



# North Vancouver Island Stabilization Initiatives: TEMPORARY STAFFING INCENTIVES

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## Background

The staffing challenges faced in the North Vancouver Island region (Port Hardy, Port McNeill, Port Alice, Cormorant Island and Sointula) require unique and community-based solutions. Stabilizing and supporting staffing throughout North Vancouver Island is key to ensuring access to health and care services. As part of a comprehensive stabilization plan developed by Island Health, the Ministry of Health has approved a number of supports for employees to help address the staffing shortages.

The Prototype Rural Retention Incentive (PRRI) is a prototype program to incentivize retention and minimize churn of priority health care workers in rural areas. It was initially prototyped in Northern Health's North East Health Service Delivery Area, Prince Rupert, and Hazelton. The provincial program was then expanded to Grand Forks in Interior Health. These communities were selected due to current and historical challenges with recruitment and retention of healthcare workers.

The PRRI has now been expanded to include the North Vancouver Island area and to include all healthcare workers in the region, moving away from the prioritized list of occupations previously trialed in Northern and Interior Health.

Three temporary incentives are being implemented for Island Health employees who work in the North Vancouver Island region:

1. A Retention Incentive,
2. Travel Incentives, and
3. An Enhanced Referral Incentive.

## Frequently Asked Questions

### SECTION 1 – TEMPORARY RETENTION INCENTIVE

#### 1. What is the temporary retention incentive?

The temporary retention incentive provides all employees working in North Vancouver Island in regular status positions up to \$2,000 per quarter based on their productive hours **worked**, with a maximum incentive payable to \$8,000 annually. More specifically, an employee shall receive an incentive of up to \$2,000 per quarter (pro-rated based on productive hours worked) if at the end of each quarter, they:

- (1) Work in a location in North Vancouver Island, and
- (2) Have regular employment status at the end of each quarter.

**2. What is the purpose of the temporary retention incentive?**

The purpose is to trial a retention program to encourage existing or potential staff to commit to regular employment in the North Vancouver Island region. Having base line positions filled establishes a stable and sustainable workforce, decreasing the likelihood of staff working short, and ensuring patient care needs will be met.

**3. Who is eligible for the temporary retention incentive?**

The incentive will be applied to all employees who work regular full-time or regular part-time hours with Island Health within the regional district of North Vancouver Island. Employees with casual status will be excluded and independent contractors are not eligible.

Regular status is defined by unionized employees' collective agreements or non-unionized employees' Non-Contract Terms and Conditions. Note: The retention incentive is only applicable to employees with regular status in North Vancouver Island at the end of each quarter. For further details, please refer to Appendix A and Appendix B.

**4. What worksites are eligible for the temporary retention incentive?**

All worksites in the regional district of Mount Waddington (Port Hardy, Port McNeill, Port Alice, Cormorant Island and Sointula). The incentives do not include Strathcona (Gold River, Tahsis, Zeballos and Sayward).

**5. What are the productive hours included in the calculation of the incentive?**

Only productive or worked hours, such as straight time and overtime, will be included in the calculation for the retention incentive up to a maximum of 412.5 hours per quarter. The calculation excludes any non-worked hours such as vacation, sick time, education time etc. or hours worked in other Island Health locations outside the North Vancouver Island region.

**6. I currently work in a community outside of the North Vancouver Island Region. If I accept a regular position in North Vancouver Island will I be eligible for the retention incentive?**

Yes, you will be eligible for the retention incentive if at the end of the quarter you are working in a location in North Vancouver Island, and have regular employment status. The amount of incentive payable will be based on the number of productive hours you worked in a location in North Vancouver Island and will not include hours worked in other Island Health locations.

**7. I am currently a casual employee in a temporary position in North Vancouver Island. Am I eligible for the retention incentive?**

Only regular positions are eligible for the incentive. Definitions of regular positions vary by collective agreement, which may or may not include temporary roles. The following definitions apply:

- **Nurses:** Yes, casual employees in a temporary position in North Vancouver Island are eligible if the temporary appointment is pursuant to Article 17 of the Nurses Bargaining Association Collective Agreement. Under this article, you are

considered a regular status employee for the duration of the temporary appointment so you would be eligible to receive the retention incentive.

- **HSPBA:** Yes, casual employees in a temporary position in North Vancouver Island are eligible if the temporary appointment is pursuant to Article 9.02 of the Health Science Professionals Bargaining Association Collective Agreement. Under this article, you are considered a regular status employee for the duration of the temporary appointment so you would be eligible to receive the retention incentive.
- **FBA:** Yes, casual employees in a temporary position in North Vancouver Island are eligible if the temporary appointment is pursuant to Article 16.05 (Special Project Vacancies) of the Facilities Subsector Collective Agreement. Under this article, you are considered a regular status employee for the duration of the temporary appointment so you would be eligible to receive the retention incentive.
- **CBA:** No, casual employees in a temporary position in North Vancouver Island are not eligible as there is no provision in the Community Subsector Collective Agreement to provide casual employees in a temporary position with regular status.
- **Non-Contract:** Yes, employees in a temporary, non-contract position in North Vancouver Island are eligible.

#### **8. Will I receive the retention incentive in a lump sum payment?**

Employees who meet the retention incentive eligibility criteria will receive incentive payments on a quarterly basis. Payment will be made on your regular pay following the end of each quarter:

- Jan-Mar 2023 (prorated to the start of incentive program: January 27, 2023)
- Apr-Jun 2023
- Jul-Sep 2023
- Oct-Dec 2023 (may be extended in 2024)

#### **9. Is the retention incentive taxable?**

Yes, this incentive is deemed taxable income by Revenue Canada and will be included on your T4.

#### **10. Is the retention incentive pensionable?**

Yes, this incentive is deemed pensionable by the BC Pension Corporation.

#### **11. I am in a casual pool in a North Vancouver Island worksite and hold a regular position in another Island Health community. Am I eligible for the retention incentive?**

No. The retention incentive applies to employees who hold are working in a regular status position in a North Vancouver Island worksite. Only if you are working in a regular or a temporary position in a North Vancouver Island worksite that provides you with regular status are you eligible.

**12. How long is the temporary retention incentive in effect?**

The incentive is effective from January 27, 2023. The program will be subject to evaluation and review with the Ministry of Health and may be discontinued at any time.

**13. How does the retention incentive work if I have a return of service commitment period for the Rural and Remote Nursing Incentive (RRNI)?**

Eligible staff are entitled to a maximum of \$2,000 per quarter and \$8,000 annually. Nurses who are within a return of service commitment period for the Rural and Remote Nursing Incentive (RRNI) will be eligible for an additional incentive payment of up to \$750 per quarter based on productive hours. This amount is the difference between the pro-rated payment under the RRNI for 3 months (\$10,000 over 2 years or 8 quarters is \$1,250) and the maximum amount allowable under the PRRI (\$2,000).

## **SECTION 2 – Temporary Travel Incentives**

**14. What are the temporary travel incentives?**

If you are asked to be redeployed to a North Vancouver Island worksite that requires you to travel 40 kilometers or greater from your primary worksite you are eligible for the following incentives:

- 1.5x premium pay for the duration of the shift if it would otherwise be paid at straight time
- Mileage and meals as per Island Health's [Reimbursement of Travel Expenses Policy](#)  
Note: For the purposes of this incentive, 40km is allowed as opposed to 50km as stated in the policy.
- Accommodations and other travel expenses may also be paid by Island Health, where applicable.

**15. Who is eligible to receive the 1.5x premium pay?**

Employees who are redeployed to a North Vancouver Island worksite that requires travel 40 kilometers or greater from their primary worksite to work in a North Vancouver Island worksite are eligible for the temporary travel incentive. The 1.5x premium pay only applies to hours that would otherwise be paid at straight time.

**16. What shifts are not eligible to receive the 1.5x premium pay?**

1.5x premium pay is not applicable where overtime and/or stat pay are applicable. 1.5x premium pay is payable on straight time hours worked only. Paid leaves are not eligible for 1.5x premium pay.

**17. What if I am redeployed on a statutory holiday - am I entitled to 1.5x pay?**

No. You are already receiving a premium for working on the statutory holiday so the 1.5x incentive pay does not apply.

**18. How do I submit my 1.5x pay request?**

Complete an online overtime form through Employee Self Service at this [link](#). Please see Appendix D for instructions.

**19. How do I submit my mileage and expenses?**

Please submit the [Travel Expense form](#) for eligible travel and meal expenses covered under the Island Health [Reimbursement of Travel Expenses Policy](#). An example of how to complete the form can be found in Appendix C.

**20. How long are the temporary travel incentives in effect?**

The travel incentives are effective February 3, 2023. The program will be subject to evaluation and review with the Ministry of Health and may be discontinued at any time.

**21. What if I require accommodations?**

The North Vancouver Island Administrative Team will assist with coordinating required accommodations in compliance with the Reimbursement of Travel Expense Policy.

## **SECTION 3 – Temporary Enhanced Employee Referral Incentive**

**22. What is the temporary enhanced employee referral incentive?**

The temporary enhanced employee referral incentive is a program where employees will receive a cash incentive when they refer a successful candidate to a difficult to fill vacancy in an eligible worksite. To be eligible for the incentive, the referrer must be a current Island Health employee.

This incentive is in place of, and not in addition to, Island Health’s current Employee Referral Incentive as it is an enhanced incentive for eligible North Vancouver Island site referrals.

**23. What is the purpose of the Enhance Employee Referral incentive?**

The purpose of the referral incentive is to leverage Island Health’s 30,000 (approximate) employees to help recruit new employees to the organization in hard to recruit vacancies.

Recruiting candidates using an employee referral incentive is a cost-effective strategy and supports ongoing recruitment strategies currently in place.

**24. Who is eligible to receive the enhanced employee referral incentive?**

Active Island Health employees who refer family, friends and acquaintances who are not currently employed by Island Health and who are hired into regular or temporary positions in North Vancouver Island are eligible.

Employees on a leave funded by an alternate source (e.g., WCB, LTD, and EI) are eligible to

participate in the program; however, doing so would have negative implications for their claim.

Employees who would be involved in any way with the selection of the referred candidate or would provide direct supervision to the candidate if hired are NOT eligible due to conflict of interest.

All Recruitment staff are **NOT** eligible due to conflict of interest concerns.

Employee referrals are not limited, however, only one referral can be awarded per eligible new hire.

**25. Who is NOT eligible to receive the temporary enhanced employee referral incentive?**

An Island Health employee is **not** eligible to receive the referral incentive when any candidate:

- Is a current Island Health employee and on Island Health payroll,
- Has been employed by a temporary-employment agency providing services for Island health within 12 months,
- Has graduated from an Island Health B.C.-based post-secondary institution or training program within the 12 months, and/or
- Has completed a clinical placement at an Island Health facility with-in the last 12 months.

**26. How much will I receive if I refer a successful candidate?**

If you refer someone and they accept an eligible regular full time or part time position at one of the eligible worksites the incentive is \$1,500.

If you refer someone and they accept an eligible temporary or term full time or part time position at one of the eligible worksites the incentive is \$500.

If you refer someone and they accept an eligible casual position at one of the eligible worksites the incentive is \$250. Casual employees will be required to work a minimum number of hours as per the applicable collective agreement.

**27. How long is the temporary enhanced employee referral program in effect?**

The incentive is effective from February 3, 2023. The program will be subject to evaluation and review with the Ministry of Health and may be discontinued at any time.

**28. Where can I find out more information about the Employee Referral Program?**

Please go to the [Employee Referral Program](#) page on the intranet. If you still have questions please email [talentacquisition@islandhealth.ca](mailto:talentacquisition@islandhealth.ca)

*For more information regarding any of the staffing incentives please email  
NorthVancouverIslandRetentionIncentives@islandhealth.ca*

### Appendix A – Eligibility for Nurses

Employee Status - Nurses	Retention Incentive Eligibility	Employees redeployed >40km from their primary worksite to an eligible worksite <ul style="list-style-type: none"> <li>• meals</li> <li>• mileage</li> <li>• minimum 1.5X pay (on straight time worked hours only)</li> </ul>
Regular PT/FT nurse who owns an eligible position in an eligible worksite and <b>is not</b> completing a return of service for receipt of the Rural and Remote Nursing Incentive (RRNI)	Yes	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
Regular PT/FT nurse who owns an eligible position in an eligible worksite and <b>is</b> completing a return of service for receipt of the RRNI	Yes* – up to an additional \$750 per quarter	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
Casual Nurse in an eligible temporary position located in an eligible worksite	Yes	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
Casual nurse whose primary pool is in an eligible position in an eligible worksite	No	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
PT/FT/Casual nurse who owns an eligible position/pool <b>outside</b> of an eligible worksite	No	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite


\* Nurses who are within a return of service commitment period for the Rural and Remote Nursing Incentive (RRNI) will be eligible for a maximum incentive payment of up to an additional \$750 per quarter based on productive hours, which represents the difference between the maximum North Vancouver Island Staffing Temporary Retention Incentive and a pro-rated payment under the RRNI for 3 months.

**Appendix B - Eligibility for HSPBA, FBA, CBA and Non-Contract employees**

Employee Status – HSPBA/FBA/CBA/Non-Contract	Retention Incentive eligibility	Travel Incentives Eligibility Employees redeployed >40km from their primary worksite to an eligible worksite <ul style="list-style-type: none"> <li>• meals</li> <li>• mileage</li> <li>• minimum 1.5X pay (on straight time worked hours only)</li> </ul>
Regular PT/FT HSPBA/FBA/CBA/Non-Contract employee who owns a position in an eligible worksite	Yes	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
Casual HSPBA/FBA employee in a temporary position (FBA Article 16.05) or a temporary position (HSPBA Article 9.02) in an eligible worksite.	Yes	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
Casual CBA employee in a temporary position (CBA Article 12.3 (c))	No	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
Casual HSPBA/FBA/CBA employee who works in an eligible worksite	No	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite
PT/FT/Casual HSPBA/FBA/CBA/Non-Contract employee who owns an eligible position/ pool <b>outside</b> of an eligible worksite	No	Yes if they are redeployed to a worksite in North Vancouver Island that is >40 km from their primary worksite



## Appendix C – How to fill out the Travel and Expense Reimbursement Form



**Travel and Expense Reimbursement Form**

Expense claim forms must be received by the Travel Claims Department by the last day of the month following the expense. Claims submitted beyond this timeframe require DIRECTOR approval and must be submitted within 6 months or by March 31 (whichever comes first).

\*Click here for the Claim Submission Deadlines\*      \*Click here for Form Instructions\*

Name: <b>Digital Signature (process notes in FAQ)</b>		Employee #: <b>123456</b>	Site: <b>North Vancouver Island Incentive</b>	Phone #
Affiliation: <input type="checkbox"/> Community <input type="checkbox"/> Community CHW <input type="checkbox"/> Facilities <input type="checkbox"/> Health Sciences <input type="checkbox"/> Non-Contract <input checked="" type="checkbox"/> Nurses		Community Nurse Car Allowance: <b>No</b>		
Charge to Cost Centre : <input type="checkbox"/> Home (Number Required) <input type="checkbox"/> Other (Number & Name Required)		Capital Project # (optional):		
Cost Centre Number: <b>Manager to Identify</b>	Cost Centre Name: <b>Manager to Identify</b>	Trip Purpose/Expense Details: <b>North Vancouver Island Incentive</b>		

Date yyyymmdd	Expense Type	Description/ Travel To-From	*Based on Affiliation and Date			Flat Rate	Ferry/ Bus	Taxi/ Car Rental	Air	Parking	Hotel	Meals	Other	Total Expenses
			#KM	Rate	\$ KM									
20230201	Local Travel	Port McNeill/Port Hardy/Cormorant Island	40.00	0.68	27.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	27.20
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
			0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<b>Totals</b>			<b>40.00</b>	<b>0.68</b>	<b>27.20</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>27.20</b>

I certify that the items above are a true and accurate statement of expenses in accordance with the VIHA policy and applicable collective agreement.

I have attached my Original Receipts

Less Advance Received

Payable to Employee:

If the advance received exceeds the total expenses, make cheque payable to VIHA for the difference:

27.20

EMPLOYEE SIGNATURE:		APPROVAL:		2 <sup>ND</sup> APPROVAL (if required):	
Print Name: <b>Digital Signature (process notes in FAQ)</b>	Print Name: <b>Digital Signature (process notes in FAQ)</b>	Print Name:	Print Name:	Print Name:	Print Name:
Phone Number:	Phone Number:	Phone Number:	Phone Number:	Phone Number:	Phone Number:
Date signed & delivered for approval:	Date:	Date:	Date:	Date:	Date:

Finance Use Only:

003	003.1	003	003.1	004	004.1	004.2	004.3	005	094.1	094.2	094.3	094.4	094.6	096	006	094.9	094.7	094.8	095.2	095	095.1	094.5
KMNT	KMTX	FRNT	FRTX	Park	Bus	Taxi	Hotel	Meal	BCTR	BCKM	CDN	OOC	Conf	ERec	Ins	Meet	Member	Misc	Recruit	RLNT	RLTX	Wshop
40.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

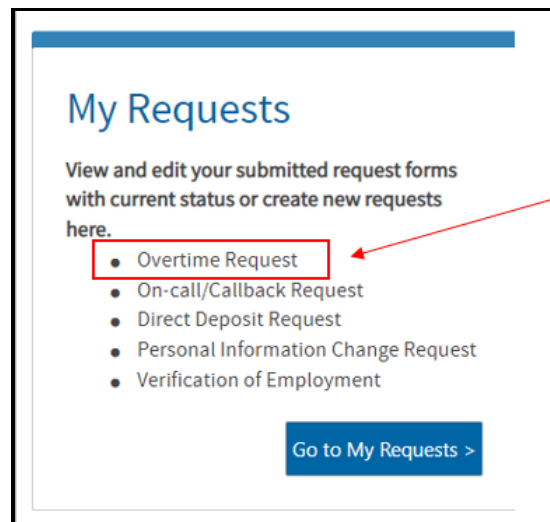
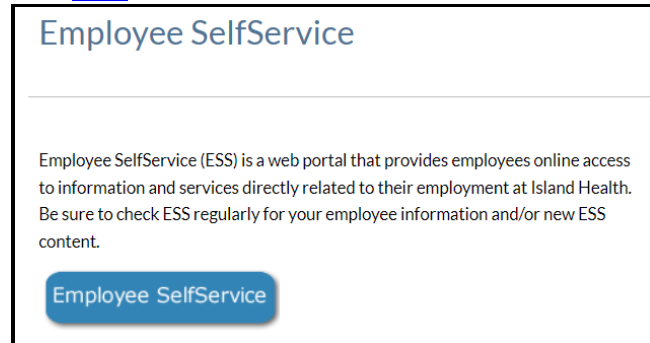
At this time we are requesting all Travel and Expense Reimbursement forms, together with scanned copies of receipts, be digitally signed by approver and emailed to EmployeeExpenses@viha.ca

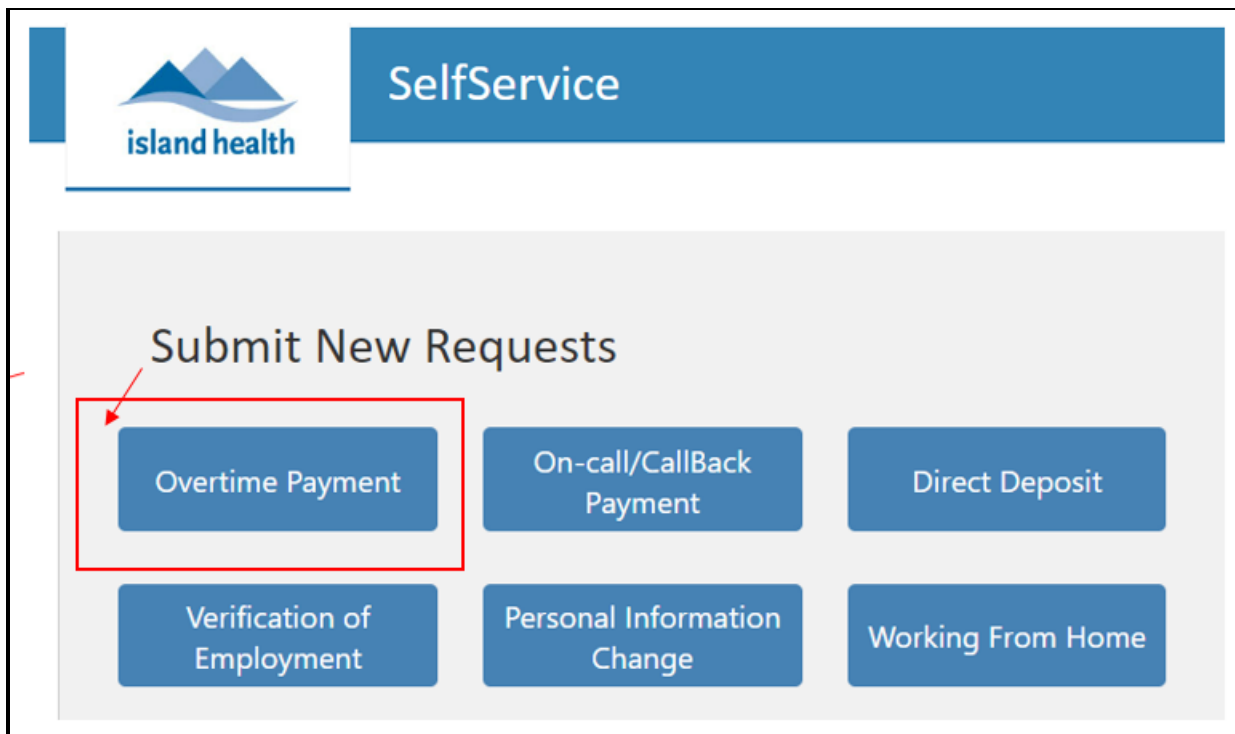
 form-travel-and-expense-fillable-version.pdf

Instructions for creating a digital signature can be found [here](#).

## Appendix D – How to Claim the 1.5X Premium Pay

Click [here](#)





The image shows a screenshot of the 'Overtime Payment Request' form. At the top, the title 'Overtime Payment Request' is centered, with the 'island health' logo on the right. The form contains the following fields:

- Employee Name: Minnie Mouse
- Employee #: #####
- ID #: [Blank]
- Unit & Job Code: Choose Unit (dropdown menu)
- Manager: Please select a value... (dropdown menu)
- Approver: Choose Approver (dropdown menu)

A red note states: "Note: Complete request by selecting the approver/delegate who has been assigned signing authority." Below the form fields is a table for Overtime entries:

Overtime Start Date	Overtime Start Time	Overtime End Time	Overtime Hours	Paid / Banked	Reason for Overtime	Decimal Hours
[Calendar icon]	-- : 00	-- : 00	HH:MM	Paid ▾	Vacancy Relief	OT ✕

Below the table, there is a link: "Add Additional Date(s) / Hour(s)" with a red arrow pointing to the text: "Click this to add additional Date(s) / Hour(s)". At the bottom, there is an 'Additional Information' field containing the text: "North Vancouver Island 1.5 X Premium Pay Rate Incentive".