

TOWN OF LADYSMITH COVID-19 RESPONSE FAQS

WHO TO CONTACT:

- For work-related questions not addressed in this FAQ document, please contact the Manager of Human Resources at jpalydli@ladysmith.ca or via phone at 778-269-0504.
- In the case of a workplace safety emergency call 911.
- For non-medical-related questions about COVID-19, call 1-888-COVID19 (1-888-268-4319). Service is available from 7:30 a.m. to 8:00 p.m. seven days a week.
- Call 811 or your primary care provider if you are concerned you may have been exposed to or are experiencing symptoms of COVID-19.
- For general health-related questions from Canadians, call 1-833-784-4397. Service is available from 7:00 a.m. to midnight EST.
- For general information on COVID-19, see the BC Centre for Disease Control online resources at <http://covid-19.bccdc.ca/>
- If you think you may have symptoms, the BC Centre for Disease Control's self-assessment tool can help you determine if you need further assessment or testing for COVID-19: <https://covid19.thrive.health>.
- BC's Back to School Plan FAQs - answers to common questions about how things may look different in schools: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/childcare-schools/schools>
- The most current information related to the Town's response to COVID-19 (including this document) is available on the Town of Ladysmith website.

Part 1: Workplace Safety and Working from Home

1. What are the next steps for the Town of Ladysmith regarding workplaces?

Our workplaces are safe, as they have been throughout the pandemic. And together we will ensure they stay safe. Now that departments are adapting their operations to support B.C.'s Restart Plan, a revised exposure control plan has been developed to help keep employees safe in the workplace.

Site-specific guidelines are available within the exposure control plan to help departments identify workplace adaptations and apply safe work procedures to operate throughout the coming months, based on each given department, schedule, and overall operations.

As we continue to evolve our workplace practices, based on the best evidence available and consultation with our employees, the Town of Ladysmith will endeavour to apply the following principles:

- Follow the orders and direction of the Provincial Health Officer and the Solicitor General for COVID-19.
- Protect the health and safety of all Town staff.
- Protect clients from COVID-19 exposure from other clients and Town staff.
- Make decisions based on the best science, evidence and policy advice available.
- Support departments in creating new, safe ways to do business.
- Educate staff about the procedures and controls that are in place to make workplaces and work processes safe.

Public health guidance on physical distancing, personal as well as workplace hygiene practices can help successfully limit the spread of COVID-19 in British Columbia. Using these same practices in the workplace will provide protection for public and staff from the transmission of coronavirus.

All departments will need to balance working at home and working in the traditional worksite to achieve necessary physical distancing and delivery of Town services.

Consistent with WorkSafeBC guidelines, if an employee's regular work can successfully be completed remotely, employees who choose to work remotely will continue to be supported to do so.

2. What is meant by "physical distancing" and how can it be practiced in the workplace?

Physical distancing is an important way we can all help limit the spread of COVID-19 within the workplace and community. The requirement for physical distancing is that people stay at least two metres apart and diligently avoid prolonged close personal contact. COVID-19 is transmitted by an infected person coughing or sneezing droplets, which typically spread less than two metres. These droplets can also land on hard surfaces that we touch. Ways to practice physical distancing in the workplace include:

- Avoid shaking hands, wash your hands thoroughly, and stay home if you are sick.

- If you're having a conversation with someone in their office or cubicle, stay at the door to increase the distance.
- Use Zoom, telephone, or instant messaging rather than face-to-face conversations.
- If meeting with a group, use the largest room available and ensure physical distancing requirements are upheld.
- Wipe down shared surfaces in work spaces, meeting rooms and common areas.
- Don't share food, plates or cutlery in staff rooms.
- Ensure staff room dishes are well cleaned.
- Don't leave items on staff room counters and tables overnight so janitorial staff can properly wipe down the entire surface.

3. How can we work with clients or the public to maintain physical distancing?

- Whenever possible do not meet with the public or co-workers face-to-face, use technology.
- Ensure signs are posted at all entrances to remind the public of Town facilities COVID-19 procedures/requirements.
- Create the recommended 2 metres distance between yourself, co-workers and the general public at all times.
- If in-person meetings are necessary, when booking, add a reminder for clients about physical distancing and ask them to reschedule if they feel unwell.
- Try to do virtual or phone meetings wherever possible.
- If on arrival clients appear unwell, ask to reschedule.
- Require clients to wear non-medical face masks when engineering controls (i.e.: glass partitions) are not present.

4. A worker with a chronic health condition has asked if it was safe to continue attending the workplace. What do I advise them?

The BCCDC advises that people with certain chronic health conditions may consider protective self-separation. People with chronic health conditions are at a higher risk of developing more severe illness from COVID-19. These conditions include heart disease, high blood pressure, lung disease, diabetes and cancer. Also included are people with weakened immune systems from a medical condition or treatment, such as chemotherapy or immunosuppressive medications.

Limiting the job positions to only those that have a requirement to be performed at the workplace reduces overall exposure for the work unit.

Employees will be informed of new or updated workplace safety procedures as they are implemented. This allows employees with chronic conditions to evaluate the level of risk for their condition, and their confidence in protecting themselves in the workplace. With COVID-19, personal protective practices (distancing and hand hygiene) offer protection. These employees should be permitted to return to the workplace if they so choose.

The diagnosis of an employee's medical condition is confidential. Supervisors can act on information that has previously been shared. If further assistance is required, contact Human Resources.

5. An employee requests to remain at home as someone in their household has a chronic health condition and they are worried about transmitting COVID-19 to them. Is there a medical basis for this concern?

No, workplace safety procedures and standard hygiene precautions in the workplace are designed to protect staff from COVID-19. In addition, in controlled settings where employees with symptoms are not to come to work and co-workers and clients are dealt with at a physical distance, this further reduces the risk of COVID-19.

Furthermore, all Town employees should abide by the exposure control plan and practice regular hand hygiene to minimize the risks of transmission which includes when arriving and leaving work as well as when arriving and leaving home.

6. Is it likely that building ventilation systems are a route of transmission for COVID-19?

No, the Public Health Agency of Canada states that these viruses are not known to spread through ventilation systems or through water.

In recent weeks, some scientists have requested that the World Health Organization (WHO) consider the possibility of airborne spread.

WHO has acknowledged emerging evidence that coronavirus may be airborne and cites reported outbreaks of COVID-19 in some closed settings, such as restaurants, nightclubs, places of worship or places where people may be shouting, talking, or singing. In these outbreaks, aerosol transmission, particularly in these indoor locations where there are crowds and inadequately ventilated spaces where infected persons spend long periods of time with others, cannot be ruled out.

The WHO's conclusion was that more studies are urgently needed to investigate such instances and assess their significance for transmission of COVID-19.

In terms of how COVID-19 is most commonly transmitted, WHO reports that current evidence suggests that COVID-19 spreads between people through direct, indirect (through contaminated objects or surfaces), or close contact with infected people via mouth and nose secretions.

7. What if I'm required to stay home and care for a child who is self-isolating?

If you are experiencing childcare issues, first discuss with your exempt manager to explore options that may accommodate your needs while maintaining operational requirements to the best extent possible.

Where it is operationally feasible, departments are expected to encourage and support employees who want to work from home and should consider flexible work arrangements, including requests to work remotely or staggered work patterns to allow employees opportunity to care for their children.

Where an employee working from home is also the primary child care provider, the Town will work to explore options to accommodate an employee's needs while maintaining operational requirements to the extent possible.

No employee is required to work from home except those required to self-isolate due to essential travel or possible exposure to COVID-19 and are not ill. Where an employee is sick with any illness or taking any form of leave, they are expected to access their leave banks as per usual.

8. What steps can I take to protect myself from COVID-19 while at work?

In order to protect yourself, your co-workers, and the general public, it is required that you adhere to the directions provided within the Town's COVID-19 exposure control plan.

Please speak to your manager or supervisor if you have any questions about best practices for maintaining a safe work environment.

9. Can employees working from home take IT equipment and office furniture home if needed to allow them to work effectively?

Employees may temporarily take monitors, keyboards and other easily transported IT peripheral devices they need to work effectively at home. Similarly, with their supervisor's agreement, employees may take their work chairs home. Employees are expected to transport this equipment themselves and must exercise care to prevent both injury to themselves and damage to any Town assets. In cases where employees are not able to transport the equipment themselves, they are requested to discuss the move arrangements with their managers. Departments are responsible for tracking any equipment employees take home and ensuring their return when employees return to their usual work arrangements.

Except for chairs, employees cannot take desks or other furniture home. If an employee requires a height-adjustable desk or other furniture as part of an accommodation agreement, the employee should be required to continue to work in the office as usual. Our workplaces remain safe for those employees continuing to work onsite. With more employees working from home, those who are in their regular workplaces are able to practice effective physical distancing measures and we have enhanced cleaning of workplaces to support employee safety.

Consistent with existing telework policies, the employer does not reimburse costs for utilities or office supplies employees' use when choosing to work from home.

10. When do I need to wear a non-medical mask?

The recommendation for using masks depends upon the risk level in the particular situation. In an office setting or a worksite where all employees are prohibited from attending the workplace if they have any symptoms, and the employer has implemented COVID-19 safety controls, the risk of exposure is much lower. This is compared to an uncontrolled setting such as a busy public store or other places where physical distancing cannot be maintained on a sustained basis, and the health status of individuals is not certain.

Notwithstanding, our exposure control plan requires that all employees, volunteers, and Council members wear a non-medical mask within the work environment when physical distancing is not possible or close prolonged contact may occur.

11. Will wearing a personal (non-medical) mask provide enhanced protection for me from contracting COVID-19 in the workplace?

COVID-19 is spread through infected droplets from a sick person's mouth or nose.

Wearing a mask when you are sick, helps protect people around you from the droplets that carry the virus. However, wearing a mask while sick does not change the need to stay home.

The best steps to protect yourself are to consistently and strictly adhere to good hygiene and public health measures, including frequent hand washing and physical distancing.

If you feel unwell do not put on a mask and attend the workplace – instead, stay home and self-isolate (refer to the advice above for information about returning to work).

In a workplace that is practicing physical distancing, the use of a non-medical face mask may impede communications, causing the wearer to raise their voice, creating more droplets that create a damp mask that needs to be replaced and safely discarded. Clients with moderate levels of hearing impairment may have difficulties understanding communications from staff wearing a mask. Clients may believe that a staff member wearing a mask is sick and request someone that is not wearing a mask.

While the above is applicable for most office-based and client-focused work, individual departments may adopt different approaches for masks and transmission control measures based on the work being performed.

If you choose to use a non-medical face mask:

- You should wash your hands immediately before putting it on and immediately after taking it off (in addition to practicing good hand hygiene while wearing it).
- It should fit well (non-gaping).
- You should not share it with others.
- Whenever possible, you should practice physical distancing of two metres.

Face masks can become contaminated on the area that you breathe through, including the outside, or when touched by your hands. When wearing a mask, take the following precautions to protect yourself and others:

- Avoid touching your face mask while using it.
- Change a mask by only touching the straps or ear-loops, as soon as it gets damp or soiled by putting it directly into the washing machine or a bag that can be emptied into the washing machine and then disposed of. Cloth masks can be laundered with other items using a hot cycle, and then dried thoroughly.
- Wash your hands immediately after removing a mask.
- Non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled. Dispose of masks properly in a lined garbage bin.
- Do not place a used non-medical mask on any work surface, common area or equipment. There is a potential risk of infection due to droplet transfer.
- Continue physical distancing and wash your hands often.

Part 2: Employee Exposure and Self-Isolation

1. What precautions will the Town take if it becomes aware of an employee who has tested positive for COVID-19? What does this mean for coworkers?

Any employee who is experiencing COVID-19 symptoms **must** stay home and use the [BC COVID-19 Self-Assessment Tool](#) which will in turn provide recommendations for testing. The employee will not be permitted to return to the workplace until after they receive a negative COVID-19 test result or are free of the COVID-19 virus, as determined by a medical practitioner or a negative COVID-19 test result.

The Town will work immediately to determine the level of interaction the employee would have had with any co-worker(s). Low risk exposure to a confirmed COVID-19 case includes walking by the person or briefly being in the same room. If low risk, the co-worker(s) should self-monitor for symptoms and practice good hand hygiene and physical distancing in public, at home and at work.

Public health officials will be in contact with the COVID-positive worker. Only co-workers who are “close contacts” (defined in the next question) are recommended to be in 14-day self-isolation.

The Town will also take reasonable measures, to the extent possible, to protect the identity of any employee who contracts COVID-19.

If there are further safety questions about managing the worksite and operations, please contact Human Resources via ipaydli@ladysmith.ca or phone at 778-269-0504.

2. What does “close contact” mean?

For public health monitoring, a close contact is defined as a person who:

- Provided care for the case, including healthcare workers, family members or other caregivers, or who had other similar close physical contact without consistent and appropriate use of personal protective equipment, or
- Who lived with or otherwise had close prolonged* contact (within 2 meters) with a probable or confirmed case while the case was ill, or
- Had direct contact with the infectious body fluids of a probable or confirmed case (e.g. was coughed on or sneezed on) while not wearing recommended personal protective equipment.
- As part of the individual risk assessment, the Town will consider the duration of the contact's exposure (e.g. a longer exposure time likely increases the risk) and the case's symptoms (coughing or severe illness likely increases exposure risk). The Town will err on the side of caution.

3. I've developed mild symptoms, but I'm not sure if it is COVID-19. Should come in to work or go get tested?

Individuals who are sick, with even mild COVID-19 symptoms, are prohibited from coming to work and potentially spreading the disease to others. If not limited by illness, employees with mild symptoms can work remotely as operationally feasible.

Since April 23, testing guidelines have been updated to include testing for any individuals with new respiratory or systemic (more generalized) symptoms compatible with COVID-19, however mild. This universal approach to testing symptomatic individuals is an important part of monitoring the impact of changing public health recommendations.

If experiencing any symptoms of illness, you are directed to utilize the BC COVID-19 Self-Assessment Tool at <https://bc.thrive.health/covid19/en>. This tool has been updated to include mild symptoms and provides advice to find the test collection centre in their area. Additionally, employees can still contact 8-1-1 for further information or advice.

If you are experiencing any symptoms of illness but have not been medically recommended to be tested for COVID-19 (per the previous paragraph), you are able to return to routine activities, including work, once the following criteria have been met:

- At least 10 days have passed since the onset of symptoms; AND
- Fever have resolved without the use of fever-reducing medication; AND
- Symptoms (respiratory, gastrointestinal, and systemic) have improved.

Note: Coughing after recovery may persist for several weeks and does not mean you are infectious. If this occurs you are not required to self-isolate.

Negative test results can be obtained by phone, text, or online at <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing/test-results>

4. I supervise an employee who is sick with a fever and respiratory symptoms (e.g. cough, runny nose). There is no travel history and no history of exposure to someone who was ill and travelled. What should I do?

The employee should be directed to self-isolate and be prohibited from entering the workplace in order to minimize the risk of infection to others. The employee should be directed to use the [BC COVID-19 Self-Assessment Tool](#) which will in turn provide recommendations with COVID -19 testing. The employee will be placed on sick leave unless they are able to work remotely.

For employees who test positive for COVID-19, public health will be involved with contact tracing, management, and advice for when to end self-isolation. In addition, Human Resources will conduct an interview with the infected employee to determine which Town employees s/he may have had contact with. With this information, Human Resources will then conduct further interviews to determine if 'close contact' has occurred then, as necessary, direct employees to either self-isolate away from work or self-monitor while continuing to work. Employees who may have been exposed will be informed and removed from the workplace for at least a 14 day period or until the diagnosis of COVID-19 is ruled out by health authorities.

Close contacts of COVID-19 cases confirmed by public health must continue to self-isolate for 14 days from last contact with the case. If an employee is required to self-isolate as the result of close contact with an infected individual, and cannot work remotely, s/he will be expected to access leave accruals as per usual.

For employees who test negative for COVID-19 and have symptoms of illness, they are to continue to isolate until their symptoms resolve.

Returning travelers to Canada must continue to isolate for 14 days from arrival back in BC. If employees elect to travel outside of Canada for non-essential purposes they will be required to utilize vacation leave entitlements, banked time, or leave without pay for their isolation period.

Employees, who have mild symptoms that can be managed at home, are required to self-isolate at home for 10 days after the onset of symptoms. After 10 days if their temperature is normal and they feel well they can return to work. A cough alone does not mean they need to continue the self-isolation. With any worsening of symptoms, they should seek medical advice.

The Public Health Agency of Canada requires any person who has even mild symptoms to stay home and seek treatment advice by calling [HealthLink BC](#) at 8-1-1 after using the [BC COVID-19 Self-Assessment Tool](#). They will provide advice on what the employee should do.

5. When do I need to provide a doctor's note?

In the circumstance of COVID-19 related absences, a doctor's note or medical certificate is not required for sick pay.

On a temporary basis for other conditions, a note of medical certificate may be required only for safety sensitive occupations or other essential services employees to enable the employer to meet their legislated obligations to plan and manage a safe return to work.

The medical certificate form permits management of clearance to safety sensitive occupations and assists managing the workforce with advice regarding prognosis. The medical certificate form also provides consent for the Town and Union to work with employees on safe and sustainable return to work programs or reasonable work accommodations.

6. I'm returning to Canada, when should I come back to work?

Regardless of whether you are experiencing COVID-19 symptoms, returning travelers to Canada must isolate for 14 days from arrival back in BC and complete the federal ArriveCAN application. You are prohibited from entering the workplace but can work remotely as applicable. If employees elect to travel outside of Canada for non-essential purposes they will be required to utilize vacation leave entitlements, banked time, or leave without pay for their isolation period. Employees who become ill during the 14 day isolation period after arriving back in BC will be expected to access sick leave accruals as per usual.

7. I'm experiencing symptoms of illness. Do I need to take sick leave or will I simply receive pay continuance?

If you are experiencing symptoms of illness, regardless of how mild, you are expected to remove yourself from the workplace and utilize the information in the [BC COVID-19 Self-Assessment Tool](#). Unless you are able to work from home, request to draw from vacation leave accruals/banked time, or take a leave of absence without pay, you will be placed on sick leave.

8. I supervise an employee whose family member is sick with mild symptoms that can be managed at home. Should this employee self-isolate?

Employees should use the information in the [BC COVID-19 Self-Assessment Tool](#) and review the [definitions of probable and confirmed cases](#) on the Public Health Agency of Canada website. If the family member meets the definition of probable or confirmed, then the employee is required to self-isolate and is eligible to draw from sick leave accruals for the duration of this leave.

If the family member doesn't meet the definition above, employees who wish to work from home should be encouraged to do so where operationally feasible. Despite this, there is no current public health recommendation for self-isolation in this situation. The employee can remain at work with a recommendation to self-monitor for symptoms and practice good personal hygiene and physical distancing in public, at home, and at work.

9. I was given a medical recommendation to self-isolate for 14 days as a precautionary measure because of close contact to a person sick with COVID-19. I'm doing well, with no symptoms. What should I do?

Employees who have been medically recommended by a health care professional to self-isolate will be placed on sick leave and asked to closely monitor for symptoms during their self-isolation. This recommendation is given when there is exposure to a lab confirmed COVID-19 case or a case with travel exposure. At the end of the 14 days of self-isolation, and in the absence of symptoms, the health care provider/public health recommendation will end and you can return to work.

Those who have been medically recommended by a health care professional to self-isolate will be interviewed by Human Resources to determine if they have had close contact with any co-workers. If close contact is determined, Human Resources will contact employees potentially impacted, provide direction to self-monitor in the workplace, and request that they continue with current COVID-19 public health recommendations for all British Columbians, such as hand hygiene, social distancing, and staying home if sick.

If operationally feasible, employees who have had close contact with a co-worker who was medically recommended to self-isolate, will be encouraged to work remotely. If working remotely is not operationally feasible the employee will access sick leave accruals.

10. I was given a medical recommendation to be tested for COVID-19. What should I do?

Employees who have been medically recommended by a health care professional to be tested for COVID-19, will be asked to self-isolate for at least a 14 day period or until the diagnosis of COVID-19 is ruled out by health authorities.

Human Resources will then conduct an interview to determine which co-workers, if any, may have had close contact with the individual medically recommended for COVID-19 testing. With this information, Human Resources will conduct further interviews with those who may be impacted to determine if close contact has occurred. If close contact has occurred, those potentially impacted will be directed remain at home and work remotely, as operationally feasible, for a period of 14 days or until the diagnosis of COVID-19 is ruled out by health authorities. If it is not operationally feasible to work remotely, employees will be directed to access sick leave accruals per usual.

11. I have an employee who will be coming back to work after recovering from an active COVID-19 infection. That employee feels well and is not having any further symptoms. What should I do?

A doctor's note or medical certificate is not required.

Employees who have mild respiratory symptoms that can be managed at home can return to their routine activities, including work, once the following criteria are met:

- At least 10 days have passed since the onset of symptoms; AND
- Fever have resolved without the use of fever-reducing medication; AND
- Symptoms (respiratory, gastrointestinal, and systemic) have improved.

Note: Coughing after recovery may persist for several weeks and does not mean you are infectious. If this occurs you are not required to self-isolate.

12. I supervise an employee who has told me that they have been exposed to COVID-19 but they are not experiencing any symptoms. What do I do?

It is important to understand how the employee knows the source is a confirmed COVID-19 case. Cases can only be defined by a positive COVID-19 swab test or determined by a health care professional based on the pattern of symptoms, exposure history, and severity of illness.

Low risk exposures to a confirmed COVID-19 case include walking by the person, or briefly being in the same room. No precautions are recommended. Exposures that are not close contacts (see above) are recommended to self-monitor daily. Instructions on self-monitoring are available from the BC Center for Disease Control <http://www.bccdc.ca/Health-Info-Site/Documents/Self-monitoring.pdf>.

The person would only self-isolate and contact public health if they become symptomatic. Close contacts to an established COVID-19 case will be asked by public health to self-isolate and self-monitor daily.

If this arises while the employee is in the workplace, seat them away from others while you contact Human Resources for advice.

13. I can't work from home, but I am nervous about coming to work and being exposed to COVID-19. What can I do?

The best thing you can do is abide by the Town of Ladysmith COVID-19 Exposure Control Plan and follow the steps recommended by the Provincial Health Officer to protect yourself and others:

- wash your hands regularly and thoroughly,
- avoid touching your face,
- disinfect surfaces regularly, and
- practice physical distancing measures.

Talk to your supervisor about your concern. If you follow the exposure control procedures for your worksite, the risk of contracting COVID-19 even through passing documents and other items back and forth between co-workers is low.

14. I have an employee who wants to self-isolate. The employee doesn't have any COVID-19 symptoms, hasn't travelled out of Canada, and hasn't been directed by a medical professional to self-isolate. What are the options?

Where it is operationally feasible, departments are expected to encourage and support employees who want to work remotely and should be flexible in considering flexible work arrangements.

Employees with underlying medical conditions (e.g. heart disease, hypertension, diabetes, chronic respiratory diseases) or who have a compromised immune system from a medical condition or treatment are at increased risk of developing severe illness should they contract COVID-19. Managers are encouraged to be flexible and creative with solutions to reduce or eliminate the risk of exposure.

If you need assistance in managing issues related to self-imposed isolation, contact Human Resources via ipaydli@ladysmith.ca or phone at 250.245.6412.

15. A member of my immediate family is ill and I'm required to take a leave to provide care; can I use sick leave accruals for this leave?

Currently all Town employees can utilize three sick days to attend to the care needs of an immediate family member.

Where it is operationally feasible, departments are expected to encourage and support employees who want to work from home and should consider flexible work arrangements, including requests to work remotely or staggered work patterns to allow employees opportunity to care for their immediate family member.

Should an employee be in close prolonged contact with any individual who is suspected or confirmed to have COVID-19, s/he will be required to self-isolate and work remotely, or access sick leave accruals if unable to perform workplace duties at home

16. If one of our employee's has COVID-19, does the Town have to report it to the provincial or federal government?

There is no obligation to report a confirmed case of COVID-19 to federal or provincial health authorities. The medical professional who received the diagnosis has the obligation to report the positive test result to provincial health authorities.

However, if a Town of Ladysmith employee is diagnosed, the Town will voluntarily contact public health authorities to receive advice and assist in identifying contacts the infected employee had in the workplace.

17. Can I refuse to work because I'm afraid of contracting COVID-19 in the workplace?

The Town of Ladysmith has a positive obligation to take reasonable care in the circumstances to protect the health and safety of its employees under occupational health and safety legislation.

Where an employee has reason to believe that there is a dangerous condition in the workplace, or that their duties present a danger to their health and safety (which is not an inherent or normal condition of their work), the employee may be able to refuse to attend work or perform certain duties.

All employees are encouraged to make the Town aware of any concerns proactively by speaking with your supervisor, manager or Human Resources via ipaydli@ladysmith.ca or phone at 250.245.6412.

18. Can I be required by the Town of Ladysmith to work remotely?

In the current climate, and given the advice of federal and provincial government authorities, a request that employees work remotely is seen as a reasonable measure to encourage physical distancing.