

If You Have A Confirmed Positive Case of COVID-19

Audience: All team leaders

Situation :

An employee who was in the workplace has received a positive COVID-19 test.

What you need to know:

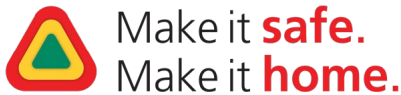
When a positive COVID-19 case is confirmed, the local public health authority is advised. They are responsible to:

- Notify the person that they are a confirmed positive COVID-19 case.
- They will conduct an investigation to determine who the person was in contact with (Contact Tracing).
- Depending on the level of exposure within the workplace, they may make recommendations to the employer in regards to measures that should be taken in the workplace (i.e. cleaning).

What you need to do:

If you become aware of an employee in your work center who has tested positive for COVID-19 (ie. Employee reports this to you or you are contacted by the local public health authority), the following steps must be followed:

1. Talk to affected employee: During the call make sure to discuss each of the following items, a full talk track is available for your use ([link to EE talk track](#)):
 - They will be started on quarantine leave.
 - A case will be opened with Canada Life.
 - Request consent to share their identity with others in the workplace regarding their diagnosis of COVID-19
 - **Offer EFAP** support 1-866-565-4903
2. CIRT Call: immediately notify your team lead and the APC ([link to national list](#)) to initiate a call to determine:
 - How to manage employees currently in the workplace
 - Cleaning/Sanitization required
 - Communication for employees in workplace
 - Operations adjustments
 - Next steps for engaging local public health authority
3. Inform your LJHSC and the employees in the workplace that a positive COVID-19 case has been confirmed ([use the Employee Communication Model on the reverse of this page](#)) and the decisions made on the CIRT call.
4. If employees are being sent home, make sure:
 - you have a list of all employees and their contact information (phone and email if available)



- Your employees know your phone number for them to contact you should their situation change or if they have questions
- 5. Follow the process for referring a file for quarantine leave, reach out to your HRBP if you require assistance [quarantine leave spreadsheet](#).
- 6. Code employee's absence in SAP (Quarantine leave [Job Aid](#)) and complete any further actions identified on CIRT call

Employee Communication Model :

- Thank you for your time. I certainly understand there are currently concerns about the coronavirus given the ongoing situation and wanted to share some important information with you.
- We have an employee who has been identified as a positive COVID-19 case.
- For privacy reasons, I can't name or discuss the individual employee but I wanted to talk to you about the steps we've taken to respond while putting your health and safety first. We will work closely with the local public health authority and follow their recommendations. **OR**
- We have requested and received John Smith's permission to share with you his name. This may help you consider whether you have been in close contact with John to determine what steps you should take next.
- First, the local public health authority will complete "contact tracing" which means they will contact all people who could have been in close contact with the individual who has tested positive for COVID-19. Public health will determine who will be placed in self-quarantine and provide guidance to individuals on whether testing is required.
- We are also proceeding with a sanitization of areas within the workplace that the individual may have been in contact with as well as common areas such as aisles, locker rooms, cafeteria, etc. We want to make ensure that this facility is safe for everyone.
- The local joint health and safety committee (LJHSC) is also informed and we will continue to communicate with them regularly as the situation evolves.
- I understand that despite all the steps taken you may have some concerns, this is normal.
- If you are concerned about your own health based either on contact in the workplace or if you are experiencing any flu-like symptoms such as a cough, fever or difficulty breathing, you are encouraged to contact Public Health and inform me/your team lead before returning to work.
- To keep employees safe and respond in a responsible manner, Canada Post is actively working with and following the guidance of the Public Health Agency of Canada on a national level.
- Thank you all for your time and understanding. We will continue to update you based on the information available. If you have any questions or concerns please come and discuss them with me.
- Additionally, should you experience any distressing thoughts or feelings of anxiety, or would just like someone to talk to, Homewood Health, our EFAP provider, remains available to you 24/7. The number is 1-866-565-4903.