

Need to know before you start-FAQ

We recognize you probably have questions about entering a healthcare setting and operations related to our COVID-19 activities as well as its impact on the workforce. To that end, we've put together the following information supplement to assist you knowing what to expect prior to your start date. Once you are an employee, you will receive regular communications internally as the situation evolves.

Will orientation still occur?

Yes. As a healthcare organization, we need health care workers to ensure we can continue to operate our services to deliver the care our community is counting on. It is a priority to bring in staff to help us achieve this. We may be altering the delivery process, spacing and mechanisms of our typical New Employee Welcome (NEW), however, we will make sure you receive the necessary training and orientation to fulfill your role.

What screening do I need to do before coming to work?

We are restricting access to our buildings and screening everyone at specific door(s). If you do not yet have an ID badge to scan (first day), please inform the screeners that you are a new hire and we will escort you to the new hire session.

At screening you will be asked a series of questions before you will be cleared to enter. Once cleared through screening you will be asked to perform hand hygiene and will be guided to the room for orientation.

What if I answer 'yes' to any of the screening questions?

If you are ill or well and deemed to meet any of the criteria, you will not be allowed to work or start employment. You may require further self-quarantine or seek additional health care assessment/treatment. One of our values includes caring for patients and each other. As professionals, it is imperative that we all answer the screening questions in an honest manner to protect the health and well-being of our colleagues, patients and members of the community.

I worry I'll transmit the virus to a family member at home or I've got a health condition that may make it worse for me. Can I not work until this is over?

Employment and industries to pursue are personal decisions. When you choose to work in the health field or health industry, it brings unique challenges. It may not be for everyone. As a public service, health care is deemed 'essential services' and therefore health care workers are also essential. Precautions are taken to keep everyone protected as much as we can so we can keep ourselves healthy and our healthcare facilities running and ready to receive patients, especially in difficult times. Our health care workers are exceptional and we hope you decide to join our team.

How do I keep myself protected at work?

To protect yourself and others, follow procedures for your area, wear the recommended personal protective equipment (PPE), perform hand hygiene consistently, cough into your elbow and do not come to work if you are sick. Current social distancing practices outside of the workplace are also recommended.

I am not a direct clinical care worker, will I be working remotely or from home?

All employees of the organization are considered health care workers and are integral to the provision of our essential services; we need our people to be at work. During challenging times, all health care workers, including indirect care workers, may be needed to perform alternate work in the organization therefore, having staff readily available to respond to urgent needs may be necessary.

I am worried I will not be starting my new job but instead reassigned to a different unfamiliar job. Will that happen?

You were hired to perform a necessary role at Providence Care. During this pandemic situation, we recognize that the needs to reassign staff may come up and may change on a day-to-day basis. You will not be asked to do work that you are unable to perform or trained to do. There is special legislation and directives that apply to health care. You can get further information on the Ontario Government website (<https://news.ontario.ca/mohltc/en>).

How will I find out if something changes in the information I have now?

Things are changing and evolving rapidly. As we are responding day to day with changes in the landscape, information and protocols, should a substantive change occur that impacts on your start date or orientation, we will reach out to you. We encourage you to ensure you are referring to credible and validated information online from reputable sources. Sometimes there are specific directives or recommendations for health care workers by the Ministry of Health.

There is public information being made available on our website at <http://intranet.providencecare.ca/our-workplace/COVID-19/Pages/default.aspx>

What support is available for staff?

Supporting our staff health and wellness is a priority. We do have an Employee and Family Assistance Program and internal supports and resources available to staff. You can also reach out to your manager for additional assistance.

Should you have any further questions regarding your new role, orientation and start date, please contact your Recruitment and Staffing Specialist.