

2025 Alberta Wildfires

Frequently Asked Questions for Employees

Please note the following applies to AHS, RA, PCA, ACA and APL

Communicating with all employees

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 [Insite](#) and [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 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 Employee Relations at Employee.Relations@ahs.ca who will assist you.

Q3. I have been ordered to evacuate, however, I have found alternative lodging and remain able to work. Who should I contact?

Please contact your current manager with your availability and updated contact information, so that a conversation about available options can occur. Many health care services remain operating at this time and any staff able to work would be greatly appreciated.

Q4. I've been evacuated and contacted by someone who claims to work for my employer and is asking for my financial information. Is this a scam?

Human Resources and/or managers will be contacting evacuated employees to ensure those impacted by the wildfires are safe, answer questions, and provide additional information, support, and other resources that may be needed during this difficult time. However, we will never ask for your credit card, banking, SIN information online, via text or

over the phone. If you receive a call asking for your personal information, please report this to the [Canadian Anti-Fraud Centre](#).

Pay and Compensation

Q5. I was subject to a mandatory evacuation, will I get paid during this disruption?

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 May 6, 2025 until September 30, 2025, provided an evacuation order is in effect. Employees who are already on paid leaves such as vacation or sick leave will continue to be paid in this manner.

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

Q6. My place of residence has been placed under an evacuation advisory and is not under a mandatory evacuation order, but I do not feel comfortable staying. I feel I need to evacuate now in case things worsen. What do I do?

We understand some employees may feel they need to leave the area prior to a mandatory evacuation order being issued. All requests for time off will be handled through the regular approval processes on a case-by-case basis. Decisions around time off will be made based on individual circumstances and operational requirements. Employees will be required to access their available banks (vacation, personal leave, statutory/overtime banks) or request an unpaid LOA.



Q7. I have not been ordered to evacuate, however, I may require time off due to daycare and school closures as I do not have alternatives currently in place to care for my children during my normal shift schedule. What should I do?

We understand that childcare may be an issue for some staff as a result of daycare and school closures and little advance notice was provided due to the escalating wildfire situation. We encourage staff to attempt to look at alternate childcare arrangements or if there is an ability to temporarily adjust your shifts in order to support our ongoing operations and patient care. Please contact your manager directly to discuss your specific situation further and time off that may be needed until daycare and schools are safe to re-open. All requests for time off will be handled through the regular approval processes on a case-by-case basis. Decisions around time off will be made based on individual circumstances and operational requirements. Employees will be required to access their available banks (vacation, personal leave, statutory/overtime banks) or request an unpaid LOA.

Q8. 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.

Re-Entry/Re-Opening

Q9. How will my return-to-work date be determined?

Return to work dates will be determined by the plans to reactivate the various health services and centres in the communities impacted by the fires and evacuations. You will be contacted by your manager or Human Resources to inform you of your return-to-work date.

Q10. I have been called back to work as the evacuation order has been lifted but need to take additional time off. What should I do?

Our goal is to get staff back to work in a safe and productive way to get health services back up and running as soon as possible. We understand some employees may require time off to attend to personal matters associated with the fires. All requests for time off or delays in returning to work will be handled through the regular approval processes on a case-by-case basis. Decisions around time off will be made based on individual circumstances and operational requirements. Employees will be required to access their available banks (vacation, personal leave, stat/overtime banks) or request an unpaid LOA.



Q11. I have been called back to work and have returned home following the evacuation but require time off due to lack of daycare and school closures that haven't re-opened. What should I do?

We understand that childcare may be an issue for some staff upon return to the community. Contact your manager directly to discuss your specific situation further and time off that may be needed.

Q12. I have been called back to work but I am worried to return due to safety concerns related to the ongoing wildfire situation in my community and at my worksite.

The municipality and province will only allow re-entry into the community if it is safe, and all evacuation orders have been lifted. In addition, your employer has multiple protocols to mitigate any risks for staff and patients to ensure our workplaces are safe and healthy. Ongoing monitoring of the wildfire and evacuation plans are ready to be enacted if the situation changes. Where there has been an active wildfire, our facilities implement [Code Grey](#) procedures and if necessary, evacuate the facility. This includes measures to keep out smoke and other pollutants of the building when there are air quality concerns. Talk to your manager or zone [WHS Advisor](#) if you have questions.

Q13. I require a new ID badge as a result of the wildfires. What do I need to do?

We understand that situations involving the wildfires may require employees to obtain a replacement ID badge once returning from an evacuation or if being redeployed. If a replacement badge is needed, email request directly to ID & Card Access Management in your zone:

- North Zone: northzone.cardaccess@ahs.ca
- Edmonton Zone: edmontonzone.cardaccess@ahs.ca
- Central Zone: centralzone.cardaccess@ahs.ca
- Calgary Zone: calgaryzone.cardaccess@ahs.ca
- South Zone: southzone.cardaccess@ahs.ca

When submitting your request, indicate “WILDFIRE ID BADGE ACCESS” in the subject line and mark the email as urgent to help expedite your request. In the body of the email, include your first and last name and a brief description of your request. If you have an employee number, include this as well. You will not be charged a replacement fee if the request is related to the wildfires.

If you are being redeployed to another site but still have your ID badge for your current home site, you do not obtain a new one. Your current ID badge and building access will be



re-programmed for you at no cost. Please submit your request following the same process as above. In your description, indicate the zone and organization your ID/access card originated from and the zone you are going to if it's different.

You will be contacted by a member of the ID & Card Access Management team who will be able to assist you. Additional information can be found on the [ID & Card Access Management](#) webpage.

Q.14. I'm a casual employee and unable to pick up shifts due to the wildfire evacuations. How do I obtain a Record of Employment (ROE) if I want to apply for Employment Insurance (EI) benefits offered by the Government of Canada?

Call the HR Contact Centre at 1-877-511-4455 to log a ticket and request a ROE. These are processed within 10 business days of the request. Once it's processed, it will be sent electronically to Service Canada where you can access the information and make your application for EI benefits.

Support for Employees

Q15. 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](#). 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](#).

