



Commonly Asked Questions From Staff

E-Mail: COVID-19Support@agecare.ca

Q. 1. I've been told by my second place of employment, that I can only work for one Employer and I have to make a choice. Do I have to choose? - No

- A. AgeCare does not believe you should be required to make a choice to work for only one Employer. As of today, there is no public emergency declaration or Government direction limiting you to work for only one employer. AgeCare's primary goal is to maintain the continuity and stability of the services provided to our residents and families within a safe environment. The best way of achieving this is to maintain our workforce, our hero's, who know the residents' the best and can provide the calming reassurance, needed in a time like this.

Q. 2. AgeCare has asked me for a list of the other employers I work for. Why?

- A. This specific request is to help us manage and contain the spread of COVID19 outbreaks across other facilities. When staff work for multiple employers, it is critical that AgeCare is able to quickly identify our staff that have worked at that other employer. AgeCare needs this information to contact each employee asap.
- This information will be kept confidential and only used to help manage COVID19 outbreaks. Please note, it is also a requirement for staff to self disclose if they have been working in a facility that has a declared outbreak.

Q. 3. There is a COVID 19 outbreak at another facility, what is AgeCare doing to protect the safety of our sites.

- A. As soon as AgeCare is notified of a COVID 19 outbreak at any facility, we are following the Public Health direction and restricting any staff, who were working at the outbreak facility, for a minimum 10 day isolation period, unless directed otherwise. HR is contacting each employee to monitor and support the employee to address any questions.

AgeCare has implemented rigorous public health screening standards, for anyone entering the Agecare sites, to ensure the highest level of safety is maintained.



Q. 4. I'm scared to come to work because of COVID19. Do I have to?

- A. AgeCare appreciates this is a very stressful time for everyone, but our residents and families are counting on all health care staff to fulfill their professional duty of care and requirement to report to work. AgeCare is following all the public health recommendations and outbreak protocols to provide a safe work environment and living environment for residents. Although it's natural to want the safety and security of staying at home, remember your work environment is also the residents home and they need you to help them feel safe and secure.

If you are anxious please reach out to your supervisor to get accurate and timely information.

Q. 5. Is AgeCare approving vacation and/or unpaid LOA requests?

- A. AgeCare is committed to try and maintain full staffing levels during this time of uncertainty and higher levels of absenteeism. Any vacation and /or unpaid LOA requests will not typically be approved. For any exceptions please speak with your supervisor. We appreciate your understanding and will try to accommodate your requests when we have a greater degree of certainty.

Q. 6. I'm concerned about making alternative arrangement for my family with the announcement of school and daycare closures, what can I do?

- A. AgeCare recognizes this a very difficult situation to make alternative child care arrangements on short notice. Please keep in touch with your staff scheduler and supervisor to look for flexible work hours and alternative work assignments until alternative child care arrangements can be figured out.

Q. 7. My spouse/family member has recently come back from an international trip and is in self isolation for 14 days, should I self isolate for 14 days?

- A. Only if your spouse/family member has travelled from a high risk country and/or has symptoms or is ill, then you should self isolate and call Health



Link at 811 and await testing. Otherwise, you should report to work as per normal.

Q. 8. Is there a delay in getting through to 811 Health Link?

- A. 811 Health Link 811 is now very quick to respond to calls. It is important that you identify yourself as either a health care worker or that you work in a seniors environment. This will enable 811 Health Link to fast track you for testing if required.

Returning From A Trip Outside of Canada

Q.9. Do I need to self isolate if I'm returning from outside Canada and feel fine?

- A. Yes, on March 12, 2020 AHS Public Health requires all travellers to self isolate (stay at home) for 14 days from the day you arrived back in Canada.

Q. 10 Do I get paid?

- A. Yes, AgeCare will continue to pay you your regular earnings for a 14 day period starting from the day you arrived back in Canada. Your pay will be as per your scheduled hours. Where possible we will see if it is feasible to have you do some work from home based on your occupation.

Returning From A Trip Within Canada

If you are feeling fine and have not been in close contact with anyone that is showing symptoms or is ill, then you can return to work as per normal.

Planning A Vacation Outside Of Canada leaving after March 13, 2020

Q. 11 If I'm planning a trip outside of Canada leaving sometime after March 13, 2020 what should I plan for?

- A. AgeCare respects the right of staff to take a trip outside of Canada, but please note, this is against the advice of Public Health. For those staff who continue to travel internationally leaving anytime after March 13, 2020 you will still be required to self isolate for 14 days when you return.



You will not be entitled to any pay for the 14 day period as your international travel is against the advice of Public Health.

Q. 12 Do I get paid?

- A. No, you will not be entitled to any pay for the 14 day period as your international travel is against the advice of Public Health.

Q. 13 I would like to cancel my approved vacation time. Can I?

Scenario 1: No replacement staff have been scheduled yet to backfill the vacation period.

- A. Yes the employee may cancel their vacation.

Scenario 2: Replacement staff have already been scheduled to backfill the vacation period.

- A. If the vacation period is **greater than 2 weeks** away, then the employee may cancel their vacation and notification given to the casual staff already booked.
- B. If the vacation period is **less than 2 weeks** away, then the employee cannot cancel their vacation. AgeCare must ensure casual staff are provided with a two week notice to cancel any shifts.

Please note, if management is able to accommodate the casual staff by scheduling them for alternative shifts then you may allow the staff member to cancel all or some of their vacation. As able, staff cancelled for this reason will be given priority for shifts to replace those cancelled.

Q. 14 Can I use my sick time if I'm concerned about coming to work?

Sick time is an insurance benefit for those eligible staff that are ill, demonstrating flu like symptoms or required by AHS Public Health to self-quarantine.

Scenario 1: The employee is not ill, doesn't have any flu like symptoms and **has not** been told by AHS Public Health to self-quarantine.

- A. The employee is expected to come to work as per usual.



Scenario 2: The employee is ill, has flu like symptoms or been told by Public Health to self-isolate.

A. The employee should stay home and contact AHS – Health Link at 811 and/or contact their Doctor.

i. Employee has sick time - If the employee has sick time, they will be paid but must be prepared to let their supervisor know the date, time and contact with AHS – Health Link or with their Doctor. In exceptional circumstances, AgeCare may ask for a copy of the employee’s travel itinerary.

ii. Employee does not have sick time – The employee can apply for Government Of Canada Employment Insurance Sick Leave Benefits. If the employee illness is related to COVID 19 the one week waiting period has now been removed. If requested, AgeCare will allow an employee to request a lump sum vacation payout.

Q.15 I’m feeling bullied and/or discriminated against by my co-workers. What is AgeCare’s responsibility?

A. AgeCare is committed to ensure we continue to do doing everything possible to maintain a respectful work environment, free from bullying and/or discrimination.

Timely and accurate information as well as education is our first intervention to eliminate harassment and bullying in the workplace. In some limited cases will look at progressive discipline if necessary.

AgeCare will not tolerate any form of discrimination based on the protected grounds under Alberta Human Rights. E.g. Treating someone differently simply due to their ethnicity.

Q.16 Management is asking to check my bag when I leave work looking for personal protective equipment. (e.g. masks) Can they do that?



- A. Yes, management has the right to check your personal bag before you leave the worksite. When and where it is determined there is a large loss of AgeCare supplies, jeopardizing our outbreak protocols, this would be considered reasonable grounds to check employee bags. Please note, management would only do this if no other options were available.

Q. 17 What safeguards are in place regarding AgeCare and/or Agency staff who work at various sites?

- A. AgeCare has contacted all our staffing agencies to confirm that they have COVID 19 protocols in place. Similar to AgeCare, they have taken proactive steps to inform and educate their staff about expectations and the management of risk. E.g. hand hygiene. They are also limiting the staff assignments to 1 or 2 employers and requesting that staff also change their uniform between each employment assignment.

For AgeCare staff that have multiple employers, the same advice applies:

- Ensure personal hygiene is maintained (e.g. hand washing)
- Change your clothes/uniform between shifts.
- Try to limit how many different places of employment you are picking up shifts.
- Keep all your employers up to date and informed if your health status changes or you are at risk. It is critical all your employers have timely information to manage the risk.