



## **Sienna Team Members Frequently Asked Questions (FAQ) relating to COVID-19**

**Edition # 1 April 2, 2020**

**1. Are team members able to carry over their vacation time/dollars based on the applicable vacation year as outlined in their Collective Agreement?**

We recognize that many of you have been asked to defer your vacation at this time, or you have chosen to do so in order to support the needs of the residents you care for. We thank you for that. In many cases this has implications for you because of your Collective Agreement language regarding carrying over your vacation time or dollars. We are working directly with your union to ensure we can be as flexible as possible with your accrued vacation so no hours or money is lost.

**2. Will team members receive benefits if they choose to remain with Sienna and they work on a temporary full time basis during this pandemic?**

Your commitment to Sienna is appreciated. We value your support as do the residents for whom you provide care. Please speak with your Manager who will review your Collective Agreement and provide you with an answer on eligibility for benefits while in a temporary role.

**3. If a team member works at a Sienna location and a non-Sienna location and elects to work at the non-Sienna location during the pandemic., will their job remain available at Sienna following the end of the pandemic?**

As you can imagine, if you choose to work at a non-Sienna location during this pandemic, we will need to make alternate staffing arrangements at our locations. Though we respect your decision to select another location to work, we hope you will choose to work with us. If you need more hours to offset working at a secondary location, please connect with your manager, because in many cases we are providing more hours and converting part time roles to full time roles. We will endeavour to make best efforts to ensure there is a role for you when this pandemic is over and you're ready to return to Sienna.

**4. In the event a team member selects to work for another employer, will a Record of Employment (ROE) be issued and if so, what reason is utilized on the Record of Employment?**

Yes, an ROE will be issued and you will be placed on an unpaid leave of absence. The reason on the ROE will be OTHER and in the comment section, it will read COVID.

**5. I am unable to work due to childcare, can I access vacation days, stat days or sick time or do I apply for Employment Insurance?**

To address this situation, choose any of the options below, or combination as applicable, to fit your own needs:

- Any Leave of Absence due to Child Care Leave will be coded in UltiPro as an unpaid leave.
- We would recommend that you apply for Employment Insurance.

**6. While I am in self-isolation due to international travel, are missed premiums also being paid?**

Yes the missed premiums will be paid for you for any pre-scheduled missed shifts.

**7. If I delay my statutory (stat) payout, at what wage rate will it be paid out at in the future?**

The Statutory payout will be paid at your current rate at the time of payment.

**The warmth of human connection**

**8. If I delay my vacation dollars payout, at what wage rate will it be paid out at in the future?**

You would be paid the vacation dollars that are available in the vacation bank. If the payout is connected to hours (this may be applicable for some full time team members) it would be at their current rate at the time of payment.

**9. If I feel unwell while at work, what protocol(s) must be followed?**

Immediately put on a surgical mask, have your temperature taken and notify your manager and/or member of the Joint Health and Safety Committee. It is critical that you immediately remove yourself from interaction with residents and team members.

**10. If a team member does not pass active screening are they automatically off work for fourteen (14) days?**

Yes, you will be off for a minimum of 14 days and you will be placed on an unpaid leave of absence. You will be provided information on how you can apply for EI and other governmental programs.

**11. If a team member has a family member within the same household test positive for COVID-19 and as a result the team member is required to self-isolate, are they paid?**

No, you will not be paid, however you are eligible for EI and will be provided information on how to apply along with other governmental programs that are available to you.

**12. If I apply for Employment Insurance due to sickness, what are the entitlements?**

Employment Insurance (EI) sickness benefits can provide you with up to 15 weeks of financial assistance if you cannot work for medical reasons including those related to COVID-19. You could receive 55% of your earnings up to a maximum of \$573 a week.

**13. I am 70+ years old. In Ontario, based on Premier Ford's direction to stay home, what are my options?**

You can choose to continue to work OR you can go on an unpaid COVID Leave of Absence and apply for EI.

**14. How do I apply for EI?**

The fastest way to apply for EI is through the government portal. The website is the following:

<https://www.canada.ca/en/services/benefits/ei/ei-sickness/apply.html>

**15. What happens if I do not qualify for EI and/or I lost work due to the COVID-19 pandemic?**

The Federal government has recently launched the Canada Emergency Response Benefit (CERB). This taxable benefit would provide \$2,000 a month for up to four months for workers who lose their income as a result of the COVID-19 pandemic. To apply for this benefit please visit the CRA My Account secure portal.

**16. What if I have issues with childcare?**

The Governments of Ontario and British Columbia have announced that they will be working with local governments to open and fund emergency childcare centres for frontline healthcare workers that will operate 24/7. The frontline workers include regulated healthcare professionals or an unregulated healthcare provider work in healthcare delivery. Once emergency childcare centres open, a list of locations will be made available on <https://www.ontario.ca/page/child-care-health-care-and-frontline-staff>.

In British Columbia please visit your city centre website for more information.

<https://www.surreyschools.ca/Pages/ecw.aspx>

<https://vancouver.ca/news-calendar/temporary-emergency-childcare-referral-system-for-essential-workers-launches.aspx>

**17. Has the Ontario government taken a position regarding team members working in more than one location?**

Consistent with provincial guidelines, Sienna is not mandating you to work with only one employer. However, we would like you to commit to working with Sienna only, for as many hours as you are able to, rather than work in another location. Our main priority is to keep our residents and team members healthy and safe. Our team members are crucial to our residences. We respect and value the work you do; the residents for whom you care also value the work you do and they value YOU. If you wish to work for Sienna primarily, and to assist you in committing to Sienna, we are converting roles from part time to full time and maximizing part time hours for team members who can work them and want to remain part time for the duration of this situation. This will enable you the opportunities to work as many hours as you are able to.

**18. I am struggling with the stress and anxiety of all of this.**

You are not alone and we have sourced some resources that may be able to help you and your family. Here are some resources that may help:

We have an EFAP program for ON & BC:

Sienna team members have access to confidential support services. Most team members are covered through our Employee Family Assistance Program, through Morneau Shepell. You can contact them at 1-844-880-9142 or by email contact info listed at [www.workhealthlife.com](http://www.workhealthlife.com). Full time and part time team members in BC LTC who are covered by a Collective Bargaining Agreement are covered through Homewood Health and can access these services by visiting <https://homeweb.ca/> or calling 1-800-663-1142.

A breathing exercise online: <https://giphy.com/gifs/breathing-8YfwmT1T8PsfC>

Breathing: <https://www.youtube.com/watch?v=PmBYdfv5RSk>

Stretching: <https://www.imore.com/daily-stretches-you-should-practice-when-working-home>

CAMH: Great collection of resources via CAMH during this time - sections on dealing with quarantine and social isolation, coping with anxiety, etc. Take a look: <https://www.camh.ca/en/health-info/mental-health-and-covid-19#faqs>