



FAQ – COVID-19 in our Workplace

What are our defined Essential Services?

CCD has suspended selected non-essential services to diminish the risk to our clients, staff and volunteers. We have deemed that all PSW services and care coordination supports are the most critical to supporting our health system partners.

We will be ramping up Meals on Wheels and Telephone Reassurance where we will be looking to redeploy staff to other programs to ensure service continuity. As a Health and Social Service provider, Community Care Durham is obligated to serve our community and help our clients remain safe.

What happens to my earning if my regular shifts are cancelled due to a client request?

CCD will make every reasonable effort to provide you with your regular schedule and compensation. If a client requests to cancel a regular shift due to COVID-19 we will look at other unscheduled care needs and reassign you work as possible. We may also consider redeploying you to alternative CCD work. If we are unable to offer you work we will ensure you are paid for your full shift.

Can I refuse work due to the COVID-19 Virus?

As your employer we have an obligation to advise you of any known health hazards or risks in the workplace along with instructions on performing your work safely and to continue to conduct health and safety assessments.

Under the OHSA all employees have the right to refuse unsafe work if they have reason to believe that any workplace condition may cause harm to themselves or others. Your right to refuse work as a result of the COVID-19 will be contingent upon factors including but not limited to the following:

- The current state of the COVID-19 situation in your workplace
- Your age and health
- Your type of workplace
- Your specific field of work and normal duties or tasks
- The number of workers at your workplace and whether or not social distancing is possible
- The measures adopted by CCD to prevent the transmission of COVID-19, including workplace hygiene and personal protective equipment (PPE), where applicable
- Whether or not you have been diagnosed with COVID-19
- Whether you or the circumstances fall in one of the legislative exceptions to the right to refuse unsafe work (i.e. essential workers)
- Any other factually relevant considerations in assessing whether there is a hazard, a risk, a danger, etc.



In addressing these factors, your Manager will investigate the likelihood that the COVID-19 virus exists within your workplace based on client and staff screeners, etc. **The hypothesis that it exists is not a reasonable ground for work refusal.** It must be proven and not be speculative which may require further investigation by the Ministry of Labour.

Will I be compensated if I am required to Self-Isolate?

If you are required to self-isolate you will be compensated dependent on your circumstances including whether you have travelled, the nature of your workplace and the alternative work arrangement available to you.

If there is no government directive to self-isolate and you choose to voluntarily self-isolate there is no obligation for CCD to compensate you during this time.

While each situation will need to be addressed individually, there may be circumstances where CCD may need to keep you away from work. In this case we may look at “work from home options” if available or you may be required to remain at home on a job protected leave of absence. If eligible you may upon request access your entitlements such as sick, vacation, lieu, etc. or apply for Employment Insurance Benefits.

What EI Benefits are available to me?

There are two types of EI benefits that apply if you were off work due to the COVID-19 pandemic.

- EI Sick Benefits provides income replacement for up to 15 weeks for employees who are unable to work due to illness, injury or quarantine. Presently, the one-week waiting period for EI sickness benefits has been waived for claimants who have been quarantined.
- EI Regular Benefits apply to individuals who are unemployed through no fault of their own, such as shortage of work.

If you do not qualify for EI Sick or Regular benefits you may be entitled to the new Emergency Care Benefit.

Do I qualify for the New Emergency Care Benefit and how do I apply?

The new [Emergency Care Benefit](#) is available for up to 15 weeks for employees who do not have access to paid sick leave or are not eligible for Sick or Regular EI Benefits. This includes individuals that are:

- self-employed
- sick, quarantined or who have been directed to self-isolate
- those taking care of a family member who is sick with COVID-19 (elderly parent(s) or dependents)
- working parents who must stay home without pay to care for their children
- laid-off



Community Care Durham

SUPPORTING PEOPLE, STRENGTHENING COMMUNITY

Applications are available through the Canada Revenue Agency account, and will be open for in April. If you are sick or in quarantine, Service Canada has waived the regular one-week waiting period and set up a special COVID-19-related hotline at [1-833-381-2725](tel:1-833-381-2725).

If I contract COVID-19 at work do I apply for WSIB?

If it is proven that you contracted COVID-19 in the workplace we may need to apply to WSIB for compensation. This would be assessed on a case-by-case basis as to whether it arose out of and in the course of your employment.