



## Staff COVID-19 Inquiries - Guidance for Managers/HR

### ISSUE:

Staff with questions, primarily regarding travel, self isolation or inquiries regarding possible exposures to patients are being referred to various sources of information, often being referred in several directions or told to call more than one number.

### RESPONSE ROLES:

When determining which group is following the case the source of exposure if important to consider how the case is identified, the source of exposure and the setting the case is from. The roles of each group are as follow:

#### PUBLIC HEALTH

Public Health is involved with the monitoring and return to work guidance for Healthcare Workers that were involved in an **exposure to a confirmed case of COVID-19 outside of work**.

#### PROVINCIAL WORKPLACE HEALTH CALL CENTRE – OCC HEALTH

The Provincial Workplace Health Call Centre Occupational Health Nursing Team is responsible for the assessment, monitoring and return to work guidance for Healthcare Workers employed by the Health Authorities who have been identified as having an **exposure to a patient confirmed to have COVID-19 while at work (occupational exposure)**. Identification of HCW contacts re done by local MHO/IPC and provided to the WHCC for follow-up.

Staff who believe they have been exposed at work and have not heard from the Provincial Workplace Health Call Centre **can assume the patient's test was negative and there is no COVID-19 exposure**. Staff should continue working and practicing routine precautions and wearing appropriate PPE.

#### 811/BCCDC

Inquiries from Staff who are unclear whether they should be returning to work following travel should be referred back to the most recent recommendations on travel posted on BCCDC or contact 811. Managers should also be familiar with these recommendations when considering whether staff should be at work or not. [http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-\(novel\)#Information--about--the--virus](http://www.bccdc.ca/health-info/diseases-conditions/coronavirus-(novel)#Information--about--the--virus)

