

FAQ Canada Post's new mandatory vaccination practice:

Attestation

What is an attestation?

An attestation is an honest declaration of the individual's vaccination status. Options include fully vaccinated, partially vaccinated, requesting accommodation, or unwilling to be vaccinated. Further, for those who are partially vaccinated or requesting accommodation, it is a commitment to conduct twice weekly testing whenever they will be in the workplace. At the time of attesting, the individual does not need to submit or provide proof, but they should keep their proof easily accessible because proof may be requested later. Proof could include government-issued electronic or printed vaccination record with the date(s) on which the vaccinations were given. Proof of a negative COVID-19 test result may also be required.

Are only those who are fully vaccinated expected to attest?

All employees, including terms, temporary employees and indeterminate who are actively at work (including those who work at another location or work remotely) are required to attest that they are one of the following:

1. Fully vaccinated
2. Partially vaccinated
3. Unable to be fully vaccinated (due to a medical, religious or other prohibited ground of discrimination under the *Canadian Human Rights Act*).
4. Unwilling to be fully vaccinated (meaning someone who is refusing to disclose whether they are vaccinated; someone for whom a human rights accommodation is not granted, and they are still unwilling to be vaccinated; someone who is partially vaccinated but is not willing to become fully vaccinated or someone who has attested that they are not vaccinated.)

Refer to the [Vaccination Practice document](#) for definitions.

If I work from home, do I have to attest?

Yes, the Vaccination Practice applies to all employees who are actively at work, and employees who work remotely are in that category.

What does Actively at Work mean?

Actively at work means an employee who is attending at work, including those working remotely, or is on any of the specific paid leaves listed below.

Absence Type

Vacation
Late - Paid
Compensatory Leave
Night Workers Leave
Bereavement Leave
Special Paid Leave*
Other Union - CP Paid
Discipline/Suspension - Paid
Pre-Retirement
Court Leave
Other Paid Leave
Personal Day Planned
Personal Day Urgent
Family-Related Responsibilities
Birth/Adoption Leave

*Note: Absence type Special Leave-Pandemic is not considered Actively at Work.

How do I attest – and what do I do if I have technical issues with the attestation?

To attest, call 1-833-433-1442 by November 12, 2021. You will be asked a series of questions, which you will answer by pressing numbers. You will need to provide your employee ID and your year of birth. You will be asked to attest to your vaccination status. If you receive a rapid busy signal when you call, we are experiencing a high volume of calls. Please call back later. You need to complete the call for the system to capture your answers.

This is an automated system. You will not speak to an operator and your privacy will be protected.

If you have any technical issues with attestation, please send an email describing the issue to vaccine@canadapost.ca.

How do I attest if I'm a person who is hard of hearing or has a hearing impairment?

If you are hard of hearing or have a hearing impairment, and if you are comfortable doing so, please talk to your team leader and request that they complete the attestation with you. An alternative is to send an email to vaccine@canadapost.ca and other options will be made available to you.

How can I confirm that my attestation was received?

A week after November 12, your team leader will be able to confirm whether your attestation was received or not. Your team leader will not know what you attested.

How can I confirm that my employees have attested?

Team leaders will have access to a report of employees on their team who have attested and those who haven't.

If I attest to being partially vaccinated, but I am now fully vaccinated, how do I update my attestation?

To update your attestation, simply call 1-833-433-1442 and answer the prompts to describe your current vaccination status. Your most current attestation will replace your previous attestation.

What is the consequence of not attesting by November 12?

If you do not call to attest to your vaccination status by November 12, you will be contacted to remind you to attest. If you have not attested to your vaccination status by November 26, you will be placed on leave without pay and not permitted to enter the workplace.

I will be receiving my first dose of a vaccine after the attestation date of November 12, but before November 26. What should I attest before November 12?

You should make every effort to receive the first dose of the vaccine before the attestation date. If you are not able to receive the first dose of the vaccine by the attestation date, you should attest to being *unwilling to be fully vaccinated* by November 12 and then call back to attest to being partially vaccinated immediately after receiving the first dose. If you do not attest to receiving at least one dose of a COVID-19 vaccine by November 26, you will be restricted from the workplace and placed on leave without pay.

If an employee is on an approved leave, such as maternity leave/STDP/IOD or other, and won't return before November 26, when are they expected to attest?

An employee who is not actively at work as of November 26, when full compliance with the Vaccination Practice comes in effect, will be required to attest to their vaccination status by calling 1-833-433-1442 before returning to work. If they fail to attest, the employee will be placed on leave without pay.

Will team leaders be expected to verify an employee's vaccination status or that an employee is completing their COVID-19 testing?

No, team leaders are not to ask or verify an employee's vaccination or testing status. Any verification or auditing of employees' attestations or testing will be managed by a dedicated national team.

I am currently unvaccinated. How do I get a vaccine to ensure that I comply with Canada Post's Vaccination Practice?

For local availability of COVID-19 vaccinations, you should refer to your local public health website.

Confidentiality/Privacy

Who has access to my information?

Information collected for the Vaccination Practice will be handled and protected in accordance with *Canada's Privacy Act* and Canada Post's Employee Privacy Policy and Customer Privacy Policy. All information collected, including attestations, proof of vaccination or proof of negative COVID-19 test results will be retained for the time the Practice is in effect, unless an employee requests it be retained for longer or it is required to be retained for longer or it is required by law.

Non-compliance and Leave Without Pay (LWOP)

What happens to the employee's access to the workplace when they are placed on LWOP?

Their access to the workplace will be restricted as of November 26.

How long will an employee be on LWOP?

As outlined in the Vaccination Practice, an employee will be on LWOP until the employee's vaccination status changes, until the Practice is rescinded or until the Practice is changed in this regard.

What is the impact to the employee's benefits while on LWOP?

Depending on the number of days you are on LWOP, your eligibility and benefit entitlements may be affected, as indicated below:

For LWOP of 30 days or less: There **will not be any change** of benefit entitlements and you will be responsible to pay your employee share in premiums.

For LWOP greater than 30 days: There **will** be a change in benefit entitlements.

- **Extended Health Care Plan (EHCP)** – (*optional benefit coverage*). Coverage is **optional** and will continue unless it is cancelled by you. You will be responsible

for 100% of the cost of the premiums for these benefits (for both employee and employer share). You can choose to cancel this coverage at any time by submitting the [Application for Coverage/ Amendment to Current Extended Health Care Application form](#) to AccessHR. If you choose to discontinue your EHCP coverage, **you can reapply only when you return to work.**

- **Dental Care Plan, and Vision and Hearing Care** – *(mandatory benefit coverage)*. You will have no coverage during the period of the leave. Coverage will automatically resume when you return to work.
- **Basic Life Insurance Plan** – *(mandatory benefit)* Coverage under the Basic Life Insurance plan **will continue** while you are on leave. You will be responsible for 100% of the cost of the premiums for these benefits (for both employee and employer share).
- **Disability Insurance/Long-Term Disability Insurance Plans** – *(mandatory benefit coverage)*. Coverage under the Disability Insurance/Long-Term Disability Insurance plans **will continue** while you are on leave. You will be responsible for 100% of the cost of the premiums for these benefits (for both employee and employer share).
- **Life and Accident Insurance Plan (LAIP)** – *(optional benefit coverage)*. Coverage is **optional** for those enrolled and will continue unless it is cancelled by you. You will continue to be responsible for 100% of the cost of the premiums for these benefits. You can choose to cancel this coverage at any time by submitting the [Life and Accident Insurance Program \(Beneficiary Designation\) application form](#) to AccessHR. If you choose to discontinue your LAIP coverage, **you can reapply only when you return to work.**
- **Defined Benefit (DB) Component of the Canada Post Corporation Registered Pension Plan** – Pension contributions for the first three months of LWOP are mandatory and repaid at single rate. Pension contributions for the period beyond the first three months are optional and repaid at double rate. The Pension Centre will provide additional details once the leave has started. For further details regarding your pension contributions while on LWOP, please contact the Pension Centre at 1-877-480-9220 (1-866-370-2725 TTY) or visit cpcpension.com.
- **Defined Contribution (DC) Component of the Canada Post Corporation Registered Pension Plan** – Canada Post will cease to make its base contributions towards your pension. Your optional contributions will stop, as will Canada Post's matching contributions for the period while you are on leave. For further details regarding pension contributions, please visit cpcpension.com or contact AccessHR at 1-877-807-9090.

For all other questions or additional information, please contact AccessHR at 1-877-807-9090 or AccessHR@canadapost.ca

If I have not complied with the Vaccination Practice as of November 26, can I access other leaves rather than being placed on LWOP?

No. You will be placed on LWOP and will be unable to access alternative paid or unpaid leaves.

If I'm put on leave without pay, can I return to work once I get my first dose?

Yes, as long as you follow the Practice. Once you are partially vaccinated, you need to update your attestation by calling the IVR line again (1-833-433-1442) and answering the prompts to describe your vaccination status as partially vaccinated. Your most current attestation will replace your previous attestation. Partially vaccinated employees in the workplace must conduct twice-weekly COVID-19 testing until they are fully vaccinated. You will then have 10 weeks to attest to being fully vaccinated (which means getting a second dose and waiting 2 weeks for it to take full effect).

As a team leader, how will I be made aware of which of my employees will need to be coded?

Team leaders will be notified by email for those employees who will need to be coded as LWOP. Team leaders will have access to a report indicating which employees are non-compliant with the Practice. Before November 26, team leaders will be provided with more information on coding for these employees.

As a team leader, how will I be made aware when an employee's attestation has changed, and they are returning to work?

Team leaders will have access to a report indicating which employees are compliant with the Practice and which are not. Team Leaders will not have access to information about an employee's vaccination status.

What leave code will team leaders use when placing employees on LWOP?

More information will be provided to team leaders regarding coding before November 26.

Will discipline be used for employees who are unwilling to be vaccinated?

If employees do not comply with the Vaccination Practice, they will be placed on LWOP until they receive their first dose. The current Practice is an administrative measure, not a disciplinary one.

How long is this Practice in effect?

The Practice will be reviewed periodically.

Unable to be Vaccinated – Duty to Accommodate

What if I am unable to be fully vaccinated?

Canada Post will address accommodation needs on a case-by-case basis for employees who are unable to be fully vaccinated based on a medical condition, religion, or another prohibited ground of discrimination under the *Canadian Human Rights Act*.

If an accommodation is granted, the employee will follow the accommodation measure. If it is not granted, they will need to be vaccinated and attest to being partially vaccinated or be placed on leave without pay.

Medical Conditions

I have a medical condition that prevents me from being fully vaccinated. What steps do I take?

To request a medical accommodation, employees should attest through the IVR process (by calling 1-833-433-1442) that they are unable to be fully vaccinated due to a medical reason. Employees will be:

- sent the COVID-19 Vaccine Medical Exemption Form, with instructions;
- required to have a physician or nurse practitioner fill out the Medical Exemption Form;
- and required to return the Medical Exemption Form within 14 calendar days.

How will my request for medical accommodation be assessed?

There are few acceptable medical reasons for delaying or not receiving the COVID-19 vaccination. Accommodations for a medical reason will only be provided in the following circumstances:

- The employee has a medical contraindication to full vaccination against COVID-19 with an mRNA vaccine (Pfizer-BioNTech or Moderna vaccines) based on recommendation of the National Advisory Committee on Immunization.
- The employee has a medical reason for delaying full vaccination against COVID-19 as currently described by the National Advisory Committee on Immunization.
- The employee has a medical reason precluding full vaccination against COVID-19 (not covered above). For privacy reasons, the physician or nurse practitioner should only include information related to why the medical reason precludes full vaccination.

Why do the contraindications listed on the medical statement form refer only to mRNA vaccines?

The form includes only references to mRNA vaccines because if an individual has a contraindication to a viral vector vaccine (e.g., Astra Zeneca), they are likely still able to be vaccinated with an mRNA vaccine, and therefore would not have medical contraindication to being fully vaccinated.

My physician has advised me that there is a fee for completing the medical statement form, will Canada Post pay for this?

Employees requesting accommodation based on medical grounds are responsible for submitting evidence of their need for accommodation. If there is a charge for the completion of this form, Canada Post will not be paying for it nor reimbursing employees who have paid.

Religion

I am unable to be vaccinated due to my religious beliefs. What steps should I take?

Canada Post is committed to maintaining a fair, diverse, and inclusive workplace that provides reasonable accommodation for genuine human rights needs on the basis of a protected ground contained in the *Canadian Human Rights Act*.

To request a religious accommodation, employees should attest through the IVR process by calling 1-833-433-1442 and answering the prompts to record that they are unable to be vaccinated based on a religious reason, or other prohibited ground of discrimination, as defined under the *Canadian Human Rights Act*. Employees will be contacted to specify the ground on which they are requesting an accommodation.

For religious accommodation requests, employees will receive a package consisting of a cover letter and Religious Accommodation Questionnaire and Attestation form. Employees will be required to fill out and return the Religious Accommodation Questionnaire and Attestation to the Human Rights team within three calendar days. Completing the questionnaire and attestation does not guarantee accommodation.

How will my request for religious accommodation be assessed?

Religious accommodation requests will be assessed in accordance with the Corporation's Accommodating Requests Related to Religion Practice. Canada Post must be satisfied that the employee holds a sincere religious belief that prevents them from being fully vaccinated. The belief must be religious in nature (not a personal, moral, ethical, secular, or political view), and employees must explain the nature of the belief and why it prevents vaccination.

A request will be denied if based on a personal preference, if it rests solely on an alleged violation of the Canadian Charter of Rights and Freedoms (as opposed to a request under the *Canadian Human Rights Act*), or if the information provided is untrue.

Other Prohibited Grounds

I believe I am unable to be fully vaccinated due to another prohibited ground under the *Canadian Human Rights Act*. What steps do I take?

The other prohibited grounds of discrimination are race, national or ethnic origin, colour, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability, and conviction for an offence for which a pardon has been granted or in respect of which a record suspension has been ordered.

Where an employee attests to being unable to be vaccinated on a non-medical human rights prohibited ground, the employee will be contacted to specify the ground on which they are requesting an accommodation. Employees will then be required to provide sufficient details about the nature of their request for accommodation, how it relates to the relevant prohibited ground and why it prevents them from being fully vaccinated.

Unwilling to be vaccinated

I am unwilling to be vaccinated based on a personal, moral, ethical, secular or political view. What will this mean under the Practice?

There is no legal obligation for Canada Post to accommodate employees who have elected not to be vaccinated due to personal beliefs. Personal beliefs are not a prohibited ground of discrimination under the *Canadian Human Rights Act*.

Customers

Does the Vaccination Practice apply to customers and members of the public accessing our post offices?

No. The Practice does not apply to retail customers in post offices, but all other COVID-19 safety protocols remain in effect.

Does the Vaccination Practice apply to our retail franchises?

No it does not, because these retail service counters are not located in Canada Post-owned buildings.

Does the Vaccination Practice apply to commercial customers (e.g. customers who drop off mailings at the RVU or in a depot)?

Commercial customers are considered visitors for the purposes of the Vaccination Practice.

Signage will be posted at entry point(s) with the expectations set out for visitors, much like the daily self-assessment currently in place.

Expectations will be set out on an updated sign-in sheet for facilities with security and with contractor sign-in.

The Practice does not apply to commercial customers who do **not** enter the facility or building.

Contractors and Visitors

How will visitors and contractors be advised of the Vaccination Practice?

Signage will be posted at entry point(s) with the expectations set out for contractors and visitors, much like the daily self-assessment currently in place.

Expectations will be set out on an updated sign-in sheet for facilities with security and with contractor sign-in.

A letter is being sent to all major contractors accessing CPC facilities with access cards.

Do one-time visitors (e.g. an employment candidate) have to be vaccinated to access the facility?

Yes, they must be fully vaccinated or, in the case of an accommodation due to a human rights ground, test negative within 72 hours before their visit.

Once a candidate is hired, how do they comply with the Vaccination Practice?

Candidates will be required to make an attestation in writing on their vaccination status during the recruitment process. Further, once hired and they have received their ID number, they are to attest by calling 1-833-433-1442 and answering the prompts.

Will Canada Post audit contractors' compliance with the Vaccination Practice?

Canada Post will not audit contractors working onsite at this time, but we may ask a company to provide us with their plan for meeting our Vaccination Practice, regarding their employees performing contracted work in our facilities.

Does the Practice apply to visitors who do not enter the facility or building?

No. The Vaccination Practice scope applies when entering Canada Post facilities, and not for exclusive outdoor access (e.g. parking lot, yard)

Will RSMC contractors need to call in the IVR to attest?

No. RSMC contractors are issued a contractor ID number, not an employee ID. The IVR can only capture a Canada Post employees with a valid employee ID number.

General

What happens while I wait for my accommodation request to be processed?

While their accommodation request is being assessed, employees will receive a testing kit and instructions from Canada Post. Employees will be required to perform twice weekly COVID-19 testing in order to access the workplace.

What happens if I am unwilling to provide the requested information or if I provide incomplete information regarding my request for accommodation?

If you provide incomplete information, Canada Post will be unable to assess your request for accommodation and may request additional information. If you are unwilling to provide additional information, your request for accommodation may be denied. All interim measures, such as COVID-19 testing, will continue to apply until a decision on the accommodation is reached and communicated to the employee.

Do I still have to wear a mask and are other measures still in place?

Yes, all other COVID-19 safety protocols remain in effect and it is important for employees to continue to practise them.

What happens if I hang up the line before finishing my attestation?

If you hang up the line before finishing the entire attestation process, you will have to call back and start over again.

How do I make a privacy complaint?

This information collected on your attestation call, and any information supporting an accommodation request, is protected by the federal *Privacy Act* and Canada Post's employee privacy policy. All privacy-related questions may be addressed to Canada Post's Privacy Office, at privacy@canadapost.ca. You have the right to file a complaint with the Office of the Privacy Commissioner of Canada, about the collection and handling of your personal information.

Full-time union representatives are employees but are considered not actively at work (because they're on full-time leave with the union). How will they be treated for the purposes of the Practice?

Full-time union representatives will be considered visitors.

If I am being accommodated with twice weekly testing and I receive a positive result, what do I do?

It is important that you follow the steps outlined on Canada Post's [Make it safe, make it home site](#).

If an employee does not feel well after getting the COVID-19 vaccine, what type of leave should they be coded?

Employees should follow the regular illness-related absence process (including the use of personal days) if they are experiencing side effects after they receive the COVID-19 vaccine.

What if my employee has a significant reaction to the COVID-19 vaccine, resulting in an extended period of absence and/or requires medical care other than first aid?

Contact your local Disability Management support for further guidance.