

COVID-19 (Coronavirus):

Employee-related and general Q&As

Updated 31 March 2020

COVID-19

What are the symptoms of COVID-19?

The common symptoms of COVID-19 are similar to the flu – fever, cough and shortness of breath.

If you have these symptoms and have recently travelled or have been in close contact with someone with a confirmed case of COVID-19, please contact the special Healthline number 0800 358 5453 or call your GP.

Where can I get further information about COVID-19?

NZ Government COVID-19 information www.covid19.govt.nz.

Ministry of Health Website www.health.govt.nz

The current situation can be found on the Ministry of Health page via this link:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

National Healthline - 0800 358 5453

Available resources

KiwiRail People Assistance Line (PAL) - 0800 696 646 or PAL@kiwirail.co.nz.

KiwiRail EAP Services:

- Free service available 24 hours a day 7 days a week
- Call 0800 327 669 (0800 EAP NOW)
- www.eapservices.co.nz.
- Telephone counselling services now on offer in replacement face to face counselling.
- EAP NOW App to gain immediate, confidential, and secure access to your Employee Assistance Programme (EAP) on your mobile device.
- This app is free to download and provides a range of resources and support to help you and your family.
- Once downloaded, click on register, enter your personal details and then our unique organisational code: **KiwiRailEAP**.

National Telehealth Service for support with grief, anxiety, distress or mental wellbeing, or addiction you can **call or text 1737** – free, anytime, 24 hours a day, 7 days a week – to talk with a trained counsellor.

Ministry of Health special government Covid19 website, <https://covid19.govt.nz/help-and-advice/for-everyone/looking-after-your-mental-health/>

Government Welfare Number to provide welfare information and support for individuals in self-isolation; this is available 7 days a week - 0800 779 997.

Government Work and Income website:
<https://www.workandincome.govt.nz/eligibility/emergencies/2020/coronavirus.html>

Other KiwiRail resources –

Any questions in regard to training, can be directed to KLE.help@kiwirail.co.nz.

Any other general questions please send it through to COVID-19@kiwirail.co.nz

Health and Hygiene

If you are unwell please stay at home.

What are we doing to ensure the wellbeing of our people?

- Increased cleaning regimes.
- Increased hygiene awareness – availability of hand sanitizer, soap and gloves if required.
- Signage encouraging good hygiene e.g. regular handwashing, stay home if your unwell.

As we have said before, please follow the Ministry of Health guidelines:

- Avoid close contact with people – social distancing,
- Wash hands frequently,
- Cover coughs and sneezes with disposable tissues, clothing, elbow.

Payment and leave types

Scenario	Pay or leave type
If you are working to provide or sustain essential services.	You are paid as normal / rostered working time.
If you are working from home, by agreement.	You will be paid as normal working time. If you work from home, you must be available and contactable in ordinary hours.

Scenario	Pay or leave type
Employee sick with COVID-19 or other illness	Sick leave or accessing the Pandemic Paid Special Leave 28 days (4 weeks or 20 working days)
Unable to work due to suspension of work activities and not redeployed and not working from home; Government directive 'stay at home' COVID alert level.	<ul style="list-style-type: none"> • Pandemic Paid Special Leave for 28 days (4 weeks or 20 working days) • Annual leave • Explore other paid leave options • Leave without pay <p>Please note you may be called upon and requested to work if circumstances change.</p>

Other Questions & Answers

Question	Response
How will I be paid when I am on Pandemic Paid Special Leave?	You will be paid your Relevant Daily Pay, that is, what you can expect to have been earning had you been working your rostered hours that week. You just won't be able to claim expenses that have not been outlaid or be paid for overtime not worked.
Does Pandemic Paid Special Leave have to be taken in one block or can I split it up?	The Pandemic Paid Special Leave has been provided to staff not required to work during the national lockdown. These employees are effectively on standby and should they be required to come into work during this time, this will be recorded as worked hours. There is no ability to split this leave or extend the timeframe over which this leave can be taken.
I have been designated an essential worker and have a person in my household with underlying health conditions which make them particularly vulnerable. Do I have to work, or can I be on Pandemic Paid Special Leave?	KiwiRail has put in place increased cleaning and sterilisation processes in our workplaces to maintain health and safety for our workers and employees should be practising good hygiene standards when leaving work, before interacting with family members. Guidance from Zero Harm is available on our COVID-19 site on IKON. If you are concerned please discuss with your manager who will seek appropriate advice on your situation.
I have been designated an essential worker and have a person in my household who is over 70. Do I have to work, or can I be on Pandemic Paid Special Leave?	The expectation is that essential workers will be rostered to be at work during this time. KiwiRail has put in place increased cleaning and sterilisation processes in our workplaces to maintain health and safety for our workers and employees should be practising good hygiene standards when leaving work, before interacting with family members. Guidance from Zero Harm is available on our COVID-19 site on IKON. If there are specific additional concerns these should be discussed initially with your manager who will seek appropriate advice.
I am currently on annual leave - can I cancel my annual leave and change this to Pandemic Paid Special Leave?	No, your period of annual leave will continue as currently booked and approved. As of the issuing of this document, no requests to cancel booked and approved annual leave will be granted. Any arrangements already in place to cancel annual leave and

Question	Response
	transfer employees to Pandemic Paid Special Leave will be honoured and maintained but no further requests after this time will be granted.
If I am currently on Annual Leave will I be entitled to 28 days (20 working days) of Pandemic Paid Special Leave later on if this situation continues?	No. The Pandemic Paid Special Leave is a unique special provision put in place at the discretion of KiwiRail for the 28-day period of lockdown effective from 26 March. The situation will remain under review.
I have annual leave booked in the next few weeks or months. Can I cancel this and be paid Pandemic Paid Special Leave?	The COVID-19 situation is evolving and there is no certainty of where things might be within the next few weeks or months. Please keep your booking in place at this time and this can be discussed with your manager closer to the time if needed.
Will KiwiRail credit back the Easter Statutory Holiday days?	No - however essential workers rostered to work on these days will be paid time and a half and receive a day in lieu, as usual.

What is close contact with a COVID-19 case

If you –

- live in the same household or household-like setting (eg, in a hostel) as a COVID-19 case
- have spent two hours or longer in the same room, bus or train as a COVID-19 case
- have been seated within two rows / 2 metres of a COVID-19 case for two hours or longer
- have been face-to-face within two metres or less of a COVID-19 case for more than 15 minutes in any other setting not listed above

you must self-isolate for 14 days and if you feel unwell or have flu like symptoms you should seek immediate medical attention. Currently lockdown for 28 days applies to everyone from midnight 25 March regardless, so please be sure to get medical attention as directed above if you are feeling unwell.

Self-Isolation

Information on how to self-isolate can be found on the websites www.covid19.govt.nz and [Ministry of Health](#).

If you develop symptoms during the self-isolation period, you should contact the Healthline - 0800 358 5453 and also seek medical advice from your GP.