

# 2023 Alberta Wildfires

## Frequently Asked Questions for Employees

### Communicating with AHS

**Q1. I have been evacuated due to the fires and I'm not sure what I am supposed to do now.**

Our first priority is to ensure that our employees are safe right now. You can find updates on AHS [Insite](#) and [ahs.ca](https://www.ahs.ca). Please refer to these pages for updates and instructions.

Please also stay in contact with your manager. If you have additional questions, you can reach out to them directly.

**Q2. Who do I contact in AHS to let them know where I am if I have been evacuated, available for redeployment, or if I have general questions?**

At your earliest opportunity, please let your manager know where you are located, contact information for how you can be reached, and if you have the ability to work at an alternative site. If you are unable to reach your manager, please email AHS Employee Relations at [Employee.Relations@ahs.ca](mailto:Employee.Relations@ahs.ca) who will assist you.

### Evacuation Centres

**Q3. Where are the reception/evacuation centres located across the province?**

There are a number of evacuation and reception areas located throughout the province. For the latest information on emergency updates and evacuation centre locations from the provincial government, please click [here](#).

### Pay and Compensation

**Q4. Will I get paid during this disruption?**

AHS employees who have been displaced because of the wildfires and mandatory evacuations will continue to be paid for any missed shifts. This includes full-time, part-time and casual staff. Staff may be needed for redeployment to other sites based on services being delivered in alternate locations.

We are taking this step because it is the right thing to do. Our evacuated staff members have been through significant challenges and personal disruptions. We are committed to helping you and your families through these challenging times, and we want you back to your community as soon as a safe plan is in place for the return of health services.

Income protection will be based on regularly scheduled shifts as well as pre-scheduled picked up shift, including any applicable shift premium, commencing on April 28 until June 4, provided an evacuation order remains in effect. We will consider extending income protection beyond this date if employees continue to be impacted depending on the evolving nature of the wildfires. Employees who were already on paid leaves such as vacation or sick leave will continue to be paid in this manner.

We also recognize that managers and other non-union and exempt employees (NUEEs), who are normally not eligible for overtime, will be working in demanding circumstances that may require them to work additional hours above their regular schedule to support our wildfire response, and that compensation for additional hours is appropriate. Effective April 28, emergency provisions for NUEE compensation will be in place.

Managers and Timekeepers will be provided with specific time coding instructions.

#### **Q5. I had to go home mid-shift due to evacuation. How will my time be coded?**

You will be paid your regular hours for the portion of your shift worked as well as the portion you could not work due to the evacuation.

### **Support for Employees**

#### **Q7: What resources are available to me and my family during the wildfires?**

You are not alone. There are resources and services available to help you and your loved ones cope with healthcare needs and stress in this difficult time.

The [AHS Employee and Family Assistance Program \(EFAP\)](#) is a free and confidential service available 24/7 to support you and your family. Please visit [Homeweb.ca](#) or call 1-877-273-3134 for support. They offer: [Crisis Management Services](#), [EFAP Counselling Services](#), [Life Smart Services](#) and more.

Physicians can contact the [AMA Physician and Family Support Program](#), a confidential 24/7 support line at 1-877-SOS-4MDS (767-4637) for options and support.

**If you've been evacuated and need immediate assistance, phone 911.** For non-emergency health advice, including information on your healthcare options, **call Health Link at 811.**

Experiencing an evacuation can be stressful and overwhelming. If you need to talk, call the **Mental Health Help Line at 1-877-303-2642** or **Health Link at 811.**

More information about resources and services, can be found on [Insite](#) and [ahs.ca](#).

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