

COVID-19 Communication : Process when staff refuse to complete the screening process

As discussed on today's IC call, please see the process below to be used when staff are refusing to go through the screening process in its entirety or in part (e.g. have temperature taken) prior to starting their shift:

- 1) Involve the staff screening supervisor
- 2) Take the employee aside and privately ask why they are not comfortable completing the screening process (e.g. having their temperature taken)
- 3) Explain that it is being done for their safety and the safety of all staff, patients/ clients/ residents
- 4) Explain that it will negatively impact our ability to provide service and could result in them going home without pay and disciplinary action
- 5) If the employee still refuses, confirm that they will not be paid for their shift. Inform staff member that their manager/ supervisor will be following up with them directly and that disciplinary action will be taken. Send home.
- 6) Contact (via email) their manager to follow up with the staff member and the manager can involve a union rep to discuss, as needed
- 7) Manager to work with HR to implement discipline

If a site/location experiences on-going issues relating to employees refusing to complete the screening process, consider a meeting with senior leadership (Operational and HR) and union leadership in order to obtain alignment on objectives and for unions to support and reinforce expectations.

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