
ALL GUIDES:

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EMPLOYEE ASSISTANCE PROGRAM: 1-XXX-XXX-XXXX | [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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PERSONAL ILLNESS & PROTOCOL

... I have tested positive for COVID-19?

- Without exception, **you must advise your manager** if you are tested for COVID-19, or if you have been contacted by public health authorities and been told to self-quarantine for 14 days.
 - You should remain in self-isolation and complete a [medical absence report](#) (MAR).
 - The report will be sent to Disability Management, who will support the employee throughout the situation.
 - **IMPORTANT: Please refer to the [protocol for employees](#) sent to all staff on March 17, 2020.**
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... I am waiting to be tested for COVID-19 or I am waiting to get my results?

- Without exception, **you must advise your manager** if you are tested for COVID-19, or if you have been contacted by public health authorities and been told to self-quarantine for 14 days.
 - You 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 your health conditions and symptoms, you will be asked to work from home until the results of the test are confirmed.
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... I have been notified by the public health authorities that I might have been exposed to someone with COVID-19. Shall I report it to my manager?

Yes. Without exception, you must advise your manager if you have been contacted by public health authorities and been told to self-quarantine for 14 days due to an exposure to someone with COVID-19.

... I have been in contact with people who have recently travelled, or might have been in contact with an infected person?

Monitor yourself for symptoms of respiratory ailments and take your temperature twice a day for 14 days. Take every precaution necessary to protect yourself and your co-workers (see section on Personal precautions).

If you develop symptoms or if you are concerned that you are at risk of infection, isolate yourself and seek a medical assessment. Call your doctor or clinic before going to their office, tell them right away when you arrive that you have a respiratory illness and wear a mask, if available, while waiting to be seen. Do not report to work and contact your manager to discuss alternative work arrangements as necessary.

Finally, you must advise your manager if you believe you might have been in contact with an infected person or if you have been contacted by public health authorities and been told to self-quarantine for 14 days due to exposure to someone with COVID-19.

... I have flu-like symptoms or mild cold-like symptoms?

You must, as soon as possible:

- Call in sick to your supervisor or scheduler.
 - If you are absent from work for more than 3 days, you must submit a [Medical Absence Report](#) (MAR) to Disability Management.
 - Disability Management will manage the case as per standard protocol given you will be absent from work.
 - You can discuss your situation with Disability Management if you cannot get to a doctor's office for the medical note. It will not jeopardise your eligibility for sick leave days in the immediate days of the absence.
 - Disability Management will then contact you and your supervisor as per the usual absence procedure to evaluate the situation, make recommendations about the duration of your absence, and confirm whether you will be absent or returning to work.
 - You must, as a last step, record the absence in the appropriate system or have your time card authorized and check whether the appropriate absence code has been entered into the payroll system.
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... I display flu-like symptoms while at work?

Tell your manager or scheduler and leave the workplace to reduce the risk of spreading infection. Follow the personal precautions below, isolate yourself and seek a medical assessment. Call your doctor or clinic before going to their office, tell them right away when you arrive that you have a respiratory illness and wear a mask, if available, while waiting to be seen. Please note that **you must advise your manager** if you are tested for COVID-19 (see instructions above).

... I have a compromised or weakened immune system?

Please talk to your manager about alternative work arrangements, which can be handled on a case by case basis, if required, with the support of People and Culture.

... I am sent home as a precaution and I cannot work from home?

You and your manager, with the support of People and Culture, will determine how best to address the situation.

FAMILY MEMBER ILLNESS OR CONCERNS

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

If your spouse or an immediate member of the family shows cold or flu symptoms, they 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.

You should inform your supervisor and monitor yourself for symptoms of respiratory ailments and take your temperature twice a day for 14 days. You should take every precaution necessary to protect yourself and co-workers (see section on Personal precautions).

If you or an immediate member of the family develop symptoms or are concerned that you may be at risk of infection, you should isolate yourself and seek a medical assessment. Call your doctor or clinic before going to their office, tell them right away when you arrive that you have a respiratory illness and wear a mask, if available, while waiting to be seen. Do not report to work and contact your manager to discuss alternative work arrangements.

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

It is your manager's 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 (Livelihood)
XXX - Personal Responsibility Leave with pay (paid)	Personal Resp Leave (paid)	Personal Resp Leave (paid)
XXX - Personal Responsibility Leave (unpaid)	Personal Resp Leave (unpaid)	Personal Responsibility Leave (unpaid)

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

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

WORKING FROM THE OFFICE OR REMOTELY

****Please refer to the [Guide for Working from home](#) for any question relative to technology*

... my role does not allow me to work remotely and I am nervous about taking public transportation?

Public transportation is still deemed safe and there is limited risk that people will become infected in transit. Transit agencies are taking extra precautions as well with cleaning routines in light of the current situation. Practice the personal precautions outlined below and wash your hands regularly.

... I am working from home and I want to set up my work environment?

Many of us can carry out their work responsibilities from home during these unprecedented times and with that you might need to adapt your 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 you 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 you will have to assume these expenses. Nearly all Canadian internet service providers are suspending data caps on their home internet plans. We invite you to contact your provider if you have any concerns.

... I have a work accident while I am 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.

BUSINESS AND PERSONAL TRAVEL

... I have been asked to travel abroad for business?

We are suspending **all non-essential business travel**, including travel within Canada and international travel. All exceptions will require an approval from your manager.

Upon returning from an authorized trip, you must self-quarantine for a 14-day period. Your manager will determine whether you can work remotely during that period, but you will be compensated regardless.

... I 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 manager to determine next steps, including determining if you are able to work remotely during this period. We are fully aware that this update is being made while many of you are already travelling. We will take this into consideration in finding the best way forward upon your return.

This recommendation is not retroactive. If you show cold/flu symptoms, please refer to the section above.

... I am thinking of travelling outside Canada for personal reasons?

As instructed by the Government of Canada, we strongly recommend that you refrain from travelling abroad. Should you decide to travel outside the country, please inform your supervisor before you go and after you return. We also recommend referring to the [Travel Advice and Advisories](#) page on the Government of Canada's site for any precautions to take.

If you decide to travel for personal reasons, you must self-quarantine upon your return for a 14-day period. Your manager will determine whether you can work remotely during that period. If not, the situation will be assessed on a case-by-case basis by your manager with the support of People and Culture.

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

If your spouse or an immediate member of the family returns from a trip abroad, they should be in preventive isolation for 14 days.

Please monitor yourself (and your family members) for symptoms of respiratory ailments and to take their temperature twice a day for 14 days. Take every precaution necessary to protect yourself and your colleagues (see section on Personal precautions). If you develop symptoms or are concerned that you may be at risk of infection, isolate yourself and seek a medical assessment. Call your doctor or clinic before going to their office, tell them right away when you arrive that you have a respiratory illness and wear a mask, if available, while waiting to be seen. Do not report to work and contact your manager to discuss alternative work arrangements.

LEAVE, COMPENSATION AND SUPPORT

... I have a temporary job status?

If you are a temporary employee and you test positive to COVID-19 or have flu-like symptoms, and you are not able to come to work, you will be paid for the sick days you were scheduled to work during the 14 subsequent days. You will need to follow the regular protocol described above.

... I want 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, you 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 you more flexibility to manage any potential situations in the weeks ahead.

If you wish to be paid out for any annual leave days, you must complete the [Request for Payment of Leave form](#) and submit it to the Shared Services Centre for processing. If you wish to have your time in lieu (TIL) paid out, you 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. You will be able to use whatever leave you have purchased this fiscal year (which ends March 31) in the next fiscal year, regardless of your current leave balance. There will be no impact to your continued participation in the program in the next fiscal year.

... my role does not allow me to work from home and I wish 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)
XXX - Personal Responsibility Leave with pay (paid)	Personal Resp Leave (paid)	Personal Resp Leave (paid)

XXX - Personal Responsibility Leave (unpaid)	Personal Resp Leave (unpaid)	Persnl Responsb Leave (unpaid)
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Any subsequent days requested must be approved by your manager. Special requirements will be considered on a case-by-case basis.

PUBLIC EVENTS

... I am scheduled to attend an event with several employees?

CBC/Radio-Canada, until further notice, will no longer bring together groups of people in the context of public events. Furthermore, we are postponing all in-person staff retreats and any training deemed non-essential must be postponed. Please take extra precautions if you are planning to attend a public event for personal reasons.

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**