to work.

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Supporting home working for e-roster administrators/coordinators

- All our implementations have the ability to be accessed from home i.e. over the internet. In some cases customers have asked Allocate to disable this internet access. Please check the status of this for your organisation and where required request that this is changed by Allocate, thus allowing access to RosterOn from anywhere to support organisations whose staff may have to work from home.
- To do this Cloud customers simply log a support case with us to enable "internet access" and we will do the rest. If you have on premise software you will need to make arrangements with your local IT teams.

Daily visibility of staff/Impact – current and prospective

- Use Daily Allocations report to show any unfilled duties, and staff assigned to study days or working days who may be able to be brought back on to clinical shifts.
- Set-up an automatic email in RosterOn for the sickness KPIs, to send the sickness levels for all units for the desired period (can include the future) to understand where sickness is particularly impacting staffing levels
- Monitor the unfilled duties from RosterOn.

Time Clock Hygiene

- Consider providing hand sanitiser near the Time Clock to encourage hand hygiene **after** clocking off.

Roster Approval and Pay Process

- Implement contingency plans to ensure team resilience and safeguard successful payroll processing in all eventualities.

Our team is on hand to support our customers throughout. Please use online support and support contacts as usual. Outside of usual support please send any specific COVID-19 related questions to corona.virus@allocatesoftware.com

Click here to access the support portal

Web: allocatesoftware.com.au

Twitter: @AllocateS