

COVID Portal FAQ

- Q: I have received the first dose of the vaccine and have been exposed to someone with COVID or COVID symptoms, do I need to report this on the COVID portal?
- A: Yes, because you have not been fully vaccinated you should take precaution and report via the COVID portal.
- Q: I have been fully vaccinated and have been exposed to someone with COVID or COVID symptoms, do I need to report this on the COVID portal?
- A: No, provided you do not have symptoms, you do not need to report this on the COVID portal.
- Q: I have had a positive COVID test within the past 90 days, and was exposed to COVID again, do I need to report this on the COVID portal?
- A: If you have had a confirmed positive COVID test within the past 90 days, you do not need to report COVID exposure.
- Q: I have had a confirmed positive COVID test within the past 90 days, and I am experiencing COVID symptoms, what should I do?
- A: You would not need to report this information, but you would be required to stay off work until you are symptom free. You need to keep your supervisor updated with your status and your time off will be unpaid unless you cover the absence I with PTO.
- Q: I don't have internet access to report my exposure, symptoms, etc. via the portal, what should I do?
- A: Please contact your HR Representative for assistance.
- Q: I have COVID symptoms or have tested positive while working remote. Do I still need to report via the portal?
- A: Yes, you still need to report this information. Crown's Medical Clinic will advise you on when you would be able to return on-site.
- Q: I was notified by my HR Representative/Crown's Medical Clinic that I will have to quarantine due to exposure here at work, do I need to report this on the portal?
- A: Yes, this should be reported via the portal.
- Q: If my child is sent home from school because someone in the class (school) tested positive, but has no symptoms, am I required to quarantine, and report it via the portal?
- A: No, you would not need to quarantine or report it via the portal, as this would be considered third party exposure. If your child would develop COVID symptoms, then you would need to report this information via the portal as a period of quarantine may be necessary.
- Q: I received the COVID vaccination and now have mild symptoms, do I need to stay home and report this via the COVID portal?
- A: No, you would not need to miss work and would not need to report this via the COVID portal.
- Q: I received the COVID vaccination and now have severe COVID symptoms (severe pain, fatigue, and/ or similar symptoms) what should I do?
- A: If your symptoms are so severe that you are not able to work, you would be expected to report your absence to your supervisor, as well as via the COVID portal.
- Q: The Mert team responded to an ill employee who later tested positive for Covid and members of the team are quarantined due to exposure, will they receive STD at 50% pay?
- A: If the Mert team responds to a work- related emergency situation and are quarantined, they will be paid 100% of their pay until they are returned to work. A Covid STD claim should be filed on the portal but leave admins and payroll need to be notified that it is at 100% pay.