

Templates for Employers Notifying Their Employees About COVID Cases

Notification for Employers - Notify specific employee(s) who came in Close Contact with a COVID-19 positive employee

*Employers are encouraged to **phone** and/or text staff who may have been in close contact with a positive case. Links included for background information. Suggested script:*

Hello, _____. We have been notified that an employee has tested positive for COVID-19. Alberta Health Services requires us to notify people who have been in **close contact** with that individual. I am sorry to tell you that you have been exposed to COVID-19.

It's very important that you **MUST** immediately self-isolate, go to www.ahs.ca/covid to complete the online assessment, and go for COVID-19 testing.

According to our records, you were exposed on ____ (date that this person was in close contact with you). You will need to isolate for 14 days from that date.

I don't have any further information I can share, but you can find more information about COVID-19, isolation, symptoms, testing, and getting health care at ahs.ca/InfoforCloseContacts. You will also be in communication with AHS after you start the self assessment and testing. You can also call [811](tel:811) if you have questions about your health.

I will respect your privacy and I ask that you please do the same for the other people who you think may be close contacts, as well as the rest of our staff.

A "**close contact**" is a very specific term and we do not want to cause unnecessary concern, or more importantly, accidentally cause other people to go for testing when it is not required. A "**close contact**" is defined as:

- anyone who was within two metres of a positive case of COVID-19 **for more than 15 minutes**, even if a mask was worn during that contact
- a close contact is **ALSO** someone who has had **direct contact with bodily fluids** of a person who has COVID-19 (e.g., was coughed or sneezed on), or
- who **provided direct care** for a person who has COVID-19.

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Draft Notification for Employers – Notify all employees when there is a COVID-19-positive employee and there was Close Contact with other employees.

Email template

Hello, all. We received notification today that a _____ employee has tested positive for the COVID-19 virus. The individual was also in close contact with another employee/other employees.

I ask that you please respect the privacy of individuals when it comes to health matters, and understand that we are assisting AHS in contacting the specific individual(s) who have/has been in close contact, and

are taking additional measures to review our protocols relating to cleaning, physical distancing and rapid response.

People should understand that a “[close contact](#)” is defined as:

- anyone who was within two metres of a positive case of COVID-19 **for more than 15 minutes**, even if a mask was worn during that contact
- a close contact is ALSO someone who has had **direct contact with bodily fluids** of a person who has COVID-19 (e.g., was coughed or sneezed on), or
- who **provided direct care** for a person who has COVID-19.

For more information about close contacts, please refer to updated AHS information at <https://www.albertahealthservices.ca/topics/Page17199.aspx>

We are grateful that the employee who has tested positive followed our protocols by (staying home from work/arranging to be tested and notifying us as soon as they had a result).

This is a sobering reminder that we all must follow safety protocols and utilize the health measures that have been working well for us. We all have a responsibility to follow appropriate behaviours and remind others in our teams about the measures in place to help our community stay safe.

I want to end with some reminders for everyone:

- **download the ABTrace Together App.** The technical issues have been resolved, no personal information is shared and it works. Visit <https://www.alberta.ca/ab-trace-together.aspx> for info and to download. It does not appear that the federal application will be adopted in Alberta anytime soon.
- **maintain a 2-metre distance** from anyone not in your personal cohort or family (remember, work colleagues are not cohorts)
- **frequently clean shared surfaces** and wash/sanitize your hands regularly
- **wear masks** in publicly accessible buildings and inside our work spaces (only exception is in closed offices/rooms where you work alone or work stations that have plexi dividers/barriers)
- **regularly self-assess** for changes in your personal health. Individuals must not go into work and are legally required to self-isolate if they have core COVID symptoms listed at <https://www.alberta.ca/covid-19-testing-in-alberta.aspx> and to arrange testing. It is also important to know that we will support individuals who must self-isolate or quarantine – no one should worry about lost wages when your health, the health of your family, friends and colleagues is at risk. There is a federal support program to provide financial aid to people who must miss work.

I will provide you with an update on our circumstances if the situation changes. Thank you for all the exceptional work in maintaining safety measures at _____.

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Draft Notification for Employers – Notify all employees when there is a COVID-19-positive employee and there was NOT Close Contact with other employees.

Email template

Hello, all. We received notification today that a _____ employee has tested positive for the COVID-19 virus.

- A. The individual started feeling ill on XXXX day and immediately isolated and arranged for testing.
- B. The individual was notified that they had been in close contact with a person who tested positive for COVID-19 and they immediately isolated and arranged for testing.

I am very proud of the safety measures taken immediately after notification to clean the work area, review close contacts and ensure isolation. We are confident that the measures in place have prevented close contact with other employees. We would be working with AHS if we were notified of any close contacts.

People should understand that a “**close contact**” is defined as:

- anyone who was within two metres of a positive case of COVID-19 **for more than 15 minutes**, even if a mask was worn during that contact
- a close contact is ALSO someone who has had **direct contact with bodily fluids** of a person who has COVID-19 (e.g., was coughed or sneezed on), or
- who **provided direct care** for a person who has COVID-19.

For more information about close contact, please refer to updated AHS information at <https://www.albertahealthservices.ca/topics/Page17199.aspx>

We are grateful that the employee who has tested positive followed our protocols by staying home from work, arranging to be tested and notifying us as soon as they had a result.

I ask that you please respect the privacy of individuals when it comes to health matters, and understand that if other employees were in close contact they would be contacted directly.

This is a sobering reminder to follow all safety protocols and utilize the health measures that are working for us, such as maintaining 2 metres from others at all times (staff and guests/customers/clients), wearing masks in shared areas inside our facilities and when people are in close proximity, using plexi-glass barriers, and following cleaning protocols for all shared surfaces.

We all have a responsibility to follow appropriate behaviours and remind others in our teams about the measures in place to help our community stay safe.

I want to end with some reminders for everyone:

- **download the ABTrace Together App.** The technical issues have been resolved, no personal information is shared and it works. Visit <https://www.alberta.ca/ab-trace-together.aspx> for info and to download. It does not appear that the federal application will be adopted in Alberta anytime soon.
- **maintain a 2-metre distance** from anyone not in your personal cohort or family (remember, work colleagues are not cohorts)
- **frequently clean shared surfaces** and wash/sanitize your hands regularly

- **wear masks** in publicly accessible buildings and inside our work spaces (only exception is in closed offices/rooms where you work alone or work stations that have plexi dividers/barriers)
- **regularly self-assess** for changes in your personal health. Individuals must not go into work and are legally required to self-isolate if they have core COVID symptoms listed at <https://www.alberta.ca/covid-19-testing-in-alberta.aspx> and to arrange testing. It is also important to know that we will support individuals who must self-isolate or quarantine – no one should worry about lost wages when your health, the health of your family, friends and colleagues is at risk. There is a federal support program to provide financial aid to people who must miss work.

I will provide you with an update on our circumstances if the situation changes. Thank you for all the exceptional work in maintaining safety measures at _____.