



The voice of technology
enabled care

Workers within the Technology Enabled Care and Telecare Sector Defined as Critical Workers according to Government Guidance

TO WHOM IT MAY CONCERN

This letter is to confirm that this person works for _____ and is regarded as a critical worker in the health and social care supply chain and to the coronavirus response.

As an employee of a TEC Services Association (TSA) member organisation, they provide a vital service to the elderly and vulnerable and are key to the operation of the UK's health and social care sector and its response to the COVID-19 crisis.

This letter should be accepted as proof of Critical Worker status in combination with a valid photo security pass or other photo identification. This letter is valid up to 12 months from the date of issue.

TSA, the industry body for technology enabled care and telecare services in the UK successfully campaigned for workers within TECS (technology enabled care services) to be defined as Key Workers alongside other frontline staff in health and social care:

“This includes but is not limited to doctors, nurses, midwives, paramedics, social workers, care workers, and other frontline health and social care staff including volunteers; the support and specialist staff required to maintain the UK's health and social care sector; **those working as part of the health and social care supply chain**, including producers and distributors of medicines and medical and personal protective equipment.”

TECS workers and telemonitoring staff also fall within the Communications section as follows:

“as well as key staff working in...telecommunications (including but not limited to...call centre staff, IT and data infrastructure, 999 and 111 critical services).”

Full guidance:

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

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