

MEMO

DATE: March 18, 2020

TO: All OOS Leaders

FROM: Trent D. Szabo, Executive Director – Staff Services

RE: **Launch of COVID-19 Manager HR & Staff Safety Support Line**

As part of Human Resources' COVID-19 Support Model, the Human Resource portfolio will be repurposing the Staff Services Inquiry Centre (SSIC) to provide a Human Resource and Staff Safety OOS (Out of Scope) Manager support line, effective 1000 hours on March 18, 2020. MyConnection will act as the central hub of the SSIC, and the entry point for online functionality and human resource/staff safety information (referred to as knowledge documents) related to the SHA's COVID-19 response.

SHA OOS Leaders will access MyConnection or contact the SSIC for three reasons:

1. To access any management directives or other related documents pertaining to COVID-19 (referred to as MyKnowledge);
2. To ask human resource or staff safety questions related to COVID-19 (this replaces the HR_COVID19@saskhealthauthority.ca email); or
3. To report staffing shortages resulting in a disruption of service due to the COVID-19 pandemic.

To access these services, launch MyConnection at <https://myconnection.skhealth.ca/esc>. We recommend that you bookmark this site for future use.

If you have not already accessed MyConnection via the Position Management functionality, your username will be the same as your Gateway Online or VIP username; your password will be your 4-digit year of birth and NewPass.

For Example: Bugs Bunny
User name: bunnyb5
Password: 1940NewPass

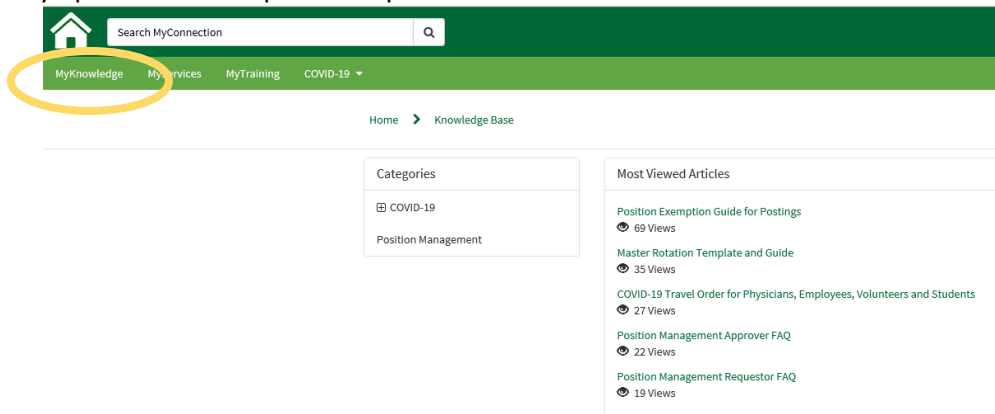
Safety | Accountability | Respect | Collaboration | Compassion

With a commitment to a philosophy of Patient and Family Centred Care

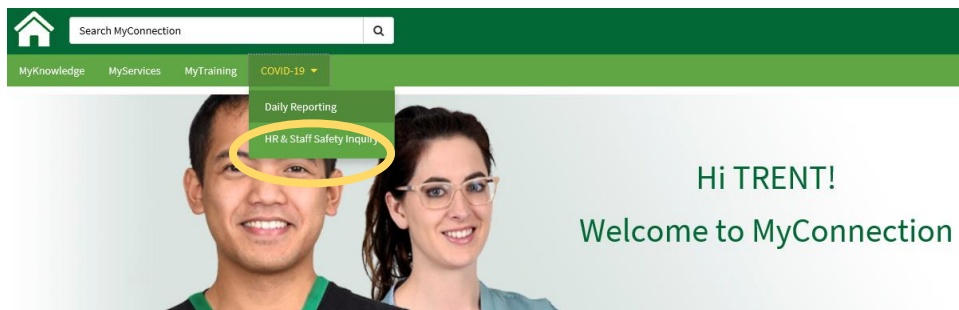
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To access HR/Safety COVID-19 inquiry support, you have three options:

1. Review the information available via MyConnection to find the answer yourself.
 - Knowledge articles will continue to be added to and updated as they are developed or finalized.
 - Leaders should minimize printing or saving documents contained within MyConnection as they will be regularly updated and the printed copies will become inaccurate.



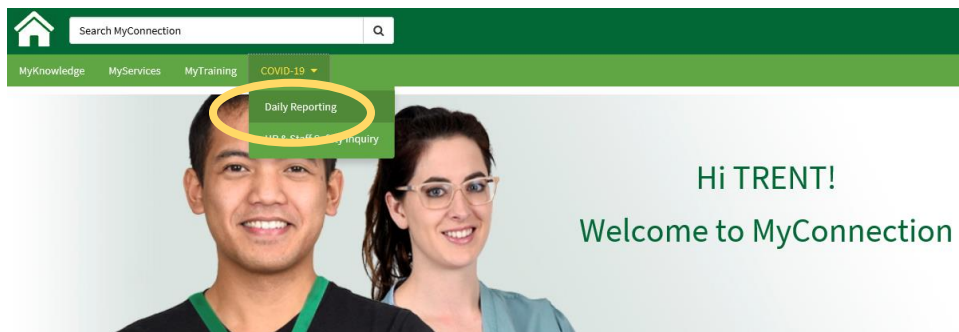
2. Preferably, submit your inquiry through MyConnection via the COVID-19 tile:



3. Call the SSIC at 1-833-766-4390 (or 1-306-766-4390) for assistance.

We are also utilizing MyConnection to track and monitor service delivery disruptions resulting from the COVID-19 pandemic. This tracking will be used to create a daily heat map that can be used by SHA's leadership teams, supported by HR, to plan and respond accordingly:

- As early as possible each day, if your facility/department/program experiences a service disruption as a result of COVID-19, you or another OOS designate must log into MyConnection and input the required information in the COVID-19 Daily Reporting tile:



Managers can still contact their local HR Teams with questions and concerns. If the local HR team members cannot provide assistance, they can either log the inquiry with the SSIC on behalf of the Manager or refer the Manager to the SSIC.

Important Notes:

- The SSIC is being repurposed as an OOS Manager Support Team. It is NOT intended for staff, as we will not be able to handle the volume of questions and concerns coming directly from staff. Staff should work with their Manager or HR Business Partner who may subsequently reach out to the SSIC for support.
- Team members working at the SSIC will not be able to answer all questions being raised by our Management team. However, we commit that we will work internally within our team to get the answer and close the loop with the operational leader as soon as possible.
- We will continue to develop further knowledge articles as decisions are made, information becomes available and time permits. As such, we encourage Operational Leaders to visit the MyKnowledge section of MyConnection regularly.
- We will determine the hours of operation of the SSIC over the coming days. Once finalized, this will be communicated throughout the SHA and to our partner organizations.

If you have any questions or concerns related to the above, please contact the SSIC.