

Dear Staff -

Re: Frequently Asked Questions – COVID-19

Thank you for your patience while we prepared a list of Frequently Asked Questions. We appreciate that many of you continue to have questions regarding the evolving situation relating to COVID-19. While some of your questions may have been responded to by your Managers, Supervisors or our staff in our Human Resources and Corporate Safety teams, I am pleased to provide you with the attached Frequently Asked Questions (FAQ) resource as a reference point to help guide you. With the daily, and sometimes hourly changes to COVID-19 information from the Province, this will be a living document and will be updated as required.

The FAQ currently covers a variety of employee scenarios as well as some common questions relating to time coding, working from home, and safety. Not all scenarios will be captured in the FAQ so please continue to direct your questions to the COVID-19 Inquiries inbox for guidance (COVID-19Inquiries@metrovancover.org). We are tracking themes from the inbox and will be developing new content for the FAQ's based on these themes on an ongoing basis. To date, we have received over 400 questions to this inbox and HR staff are working diligently to respond in a thoughtful and timely manner.

I have attached the current version of the FAQ for your quick reference, however, it's important that you reference the **live version** of the FAQs on the Intranet [HERE](#) going forward, which will contain any updates. The FAQ will also be accessible on our COVID-19 [intranet page](#). There is one recent change I would like to draw your attention to: for those employees with symptoms of COVID-19, the BC Centre for Disease Control (BCCDC) has recently changed its public health advice in regards to self-isolation time from 14 days to 10 days from the onset of symptoms; effective immediately, Metro Vancouver is aligning its approach with the BCCDC for these cases.

Supervisors and managers – I'm requesting that you ensure that all your staff, at sites and in the field, have access to this FAQ, as well as the other GVRDALL emails sent by the CAO and others relating to this crisis. Please distribute to your teams and post at your work sites as necessary.

We continue to find ourselves and our organization in an ever evolving environment and I am grateful for your continued collaboration, patience and understanding as we work through this time.

Donna

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