



## **Frequently Asked Questions regarding the coronavirus situation for NQNs and Norlanders**

The following information is based on our current understanding drawn from government guidance. However, we strongly advise you to check your own contract and insurance provider to clarify your particular context. As you will be aware, this is an unprecedented situation with divergent views on the matter. The government's guidance is also changing frequently, so please always ensure you check the government website for updates.

As a nanny you have a duty of care to mitigate the risks and ensure the health and wellbeing of your charges and their family. Also please remember that you are in a carer role and should take into consideration Norland's twin mottos of Love Never Faileth and Strength in Adversity.

Please note that we have attempted to answer common concerns but appreciate that this is a complex situation and each person's circumstances may have unique considerations, which this information may not address. We also recognise that this is an extraordinary time that raises extremely difficult challenges and worrying consequences for everyone concerned. In turn, this means there may be no clear answers and the decisions that you make may have to be made with some uncertainty and lack of clarity. Many issues can be resolved through a professional discussion with your employer as you all work together through this crisis.

The information listed below generally applies to permanent nannies but does address temporary/fixed term/self-employed to some extent.

If your queries are not addressed in the information below, you can contact the Agency or NQN teams and we will endeavour to help you, but please be aware that we are unable to give explicit advice regarding your legal position, and that we may not have a clear way forward to offer. We also recognise that this crisis may affect your mental wellbeing, so do look after yourselves. Norland is hoping to send out some helpful guidance over the next few weeks, such as 'how to support children's anxieties over the coronavirus' and 'things to do at home'.

In general, please follow the government guidelines as per the links below:

- <https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-advice/>

- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>



- <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-self-isolation-for-patients-undergoing-testing/advice-sheet-home-isolation>

- <https://www.nhs.uk/conditions/coronavirus-covid-19/>

- <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

### **What do I do if I have to self-isolate due to symptoms?**

If you are a residential nanny and need to self-isolate due to your own symptoms– please follow the above guidelines which now stipulate that the entire household should self-isolate for 14 days. You will also need to have a professional discussion with your employer regarding this matter and take sick leave in accordance with your own contract and statutory guidelines regarding sick pay - <https://www.gov.uk/statutory-sick-pay>. This may mean that your employer’s family will need to self-isolate but they should follow government guidance.

If you are a daily nanny and need to self-isolate due to your own symptoms – please follow the above guidelines which now stipulate you and (if relevant) your own entire household should self-isolate for 14 days. If you have no other members in your household, the guidance is to self-isolate for 7 days. You will also need to have a professional discussion with your employer regarding your sick leave in accordance with your own contract and statutory guidelines regarding sick pay - <https://www.gov.uk/statutory-sick-pay>. This may mean that your family may need to self-isolate but they should follow the government guidance.

### **What do I do if the family for whom I work has symptoms and is self-isolating, but I don’t have symptoms?**

If you are a residential nanny then you will need to self-isolate with the whole family as per government guidelines which now stipulates that the entire household should self-isolate for 14 days. Whether or not you continue to work during this time can be decided in a professional discussion with your employer. If you do not wish to self-isolate with the family during this period, you should have a professional discussion with your employer. Please consider whether any such alternative arrangements take into consideration your duty of care to others.

If you are a daily nanny then then you will need to have a professional discussion with your employer that takes into account the government guidelines regarding social distancing restrictions with people who are self-isolating - <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-covid-19>.



### **What if I fall within the vulnerable group?**

You should have a professional discussion with your employer about how you might best shield yourself in accordance with government guidance -

<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>. We recognise this makes the situation particularly challenging if it means you are unable to go to work.

### **What if I have fears about continuing to work during this crisis?**

Your anxieties are understandable particularly as there is so much uncertainty at this time. We also appreciate that you may not be able to work from home, unlike many other professionals. You should have a professional discussion with your employer and consider your options regarding flexible working arrangements where feasible.

### **What if my employer falls within the vulnerable group?**

You should have a professional discussion with your family to consider how you might be increasing their risk. We recognise if you are a residential nanny, you may be able to take steps to mitigate the risks more easily than if you are a daily nanny.

### **What if my own family falls within the vulnerable group?**

You should consider the implications for your own health and wellbeing and that of your family and have a professional discussion with your employer about the best way forward under the circumstances.

### **Will I still get paid if I can't work due to my own or my employers' self-isolation?**

If your employers are self-isolating and you're unable to work you should be entitled to full pay - please see further information which may be helpful here - <https://www.acas.org.uk/coronavirus>. But please note you should check what entitlements you have under your own contract as well.

If you have to self-isolate and are unable to work you should be entitled to SSP – please see further information which may be helpful here - <https://www.acas.org.uk/coronavirus>. But please note you should check what entitlements you have under your own contract as well.

### **What should I do if I'm self-employed?**

Unfortunately, being self-employed, you may not be entitled to be paid should you have to self-isolate. You may be able to claim Employment and Support Allowance (ESA) should you meet the following requirements - [https://www.gov.uk/employment-support-](https://www.gov.uk/employment-support-allowance)



[allowance/eligibility](#). You will need to have a professional discussion with the family and take reasonable steps, following the government guidelines.

**What should we all be doing regarding social distancing practices?**

You should all be thinking carefully about how you might mitigate risks of, for example, daily travel or children's activities. Increase your personal hygiene if you are using public transport and follow your employers' preferences regarding children's activities. But also bear in mind government guidance regarding social distancing, such as avoiding non-essential use of public transport, avoiding public spaces with large gatherings or avoiding gatherings with families and friends - <https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people/guidance-on-social-distancing-for-everyone-in-the-uk-and-protecting-older-people-and-vulnerable-adults>

Please note that all the information provided in this FAQ sheet is done without prejudice.

Last updated: 17 March 2020