

Fort McMurray Wildfires

FREQUENTLY ASKED QUESTIONS FOR EMPLOYEES

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COMMUNICATION WITH AHS

Q1. Who do I contact in AHS to let them know where I am?

A1. NZ HRBP at NZ.staffcheckin@ahs.ca or toll free at 1-844-350-3181

Q2. I have been evacuated from Fort McMurray 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.

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. For the latest information on evacuation centre locations, please visit www.alberta.ca/emergency.cfm.

PAY, COMPENSATION AND SCHEDULING

Q4. Will I get paid during this disruption?

A4. Further to the last update to AHS employees from Fort McMurray, please find additional information related to income continuance and the eventual return of health services to the community.

Alberta Health Services is committed to ensuring staff displaced from Fort McMurray are paid over the remaining time it takes to return to work at Northern Lights Regional Health Centre and other health care facilities in the community.

AHS employees who have been displaced because of the wildfire in Fort McMurray will continue to be paid. This includes full time, part time and casual staff.

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 this past week. We are committed to helping you and your families through these challenging times, and we want you back to Fort McMurray as soon as a safe plan is in place for the return of health services.

Income continuance will be based on regular scheduled hours for full-time staff, and, commencing on May 16, on the average of regular hours worked by part-time and casual staff over the past six pay periods (12 weeks). (Pay for the May 4th to 15th pay period for part time and casual staff is based on the prescheduled hours.)

Human Resources will be in touch with each staff member displaced by the fire over the next few days. Our staff can be reassured that their employment status has not changed and is secure.

Q5. Does this income continuance apply to casual employees?

A5. From May 4 to May 15, casual employees will continue to be paid for all pre-scheduled shifts. Please contact the HR Contact Centre at 1-877-511-4455 or e-mail hrcontactcentre@albertahealthservices.ca to inform them of your shifts that were pre-scheduled for this time to be entered into the system.

Beginning May 16, casual employees will be paid bi-weekly the average of all regular time worked over the last 12 week period (6 pay periods ending May 15). For example, if you worked 120 hours over the previous 12 week period, this is equivalent to 20 hours per pay period.

If you notice any discrepancies on your pay, this will be reviewed and reconciled if applicable once we return to normal business operations.

Q6. I am a part-time employee with pre-booked voluntary shifts over the next month. Will I get paid for these shifts?

A6. From May 4 to May 15, part-time employees will continue to be paid for all pre-scheduled shifts. Please contact the HR Contact Centre at 1-877-511-4455 or e-mail hrcontactcentre@albertahealthservices.ca to inform them of your shifts that were pre-scheduled for this time to be entered into the system.

Beginning May 16, part-time employees will be paid the average of all regular scheduled shifts and additional voluntary shifts worked over the last 12 week period (6 pay periods ending May 15).

If you notice any discrepancies on your pay, this will be reviewed and reconciled if applicable once we return to normal business operations.

Q7. Prior to the evacuation, I worked some shifts and also had some on-call shifts that I'm not sure got entered into the system in order to get paid. How do I ensure that I get paid properly for these shifts if they don't show up on the next pay day?

A7. If there was a missed shift, on-call, call-back, etc., that may not have been entered and paid; we will reconcile this for you at a later date. Please keep records of any time that may not have been paid to you and discuss with your manager when we begin to return to normal business operations.

Q8. Are shift premiums included in the income continuance?

A8. Yes, in addition to regular pay, shift premiums and Northern Living Allowance that you would otherwise be entitled to will be applicable. Casual and part-time employees will also be paid, in addition to the average of all regular hours worked, an amount equaling the average of all premiums received over the last 12 week period.

Q9. What if I am not able to return to work once the facility re-opens?

A9. The situation will be monitored on a regular basis and employees will be provided with updates and direction as the situation evolves.

Q10. What if I am required or requested to work overtime?

A10. In-scope employees will be compensated in accordance with your collective agreement for hours over 7.75 (or applicable daily hours of work under an applicable Extended Workday Arrangement) or work on a scheduled day of rest or in excess of the ratios set out in your collective agreement, as applicable.

Out of Scope employees are eligible to be compensated at 1.5X their basic rate of pay for hours in excess of 8 hours on each work day or for hours in excess of 44 hours in a work week. **“Out of Scope” includes all T, P and C streams. This includes all Technical, Professional and Clinical streams.**

Management employees are eligible to be compensated at their basic hourly rate for hours worked greater than 44 hours in a week. Please contact your immediate supervisor regarding overtime. **“Management” includes the Management (M) stream and Senior Operating Officers (or equivalent).**

Q11. I was pre-scheduled for overtime and this shift was cancelled. Will I get compensated for overtime?

A11. No, you will not be paid for any pre-scheduled overtime shifts. The commitment for income continuance applies to regularly scheduled shift, not overtime shifts.

Q12. Can my manager mandate me to report to work on days off during this emergency?

A12. Yes, you may be required to work overtime or involuntary additional hours in order to respond to this emergency. This is a very unique situation that requires extraordinary efforts to ensure our patients and clients receive proper care.

Q13. I had to go home mid shift due to evacuation. How will my time be coded?

A13. You will be paid your regular hours as noted in the questions above.

Q14. What if I am unable to report for redeployment and/or overtime work as requested or required?

A14. If you are unable to respond to a request to work as a result of an evacuation, road closure or other personal circumstances, please explain the reasons for your inability to respond to your Manager or staffing person calling you.

Q15. Can my manager make me stay after my shift?

A15. You may be required to work overtime in order to respond to this emergency.

Q16. Can I bank my overtime?

A16. If you are a unionized employee, you may bank your overtime in accordance with your collective agreement. Management and Out of Scope employees are not able to bank their time and overtime compensation must be taken as pay.

Q17. I had to be evacuated from the Fort McMurray area due to the fires and have lots of additional expenses I have to pay for and wasn't expecting. Can I get paid out for some of my banked time such as vacation and overtime?

A17. Yes, if you have the need for additional financial resources during this time, HR's Payroll Department will process requests for payment of banked time. Please request the payout process via the self service in e-people. Go to Employee Home>Payroll and Compensation Home>View/Request Bank Payout. If you do not have access to e-people, please call the HR Contact Centre at 1-877-511-4455 or e-mail hrcontactcentre@albertahealthservices.ca. Although we recognize this is a very critical time for our employees, please consider as well the importance of keeping some banked time available to use in the future as we want to ensure you have the opportunity to take time off with pay at a later date.

Q18. I had vacation time booked in the next couple of weeks and I have been evacuated from my home. Will I be required to still take this vacation time or can I reschedule it?

A18. These situations will be assessed on a case by case basis. Employees should speak to their manager regarding the ability to reschedule vacation time if required. Managers will be provided with additional information from Human Resources on how to assess these situations.

REDEPLOYMENT

Q19. I am able and willing to work elsewhere in the organization while I'm evacuated from Fort McMurray. Who should I contact and how will this impact my pay?

A19. If you are able and willing to be redeployed right now, please Email FMMsupport@ahs.ca with your name; current position and department; skills and training; home work site; distance you're willing to be deployed; contact information; and dates of availability. Please write DEPLOYMENT in the subject line.

Any hours you work for AHS will be considered in relation to what you were scheduled for. For instance, if you are full-time and you are able and willing to work 2 shifts in another facility, you will still be paid for your full-time hours. If you are working in excess of your regularly scheduled hours of work, any overtime provisions in the collective agreements will apply.

Q20. I was evacuated from Fort McMurray during the wildfires and had to work at the evacuation centers to care for patients. I continued to work and put in many extra hours that I don't want to miss getting paid for. As there's no scheduling office for me to call, who should I contact regarding my hours of work?

A20. AHS has committed to income continuance for all regular scheduled hours. For any additional hours that you worked to support the evacuation efforts, in excess of your regular scheduled hours, please contact

the HR Contact Centre at 1-877-511-4455 or e-mail hrcontactcentre@albertahealthservices.ca to inform them of your additional time and this will be entered into the system. Our first priority is to ensure that employees do not suffer a loss of regular earnings and any additional shifts/hours, including overtime hours, will be paid to you as quickly as we can.

Q21. I am not an employee who was impacted by the Fort McMurray wildfires, but am able to be redeployed and would like to help. Who do I contact?

A21. If you are a staff member or physician and can be redeployed to a reception centre, please do the following:

- 1. Obtain written approval from your manager.**
- 2. Email FMMsupport@ahs.ca with your name; current position and department; skills and training; home work site; distance you're willing to be deployed; contact information; and dates of availability. Please write **DEPLOYMENT** in the subject line and attach a copy of the written approval from your manager.**

Q22. How will redeployment decisions be made and how will I be contacted?

A22. Employees will be contacted by either HR or someone from the Provincial Staffing Office.

There is a current need for assistance in home care, emergency and public health nursing, addiction and mental health, social work and management, but this may change as circumstances change. Details of these opportunities, number of shifts and hours of work will be discussed with you when you are contacted.

Q23. If I am redeployed to help during the disaster response, how will my pay be handled?

Q23. You will be paid for any shifts that you work in accordance with collective agreements for in-scope employees as applicable. Non-union and exempt employees will be compensated in accordance with the Senior Leadership, Management and Out of Scope Terms and Conditions of Employment. This includes any applicable overtime and premium provisions.

Q24. If I am reassigned to another site, how will I be compensated for travel expenses?

A24. You will be paid (or reimbursed) for applicable mileage, parking expenses and travel time pursuant to your applicable collective agreement terms and conditions.

Travel between sites during the work day shall be considered work time and you will be paid for all time and mileage for such travel.

If you are required to report for work at a different site for your first report of the day, you may be eligible for travel time or mileage pursuant to your applicable collective agreement, depending on the distance between your usual home site and the site to which you are redeployed.

If you are called back to duty pursuant to your applicable collective agreement, you may be eligible for travel expenses for your usual commute, subject to your applicable collective agreement terms and conditions.

Please save your receipts and submit via the expense claim process. Expense claims can be found on Insite.

VOLUNTEERING AND PROVIDING ASSISTANCE DURING THE RELIEF EFFORTS

Q25. I do not reside in the Fort McMurray area and have not been impacted by the fires and evacuation. I would like to volunteer to assist AHS employees, patients, or members of the Fort McMurray community while they are displaced from their homes. Who should I contact if I want to help?

A25. Thank you for your kind offer of assistance. We are monitoring our needs on a daily basis as the situation unfolds. Multi-disciplinary health care teams are currently providing support to thousands of evacuees at three reception areas in the North Zone, as well as one in Edmonton and another in Calgary. We will post any additional staffing resources needs on the AHS wildfire resources page at www.albertahealthservices.ca/wildfire. Please visit the website for specific information and how you may be redeployed to assist us with our healthcare delivery needs.

Q26. Is there going to be a way for AHS employees to provide assistance and support to other AHS staff who are impacted by the wildfires?

A26. We appreciate your willingness to help the AHS employees that were impacted by the wildfires. Our main priority right now is working to get the appropriate level of health care to each evacuation centre, including mental health supports, home care supports, EMS care and pharmacy services. General support and assistance can be provided by contacting the Canadian Red Cross and other relief organizations that are seeking donations, supplies and accommodations.

Q27. I am a reservist with the military and have been called upon to assist with the firefighting efforts in Fort McMurray. Who should I ask about approval to take a leave from my position and how will I be compensated?

A27. We understand that this is a critical time for Alberta and your reservist duties are very important in the firefighting and evacuation efforts. Please contact your manager to request a leave from your position as you normally would and provide as much information as possible related to the commencement and duration of the leave and any other important details. We encourage managers to support the leave recognizing this is a crucial time for Albertans. This will be coded as a leave without pay from AHS during the time you are away. You should also contact the HR Contact Centre regarding arrangements for your benefit plans while on leave by calling 1-877-511-4455 or e-mail hrcontactcentre@albertahealthservices.ca.

Q28. I'm an employee of AHS and also volunteer with an external organization. I have been called upon to assist with the firefighting efforts in Fort McMurray. Who should I ask about approval to take a leave from my position and how will I be compensated?

A28. We understand that this is a critical time for Alberta and your volunteer duties are very important in the firefighting and evacuation efforts. Please contact your manager to request a leave from your position as you

normally would and provide as much information as possible related to the commencement and duration of the leave and any other important details in order to consider your request. We encourage managers to support the leave recognizing this is a crucial time for Albertans subject to operational requirements. This will be coded as a leave without pay from AHS during the time you are away. You should also contact the HR Contact Centre regarding arrangements for your benefit plans if your leave is approved by calling 1-877-511-4455 or e-mail hrcontactcentre@albertahealthservices.ca.

Q29. I do not reside in the Fort McMurray area but I have friends and family that do and they had to be evacuated and going through a lot right now. I need to take time off to support them as they need my help and I am very worried about them. Can I request time off to be with them?

A29. The situation regarding the Fort McMurray fires and evacuation continues to evolve and our ongoing priority is to ensure our patients, clients, and staff are safe. We understand your need to be with your family and friends and assist them in their time of need. Please contact your manager to request time off as you would normally. We have recommended that managers give as much consideration as they can to approve these requests subject to operational requirements. Employees can request time off using vacation time, special/personal leave, OT banks, etc., as may be appropriate and available.

Q30. I'm interested in donating to the Red Cross using a payroll deduction, how do I do that?

A.30 AHS staff can choose to donate to the Canadian Red Cross using payroll deductions to help those affected by the northern Alberta wildfires. Submit the Employee [Payroll Deduction Form](#) to make a one-time donation or sign up for several payroll deductions, which will be taken in installments over the course of multiple pay periods. Donations made by payroll deductions will appear on Box 46 (Charitable Donations) of your 2016 T4 issued by AHS.

TIME CODING

Q31. What time code is to be used to code time during the Ft. McMurray wildfires?

A31. The below codes will be used during the wildfires:

Code	Reason
AFD	Used to code pay when an employee cannot work a shift due to a disaster
AFR	Used to code regular time for staff redeployed to support response/recovery efforts due to a major incident/event.
AFV	Used to code regular time for: <ul style="list-style-type: none"> • When an employee backfills a shift for the employee who cannot work a shift due to the disaster • When an employee backfills an employee redeployed to support response or recovery efforts • Incremental hours (part time or casual) to support response or recovery efforts.

Additional details about coding will be shared with HR, Payroll and Managers.

COSTS, EXPENSES AND RELATED QUESTIONS

Q32. How will time worked and other related expenses (parking etc.) be tracked?

A32. Time worked directly supporting AHS's efforts related to the Fort McMurray fires should be coded on your timecard as per normal processes. All costs directly related to supporting these efforts will be tracked to ensure there is an understanding of the total costs related to this disaster. Further communication will be forthcoming from Finance about the collection and reporting of costs.

Q33. While we are evacuated and unable to work at our usual site in Fort McMurray, am I still being deducted for parking if I usually parked my vehicle at an AHS parking lot?

A33. No. Parking deductions for Fort McMurray employees have been temporarily suspended and will not be deducted from your pay.

Q34. I evacuated from Fort McMurray and have chosen to stay at a hotel. Will I be reimbursed for my expenses?

A34. AHS will not be reimbursing costs associated with temporary lodging during the evacuation. Employees are encouraged to contact their personal insurance companies or any Government Emergency Funding sources to inquire about eligibility for expense reimbursement.

Q35. I left some of my personal belongings at an AHS site in Fort McMurray that might have been damaged. Am I covered by AHS insurance or should I contact my personal insurer? What should I do in the meantime while we are waiting to return?

A35. We understand that you are concerned about your belongings and we hope that nothing has been damaged. Until such time that employees can return to their work sites in Fort McMurray, please document and describe the details of the items you are concerned about and forward this information to June Eddy, AHS Insurance Analyst by emailing june.eddy@ahs.ca. This will be reviewed at a later date to identify any loss or damage.

SUPPORT FOR EMPLOYEES

A36: What resources are available to me and my family during the wildfires?

A36: Below are some supports that are available to you and your 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
 - Let them know if you have been personally impacted by the Fort McMurray wildfires.

- If so, you will be directed to a trauma level response. This means that Shepell will augment its intake process so that you will be put on an expedited path to counseling and appointments for further follow up if necessary.
 - If possible, please be ready to talk about what you may be looking for in terms of services and support. For example, you may not want trauma support, but you may want to know where you can take your children while you attend to the cleaning of your home or property.
 - If you're not sure, call them and ask. They are there to help.
2. **Canadian Red Cross.**
All Fort McMurray evacuees are requested to register with the Red Cross.
www.redcross.ca
[1-888-350-6070](tel:1-888-350-6070)

ALBERTA BLUE CROSS BENEFITS

Q37: I need to fill a prescription at a pharmacy but don't have my Alberta Blue Cross card. What can I do?

A37: If you need to fill a prescription and use direct-billing but do not have your ID card, please ask the pharmacy to call Alberta Blue Cross to obtain your information. You will be asked questions to confirm your identity to the pharmacist. Contact Alberta Blue Cross' Customer Services Contact Centre toll-free at 1-800-661-6995. You can also sign in to the member website at www.ab.bluecross.ca to manage your benefits, including:

- Address updates.
- Adding direct deposit information as an option for payment of claims.
- Reissuing ID cards. You can update your address on the member website or by calling Alberta Blue Cross. Or you can request your ID card to be mailed to the address on file for pick up at a designated depot. ID cards can also be printed from the member website.
- Reissuing claim cheques. If you believe a cheque was lost in the fire, contact Alberta Blue Cross.

If you normally receive claim statements and other important information from Alberta Blue Cross by mail, please note it will be sent to the address on file. To update your file, please call 1-800-661-6995.

Q38: I am running low on my prescription medication. What can I do?

A38: If you require a refill and are unable to see your regular physicians, please discuss your situation with the pharmacist. While standard claim rules apply, Alberta Blue Cross will allow early refills if you are impacted by wildfire evacuations. If you have questions, please call Alberta Blue Cross toll-free at 1-800-661-6995.

If you do not have your Alberta Blue Cross ID card, please ask the pharmacy to call Alberta Blue Cross to obtain your information. You will be asked questions to confirm your identity to the pharmacist.

Q39: What happens if I need to see a dentist or physiotherapist? Am I covered?

A39: Alberta Blue Cross is working with health providers such as dentists, optical providers, chiropractors, physiotherapists, etc. to confirm member and benefit eligibility. Please call Alberta Blue Cross toll-free at 1-800-661-6995 if you have questions.