City of Edmonton

Employee Guide
COVID-19
(Novel Coronavirus)

Version 36 - May 13, 2020 - 5 p.m.
onecity.edmonton.ca/COVID-19
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*Please check the date of the guide in the footer to ensure you are reading the most up-to-date information. You may have to refresh your browser so you are reading the most recent version.*

*Nova Coronavirus will be referred to as COVID-19 throughout this guide.*
BACKGROUND

Introduction

To support you in this time of uncertainty the City has prepared this COVID-19 Employee Guide.

Please take some time to read this guide and feel free to share it with your co-workers. This guide will be updated regularly to ensure you have the most up-to-date information.

For more information:
onecity.edmonton.ca/COVID-19

Employee Health Nurses: 780-496-7853 and 780-496-7852 or EHSNurses@edmonton.ca
### Terminology

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand Sanitizer</td>
<td>Alcohol based hand sanitizer which consists of greater than 60% ethyl alcohol.</td>
</tr>
<tr>
<td>Hand Hygiene</td>
<td>Washing hands frequently with soap and water or using alcohol based hand sanitizer.</td>
</tr>
<tr>
<td>Incubation Period</td>
<td>The time from the moment of exposure to an infectious agent until signs and symptoms of the disease appear. For example, the incubation period for chickenpox is 14-16 days.</td>
</tr>
<tr>
<td>Respiratory Hygiene</td>
<td>Coughing/sneezing into a tissue or your elbow/arm.</td>
</tr>
<tr>
<td>Seasonal Influenza</td>
<td>Commonly known as “the flu”, is a highly contagious infection of the airways caused by influenza viruses. These viruses circulate annually during the winter season in the Northern Hemisphere.</td>
</tr>
<tr>
<td>Transmission Mode</td>
<td>Infectious diseases are commonly transmitted through direct person-to-person contact.</td>
</tr>
<tr>
<td>COVID-19</td>
<td>A new strain of coronavirus. It is a virus that has not circulated in humans before.</td>
</tr>
</tbody>
</table>

### COVID-19 Information

The virus first appeared in the winter of 2019 and, due to the rapid manner in which it moved around the world, was declared a public health emergency of international concern by the World Health Organization in February 2020. The virus was then characterized as a pandemic on March 11, 2020 because of the speed and scale of transmission. In most cases COVID-19 presents as a relatively mild flu with most people recovering within a few days. More severe symptoms may occur in some people, particularly those with certain underlying medical conditions.

As with the seasonal flu, symptoms include a sudden onset of respiratory illness with a fever (temperature greater than 38 degrees C or 100.4 degrees F), dry cough and difficulty breathing.
COVID-19 is believed to be spread mainly by coughing, sneezing or direct contact with someone who is sick. It can also spread by touching surfaces that a person with COVID-19 has touched. There is overwhelming evidence to support the vast majority of transmission is occurring at close range by droplets. Alberta Health Services (AHS) has clarified that COVID-19 is not airborne.

While AHS is the lead on COVID-19 efforts in Alberta, the City continues to monitor COVID-19 in partnership with the provincial government and the Government of Canada and is acting in response to their direction.

### External Resources and Information

The table below identifies important external resources and information related to seasonal influenza and COVID-19.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Purpose/Use</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alberta Health Services (AHS)</td>
<td>COVID-19 and Infection Prevention Control</td>
<td>AHS COVID-19</td>
</tr>
<tr>
<td>Public Health Agency of Canada</td>
<td>COVID-19</td>
<td>Public Health Agency of Canada</td>
</tr>
<tr>
<td>World Health Organization (WHO)</td>
<td>COVID-19</td>
<td>WHO COVID-19</td>
</tr>
</tbody>
</table>

**City of Edmonton Approach**

The City of Edmonton is working closely with AHS to monitor COVID-19, share information and assess any potential health risks.

On March 12, Alberta's Chief Medical Officer of Health, Dr. Deena Hinshaw, cancelled all large gatherings and advised Albertans against travel outside the country and on March 17, under the Public Health Act, a state of emergency was declared to empower authorities to respond to public health concerns more effectively. On March 18, the Government of Alberta announced immediate financial assistance for Albertans affected by the COVID-19 pandemic (see the Income Support section for more information). On March 25, following the federal government's Public...
Health Order, the Government of Alberta decided to enforce a mandatory 14-day quarantine for all travellers returning to Canada and giving law enforcement agencies full authority to enforce public health orders and issue fines.

The City of Edmonton has responded to the above actions with a number of decisions, some of which are detailed in this guide. The City’s Office of Emergency Management, Workforce Safety and Employee Health, a COVID-19 cross departmental task team and COVID-19 communications teams continue to monitor the situation, and will continue to determine the appropriate action that is needed.

Additional Info: Monitoring and response for COVID-19 at other levels.

**What Steps Can I Take to Protect Myself and Others Against COVID-19?**

The most effective way to eliminate virus transmission in the workplace is for persons to self-screen before work and self-isolate at home if they meet criteria outlined below. However, if a person develops symptoms at a worksite, it is important to respond quickly and appropriately. Refer to the COVID-19 Symptoms Self-Screening and Rapid Response process.

All employees are required to assess their health each day before reporting to work. The best way to do this is to complete the AHS COVID-19 Self Assessment. This form has only a few simple questions and can be easily completed from a mobile device.

- Are you showing symptoms indicated in the AHS COVID-19 Self-Assessment;
- Have you travelled to anywhere outside of Canada and have since returned home;
- In the past 14 days, at work or elsewhere, while not wearing appropriate personal protective equipment:
  - have you had close contact with a confirmed or probable case of COVID-19;
  - have you had close contact with a person with acute respiratory illness who has travelled anywhere outside of Canada within 14 days prior to illness onset.
Anyone who is ill with influenza-like symptoms such as fever or cough needs to stay home and follow the Public Health Order to isolate and practice basic respiratory and hand hygiene, for a minimum of 10 days from the start of symptoms, or until symptoms resolve, whichever is longer.

If you have symptoms such as fever, cough and difficulty breathing and have traveled outside Canada or have been in contact with someone who has COVID-19, stay home and use the AHS COVID-19 Self Assessment tool to determine if you need to be tested for COVID-19. In this situation you will be required to self-isolate for 14 days. This Self Assessment tool includes a few short questions and can be done from a computer or a mobile device. For more information about what to do after a COVID-19 test is complete, see the COVID-19 Positive & Negative Test FAQ.

Upon completion of the online COVID-19 Self Assessment tool, you will be given further instructions, which may include calling Health Link 811 to arrange testing. AHS will also trace close contacts of presumptive or confirmed cases and will follow up with these individuals directly.

If you have chronic health conditions that may resemble symptoms of COVID, such as allergies, chronic cough, bronchitis etc., it is important to complete the AHS COVID-19 Self Assessment tool. You may be advised to be tested for COVID, if the result is negative you will be able to return to work once you have been asymptomatic for 48 hours.

If you are not seriously ill, do not go to a physician's office, a health care facility or a lab without consulting with Health Link 811 first. Only call 911 if you are seriously ill and need immediate medical attention. The average AHS Health Link response time has been affected due to volume of calls. Please remain on the line to keep your space in the queue. They are advising to try and call before 8:00 am or after 11:00 pm.

**Self-Isolation Instructions**

These guidelines are to be followed when Health Link or the COVID-19 Self Assessment tool asks you to self isolate.
Infection Prevention Control Guide

It is important to take steps, both at home and at work, to help prevent the spread of influenza and other viruses to co-workers, friends, family and the public. The most effective actions you can take to prevent the spread of infection are listed in the table below, along with the corresponding health rationale.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hand Hygiene</td>
<td>Wash your hands often with soap and water. If hand washing facilities are not available, clean your hands using an alcohol based sanitizer. Refrain from shaking hands or hugging.</td>
</tr>
<tr>
<td>Cough Etiquette</td>
<td>Cover your mouth and nose with a tissue when you cough/sneeze or cough/sneeze into your arm/elbow. Discard the tissue into the regular garbage. Avoid coughing/sneezing into your hand (be sure to wash your hands immediately if you do).</td>
</tr>
<tr>
<td>General Hygiene Practice</td>
<td>Avoid touching your eyes, nose or mouth after shaking hands or touching hard surfaces like door handles. After touching these surfaces disinfect your hands with hand sanitizer or wash with soap and water.</td>
</tr>
<tr>
<td>Environmental Decontamination</td>
<td>Disinfectant wipes can be used on items such as telephones and computer keyboards.</td>
</tr>
<tr>
<td>Self-Isolation</td>
<td>Stay away from work and avoid public places when experiencing symptoms.</td>
</tr>
</tbody>
</table>

Information sources: Alberta Health Services, Public Health Agency of Canada and the World Health Organization.

A message from the Government of Canada:

Since respiratory viruses, such as the one that causes COVID-19, are spread through contact, change how you greet one another. Instead of a handshake, a kiss or a hug, a friendly wave or elbow bump is less likely to expose you to respiratory viruses.

What can I do to stop the spread of infection?

Wash your hands often and thoroughly with soap and water for at least 20 seconds. If soap and water are not available, you can use an alcohol-based (60%) hand sanitizer if your hands are not visibly dirty.
Avoid touching your eyes, nose or mouth with unwashed hands. Cover your mouth and nose with a tissue when you cough or sneeze, or cough or sneeze into your sleeve.

Throw used tissues in the garbage, and immediately wash your hands with soap and water for at least 20 seconds making sure you dry them thoroughly, or use alcohol based hand sanitizer.

Avoid sharing household items such as dishes, drinking glasses, cups, eating utensils, towels, pillows, or other items with other people in your home. After using these items, you should wash them thoroughly with soap and water, place in the dishwasher for cleaning, or wash in the washing machine.

Regularly clean and disinfect frequently touched and shared surfaces such as doorknobs and counters.

**Physical Distancing**

Physical distancing refers to measures you can take to reduce the likelihood of you, your family or your co-workers coming into contact with a communicable disease. It's a matter of minimizing controllable risks, focusing on safety and being practical.

The City has come up with a number of measures they're asking you to follow to encourage physical distancing, including transitioning from face-to-face meetings to virtual meetings and conference calls. See the [Physical Distancing FAQ](https://www.edmonton.ca/covid19/covid19-employee-guide/physical-distancing-faq) for more information.

**Face Coverings**

The use of a non-medical mask, such as a cloth face covering, is now being recommended by public health authorities in limited circumstances (e.g. where physical distancing is difficult). A cloth face covering may slow the spread of the COVID-19 virus by individuals who have the virus but are not yet showing symptoms. Wearing a mask is not intended to replace other COVID-19 measures like increased cleaning and disinfecting procedures or keeping two meters apart from others. Read additional [information here](https://www.edmonton.ca/covid19/covid19-employee-guide/face-covering-faqs). Employees and Supervisors can review the City's [Face Covering FAQs](https://www.edmonton.ca/covid19/covid19-employee-guide/face-covering-faqs) for answers to various scenarios.
The City collaborated with AHS and Dr. Chris Sikora, the Edmonton Zone Medical Officer for Health, to produce an educational video that provides clarity around wearing masks and gloves. Watch this [video](#) for additional information.

**ABTraceTogether App**

Quickly identifying positive cases and tracing close contacts to contain outbreaks is an important part of Alberta’s response to the COVID-19 pandemic, and preventing the spread. The Government of Alberta recently launched the ABTraceTogether App that speeds up AHS’ manual tracing of potential contacts of confirmed cases. For more information about this COVID-19 contact tracing App and how to download click [here](#).

**Travel Restrictions and Considerations**

Effective immediately travel restrictions are in place for business related travel and there are also impacts on personal travel. These restrictions and impacts apply to all City of Edmonton employees, consultants, contracted employees, and those whose travel is funded by the City of Edmonton. See the [Travel Restrictions and Considerations FAQs](#) for more information.

**RESOURCES FOR ALL EMPLOYEES**

**Working During COVID-19**

The City is taking strong preventive measures to help decrease the spread of the virus. Specifically, anyone who can reasonably and appropriately conduct their work from home should be strongly encouraged to do so - some considerations (e.g. necessary services, OH&S) and supervisor approvals are required. See the [Work From Home FAQ](#) for more information.

**Ergonomics at Home Guidelines**

Here is a list of [tips and tools](#) to create a more comfortable, ergonomic workspace at home.
Compensation and Leave

The City has put together a compensation and leave program with benefits specific to COVID-19. This program will help protect you, our community and our organization. If you are sick, self-isolating or require accommodation relating to COVID-19, this program will provide the benefits that are available to you. These benefits will be made available for all employees to ensure that no one feels compelled to come to work when they are sick or self-isolating.

Review the Compensation and Leave FAQs for information about leaves and compensation. Additional information is provided within the FAQs for supervisors to clarify time reporting and how to support employees in various situations.

As the situation evolves, any changes to this program will be updated in this guide and will be communicated to employees.

Safety

The City's top priority is the health and safety of employees and the public. An Employee Safety FAQ has been developed to respond to questions as we work to keep each other safe.

Rights and Responsibilities

The City remains committed to protecting the health and safety of employees and the public. Both workers and the City have the responsibility to maintain safety in the workplace. Please read the Employee Rights and Responsibilities FAQ for more information.

Roles, Responsibilities and Expectations

Everyone plays an important role in reporting and investigating near misses, unsafe work observations and incidents. Knowing your role and participating in the reporting and investigations processes builds a stronger safety culture.

<table>
<thead>
<tr>
<th>Role</th>
<th>Responsibilities and Expectations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workers</td>
<td>● Inform supervisors if you are unable to attend work.</td>
</tr>
</tbody>
</table>
- Inform your immediate supervisor if you are directed by AHS to take a COVID-19 test and report the result of the test.
- Stay home if you have flu-like symptoms for a minimum of 10 days from the start of symptoms, or until symptoms resolve, whichever is longer, as per AHS direction. Attend work if you are healthy unless you are on approved leave or have a work from home arrangement.
- Follow appropriate hand and respiratory hygiene practices to prevent the spread of illness.
- Treat everyone with respect as per the Respectful Workplace Policy.
- Cooperate fully if you are contacted by AHS in their investigation and tracing of close contacts of COVID-19 cases. Be thorough and complete in the information you share as this will ensure AHS can fully identify all close contacts and allow the City of Edmonton to identify areas needing decontamination.
- Submit an Application for Short Term Disability for absences related to symptoms of COVID-19 (including fever, cold and flu-like symptoms) that last for more than 10 calendar days, to align with the AHS’ Public Health Order for self isolation. Reach out directly to the Disability Management Consultant in your area for questions and support if you experience symptoms beyond this time period. They will support you with the documentation and review of further time off for your recovery.
- Complete the Pre-Work COVID-19 Symptoms Self-Screening and Monitoring Process.
- Complete the Fitness for Work Self-Screening daily if you are working at the Expo Centre.
- If you are a first responder, you must complete the First Responder self-assessment before reporting to work each shift.

**Managers & Supervisors**
- Be familiar with the content of the COVID-19 Employee Guide and check back regularly for updates.
- Use the Supervisor Instructions for COVID-19 Testing and Results to inform decision making about employee concerns about when to self-isolate and seek advice from AHS, as well as reporting requirements.
- Be familiar with the Rapid Response to Symptomatic Person at Worksite process.
- Be there for your employees. Ensure that employee concerns and questions are being answered. Seek answers by contacting one of the Occupational Health Nurses. When absent, ensure a designate is available to carry out these responsibilities.
- Continue to monitor attendance levels of staff and assess the impact of absences on the provision of service. If services are impacted or are likely to be impacted, be sure to immediately inform your Director/Branch Manager.
- Consider operational impacts of employee requests but exercise flexibility when considering requests for leaves, particularly if the employee has a person in care who is ill or immunocompromised.
- Maintain confidentiality of medical information. Avoid sending emails to various persons discussing details of an employee’s absence/travel history.
- Communicate information to staff as it becomes available.
- Maintain a calm work environment.
- Maintain a respectful workplace.
- Continue to record employee absences. Refer to this flowchart for steps required in managing the employee absence and testing processes.

<table>
<thead>
<tr>
<th>Joint Worksite Health &amp; Safety Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>- To ensure you and your staff have the latest information, you need to go to, and direct your staff to, onecity.edmonton.ca/covid-19. This page is updated as needed.</td>
</tr>
<tr>
<td>- Respond to workers’ questions and direct questions to the communication guide or appropriate resource. Refer to the:</td>
</tr>
<tr>
<td>○ City Resources and Contacts and</td>
</tr>
<tr>
<td>○ External Resources and Information</td>
</tr>
</tbody>
</table>

**Training**

All non-essential in-person training, including classes offered centrally through the Learning Centre (formerly School of Business), has been suspended. Where possible, options for virtual training will be explored, however in some circumstances, there may be a requirement for essential in-person training to ensure you are able to meet your work requirements in a safe and effective manner. If this is the case, your supervisor will
ensure that your physical training environment is safe, AHS directives are being followed, and physical distancing measures are in place. Read the Training FAQ for more information.

ETS@Work and Recreation Passes

ETS @ Work:
For employees participating in the ETS@Work program, payroll deductions were automatically suspended effective April 7 (pay period 7). Transit fares have been temporarily suspended and are not required at this time.

Recreation Passes:
Annual Recreation Centre Membership will be extended for the length of the closure of City rec centres. Deductions will then resume until the Annual Membership has been paid for. If you would prefer to cancel your Annual Recreation Centre Membership, you can do so by completing the Civic Payroll Deduction Annual Membership Cancellation Request located on Edmonton.ca

Inside Information

In order to protect all City of Edmonton employees and prevent the spread of COVID-19, the City is asking that employees DO NOT visit Inside Information to get photos taken for Corporate ID Cards. Requests for new hire ID cards or replacement cards for current employees need to be emailed to insideinformation.frontcounter@edmonton.ca and accompanied with a photo. Once a request is received, Inside Information will send an email with full instructions.

The mail out option should be used for City employee renewals, while contractors will be emailed instructions for pick up. If you have additional questions, you can find more information on the Inside Information page on OneCity, or you can email or call 780-944-4311.

*NOTE: This is a temporary change in process. There has been interest in having a process like this available for many of you, so hopefully everyone can work together in making this work during this time.

ETS Schedule Changes

On April 20, 2020, the City reduced ETS service. The last daily LRT service departure is now 10:00 p.m. and Late Night Owl bus service now ends after
midnight. These adjustments align better with the travel needs of those customers making essential trips, while helping to further address safety, security, public health and cleanliness challenges. This change will be in effect until further notice. More details about the changes to ETS service are available online.

The City is exploring options to assist essential service workers who may be impacted by this change.

**Working in a Virtual Environment**

**Inclusion in a Virtual Environment**

The City’s Corporate Promise is “Working together, aligned with City Council, we enable a better life for all Edmontonians.” A key piece of this promise is working together, especially in the current virtual environment.

The City defines inclusion as creating an environment in which all individuals feel like they belong and are valued for their unique perspectives and skills. All employees should continue to feel like they belong - even when working from home. The five ideas outlined in the [Inclusion in a Virtual Environment Guide](#) can help you feel like you are still working together.

**The Water Cooler**

Water cooler chats organically happen when colleagues take a break from work-related tasks and discuss their hobbies, interests, and other things. It can provide a necessary break from the action and help to build connections and a sense of belonging. The City has created a virtual Onecity page for employees to stay connected while working apart. Please take a moment to swing by the [City’s virtual watercooler](#) and share your story, photos, ideas and inspiration.

**Respectful Communications**

As employees continue to work from home and interact with colleagues virtually, it is important to remember the importance of sustaining and maintaining a respectful workplace and continuing to follow the City’s [Respectful Workplace Administrative Policy](#). Adapting to a temporary normal can be challenging, especially if you are used to having in-person
meetings and conversations with colleagues and supervisors. Here are some tips and reminders on how to keep a respectful workplace.

If you have a concern regarding any Respectful Workplace concerns, the Safe Disclosure Office remains open. To make an appointment to speak with the Safe Disclosure Office please email questions@safedislosure.ca or call 1-844-298-6782. While in-person meetings are not being conducted at this time, you may still schedule an appointment and speak with an adviser over the phone. For additional resources, please see Safe Disclosure Office.

**Using Your Phone in Google Meet**

If you’d like to use a phone for audio in Google Meet, there are a couple of options you can use to join meetings. Here are step-by-step instructions on how to use a phone for a Google Meet.

**Managing Conflict in a Virtual Setting**

Working in a virtual environment can be challenging and the risk of misinterpreting communication from a colleague can increase. Please read the tips on Managing and Preventing Conflict in a Virtual Environment to avoid conflict.

**Cyber Security**

With a lot of staff working from home, it is important to continue efforts to maintain online security. The Corporate Information Security Office has observed criminals are seeking to take advantage of these challenging times and people's eagerness to help each other. Please continue to do your part to protect the City's information and technology by following these practices.

**Privacy at Home**

It is important for you to think about privacy and keeping information secure when working from home. Here are Privacy FAQs to keep in mind when working from home.

**Changing Passwords When Working From Home**

When working from home, it is important to continue our efforts to protect City information. One important security consideration is to ensure that
you continue to have a strong, regularly updated password. The process for changing passwords when working from home can be different compared to when working in the office. Read the instructions on how to change your password while working from home.

**Parenting During COVID-19**

Parenting while schools and most childcare facilities are closed, and providing adequate and sometimes constant care with educational support, can be challenging. A good plan built around structure that allows for creativity and flexibility can help create an environment where everyone in the household can continue to have their needs met. This information sheet from Homewood Health offers good advice.

**Child Care for Essential Service Employees**

On April 1, the Government of Alberta announced that child care services are now available to workers who perform essential services. The full list of services deemed essential by the Government of Alberta is available here. Read the Child Care for Essential Service Employees document for information and to see if you qualify.

**Mental Health**

Caring for yourself and others in times of uncertainty can be challenging. In times like this, it is normal to feel anxious and worried, and not know what to do. If you are feeling overwhelmed, taking a moment to acknowledge you are having a normal reaction to an abnormal situation can be a helpful first step. Whatever you are feeling is OK, but know there is help available.

Often when we face stress, our wellness practices and healthy habits may give way to other priorities or concerns. Maintaining your wellness physically, mentally and spiritually during times of stress is one of the most important things you can do both for yourself and those around you.

There are steps that you can take to recharge your own battery and prepare for life's changes. Check out the resources on the Employee Wellness and Supports page. Another great tool is the Personal Resilience...
Employee Plan that you can use to help build resilience and support your wellbeing. Also consider these tips and resources to help you maintain your wellness.

The City offers free and confidential counselling services to all employees (permanent/provisional/temporary/probationary) and their families (e.g. spouses, children, and/or dependents). You can access these services by calling our Employee Assistance Program provider, Homewood Health at 1-800-663-1142.

If you have additional questions or are experiencing difficulty in accessing these supports please contact Lacey Ranslam at 780-496-5449 or John Dowds at 780-496-7863.

**Dealing with Grief**

The changes we are feeling as a result of COVID-19 can cause anxiety, confusion and fear. Whether dealing with your own grief or helping other people manage theirs, many supports are available to City employees. The City has put together a Dealing with Change and Grief document with information about the impact grief can have.

Understanding the stages of grief may help to understand what you are feeling. Read more about the Stages of Grief and learn some helpful strategies for coping.

**Domestic Violence**

In many ways we are in unprecedented times, and with this can bring many challenges from financial restraints, shifts in routine, to isolation from social networks and support services. These conditions can accelerate or exacerbate domestic violence situations and may lead to increased rates of domestic violence. To ensure supports are in place, the City of Edmonton is enhancing services. Employees who are experiencing domestic violence, will be provided a paid leave up to 10 days to seek assistance and support from a domestic violence situation. Should additional time be required, Disability Management will review options, including putting additional support and care in place. This leave can be arranged through your supervisor and/or Disability Management team (all private information will be held in strict confidence). If you have questions regarding how to support an
employee experiencing domestic violence or if you would like support personally, you can access a City of Edmonton Social Worker experienced in the area of domestic violence by calling 780-496-4777. Please review Domestic Violence Supports in Times of Stress for more information.

**Online Supports and Resources**

Homewood Health, the City’s Employee and Family Assistance Plan provider, is introducing Homeweb to all City of Edmonton employees (permanent/provisional/temporary/probationary) and their families (e.g. spouses, children, and/or dependents). Homeweb is an online platform that offers instant access to live chats, personalized health and wellness tools and e-courses from your phone, tablet or desktop.

**Supporting Local Business and Organizations**

You may experience a need to reach out and help others but may not know where or how to start. Helping community organizations and supporting older people and other vulnerable groups during the COVID-19 pandemic may give you an opportunity to feel inspired. Read the list of things you can do to help Support Local Business and organizations.

**City Resources and Contacts**

The table below identifies important City resources and contacts for concerns and questions related to seasonal influenza and COVID-19.

<table>
<thead>
<tr>
<th>Resource</th>
<th>Purpose/Use</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Occupational Health Nurse</td>
<td>For information related to Occupational Health.</td>
<td>JoAnne Seglie 780-496-7852 <a href="mailto:joanne.seglie@edmonton.ca">joanne.seglie@edmonton.ca</a></td>
</tr>
<tr>
<td>Safety Engagement Lead</td>
<td>For information related to Occupational Safety.</td>
<td>Safety Engagement Lead Directory</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disability Management</td>
<td>For information related to sick leave.</td>
</tr>
<tr>
<td></td>
<td>Disability Management Consultants</td>
</tr>
<tr>
<td>OneCity</td>
<td>For articles and updates related to seasonal influenza and COVID-19.</td>
</tr>
<tr>
<td></td>
<td>Seasonal Influenza &amp; COVID-19 OneCity web page</td>
</tr>
<tr>
<td>Homewood Health</td>
<td>For information related to the Employee and Family Assistance Program.</td>
</tr>
<tr>
<td></td>
<td>Homewood Health</td>
</tr>
<tr>
<td>City Chaplain</td>
<td>For support and information to City employees and their families during challenging times.</td>
</tr>
<tr>
<td></td>
<td>John Dowds 780-496-7863 <a href="mailto:john.dowds@edmonton.ca">john.dowds@edmonton.ca</a></td>
</tr>
<tr>
<td>Mental Health/Healthy Living Team</td>
<td>For resources and information for your well being.</td>
</tr>
<tr>
<td></td>
<td>Jessica Culling 780 508 9272 <a href="mailto:jessica.culling@edmonton.ca">jessica.culling@edmonton.ca</a></td>
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<td>Lacey Ranslam 780 496 5449 <a href="mailto:lacey.ranslam@edmonton.ca">lacey.ranslam@edmonton.ca</a></td>
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<tr>
<td>Labour Relations</td>
<td>For questions and information regarding unions or collective agreements.</td>
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<td>Denis Jubinville <a href="mailto:denis.jubinville@edmonton.ca">denis.jubinville@edmonton.ca</a></td>
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<tr>
<td>Compensation</td>
<td>For questions and information about time coding, overtime, seasonal/temporary staff.</td>
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<td>Denis Jubinville <a href="mailto:denis.jubinville@edmonton.ca">denis.jubinville@edmonton.ca</a></td>
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<tr>
<td>Work from Home</td>
<td>For information and questions about our work from home policy.</td>
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<td>Dayle Pett <a href="mailto:dayle.pett@edmonton.ca">dayle.pett@edmonton.ca</a></td>
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<tr>
<td>Physical Distancing</td>
<td>For Information and questions on how you can physically distance while at work.</td>
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<td>Dayle Pett <a href="mailto:dayle.pett@edmonton.ca">dayle.pett@edmonton.ca</a></td>
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Temporary Employee Layoffs

As a result of COVID-19, the City is facing lower revenues and declines in demand for services in some business areas, which has led to a difficult decision to proceed with temporary workforce reductions or layoffs. A temporary layoff is not a permanent termination of employment. Employees may be subject to layoff in areas where there is a slowdown of work, a facility closure or the reduction in services. The Employee Temporary Layoff FAQ has answers to common questions you may have.

Support for Employees Facing Temporary Layoffs

Being laid off can be very traumatic. Receiving news of a lay-off can cause an individual to experience unusually strong emotional reactions. Everyone will have their own response to hearing they are laid off. Whatever your response is, know that it is a normal reaction to an abnormal situation.

The City has put together a summary of free and confidential resources that can help support your mental wellness. Refer to this document for available supports to help you through this stressful event.

Income Support

The Alberta Government and the Government of Canada will provide immediate financial relief to help Canadians facing hardship. The City has put together a list of supports and resources for employees that may need financial assistance.

The City has put together an FAQ document that provides additional clarity on the current process for accessing federal income support for employees whose income has been impacted by the response to COVID-19. Here is an update on Accessing Federal Income support.
RESOURCES FOR FIRST RESPONDERS

Working During COVID-19

If you are a first responder, you must complete the First Responder COVID-19 Self-Assessment before reporting to work each shift. Testing will be prioritized for symptomatic individuals in the following roles:

- First responders, including Firefighters
- Those involved in COVID-19 enforcement, including Police, Peace Officers and Bylaw Officers

RESOURCES FOR SUPERVISORS

COVID-19 Information for Supervisors

During the COVID-19 response it will be common to see work environments and employee job duties change.

Instructions for Testing and Results

AHS has made several changes to their COVID-19 testing strategies over the past month in order to streamline requests and reduce wait times. Currently, all individuals experiencing symptoms will be prioritized for a test upon completing the online COVID-19 Self Assessment Tool. The City has developed a document to help you navigate situations where an employee is worried they may be at risk of contracting COVID-19. Read the Supervisor Instructions for COVID-19 Testing and Results for instructions. Supervisors have the responsibility of monitoring and reporting COVID-19 test results for their employees.

Responsibilities for Maintaining a Safe Workplace During COVID-19

It’s important that you maintain awareness and oversight of the impact to existing safeguards such as having adequate number of trained fire wardens and first aiders. Additionally, you need to use the existing hazard assessment process to determine how employees may be impacted by the changes and ensure safety in the workplace. You should review the Site COVID-19 Employee Guide
and Job Specific Hazard Assessments and ensure all controls are still in place and no further controls are needed to address the changes.

It's the responsibility of a supervisor to then ensure workers are informed of the hazards of the work environment and are adequately trained in all matters necessary to protect their health and safety, including before the worker performs a new work activity, uses new equipment or performs new processes, or is moved to another area or work site. In situations where respiratory protection equipment is required during the COVID-19 response, for regular operations or new tasks, please read the Respiratory Protection Equipment Guidelines for more information.

Training has to include explaining and giving information to a worker about the new work activity, equipment, process or work site and the training requires a practical demonstration that the worker has acquired the knowledge or skill related to the subject matter.

**Tips on Handling Tough Conversations During COVID-19**

As a people leader, employees are looking to you to guide them through this difficult time, which will often include them bringing questions and concerns to you. Your behaviour and how you react can have a big influence on how people respond, and can help reduce the negative impact of these unprecedented times. Read the Tips on Handling Tough Conversations for information and guidance.

**Reporting of Safety Concerns**

While supervisors have specific responsibilities for safety in the workplace, employees are also vitally important in keeping themselves and their coworkers safe. Engaged employees will see opportunities to make the workplace safer and should be encouraged especially during the COVID-19 response to look for ways to make the workplace even safer.

Workers should raise any safety concern they may have directly to their supervisor, as per the normal processes. Unsafe work observations and near misses should continue to be reported through the Incident Data Collection Form.
**Working in a Virtual Environment**

**Respectful Workplace**

As employees continue to work from home and interact with colleagues virtually, it is important to remember the importance of sustaining and maintaining a respectful workplace and continuing to follow the City's [Respectful Workplace Administrative Policy](#). Adapting to a temporary normal can be challenging, especially for those who are used to having in-person meetings and conversations with colleagues and supervisors. Read the [tips and reminders](#) on how to keep a respectful workplace.

**Inclusion in a Virtual Environment**

The City's Corporate Promise is “Working together, aligned with City Council, we enable a better life for all Edmontonians.” A key piece of this promise is *working together*, especially in the current virtual environment. The City defines inclusion as creating an environment in which all individuals feel like they belong and are valued for their unique perspectives and skills. All employees should continue to feel like they belong - even when working from home. The five ideas outlined in the [Inclusion in a Virtual Environment Guide](#) can help employees feel like they are *working together*.

**Recruitment During COVID-19**

In light of physical distancing measures, here is some more information and a [FAQ](#) for you related to recruitment at the City. The City will continue recruitment for positions associated with essential services.

In the interest of the health and safety of employees and candidates, interviews will be conducted virtually (e.g. online or over the phone). Talent Acquisition Consultants are set-up and working from home and continue to support Hiring Managers as needed. Your Talent Acquisition Consultant is your point of contact and can help walk you through options suitable for your business area needs and candidates.
Inside Information

In order to protect all City of Edmonton employees and prevent the spread of COVID-19, the City is asking that employees DO NOT visit Inside Information to get photos taken for Corporate ID Cards. Requests for new hire ID cards or replacement cards for current employees need to be emailed to insideinformation.frontcounter@edmonton.ca and accompanied with a photo. Once a request is received, Inside Information will send an email with full instructions.

The mail out option should be used for City employee renewals, while contractors will be emailed instructions for pick up. Additional information can be found on the Inside Information page on OneCity, or you can email or call 780-944-4311.

*NOTE: This is a temporary change in process. There has been interest in having a process like this available for many employees, so hopefully everyone can work together in making this work during this time.