

University of St Andrews - School of Medicine Handbook
SCHOOL OF MEDICINE BUSINESS CONTINUITY - DRAFT

1. This document will evolve throughout the period of Covid 19 pandemic. It may well be updated very regularly. Please read the on-line version rather than downloading and storing local copies.

2. Contacting the School by email

Email will be the main way for people external to the school to communicate with us. We have several well-established generic email accounts that are managed by the respective Professional Service Teams. Team leads are asked to ensure that a plan is in place to ensure emails are dealt with if some team members have caring responsibilities for ill family members or be ill themselves at some point.

Team	Email	Monitored by
Admissions	medical.admissions@st-andrews.ac.uk scotgem-admissions@st-andrews.ac.uk	Sarah, Chloe, Frances, Mary Frances
Teaching support	medicine@st-andrews.ac.uk scotgem-admin@st-andrews.ac.uk scotgem-placements@st-andrews.ac.uk medclinical@st-andrews.ac.uk medpvg@st-andrews.ac.uk medicaldot@st-andrews.ac.uk	Linda, Lynsey, Jenni, Catriona Catriona, Eleanor, Linda Eleanor, Catriona Lynsey, Linda Chloe, Helen Linda, Alun
Student support	medsupport@st-andrews.ac.uk	Lynsey
Research	medresearch@st-andrews.ac.uk pgmed@st-andrews.ac.uk medicaldopg@st-andrews.ac.uk medethic@st-andrews.ac.uk medicaldor@st-andrews.ac.uk doimedicine@st-andrews.ac.uk	Alice, Dianna, Julie, Rachel, Karen Jess, Rachel, Alice, Karen Paul, Jess, Rachel Gill, Morven Karen, Frank Gill, Karen, Matt
Learning Technology	medhelpdesk@st-andrew.ac.uk	Stuart, Gary, Bill, Ian
Assessment	medass@st-andrews.ac.uk	Eoghan, Caroline, Fiona, Sarah
Infrastructure	mf42@st-andrews.ac.uk medfaultreport@st-andrews.ac.uk medproc@st-andrews.ac.uk	Mike Mike, Graeme, Henry, Alice Graeme, Mike
Management	medical.dean@st-andrew.ac.uk medicinepa@st-andrews.ac.uk medschoolmanager@st-andrews.ac.uk	Linda, Helen, Kara, David Linda, Helen, Kara Clive, Helen

3. Contacting the school by phone

How do we want to handle this? Some suggestions:

Role	Ext	forwarded to
Head of School PA		Kara, Linda, Helen
Reception		rota?
Admissions		Sarah, Chloe, Frances, Mary
Bequests		already set up to divert to Rachel Parrot

All other phones could have a recorded message saying that the phone is unattended now and to email in. (The telephone office could set up the recorded messages).

4. Telephone contact list (staff – mobile numbers)

Many members of staff have agreed to share their personal mobile phone numbers to facilitate communication while we are working from home. Please note that this list has been compiled solely for the purpose of keeping in contact

[Staff mobile phone contact list](#)

5. Adjustments to existing processes to accommodate home working

a. Dealing with student enquiries

- i. Student-facing email accounts to be monitored and actioned as normal.

b. Dealing with student expense claims

- i. Students to complete form as normal, scan original receipts and email through. Electronic signatures on the form will be accepted by both students and authorised signatory.

c. Dealing with infrastructure issues during lockdown

- i. The building is classified as “essential” and will be serviced by Estates in the event of a deep shutdown. Power, heat, hot water must be maintained. This is an Estates responsibility.
- ii. DR: Weekly inspection by DR team (FC/RP with OK/MG as back up) to ensure temperature control is operational and storage of cadavers.
- iii. Weekly inspection of building to check for leaks etc (MF)
- iv. Maintenance and top up of cryo-store liquid Nitrogen (MF/JM with DCM/HC as back up)
- v. List of people permitted access held centrally by VPRsearch. [See Bulletin 1.01](#) for list and [Bulletin 4.01](#) for update on access.

d. Timesheet Processing while remote working

- i. Complete the timesheet as normal using the [online timesheet portal](#) and select the option to send the timesheet to yourself.
- ii. Forward the completed timesheet to your line manager/supervisor saying ‘I confirm these hours worked’
- iii. The supervisor/line manager forwards the email to Karen Ross (kr16@st-andrews.ac.uk) confirming ‘I confirm these hours have been worked’
- iv. Details are then added to the master spreadsheet for processes by salaries.
- v. Please note that the school processing deadline remains as before.

e. Sickness absence reporting. Contact Head of School PA (medicinepa@st-andrews.ac.uk) by email rather than phone. Head of School PA will record any reported absence in the HR systems

6. Staff expense claims

Expense claims from AMD cost centres should be submitted as normal via self-service.

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Claims from research grant accounts SMD etc. should not use self-service at present. We are still awaiting advice from FAS/HR as to how these can currently be processed. This page will be updated as soon as we have confirmation on the process.

7. New processes (to be added)

Author:	School Manager	Approval Committee:	
Consultees:	Team leads		
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Version Control Record *(expand table as required)*

Date	Revision Description	Major Changes
31/03/2020	draft version	