

Frequently Asked Questions Canadian Red Cross Mission: Ebola

The Canadian Red Cross is supporting global efforts to respond to this current unprecedented outbreak of Ebola. Time is of the essence to control this outbreak and more help is urgently needed. The information below is a general overview for those who may be interested in joining the fight against Ebola. The information is not intended as a contractual document. The employment contract is the definitive source of any legal and administrative interpretation.

Recruitment

1. What is the selection process? How does the Canadian Red Cross decide who will be selected for a Mission?

Candidates who meet requirements for the positions are invited to a phone pre-screening interview and, if shortlisted, to a second phone interview. It is therefore important that candidates provide a clear understanding in their application of their experience and qualifications related to the job requirements.

The Canadian Red Cross will select candidates for deployment based on the outcome of the interviews and availability to meet operational needs. Candidates are then put forward to the International Federation of Red Cross and Red Crescent Societies (IFRC) for final review and selection.

2. Will I receive feedback if I am not selected?

Due to the volume of applications and the nature of the emergency, we will aim to provide feedback to all candidates interviewed but not selected. However, we cannot guarantee time will permit us to do so.

3. If I am not qualified or needed for this mission, will I be considered for other missions?

Candidates not qualified or selected for this mission, will be considered when future needs arise. It is therefore important for candidates to keep their online profile up-to-date as time progresses.

General Information

1. Will I be paid while I am on the mission?

All delegates deployed are remunerated. Cost of flights and accommodation while on mission are also covered by the Canadian Red Cross. A per diem will be paid to cover the costs of meals and expenses.

2. What is the duration of the mission?

We are seeking candidates available for two months. All missions within the Ebola Treatment Centre (ETC) will be four weeks in duration due to the hardship of having to work under heavy personal protective equipment and the high stress environment. Prior to deployment, the Red Cross provides all delegates with mission-specific training including an extensive practical course on Ebola and related

safety procedures. After deployment, the Red Cross will extend the delegate's contract by an additional three weeks rest period. Therefore the total duration is seven – eight weeks.

3. Where will I be staying while in the country

In Sierra Leone, all delegates are stay in a location approximately 30 minutes from the ETC. Each delegate will have their own room and some of them may share a toilet but not the shower. Breakfast is provided from 7 a.m. to 8 a.m., lunch, from 1 p.m. to 2 p.m. and dinner from 7 p.m. to 8 p.m. Meals are at a cost to the delegate. There is wireless internet access available at the main office. Laundry services are provided for a small fee.

4. Where do I find more information about the Ebola Virus Disease (EVD) and travel to West Africa?

The Public Health Agency of Canada (PHAC) provides up-to-date information on Travel, Travel Health and Ebola Virus Disease (EVD).

Relevant information can be found at the following links:

- PHAC: <http://www.phac-aspc.gc.ca/index-eng.php>
- Ebola Virus Disease: <http://www.phac-aspc.gc.ca/id-mi/vhf-fvh/ebola-eng.php>
- Maladie à virus Ebola: <http://www.phac-aspc.gc.ca/id-mi/vhf-fvh/ebola-fra.php>
- EVD in Guinea, Liberia Sierra Leone (West Africa):
- English: <http://www.phac-aspc.gc.ca/tmp-pmv/notices-avis/notices-avis-eng.php?id=125>
- French: <http://www.phac-aspc.gc.ca/tmp-pmv/notices-avis/notices-avis-fra.php?id=125>
- WHO: <http://www.who.int/csr/disease/ebola/en/>

Travel Health

1. How do I know what tests and vaccinations I will need to get prior to my departure?

Our travel health team will be in touch with the candidates shortly after they are selected as a delegate. They will review all of the requirements and timelines, provide additional information and answer any questions.

2. Does the Canadian Red Cross provide insurance coverage to me while I am on the mission?

Yes, the Canadian Red Cross provides outside Canada travel insurance while delegates are on a mission. Detailed information will be provided prior to the mission.

3. What happens if I become ill while I am on the mission?

The Canadian Red Cross will coordinate with IFRC to ensure that delegates have access to the necessary care. The Canadian Red Cross Travel Health office will be kept apprised of delegates' medical condition by the IFRC Staff Health Officer. In addition, the Canadian Red Cross medical assistance company will determine appropriate next steps in care and treatment, including location of care. Depending on the situation and public health regulations, a person may be medically evacuated to either: Canada, Switzerland, or a facility in the capital of Sierra Leone or the best equipped EVD treatment centre in the country. Medical evacuation is determined on a case-by-case basis and therefore we cannot guarantee that a delegate will be immediately transported back to Canada if they become ill on mission.

4. What post-mission requirements will I need to follow when I return home?

- a. The Canadian Red Cross follows the Public Health Agency of Canada's guidelines and humanitarian standards to ensure the safety of our delegates, their families and communities. All staff travelling to a country known to be affected by EVD, or participating in activities that place them at risk for EVD, will be expected to follow all guidelines provided by the Canadian Red Cross Travel Health Team and in accordance with the Public Health Agency of Canada (PHAC). This includes strict guidelines to self monitor for signs of EVD upon their return and in accordance with CRCS guidelines, monitoring their temperature twice a day for 21 days - the time interval from infection with the virus to onset of symptoms, after leaving the affected country/area.
- b. Delegates returning from Ebola affected regions are to return directly to their Canadian home of record, or other designated area as determined by the CRCS, and begins a 21 day rest, self assessment and monitoring period according to their local public health authority direction.
- c. During this period a CRC Travel Health Advisor will be assigned to provide a Travel Health briefing, review of the 21 day assessment and monitoring process, provide the delegate a public health emergency contact and fact sheets. Travel health Advisors will check in with Delegates according to public health guidelines-weekly to daily. Travel Health will review the delegate's adherence to the self assessment and monitoring and provide psychosocial support and resources and required.
- d. Should delegates prefer not to reside in their home, the CRC has rented a house in Ottawa that is available to delegates. All delegates are encouraged to return home but should they not feel comfortable returning to their home, the CRC rented house is a secondary option.
- e. The first 7 days home of the 21 day period will be exclusively for rest and recovery following the long and arduous mission. A debriefing will occur beginning only in week 2 and can be done remotely utilizing communications such as skype, video conferencing, phone;
- f. Delegates will remain under contract during the entire 21 day period and as such will be paid his/her regular salary during this period.

5. Could there be any potential travel restrictions?

There may be imposed airline/boarder travel restrictions, impacting a delegate's ability to leave their deployment location. If this should occur, the contract period will be extended. Although the situation in the affected countries is constantly changing and extremely complex, we have considered this in our contingency planning and are maintaining contact with both Red Cross Movement partners and other key stakeholders such as consular services at the Canadian Department of Foreign Affairs, Trade and Development.

6. What support is available to my family if I am not able to return home on planned timelines (e.g., travel restrictions) or become ill while on mission?

We understand that choosing to undertake this type of mission is a decision that needs to be carefully considered by the delegate and their families. A tip sheet on speaking with family members is available to help guide this conversation. Additionally, our Employee Assistance Program, through Lifeworks, is

available to all delegates and their families. If a delegate becomes ill while on mission or encounters challenges in returning home, we have Canadian Red Cross family support on standby.

Security

1. Whose security framework does this deployment to Sierra Leone (West Africa) fall under?

Delegates are contracted by the Canadian Red Cross but fall under the management of the IFRC, including field and country level security rules, regulations and contingency plans. The Canadian Red Cross maintains ultimate responsibility for duty of care of our delegates, monitors the situation and supports the pre-mission briefing and training of delegates as well as risk reduction measures.

2. What other security concerns are prevalent in West Africa?

In many regions, Ebola is causing fear and stigma and the Red Cross Movement is working to reduce this. The Ebola outbreak is also having devastating effects on West African economies in a variety of essential sectors by halting trade, hurting agriculture and scaring investors. All of this can have impacts on security. Generally, in-country security situations have remained stable however, beyond the scope of the health risks posed by EBV, criminality, road accidents, demonstrations and weak/ill-disciplined local security forces can impact the security of Canadian Red Cross personnel. The situation is very fluid and is being continuously monitored by the IFRC and the Canadian Red Cross to ensure security risk reduction measures are updated to reflect to evolving operational and risk realities of this situation. It is a priority to first prevent the likelihood of any incidents happening, and in the unlikely event they do, have the right contingency measures to reduce impact.

3. What security measures are in place?

All delegates are expected to complete training in relation to security prior to deployment. Before going on mission they will receive a briefing with the appropriate security advisor, who continually monitors the context and maintains contact with partners in the region to receive up to date information. While on mission, they will be expected to follow the IFRC Security rules and regulations, which will evolve to reflect the operational and risk realities of this situation. Due to the nature of the emergency, delegate movement is restricted – most delegates will be expected to spend the majority of their time either at the delegate residence or at the work location. All delegates deploying will be joining an established team structure and they will have a security/team leader focal point within the team.

4. Who can I speak to if I have questions about security?

Prior to deployment, delegates will receive a security briefing from the Canadian Red Cross Security Advisor. Once deployed, questions should be raised to line managers and/or the designated security focal point. However, the Canadian Red Cross Security Advisor and Program Teams will remain available to address any concerns if these cannot be resolved at field level.

Training

1. Will I receive training prior to deploying on my mission?

Yes. In addition to general Canadian Red Cross training, including the online trainings “IFRC Stay Safe” and “World of Red Cross” delegates will receive practical Ebola-specific training to prepare them for their mission prior to being deployed. The Canadian Red Cross is committed to ensuring all delegates deploying receive Ebola training.

2. Is there any other training that I can take while I am waiting to be deployed

We strongly recommend that all delegates visit public websites such as PHAC and WHO to get the latest information on Ebola and have a strong understanding of personal protection measures. Also the IFRC webpage includes updates on the current operations in the field (<http://www.ifrc.org/en/publications-and-reports/appeals/>). The IFRC learning platform also has a short online training on Ebola. The IFRC learning platform provides learning opportunities to volunteers, staff, members and partners of National Societies, the IFRC and International Committee of the Red Cross (ICRC) as well as the general public: <https://ifrc.csod.com/client/ifrc/default.aspx>

Briefing

1. Will I receive a briefing prior to my departure? What is involved in the briefing and how long does it take.

Yes, all delegates will have a one-day briefing at the National Office of the Canadian Red Cross in Ottawa prior to their departure for training. During this briefing, delegates will meet with Human Resources, Travel Health, Security, Operations and Public Affairs to ensure they have all the information needed prior to departure. In addition, the delegate will receive all necessary equipment such as phone, computer, and thermometer during their briefing.

In conjunction with the briefing, the delegate will receive Red Cross Movement training as well as Ebola-specific training. This Ebola-specific training may be delivered in Canada or Europe.

2. Do I need to go to the National Office (Ottawa) for the briefing?

Our preference is that delegates attend briefing in person. In some exceptional cases it may be necessary to do the briefing over the phone. In all cases, the briefing meeting will take place prior to departure.

Travel

1. Who makes the arrangements for my travel?

Delegate travel arrangements and Visa processing will be made by the Canadian Red Cross.

2. Is a travel allowance available to cover my costs to the location?

An operational advance in the amount of \$5,000 US will be provided to delegates to cover their mission-related costs.

Other

- 1. The Public Health Agency of Canada announced on November 10th, 2014 new measures that may include quarantine periods for people returning from Ebola-affected countries in West Africa. How does this impact the Red Cross?**

The Canadian Red Cross does not anticipate that new measures announced by Public Health Agency of Canada will significantly change current protocols in place for aid workers returning from Ebola-affected countries.

Red Cross aid workers will continue, as per usual, to report to a Quarantine Officer at the airport, monitor their temperature at least twice daily, report to public health authorities as required, and comply with decisions made on a case-by-case basis. In addition, the Red Cross has a protocol in place (see above) that returning aid workers have 21 days of rest and report to the Red Cross travel health team. This rest period is not considered quarantine nor an isolation period.

- 2. Who can I contact if I have any questions?**

Please send inquiries to: internationalhr@redcross.ca