

Recommendations to Prepare for COVID-19 in the Workplace

The following recommendations are based on the measures that have been found to assist employers in responding when a case of COVID-19 reported among your workers. They are provided in the form of a check list. You likely have already addressed many of these items.

Maintain Up to Date Contact Information for Employees, Contractors, and Volunteers (if applicable)

Information should include:

- Up to date cell numbers of employees (What's app is the number one mechanism community immigrants use to communicate)
- Email address if available
- Document the employees first language – even if they do speak English – this is important when it comes to education, cultural customs and social supports
- If Alberta Health Services recommends testing of employees as part of the response being able to provide AHS with employees Personal Health Information numbers alone with other demographic information such as dates of birth helps with contacting and supporting testing
- Assess immigration status (Temporary (ie. work permit holders), Permanent Resident, or Citizen). Status determines eligibility for financial benefits at a provincial and federal level and indicate literacy level and subsequent language support.

Implement Public Health Measures to Prevent Transmission

- Follow Chief Medical Officer of Health Directives and measures outlined in them
- Review employee transportation activities – car-pooling has been identified in helping the spread of infection, some employees may require support for travel if car-pooling restricted.

Supporting employees

- Communicate to employees that you are there to support them to be safe at work
- Deliver concrete messages on how you will support employees using first language support (oral and written)
- Consider establishing a phone line that employees can call to with questions or provide support with employment support measures and CERB
- Consider sharing [AIMGA videos](#) (translated videos on COVID-19 education in 17 languages)
- Consider how to support employees to reduce risk of transmission in homes such as provision sanitation supplies for homes
- Explain to employees about the risk of communal food sharing both at work and at home
- Provide cloth masks for employees and households to use when in the community - as is recommended for all Canadians.
- Communicate with employees that carpooling can expose them to COVID-19 transmission
- Share with employees a list of resources that are available
- Share with employees a list contacts of the immigrant organizations that are available to support

Listed below are a list of community supports that can help with:

- Food insecurity
- Income insecurity (assistance with CERB and EI)
- Translation services
- Connection with someone who can speak employee first language

| Organization | Contact information |
|---|---|
| <i>Calgary Catholic Immigration Society</i> | Website: https://www.ccisab.ca/ email for COVID 19 response: fcisresponse@ccisab.ca Phone: 403.262.2006 |
| <i>Centre for Newcomers</i> | Website: https://www.centrefornewcomers.ca/ email: info@centrefornewcomers.ca Phone: 403.569.3325 |
| <i>Immigrant Services Calgary</i> | Website: https://www.immigrantservicescalgary.ca/ email: info@immigrantservicescalgary.ca Phone: 403.265.1120 |
| <i>Calgary Immigrant Women Association</i> | Website: https://ciwa-online.com/ email: reception@ciwa-online.com Phone: 403.263.4414 |
| <i>Somali Canadians Society:</i> | https://www.scscalgary.ca Phone: (403)265-7304 |