

# Novel Coronavirus (COVID-19)

## Single Site, Confirmed Outbreak, and Exclusion Orders FAQ

May 7, 2020

### What's happening in Alberta?

On April 10, the Chief Medical Officer of Health put in place an [order on single site employment](#) for Long Term Care (LTC) or a Designated Supportive Living (DSL) facilities. This order mandates that all staff who work in a LTC or DSL facility will be required to work at only one LTC or DSL facility for the duration of the pandemic. The original implementation date of April 23 was changed to allow for further planning. The effective date will be rolled out in waves for those sites that are ready to implement the [Single Site Order](#).

Check Insite to find the latest information on [COVID-19](#). For more information including current case count, visit [www.alberta.ca/covid19](http://www.alberta.ca/covid19).

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## [Single Site Order – Staff with Multiple Positions within AHS](#)

1. **I work in multiple positions at AHS. However, none of my positions are at a Long Term Care (LTC) or Designated Supportive Living (DSL) Facility. How does this order affect me?**
  - If you do not work at a LTC or DSL facility, you are not impacted by this Order.
2. **I work in multiple positions at AHS including one at a LTC or DSL facility. Can I also work at my other AHS position in:**
  - **Another LTC or DSL Facility?**  
No. The Order prevents Staffs from working at more than one LTC or DSL Facilities.
  - **Acute care?**  
Yes, but it's not encouraged.
  - **Home Care?**  
Yes, but it's not encouraged.
  - **Congregate living such as lodge or group home or residential addiction treatment?**  
Yes, but it's not encouraged.
3. **Are there any positions that are excluded by the Single Site Order?**
  - Yes, the following individuals are **not** restricted from working in multiple LTC or DSL facilities:
    - Emergency response personnel (police, fire, ambulance, etc.)
    - Urgent/emergent contracted building maintenance services (e.g. elevators, heating/cooling, fire alarms, etc.)
    - Essential pick-ups and deliveries (e.g. oxygen, laundry, food, supplies, etc.)
    - Other similar essential services

- **Note:** Although not restricted, the following individuals\* should provide virtual services, where feasible and possible. If it is necessary to attend the facility, they should limit the number of different facilities they enter and provide in-person care to only one facility per day to the greatest extent possible:
  - Physicians\*
  - Nurse Practitioners\*
  - Allied Health\*
  - Home care\*
  - Specialty consultants\*
  - Educators\*
  - Pharmacy\*
  - Laboratory staff\*
  - Public health\*
  - Infection control\*
  - Dialysis\*
  - Authorized inspectors, officers and investigators for care, compliance or safety\*
  - MAiD coordination\*
  - Funeral home staff\*
  - Religious leaders\*

**4. I hold positions (regular or casual) in more than one AHS LTC or DSL facility. What happens now?**

- All AHS staffs who hold at least one position in a LTC or DSL facility were asked to indicate their preference as to which AHS position they would like to work in for the duration of this restriction. These preferences are in the process of being reviewed.
- On April 26, [Ministerial Order No. 2020-26](#) was released that detailed the Selection Process and when the staff's preference is factored in. That Selection Process is as follows:
- Where reasonably practicable:
  - A. All staffs who only work at one LTC/DSL facility will remain at that LTC/DSL facility.
  - B. Regular full-time staffs who work as regular part-time staffs or as casuals at more than one LTC/DSL facility will work at the LTC/DSL facility where they are regular full-time.
  - C. Regular part-time staffs who work at more than one LTC/DSL facility as a casual will work at the LTC/DSL facility where they have regular status.
  - D. Regular part-time staffs who work at more than one LTC/DSL facility as regular part-time staffs will select which LTC/DSL facility they wish to work at.
  - E. Casual staffs who work as casual staffs at more than one LTC/DSL facility will select which LTC/DSL facility they wish to work at.
- Once these positions and preferences have been reviewed, staffs will receive confirmation of the position and site that they are assigned to, as per the Single Site Order.
- The other AHS position(s) will be held and the staff will be put on an unpaid leave of absence from that non-assigned position.
- If you have questions about this data collection, please email [help@abhealthstaffing.ca](mailto:help@abhealthstaffing.ca).

**5. I pick up casual shifts at multiple sites within AHS. How am I impacted by this Order?**

- If you work casual shifts at a long term care or designated supportive living facility, you are subject to the Single Site Order and will and will be restricted to work casual shifts at only one LTC or DSL site.

**6. I work in multiple positions within AHS, each with different rates of pay. What rate of pay will I receive?**

- You will be paid the applicable rate of pay for the position you're assigned to work in.

**7. If one of my positions is put on a leave of absence, will I receive a Record of Employment?**

- Yes, AHS will automatically issue a Record of Employment for the leave of absence.

- This will be submitted electronically to Service Canada. Please refer to the [Service Canada website](#) for details.
- 8. If I am prevented from working at one of my LTC/DSL position, how do I make up for those additional lost hours?**
- You must alert your manager for the position that you're assigned to that you are prevented from working at your other LTC/DSL position.
  - You must indicate to your manager whether you wish to work these additional lost hours, to make up for any loss of income from your other position.
  - If requested by your manager, you must present your manager with your pay stubs to validate your average bi-weekly hours.
  - If you have requested to work these additional lost hours, your manager must endeavour to schedule you up to a maximum of a 1.0 FTE.
  - **Note:** If your combined hours are above a 1.0 FTE, your manager will provide you with the opportunity to work additional hours at the overtime rate, on a priority basis to all other staffs, until you have made up for your lost hours.
- 9. How do I calculate my lost hours of my non-assigned AHS position?**
- To calculate your lost hours, you should review all hours worked at your non-assigned AHS position between January 1, 2020 and March 31, 2020, and calculate your average bi-weekly hours worked.
- 10. What if the site I'm assigned to is unable to provide enough hours to make up my combined FTE? Is this considered a layoff?**
- This is not considered a layoff.
  - A layoff under the definition from the collective agreements is triggered by the Employer.
  - The reason staffs are being limited from working at multiple facilities is because of the Chief Medical Officer of Health's Order.
  - We don't anticipate there will be a shortage of work in the assigned site and do not anticipate there being issues in providing additional hours to the staffs.
- 11. Do I keep my benefits if I'm placed on an unpaid LOA from one of my AHS positions?**
- Yes, there will be no impact on the benefit levels you currently have.
  - You can be assured that your non-assigned position is being held for you and that your benefits will continue.
  - AHS will continue to pay the employer portion of benefits for your non-assigned position; however, your contributions for your portion of benefits will go into arrears.
  - Once the Single Site Order is lifted, you will return to your former position and catch up on any benefit contributions that went into arrears.
- 12. Can I choose to stop my benefits if I'm placed on an unpaid leave of absence for one of my AHS positions, while this restriction is in place?**
- No, as this is not the opportunity to amend your benefit levels with AHS.
- 13. What happens to my pension if I am placed on an unpaid leave of absence in one of my AHS positions?**
- In accordance with LAPP requirements, you will be able to [buy back your LAPP pension contributions](#) for any time lost during the unpaid leave of absence.

## Single Site Order – Staff with Multiple Employers

- 14. I work for AHS and another Employer. How does this order affect me?**
- This order only affects you if you work in an AHS LTC or DSL facility and also work for another Employer in a LTC or DSL facility.

- In order to prevent you from potentially transmitting COVID-19 between the sites, you must be assigned to work at only one LTC or DSL facility and for a single employer.

**15. If I am assigned to my AHS LTC/DSL position and am prevented from working at my other non-AHS employer position, how does my manager endeavour to keep me “whole” financially?**

- You must alert your assigned to manager that you are prevented from working at your other non-AHS employer position.
- You should indicate to your AHS manager whether you wish to work additional hours, to make up for any loss in hours of your other non-assigned position.
- To calculate the number of hours lost from your non-assigned position, you should review all hours worked at your other non-AHS employer between January 1, 2020 and March 31, 2020, and calculate their average bi-weekly hours worked during this period.
- If requested, you must present to your AHS manager your pay stubs to validate your average bi-weekly hours.
- If you confirmed that you wish to work these additional lost hours, your assigned to AHS manager must endeavour to schedule you up to a maximum of a 1.0 FTE.
- **Note:** If your combined hours are above a 1.0 FTE, your AHS assigned to manager will do their best to provide you with the opportunity to work additional hours at the overtime rate, on a priority basis to all other staffs, until you have made up for your lost hours.

**16. What happens to my AHS employment status if I am assigned to a non-AHS employer?**

- You will be provided two options to retain your employment with AHS. You will be contacted by AHS LOA Admin team to make your selection within two weeks of being placed on leave.
  - A. Request an unpaid leave of absence and elect to maintain your benefits (health, dental and insurances).
    - You will pre-pay both the employer and staff’s premiums to maintain the benefits you currently have with AHS.
  - B. Request an unpaid leave of absence without benefits.
    - You pay no premiums and have no access to health, dental or insurances. This includes no access to Short Term Disability and Long Term Disability.

**17. How do I pay for my benefits if I am placed on an unpaid leave of absence from my AHS position?**

- You will be contacted by the [HR Shared Services](#), LOA Admin team to make your selection in order to maintain and pay for your benefits.

**18. What if I do not select benefits because I forgot to respond to the LOA Admin team?**

- You will be defaulted to an unpaid leave of absence without benefits.

**19. What happens to my sick bank if I am placed on an unpaid leave of absence?**

- Accrued sick time will remain in your bank.
- If you test positive for COVID-19 and are not eligible for paid sick leave at your other employer, AHS will allow you to access your accrued sick leave.
- If you have benefits and have chosen to keep your AHS benefits during your leave, you will also have access to Short Term Disability and Long Term Disability coverage when your sick leave expires.
  - If you have questions or concerns, please contact the HR Contact Centre by emailing [hrcontactcentre@ahs.ca](mailto:hrcontactcentre@ahs.ca) or calling 1-877-511-4455.

**20. I have accumulated hours in my vacation bank. What happens to these hours if my AHS position is placed on an unpaid leave of absence?**

- Vacation banks are maintained and will not be paid out.

**21. Can I request to have my vacation bank paid out?**

- Yes, under limited and exceptional circumstances and as per the applicable [collective agreement](#) and the [Vacation Policy](#) found on [Insite](#), an arrangement may be made between the manager and the staff to pay out unused vacation.

**22. Can I take unused vacation time instead of going on a leave of absence?**

- No, the Order specifically requires AHS to place you on a leave of absence.

**23. What happens to my pension if my AHS role is on an unpaid leave of absence?**

- You will be able to buy [back your LAPP pension contributions](#) for the time lost during the leave of absence, in accordance with LAPP requirements.

## Confirmed Outbreak Orders

**24. What are the Confirmed Outbreak Orders:**

- The Chief Medical Officer of Health has [ordered that employers must restrict the movement of staff when there is a confirmed outbreak](#) in a LTC, DSL, Lodge or Residential treatment services facility.
- Note: the restrictions only apply to individuals who work in:
  - A. [More than one LTC, DSL or Lodge facility](#); or,
  - B. [More than one Residential treatment services facility](#).
- **Note:** Once the Single Site Order has been implemented, it will limit the number of staffs impacted by the Confirmed Outbreak Orders to only staffs located in Lodges and residential treatment services facilities.

**25. What is considered a confirmed outbreak?**

- As per the CMOH, a confirmed outbreak is defined as:
  - Any one individual (resident or staff) laboratory confirmed to have COVID-19
  - Note that sites with two or more individuals with confirmed COVID-19 will be included in [public reporting](#).

**26. When does this restriction of movement for those impacted staffs take effect?**

- As soon as there is a confirmed outbreak in a LTC, DSL, Lodge or residential treatment services facility.

**27. Does a Confirmed Outbreak Order restrict an staff if they hold multiple positions – but only one of their positions is located in a LTC/DSL/Lodge or a residential treatment services facility?**

- Although discouraged, staffs who work in a LTC/DSL/Lodge or a residential treatment services facility are still permitted to continue working at their other position(s) at different facilities, so long as their other position(s) is not located in a LTC/DSL/Lodge facility or a residential treatment services facility.

**28. Are there any positions that are excluded from the Confirmed Outbreak Orders?**

- Yes. The following individuals are permitted to continue working in multiple LTC, DSL, Lodge and Residential Treatment Services facilities and are excluded from restrictions imposed by the Confirmed Outbreak Orders.
- **Individuals NOT restricted from working in multiple LTC, DSL and Lodge Facilities:**
  - Emergency response personnel (police, fire, ambulance, etc.)
  - Urgent/emergent contracted building maintenance services (e.g. elevators, heating/cooling, fire alarms, etc.)
  - Essential pick-ups and deliveries (e.g. oxygen, laundry, food, supplies, etc.)
  - Other similar essential services

- **Note:** Although not restricted, the following individuals\* working in multiple LTC, DSL and Lodge Facilities should provide virtual services, where feasible and possible. If it is necessary to attend the facility, they should limit the number of different facilities they enter and provide in-person care to only one facility per day to the greatest extent possible:
  - Physicians\*
  - Nurse Practitioners\*
  - Allied Health\*
  - Home care\*
  - Specialty consultants\*
  - Educators\*
  - Pharmacy\*
  - Laboratory staff\*
  - Public health\*
  - Infection control\*
  - Dialysis\*
  - Authorized inspectors, officers and investigators for care, compliance or safety\*
  - MAiD coordination\*
  - Funeral home staff\*
  - Religious leaders\*
  
- **Individuals NOT restricted from working in multiple Residential Treatment Services Facilities**
  - Emergency response personnel (police, fire, ambulance, etc.)
  - Urgent/emergent contracted building maintenance services (e.g. elevators, heating/cooling, fire alarms, etc.)
  - Essential pick-ups and deliveries (e.g. laundry, food, supplies, etc.)
  - Group facilitators (e.g. AA facilitator)
  - Emergency medical staff (e.g. paramedics)
  - Public Health
  - Infection control
  - MHSPA inspectors
  - Other similar essential services
  
- **Note:** Although not restricted, the following individuals\* working in multiple Residential Treatment Services Facilities should provide on-site, in-person care in only one facility to the greatest extent possible:
  - Physicians\*
  - Nurse Practitioners\*
  - Nurses\*

**29. What actions does the staff have to take if they work in multiple LTC, DSL, Lodge or Residential Treatment Services Facility, where one of their LTC, DSL, Lodge or Residential Treatment Services Facility has a confirmed outbreak?**

- A. It's the staff's responsibility to inform all of their managers for each of their LTC/DSL/Lodge or residential treatment services positions and employers of the confirmed outbreak at the LTC, DSL, Lodge or residential treatment services facility.
- B. If after being placed on leave, the staff is contacted by the [AHS Administration Leave of Absence](#) team, the staff must reply back to them with their benefit choice. If the staff fails to respond back, they will be placed on an unpaid LOA without benefits.
- C. If the staff is contacted by a scheduling department and offered shifts that the staff is not able to work due to this restriction from the Confirmed Outbreak Order, the staff cannot accept these shifts and should alert the scheduler that they are unable to work until further notice due to the Confirmed Outbreak Order.
- D. The staff must inform their manager immediately when the confirmed outbreak is declared over at that facility.

## Exclusion Orders

### 30. What is an Exclusion Order?

- The [Medical Officers of Health have authority under the Public Health Act](#) to restrict the movement of health care workers at any stage of a COVID-19 outbreak (suspected, probable, or confirmed).
- These restrictions may include the inability to work at any other location or employer, except at the site of the outbreak.
- **Note:** the Single Site Order will potentially limit the instances that the MOH's will have to issue these Exclusion Orders, but it's still possible Exclusion Orders will be issued even after many staff are allocated to a single site/employer.

### 31. How would I receive an Exclusion Order?

- Typically, an Exclusion Order is written and delivered by the Medical Officer of Health to you.
- The MOH will often provide a copy of the Exclusion Order to your supervisor for the site that the Order applies to.
- **Note:** If an Exclusion Order is delivered verbally by the Medical Officer of Health, you should request a written copy from the Medical Officer of Health so that you can provide a copy to each of your supervisors.

### 32. How would my leader receive notice that I am subject to an Exclusion Order?

- It's your responsibility to inform all your Managers for each of your positions and employers of the Exclusion Order and provide them with a copy.

### 33. What happens if I am prevented from working at my AHS position because an Exclusion Order is applied to my other health care employer?

- You will be immediately placed on a leave of absence and will be provided two options to retain their employment at AHS:
  - A. Request unpaid leave of absence and elect to maintain health, dental and insurances: You pre-pay both the employer and staff's share of premiums to maintain the level of health, dental and insurances you currently have with AHS.
    - You will pre-pay both the employer and staff's premiums to maintain the benefits you currently have with AHS.
  - B. Request unpaid leave of absence without benefits: you pay no premiums and have no access to health, dental or insurances.
    - You pay no premiums and have no access to health, dental or insurances. This includes no access to Short Term Disability and Long Term Disability.

### 34. What happens if I hold two positions at AHS and am prevented from working at one of them because of an Exclusion Order?

- Your non-assigned AHS position will be placed in an unpaid LOA.
- You can be assured that your non-assigned position is being held for you and that your benefits will continue.
- AHS will continue to pay the employer portion of benefits for your non-assigned position; however, your benefits contributions will go into arrears.
- Once the Exclusion Order is lifted, you will return to your former position and catch up on any benefit contributions that went into arrears.

**35. What action do I have to take when I receive an Exclusion Order from the MOH?**

- A. It's your responsibility to inform all your supervisors for each of your positions and employers of the Exclusion Order.
- B. Where Exclusion Orders have been provided in writing, you should provide your manager with a copy.
- C. Reply back to the [AHS Administration Leave of Absence](#) team if you receive a letter and must make a benefit choice (only staffs who are prevented from working at AHS in any position will receive these letters).
- D. If you are contacted by a scheduling department and offered shifts that you are not able to work due to this exclusion, you cannot accept these shifts and should alert the scheduler that you are unable to work until further notice due to an Exclusion Order.
- E. Inform your manager immediately when the MOH lifts the restrictions.