

Northern Alberta Wildfires

FREQUENTLY ASKED QUESTIONS FOR EMPLOYEES

May 21, 2019

COMMUNICATION WITH AHS

Q1. Who do I contact in AHS to let them know where I am if I have been evacuated?

A1. Please check in with Human Resources at your earliest opportunity by calling 1-844-350-3181 during regular business hours. Messages can also be left after hours and will be picked up in the morning. You can also let your manager know where you are located, contact information you can be reached, and if you have the ability to work at an alternative site.

Q2. I have been evacuated due to the fires and I'm not sure what I am supposed to do now.

A2. Our first priority is to ensure that our employees are safe right now. We are communicating updates on a regular basis through AHS Social Media sites including Facebook, Twitter, and AHS internal and external sites. Please refer to any of these communication avenues frequently for updates and instructions. Please also stay in contact with your manager or call Human Resources at the number provided.

EVACUATION CENTRES

Q3. Where are the reception/evacuation centres located across the province?

A3. There are a number of evacuation and reception areas located throughout the province. Currently the towns of La Crete, Slave Lake, High Prairie and Grande Prairie are identified as evacuation centres for people evacuated from High Level and surrounding communities. For the latest information on emergency updates and evacuation centre locations from the provincial government, please click [here](#).

PAY, COMPENSATION AND SCHEDULING

Q4. Will I get paid during this disruption?

A4. Alberta Health Services is committed to ensuring staff displaced from the wildfires and are unable to work are paid over the remaining time it takes to return to work at our health care facilities in the community. Currently the town of High Level is the only community under a mandated evacuation order and the hospital temporarily closed.

AHS employees who have been displaced because of the wildfires will continue to be paid. This includes full time, part time and casual staff. Staff may be needed for redeployment to other sites based on services being delivered in alternate locations.

We are taking this step because it is the right thing to do. Our evacuated staff members have been through significant challenges and personal disruptions. We are committed to helping you and your families through these challenging times, and we want you back to your community as soon as a safe plan is in place for the return of health services.

Income continuance will be based on regularly scheduled shifts as well as pre-scheduled picked up shift, including any applicable shift premium, for the first seven (7) calendar days, commencing on May 20, 2019. Employees who were already on paid leaves such as vacation or sick leave will continue to be paid this manner.

Q5. I had to go home mid-shift due to evacuation. How will my time be coded?

A5. You will be paid your regular hours for the portion of your shift worked as well as the portion you could not work due to the evacuation.

TIME CODING

Q6. What time code is to be used to code time during the Northern Alberta wildfires?

A6. The below codes will be used during the wildfires:

Code	Reason
AFD	Major Incident LOA Paid - Used to code pay when an employee cannot work a shift due to a disaster. This includes the 7 days income continuance and any additional Leave with Pay approved by the manager.
AFV	Major Incident Backfill, Additional Hours - Used to code regular time for when an employee backfills a shift for the employee who cannot work a shift due to the disaster.

SUPPORT FOR EMPLOYEES

Q7: What resources are available to staff and their families during the wildfires?

A7: Below are some supports that are available to staff and families at this difficult time:

1. The Employee and Family Assistance Program (EFAP) is available to support you and your family through this challenging time. The EFAP can be contacted 24/7 online or by phone at 1-877-273-3134. Below is the process for contacting EFAP:
 - Call the EFAP line at 1-877-273-3134 or via their website at www.workhealthlife.com.
 - Let them know if you have been personally impacted by the Northern Alberta wildfires and talk about supports you require for you and your family.
2. Alberta Emergency Alerts App
3. Health Link: 811
4. Mental Health Helpline: 1-877-303-2642
5. Canadian Red Cross: 1-888-350-6070