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## ALL GUIDES:

[employees](#) | [working in the field/News](#) | [working from home \(Q&A from MTIS\)](#) | [visitor restrictions](#)

**EMPLOYEE ASSISTANCE PROGRAM:** 1-866-838-2025 | [Website](#) | [Two-page guide](#) | [LifeSpeak](#)

EAP counselling services are free, confidential, and available 24-7 to ALL employees (no matter their work status)

## [COVID-19 SYMPTOM SELF-ASSESSMENT TOOL](#)

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## EMPLOYEE'S ILLNESS & PROTOCOL

### ... has tested positive for COVID-19?

- Without exception, **you must advise your HR Business Partner** if an employee is tested for COVID-19, or if he has been contacted by public health authorities and been told to self-quarantine for 14 days.
- The employee will be asked to remain in self-isolation and to complete a medical absence report (MAR). This report will be sent to Disability Management, who will support the employee throughout this situation.
- You should call XXXI or XXX who will notify the National Crisis Management Team (NCMT) and request COVID-19 cleaning of the employee's work space and the surrounding area.
- With the help of the affected employee, you will have to ascertain other areas where the employee has worked over the previous five (5) days and with whom they have had repeated and prolonged contact.
- You will instruct cleaners on site to sanitize any other areas deemed necessary
- **IMPORTANT:** Please refer to the detailed protocol for managers.

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### ... is waiting to be tested for COVID-19 or is waiting for his results?

- **Your employee must advise you** if he is tested for COVID-19, or if he has been contacted by public health authorities and been told to self-quarantine for 14 days.
- The employee should remain in self-isolation and complete a [medical absence report](#) (MAR).
- The report will be sent to Disability Management, who will support you throughout this situation.
- Depending on his health conditions and symptoms, the employee will be asked to work from home until the results of the test are confirmed.

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### ... has been notified by the public health authorities that he might have been exposed to someone with COVID-19?

IMPORTANT: Please refer to the detailed protocol for managers, or as described above.

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### ... has been in contact with people who have recently travelled or may have been in close contact with someone who contracted the virus?

Ask the employee to monitor themselves for symptoms of respiratory ailments and take their temperature twice a day for 14 days. Encourage your employee to take every precaution necessary to protect themselves and co-workers (see section Personal precautions). If they develop symptoms or are concerned that they may be at risk of infection, ask them to isolate themselves and seek a medical assessment. Do not have them report to work and contact them to discuss alternative work arrangements as necessary with your HR Business Partner.

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### ... calls in sick because of flu-like or cold-like symptoms?

#### You must, as soon as possible:

- Tell your employee that if they are absent from work for more than 3 days, they must follow the usual [absence procedure](#), but they don't need to immediately provide a Medical Absence Report.
- If a Medical Absence Report is submitted after 3 days, Disability Management will contact the employee to evaluate the situation.
- If the employee cannot get immediately to a doctor's office for a medical note, notify Disability Management. This won't jeopardize their ability to request sick leave, but a Medical Absence Report will be required at some point.
- If your employee shares a workstation, discuss the need for cleaning with the building services provider.

#### Disability Management will then:

- Contact you and the employee as per the procedure in the link above to evaluate the situation, make recommendations about the duration of absence, confirm whether the employee will be absent or returning to work.
- Recommend, should the employee have the flu, exclusion from work **for up to 14 consecutive days** after the symptoms began

or until he has been symptom-free for 24 hours, whichever is the longest, or as per the employee's physician's recommendations and in discussion with Disability Management.

- Ask you to inform employees who could be at risk following contact with the infected employee.

**You must, as a last step:**

- Record the absence in the appropriate system or authorize the time card and check whether the appropriate absence code has been entered into the payroll system.
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**... displays flu-like symptoms at work?**

Ask your employee to leave the workplace and to isolate themselves to reduce the risk of spreading infection, and ask them to wear a mask and seek a medical assessment. Do not have them report to work and contact them to discuss alternative work arrangements, with the support of your HR business partner where necessary.

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**... has a compromised or weakened immune system?**

Please discuss with your employee about alternative work arrangements, which can be handled on a case by case basis, with the support of your HR Business Partner if necessary. Employees whose jobs do not require them to be at the office and who are equipped to work remotely may be invited to work from home. Be as flexible and reassuring as possible.

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**... is pregnant?**

Please discuss with your employee about alternative work arrangements, which can be handled on a case by case basis, with the support of your HR Business Partner if necessary. Employees whose jobs do not require them to be at the office and who are equipped to work remotely may be invited to work from home. Be as flexible and reassuring as possible.

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**EMPLOYEE'S FAMILY MEMBER ILLNESS**

**... an immediate family member has cold/flu symptoms and has been asked to self isolate?**

If the spouse or an immediate member of the family of the employee shows cold or flu symptoms, the family member should be in preventive isolation for 14 consecutive days after the symptoms begin or until they have been symptom-free for 24 hours, whichever is the longest, or as per their physician's recommendations.

The employee should inform you, monitor themselves for symptoms of respiratory ailments and take their temperature twice a day for 14 days. The employee should take every precaution necessary to protect themselves and co-workers (see section on Personal precautions).

If the employee develops symptoms or is concerned that they may be at risk of infection, the employee should isolate themselves and seek a medical assessment. Do not have them report to work and contact them to discuss alternative work arrangements, as necessary with your HR Business partner.

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**... asks to stay home to take care of family members who have tested positive for COVID-19?**

Employees whose jobs do not require them to be at the office and who are equipped to work remotely may be invited to work from home.

It is your responsibility to authorize such care in accordance with our [Leave](#) policy. Under the provisions of the Canada Labour Code, employees are entitled to a leave of absence from employment of up to five days in every calendar year. For employees who have completed three consecutive months of employment, the first three days of absence will be paid leave. They don't need to be taken consecutively.

These days of absence can be used for treating illness or injury, taking care of a child or family member, addressing any urgent matter

concerning yourself or a family member, among other things. When filling out your timecard, use the following codes:

Artweb	E-timecard	Pay by Exception (Livelink)
E698 - Personal Responsibility Leave with pay (paid) K030 - Personal Responsibility Leave (Unpaid)	Personal Resp Leave (paid) Personal Resp Leave (Unpaid)	Personal Resp Leave (paid) Persnl Responsb Leave (Unpaid)

Any subsequent days requested must be approved by you. Special requirements will be considered on a case-by-case basis.

Without exception, **your employee must advise** if he believes he might have been in contact with an infected person or if he has been contacted by public health authorities and been told to self-quarantine for 14 days due to an exposure to someone with COVID-19.

## EMPLOYEE WORKING FROM OFFICE OR FROM HOME

### ... is assigned to cover a COVID-19 story?

Consult the document "[Dealing with Coronavirus: Guidelines for News Managers and Schedulers.](#)"

Upon returning from an authorized trip, the employee must self-quarantine for a 14-day period. You must determine whether the employee can work remotely during that period, and they will be compensated regardless.

### ... an accident occurs while my employee is working from home?

It's still vital to report any work-related injuries as quickly as possible. Employees and managers need to follow the [usual process](#) for reporting work accidents, whether it occurs at home or at the office. Any managers needing to report a case and requiring assistance may contact XXX or XXX.

### ... is working from home and wants to set up my work environment?

Many of our employees can carry out their work responsibilities from home during these unprecedented times and with that, they might need to adapt their workspace to be functional and ergonomically sound. We have created a [Tips and tricks document](#) on how to maximize wellness and productivity while working from home. We encourage all employees to consult it, as well as this [iO article](#) for different ergonomic tips.

The purchase of additional office supplies, computer accessories or improved Internet package is a personal choice and at this time all employees will have to assume these expenses. Nearly all Canadian internet service providers are suspending data caps on their home internet plans. We invite all employees to contact their provider if they have any concerns.

## BUSINESS AND PERSONAL TRAVEL

### ... came back from travelling abroad after March 16, 2020?

As of Monday (00:00), March 16, 2020, all staff returning to Canada from outside of the country must self-quarantine for a 14-day period. Please speak with your employee to determine next steps, including determining if working remotely is possible during this period.

This recommendation is not retroactive. If your employee shows cold/flu symptoms, please refer to the section above.

### **... is thinking of travelling outside Canada for personal reasons?**

We strongly recommend that employees refrain from travelling abroad. Should employees decide to travel outside the country, they will need to notify you before they go and after they return. Employees are also advised to refer to the [Travel Advice and Advisories](#) page on the Government of Canada site for any precautions to take.

If an employee decides to travel for personal reasons, they must self-quarantine for a 14-day period upon their return. As a manager, you will need to determine whether the employee can work remotely during that period. If not, you will need to assess the situation with your employee on a case-by-case basis with the support of your HR business partner.

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### **... an immediate family member is returning from travelling abroad?**

If the spouse or an immediate member of the family returns from a trip abroad, the family member should be in preventive isolation for 14 days. If the spouse doesn't show any symptoms, the employee can continue to work.

Ask the employee to monitor themselves for symptoms of respiratory ailments and to take their temperature twice a day for 14 days. Encourage your employee to take every precaution necessary to protect themselves and co-workers (see section on Personal precautions). If they develop symptoms or are concerned that they may be at risk of infection, ask them to isolate themselves and seek a medical assessment. Do not have them report to work and contact them to discuss alternative work arrangements as necessary with your HR Business partner.

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## **LEAVE, COMPENSATION AND SUPPORT**

### **... has a temporary job status?**

In the event that a temporary employee who is not eligible for paid sick leave falls sick with COVID-19 or flu-like symptoms and is not able to come to work, they will be paid for the days they are absent where they were scheduled to work during the 14 subsequent days.

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### **... is asking if the Shared Services Centre has the capacity to maintain HR services throughout the pandemic?**

The Shared Services Centre is fully operational. If you need help with human resources, technology services or finance, call or email the Shared Services Centre. You can find out more on the [Shared Services iO page](#).

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### **... wants to carry over unused annual leave of time in lieu or Leave Purchase Plan into the next fiscal year?**

A decision has been taken to suspend the Leave Payout Process. As such, employees will be allowed to carry-over unused annual leave or time in lieu into the next fiscal year, which begins April 1. This will allow employees more flexibility to manage any potential situations in the weeks ahead.

If your employee wishes to be paid out for any annual leave days, he must complete the [Request for Payment of Leave form](#) and submit it to the Shared Services Centre for processing. If he wishes to have his time in lieu (TIL) paid out, he must use the self-serve TIL payout tool in [MySource](#) under My Leave & Attendance > Leave Bank Details.

We are also relaxing Leave Purchase Plan requirements. The employee will be able to use whatever leave he has purchased this fiscal year (which ends March 31) in the next fiscal year, regardless of his current leave balance. There will be no impact to his continued participation in the program in the next fiscal year.

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**... his role does not allow him to work remotely and he wishes to take some personal leave?**

Under the provisions of the *Canada Labour Code*, employees are entitled to a leave of absence from employment of **up to five days** in every calendar year for personal leave. For employees who have completed three consecutive months of employment, the first three days of absence will be paid leave. They don't need to be taken consecutively.

These days of absence can be used for treating illness or injury, taking care of a child or family member, addressing any urgent matter concerning yourself or a family member, among other things. When filling out your timecard, use the following codes:

Artweb	E-timecard	Pay by Exception (Livelink)
E698 - Personal Responsibility Leave with pay (paid) K030 - Personal Responsibility Leave (unpaid)	Personal Resp Leave (paid) Personal Resp Leave (unpaid)	Personal Resp Leave (paid) Persnl Responsb Leave (unpaid)

Any subsequent days requested must be approved by you. Special requirements will be considered on a case-by-case basis.

## PERSONAL PRECAUTIONS AND CLEANING TIPS

### Personal precautions

- **Wash hands** often.
- Cover nose and mouth with the **inside of your elbow** when coughing or sneezing.
- Do **not share objects** such as drinking glasses, microphones or telephone handsets unless cleaned between uses.
- If **sharing a workstation**, disinfect the equipment with alcohol wipes at the beginning of your shift. **Disinfectant products** can be ordered from a CBC/Radio-Canada technical store through your immediate supervisor by using regular purchasing procedures.
- If you are in contact with someone who is sick, **stay 2 meters away (social distancing)** or make sure this person wears a **surgical mask**.
- If you are experiencing symptoms, **avoid crowded public places and public transit**. Maintain social distancing and avoid close contact with other people.
- If you think that you may experience COVID-19 symptoms, we invite you to consult this [self-assessment tool](#).

### Cleaning tips

- If you are cleaning production equipment yourself, please refer to this [helpful guide](#). Specific tips on cleaning microphone socks [are found here](#).
- We also ask that you keep surfaces clear to allow for more thorough and efficient cleaning. Removing as many items as possible from your desktop will help cleaners to do their jobs more effectively.

### To whom should you direct your request...

**For maintenance, hand sanitizer at the entrance of the building, soap in the restrooms, paper towel refills, etc.**

For any request related to our buildings, please contact the cleaning team.

- Emergency service requests: **1 XXX XXX-XXXX**