

## Frequently Asked Questions (FAQ)

### What is a deployment?

A deployment is when a facility requests staffing assistance from CA Health Corps. When facilities request assistance, we build the requested shifts in the CA Health Corps Portal and advertise the deployment to participants based on location, skillset, and willingness to travel.

### Will I need to commit to an entire deployment?

No. You can sign up for individual shifts based on your availability. However, we recommend staying at one facility at a time. In general, you may need to take time to orient to a particular facility's processes.

### How do I sign up for shifts?

You can sign up for shifts using your CA Health Corps Portal. When facilities near you request assistance, you will receive an email with a link to sign up for shifts.

**Note: Please only use Google Chrome, Safari, or Firefox web browsers.**

### What should I wear to my shifts?

You should arrive for your shift in scrubs, unless otherwise requested by CA Health Corps or the facility.

### What should I bring to my first shift?

You should bring a photo ID and your immunization records, if available. Not all facilities request this. Please carefully read the facility description and shift confirmation email for specific details.

### Who do I check in with on my first day?

Please check in at the front desk upon your arrival to the facility, they will be able to provide you more direction regarding roles and responsibilities and provide you a badge if they require one. CA Health Corps provides a list of participants to the facility daily so they know to expect you.

### Will I need to attend training prior to my arrival at the facility?

CA Health Corps does not provide formal training for volunteers. The facility will discuss roles and responsibilities with you upon arrival. Please make the facility aware of any questions you have regarding your duties.

### Are the facilities caring for COVID-19 positive patients?

The facilities where CA Health Corps members are most needed have COVID-19 positive patients and potentially COVID-19 positive asymptomatic staff members. The facilities and/or state will ensure that all necessary and adequate personal protective equipment (PPE) is provided for Health Corps participants.

### **Where can I pick up PPE?**

The facilities and/or state will ensure that all necessary and adequate PPE is provided. If you need additional PPE, please email us at [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov).

### **Will a CA Health Corps badge be issued?**

At this time, CA Health Corps will not provide you with a badge. The facility receives a daily list of participants and will provide a badge if they require one.

### **Who can I contact for a letter of reference?**

Please contact the facility you worked in for a letter of reference.

### **Who can I contact for proof of employment?**

Please contact CA Health Corps at [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov) for a letter proving your status as a health care worker.

### **How do I track my time worked?**

You can log your hours worked on the Submit My Hours page on your CA Health Corps Portal. Please ensure you log your hours at the end of each day that you work.

### **How do I cancel a shift?**

You can cancel your shift on the View My Shifts page on your CA Health Corps Portal. Please notify the facility listed in the description of the shift confirmation email. Additionally, please email [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov) if you need to cancel any lodging arrangements.

### **I am interested in taking shifts outside of my location, is this possible?**

You can update your profile and mark yourself as willing to travel on your CA Health Corps Portal. You can also send an email to [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov) to inform CA Health Corps that you are interested in travelling to other areas. CA Health Corps will coordinate travel reimbursement and lodging if approved.

For more information regarding travel reimbursement please see FAQ Travel Reimbursement.

### **Are there stand-by shifts available?**

Stand-by shifts are not being offered by CA Health Corps at this time.

**How can I confirm the day/shift/location for the shift I signed up for?**

You can visit the View My Shifts page on your CA Health Corps Portal at any time to confirm the day/shift/location you signed up for.

**Will I be contacted prior to my shift to confirm?**

CA Health Corps will not confirm your shifts, you can track shifts on your CA Health Corps Portal.

**When can I expect my paycheck?**

State employees are paid monthly. Around the 15<sup>th</sup> of each month you will receive payment for time worked in the previous month.

*For specific pay questions please email [COVID19Hiring@cdph.ca.gov](mailto:COVID19Hiring@cdph.ca.gov).*

**I would like to sign up for direct deposit, how can I do that?**

To sign up for direct deposit, you must complete the [direct deposit enrollment authorization](#). Once completed please send it to [COVID19Hiring@cdph.ca.gov](mailto:COVID19Hiring@cdph.ca.gov).

**My license is expired, can I still work for CA Health Corps?**

No, CA Health Corps requires all certifications to be current.

**The facility I am working at is further than 50 miles from my residence, will travel reimbursement and lodging be provided?**

If you are travelling more than 50 miles from your residence, lodging and travel reimbursement will be provided. We ask for a minimum of three shifts at one facility to reserve lodging.

You will need to complete a travel claim form with your original receipts. For more information regarding travel reimbursement please see FAQ Travel Reimbursement.

Please email [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov) to request lodging if you meet the distance requirements. **Note:** Please do **NOT** book your own lodging. You must go through a CA Health Corps liaison.

**I need to book a hotel to self-quarantine, how do I arrange that?**

Please send an email to [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov) to help you reserve lodging.

**I don't want to drive my own car to a facility that is more than 50 miles from my residence, can I rent a car through the state program?**

At this time CA Health Corps is not offering the option to rent a car. You will need to provide your own vehicle for transportation to and from the facility.

**I worked at a facility that I feel had unsafe practices, what should I do?**

If you worked at a facility that you feel is unsafe for the patients or employees please visit <https://files.covid19.ca.gov/pdf/How-to-file-a-complaint.pdf> for more details on how to file a complaint.

***If you still have additional questions you can email the CA Health Corps team at [cahealthcorps@emsa.ca.gov](mailto:cahealthcorps@emsa.ca.gov).***