WORKPLACE HEALTH SCENARIO MATRIX

Last updated *October 11, 2024*

Key messages:

- Workplace Health, Safety and Wellness (WHSW) provides services and programming to Unity Health new hires, employees, credentialed staff, learners, volunteers, and external contract staff.
  Section 1 scenarios – apply to **everyone** (employees, credentialed staff, learners, volunteers and external contract staff)
  Section 2 scenarios – apply to **employees only**

- Unity Health's harmonized Sick Leave Absence Policy applicable to **all employees** full time, part time and casual. This policy applies to **non-occupational** sick leave absences. All employees must report a **sick leave absence of four (4) shifts or more** to WHSW using the online Employee Absence Reporting Form.
  - *Not a Unity Health employee?* Follow the standard absence reporting process outlined by your leader or department. If you are not familiar with this, please reach out to your leader.

- Contact information for Workplace Health, Safety and Wellness

Quick links – Section 1 for **EVERYONE** (employees, credentialed staff, learners, volunteers and external contract staff):

1. Scenario A: You are experiencing symptoms
2. Scenario B: You have tested positive for COVID-19 on a RAT or PCR Test
3. Scenario C: A respiratory or enteric outbreak has been declared on a unit I work in at Unity Health
4. Scenario D: An outbreak has been declared on a unit I work in external to Unity Health
5. Scenario E: You are reporting a workplace incident

Quick links – Section 2 for **EMPLOYEES** only:

6. Scenario F: You are sick and absent from work
7. Scenario G: Reimbursement For medical documentation as requested by the employer
8. Scenario H: Questionable Absence

	Next steps for EVERYONE	Next steps for Leaders
Scenario A **YOU ARE EXPERIENCING SYMPTOMS (Respiratory or Gastrointestinal)** NOTE: Absences related to COVID-19 symptoms are managed in the same way as all other absences.	**What to do…** 1. Do not come to work or stay at work when you are experiencing **new** moderate to severe respiratory symptoms. You can continue to work with mild symptoms (e.g. runny nose), but if these symptoms start to develop into anything more severe (e.g. fever, chills) please stay home. 2. Report your absence to your leader for each missed shift 3. You can return to work when: a. Respiratory symptoms are improving b. You have not had a fever (38 degrees Celsius or higher) for at least 24 hours c. No longer experiencing unexplained vomiting or severe diarrhea for at least 48 hours d. If you are returning to work in the Houses of Providence and were off work due to a respiratory illness, please ensure you wear a mask for 10 days from the start of your symptoms. **NOTE:** If you develop symptoms and you work on a unit with a declared outbreak, please follow the steps in **Scenario C & D.** 4. **Employees only** - Please follow steps in Section 2, **Scenario F** for how and when to report your absence to WHSW if you have been off work for four (4) shifts or more of any length.	**What to do…** 1. Ensure your team is aware they are required to report their sick leave absence on a daily basis. Include team/departmental specific sick call process steps. 2. Refer **employees** to Section 2 – **Scenario F** if they are reporting a non-occupational sick leave absence of four (4) shifts or more of any length. 3. Refer **employees** to Section 1 – **Scenario E**, if they are reporting an absence related to an occupational (workplace-related) illness or injury.

	Next steps for EVERYONE	Next steps for Leaders
Scenario B **YOU TEST POSITIVE FOR COVID-19 on a Rapid Antigen Test (RAT) or PCR test**	**What to do…** If you tested positive on a PCR test or RAT: 1. Follow steps in **Scenario A** 2. If you are asymptotic, you can continue working **REMINDER:** Unity Health no longer requires PCR testing. Isolation requirements are removed. Staff **do not** need to report positive RAT or PCR test results to WHSW. Absences related to COVID-19 symptoms are managed in the same way as all other absences. A positive PCR or RAT test will not replace the requirement for medical documentation, employees must follow the steps listed in **Scenario A**.	**What to do…** 1) Ensure your staff, credentialed staff, volunteers, learners and contract staff are • Aware that COVID-19 symptoms and test results (e.g. positive RAT) are managed the same way as all other absences • Aware of the relevant absence reporting process

	Next steps for EVERYONE	Next steps for Leaders
Scenario C **A respiratory or enteric outbreak has been declared on my unit at Unity Health**	**I work on an outbreak unit at Unity Health and I am asymptomatic:** Please self-monitor for symptoms and be sure to follow **Scenario A** if you develop symptoms. **I work at on an outbreak unit at Unity Health and I have been exposed:** Please self-monitor for symptoms and be sure to follow **Scenario A** if you develop symptoms. **I work at on an outbreak unit at Unity Health and I have developed symptoms related to the outbreak:** If you are experiencing any new **outbreak related** symptoms please: a. Report your symptoms to WHSW using the "Workplace Health Outbreak Related Symptom Reporting Form". b. Follow steps in **Scenario A** for return to work criteria. c. **For employees only:** Follow steps in **Scenario F** if you have missed 4 shifts or more of any length. **NOTE:** If the staff is not able to access the KICS form through the link listed above, please follow the below steps: • Click on https://unityhealth.to/ • Click "For Staff" • Click the "Workplace Health, Safety and Wellness" tab • Click on the "Workplace Health Outbreak Symptom Reporting Form"	**What to do…** Please ensure your team is aware they are required to report any outbreak related symptoms to WHSW using the "Workplace Health Outbreak Related Symptom Reporting Form" regardless of the number of shifts missed. When your employee has missed 4 shifts or more, please refer to **Scenario F.**

	Next steps for EVERYONE	Next steps for Leaders
Scenario D **An outbreak has been declared on a unit I work in *external* to Unity Health**	**I work at on an external outbreak unit and I have been exposed:** If you have been provided with work restrictions or excluded from your external workplace due to an exposure and/or your immunity status, please contact WHSW. If there are currently no work restrictions, please self-monitor for symptoms and be sure to follow **Scenario A** if you develop symptoms. **I work at an external organization in which my department has declared a respiratory or enteric outbreak unit:** There are no restrictions for asymptomatic staff who work on respiratory or enteric outbreak units at external facilities at this time. Please self-monitor for symptoms and be sure to follow **Scenario A** if you develop symptoms. If your local public health unit has required you to report your symptoms please: a. Report your symptoms to WHSW using the "Workplace Health Outbreak Related Symptom Reporting Form". b. **For employees only:** Follow steps in **Scenario F** if you have missed 4 shifts or more of any length. **NOTE**: if another type of outbreak has been declared in your department (e.g. Scabies) please contact WHSW at your home site and ask to speak with an Occupational Health Nurse.	Review the WHSW matrix with employee to determine appropriate next steps. Ensure employee contacts WHSW when appropriate. If WHSW excludes your staff from work, you will receive a notification regarding payroll and expected return to work date. When your employee has missed 4 shifts or more, please refer to **Scenario F.**

	Next steps for EVERYONE	Next steps for Leaders
Scenario E **YOU ARE REPORTING A WORKPLACE INCIDENT**	**What to do…** 1. Immediately report the workplace incident, illnesses, near miss and/or hazardous condition to your immediate Supervisor, Manager and/or Director 2. Complete a Safety First event using the Employee/Affiliate form 3. Report incident to WHSW on the same day or next business day if sought medical attention or lost time from work 4. Participate in the incident investigation process and implementation of any control measures 5. **EMPLOYEES ONLY** - Notify WHSW if absent from work for one (1) day/shift following a workplace incident; and/or if health care was received: a. Use the Employee Absence Reporting form to report: i. Click the "Employee Absence Reporting Form" ii. Complete the required fields and click 'Complete Form' to submit iii. You, your manager and WHSW will receive a notification with the details of your reported absence and next steps. READ CAREFULLY as the notice includes important information about required documentation, deadline to submit and next steps. iv. Your leader or delegate may submit this form on your behalf if you are experiencing difficulty or you may call WHSW at 416-530-2099 and, 1. Press 1, if your home site is St. Michael's 2. Press 2, if your home site is St. Joseph's 3. Press 3, if your home site is Providence v. **REQUIRED** DOCUMENTATION: 1. A completed Safety First Employee Affiliate Form (as per above) 2. A copy of the third (3rd) page of the completed WSIB Form 8; and 3. A copy of your completed WSIB Form 6	**What to do…** 1. Refer to Unity Health's Incident Reporting and Investigation policy 2. Ensure a Safety First Employee Affiliate Form has been completed 3. Managers of **employees only** - Ensure your staff complete the Employee Absence Reporting Form if absent from work for one (1) scheduled shift of any length following a workplace incident; and/or if health care was received: a. Leaders are required to fill out the Employee Absence Reporting Form b. Please ensure payroll coding reflects WSIB lost time incident. Sick Leave payroll codes (S, SP and SWO) should not be applied for workplace incidents/injuries.

	Next steps for **EMPLOYEES ONLY**	Next steps for Leaders
Scenario F **YOU ARE SICK AND ABSENT FROM WORK (non-occupational)**	You are required to follow Unity Health's new harmonized Sick Leave Absence Policy and submit a *Medical Questionnaire* to WHSW if you miss four (4) shifts or more. **What to do if you are absent for *LESS than four (4) shifts* and medical documentation has *not* been requested by your manager:** 1. Report your absence to your leader for each missed shift **What to do if you are absent for *four (4) shifts or more*:** 1) Report your absence to your leader for each missed shift 2) Report your absence to WHSW in order to substantiate your absence and determine your eligibility to sick leave benefits a) Use the Employee Absence Reporting form to report Select the "Employee Absence Reporting Form" i. Select "Employee Absence Reporting Form" ii. Complete the required fields and click 'Complete Form' to submit iii. You, your manager and WHSW will receive a notification with the details of your reported absence and next steps. iv. READ CAREFULLY as the notice includes a link to the required *Medical Questionnaire* and the deadline to submit to WHSW. Employees are **not** paid pending receipt and substantiation of WHSW's *Medical Questionnaire* from the fourth (4) missed shift onward. b. Submit the completed *Medical Questionnaire* by the deadline provided in the form notification to WHSW for review	**What to do…** 1. Ensure your staff are aware of the NEW harmonized Sick Leave Absence Policy and when they are required to notify and submit medical documentation to WHSW to support their absence and return to work. 2. Leaders (or delegate) are required to fill out the "Employee Absence Reporting Form" when their employee has been absent for four (4) shifts or more. 3. Ensure the correct payroll coding is applied, as per the initial WHSW notification and subsequent follow up communications.

	Having issues submitting the Employee Absence Reporting Form? Call WHSW at 416-530-2099 ▪ Press 1, if your home site is St. Michael's ▪ Press 2, if your home site is St. Joseph's ▪ Press 3, if your home site is Providence	

	Next steps for EMPLOYEES ONLY	Next steps for Leaders

Scenario G
Reimbursement for Medical Documentation (requested by Employer)
	What to know…
	
	Reimbursement for medical documentation requested by the employer:
	
	• **MEDICAL REEQUESTED BY EMPLOYER:** Medical documentation as requested by the employer will be eligible for reimbursement by the employer upon proof of payment (receipts only) to WHSW.
	• **SUMBIT TO WHSW:** Employees may submit receipts in-person to WHSW or via email to the WHSW departmental email for their home site:
	  ○ **St. Joseph's:** WHSW.SJHC@unityhealth.to
	  ○ **St. Michael's:** WHSW.SMH@unityhealth.to
	  ○ **Providence:** WHSW.PHC@unityhealth.to
	• **RECEIPTS ONLY**: The employee must provide proof of payment in the form of a receipt for the date in which the medical documentation was completed and for the same medical care provider.
	• **NO DIRECT BILING:** Payment will only be made to the employee and direct invoicing to healthcare providers will not be considered or processed for payment.
	• **SUMBIT WITHIN 90 DAYS:** Receipts must be submitted to WHSW within 90 days from the date in which the medical documentation was signed by the health care provider. Reimbursement outside of this timeframe will not be processed for payment.
	• **DIRECT DEPOSIT:** Reimbursement will be made via direct deposit only. Manual cheques will not be issued.
		What to know…
		1. Direct all requests for reimbursement for medical documentation to WHSW.

	Next steps for EMPLOYEES ONLY	Next steps for Leaders
Scenario H **QUESTIONABLE ABSENCE**	**What to know…** Your leader may request you submit a Medical Questionnaire to WHSW to substantiate a sick leave absence which is referred to as a Questionable Absence. For example, an absence may be deemed 'questionable' where a vacation request is declined and an employee subsequently claims a sick leave absence during the declined vacation dates. Medical documentation requested will be in the form of a Unity Health Medical Questionnaire form.	**What to do…** 1) Consult with your Human Resources Business Partner prior to requesting medical documentation from an employee 2) Manager is required to contact the employee directly to inform them of the following: a. Medical documentation is required to substantiate their absence; b. Provide the rationale for the request; and c. Notify the employee that sick leave benefits (full time employees) will not be paid pending receipt and review of the documentation by WHSW. 3) Once the manager has spoken directly to the employee, they must submit an Employee Absence Reporting Form to inform WHSW of the absence and requirement for medical documentation. 4) Medical documentation will be in the form of a Unity Health Medical Questionnaire form. 5) Apply SWO (sick without pay) payroll coding from the first missed shift of any length.