



Coronavirus – COVID-19 Qs & As for Employees Updated October 6, 2020

REMINDER

The Employee and Family Assistance Program (EFAP) is available 24 hours a day, 7 days a week, if you need support. The EFAP provides confidential and immediate support to promote the well-being of employees and their families and can be reached at 1-800-663-1142.

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TERMINOLOGY

1. What is physical distancing?

Source: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/social-distancing.html>

Physical distancing includes, but is not limited to:

- maintaining two-metre distance from other people;
- avoiding non-essential trips in the community;
- limiting or cancelling group gatherings;
- teleworking, if possible;
- holding virtual meetings or visits; and
- avoid visiting elderly friends and relatives.
-

In the workplace, physical distancing means:

- Maintaining a physical distance of two metres:
 - at least two arm-lengths when walking and standing with others;
 - at least two chairs apart when sitting with others.
- Avoiding overcrowding in an elevator—use the stairs or wait for the next elevator.
- Avoiding common greetings, such as handshakes.
- Avoiding crowded places and non-essential gatherings.

2. What does it mean to self-monitor?

- Go about your day the way you normally would, but **avoid crowded places** and increase your personal space from others, whenever possible.
- **Monitor yourself** for 14 days for one or more symptoms of COVID-19.

You should self-monitor if:

- You have no symptoms AND a history of possible exposure to the novel coronavirus that causes COVID-19 in the last 14 days.
- You are in **close contact** with older adults or medically vulnerable people.
- You have **been advised to self-monitor** for any other reason by your public health authority.

If you develop symptoms, **isolate yourself from others immediately** and contact your public health authority as soon as possible.

3. What does it mean to self-isolate?

Source: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/coronavirus-disease-covid-19-how-to-self-isolate-home-exposed-no-symptoms.html>

- **Stay at home** and monitor yourself for symptoms, even if mild, for 14 days or until 24 hours after symptoms have fully resolved, whichever is longer.
- **Avoid contact with other people** to help prevent the spread of disease in your home and in your community in the event that you become symptomatic.
- If you develop symptoms, even if mild, **stay home, avoid other people** and contact your public health authority as soon as possible.

Individuals need to **self-isolate** if:

- They have travelled outside of Canada within the last 14 days.
OR
- Their public health authority has identified them as a close contact of someone diagnosed with COVID-19.

4. What does it mean to isolate?

Source: <https://www.canada.ca/en/public-health/services/publications/diseases-conditions/covid-19-how-to-isolate-at-home.html>

- **Stay at home** until your public health authority advises you that you are no longer at risk of spreading the virus to others.
- **Avoid contact with other people** to help prevent the spread of disease in your home and in your community.
- If your symptoms get worse, immediately contact your health care provider or public health authority and **follow their instructions**.

You need to isolate if:

- you have been diagnosed with COVID-19;
- you have symptoms of COVID-19, have been tested for COVID-19 and are awaiting the results of your test;
- you otherwise have reasonable grounds to believe you have one or more symptoms of COVID 19; or
- you are or have been in close contact with a person identified above.

Please see questions 9 and 10 for more details.

5. How is close contact defined?

Close contact is defined as living with, taking care of, or spending time with someone who has tested positive for COVID-19, who is suspected to have COVID-19, or who has respiratory symptoms (cough, or shortness of breath) or a fever.

PROTECTION IN THE WORKPLACE

6. What should I do if I am sick?

If you are experiencing [symptoms of COVID-19](#), follow the [Protocol for Employees](#).

7. I was in the same building as a person who tested positive for COVID-19. Am I at risk? **NEW**

You will be contacted if there is chance you might have been in contact with the person in question. If you are not contacted, then you are not considered a high-risk contact by public health authorities.

8. Will the information that is being shared about a person who tests positive for COVID-19 be kept confidential? **NEW**

Respecting the privacy of individuals who have tested positive is the guiding principle of the reporting protocol and no personal information will be made public. The information that is shared relates to the organization for which the infected person works, the time at which that person was in the workplace as well as the buildings and common areas they were in.

9. What process should I follow if I develop COVID-19–related symptoms and have not been to the workplace in the last 48 hours? **UPDATED**

1. Contact your health authorities and follow their recommendations.
2. Stay in regular contact with your manager, who will assess the need for continued leave and possible options with respect to your particular circumstances.
3. Contact Jacqueline Biron, the HoC's occupational health nurse (jacqueline.biron@parl.gc.ca or 613-794-7522) for further medical assistance if needed or if requested by your manager.
4. Get tested as recommended by health authorities or the occupational health nurse or as per the self-assessment tool.

Contact the Occupational Health and Safety team (WA-AT@parl.gc.ca) if your leave extends beyond three consecutive working days.

10. Does the [Order](#) issued on September 22, 2020, by the Medical Officer of Health for the City of Ottawa Health Unit apply to House of Commons employees?

Yes. All those present in the City of Ottawa need to comply with the Order, including Quebec residents working in Ottawa.

11. How does the Order affect me?

If you meet one of the following conditions:

- a) you have been diagnosed with COVID-19;
- b) you have symptoms of COVID-19, have been tested for COVID-19 and are awaiting the results of your test;
- c) you otherwise have reasonable grounds to believe you have one or more symptoms of COVID-19; or
- d) you are or have been in close contact with a person identified in a), b) or c);

then you must follow these directions:

1. Isolate yourself without delay. Do not interact with others in the community, unless you are going for testing or receiving healthcare treatment. You must follow Ottawa Public Health (OPH) [infection control instructions](#).
2. Unless otherwise instructed by OPH, you must remain in isolation for 14 days starting on the day of the last close contact or on the earliest of:
 - a. the day on which you first show symptoms;
 - b. the day you are tested; **or**
 - c. the day you are diagnosed with COVID-19.
3. You do not need to stay in isolation for 14 days if you meet **all** of the following:
 - a. you had symptoms but no close contact with a person diagnosed with COVID-19 and received a negative COVID test result; **and**
 - b. you have gone 24 hours without symptoms; **and**
 - c. your close contact received a negative COVID test result.
4. Provide OPH with the names and contact information of close contacts during relevant dates immediately upon request.

Reminder: If you are experiencing [symptoms of COVID-19](#), you must also follow the [Protocol for Employees](#).

12. What leave do I take if I am ill?

If you are ill, please request sick leave. If you are ill with symptoms of COVID-19, have tested positive or have been in contact with someone who tested positive for the disease, please contact your manager.

13. I have a pre-existing health condition. Should I come to work?

Consult your health care provider for guidance. If you need to be accommodated, speak with your manager.

14. What process should I follow if I am at high risk for severe illness from COVID-19 or living with someone who is?

1. Stay in regular contact with your manager, who will assess the need for continued leave. This assessment will take into account your working conditions, the protective measures in place at your work site, and the requirement for services.
2. Your manager may ask you to provide documentation such as a note from your medical practitioner.
3. Work with the occupational health nurse (jacqueline.biron@parl.gc.ca or 613-794-7522) if medical documentation is required.

15. What is the House of Commons doing to protect its employees?

The Crisis Management Team continues to closely monitor the COVID-19 pandemic.

All efforts are being made to minimize the number of employees who need to report to work in order to comply with physical distancing requirements and the latest recommendations issued by public health authorities. The Administration has secured an inventory of disposable non-medical masks available to employees in designated locations in the House of Commons Precinct. Other preventative measures are in place within the Parliamentary Precinct, including increased cleaning measures.

There is a [Protocol for Employees](#) who have been in close contact with an individual who has tested positive for COVID-19 or who are experiencing symptoms that could be attributed to COVID-19.

Homewood Health, our EFAP provider, has also prepared a [handout for first responders, front-line workers and public facing employees](#). It contains valuable information on topics such as building resilience and preventing burnout.

Ongoing communications with employees on preventative measures are also being prioritized.

16. Where are hand-sanitizing stations located? Is the House of Commons planning to add more?

Hand-sanitizing stations are located at all building entrances, at the entrances to committee rooms and multipurpose rooms, as well as in cafeterias and high-traffic areas. The location of hand-sanitizing stations will continue to be evaluated and are being adjusted as required.

Washing your hands with soap and water should be your primary method for cleaning your hands.

17. Is the House of Commons following the City of Ottawa's *Temporary Mandatory Mask By-law* mandating that masks be worn in enclosed public spaces?

Although the House of Commons is not, strictly speaking, subject to this by-law, it is currently closed to the public and therefore is not considered a public space at this time.

That said, following a [decision of the Board of Internal Economy](#), which is in effect as of Monday, September 21, it is now mandatory for any person to wear a non-medical mask / face covering in common areas in the House of Commons precinct and within workspaces restricted to the House of Commons.

Common areas consist of the following:

- Building entrances
- Elevator lobbies
- Hallways, including common hallways within House Administration work areas
- Washrooms
- Locker rooms
- Cafeterias and canteens
- Indoor parking lots
- Elevators and escalators
- Stairways
- Meeting rooms and multipurpose rooms (*non-medical masks / face coverings can however be removed once all participants are in place and can maintain physical distancing)
- Collaboration spaces
- Lunchrooms and kitchenettes

When physical distancing can be practised, the requirement to wear a mask / face covering does not apply to the following situations:

- Sittings in the Chamber (including the lobbies) and committee meetings
- Members participating in a press conference, including scrums
- Members' offices and House Administration work environments (notably when an employee is at their workstation or in their office)

The following persons are exempted from wearing a mask / face covering:

- a person with a medical condition that precludes the safe wearing of a mask / face covering or who is unable to put on or remove the mask / face covering without the assistance of another person.
- a person who needs to temporarily remove the mask / face covering to consume food or drink.

Masks are available upon request as well as at the entrances of most House of Commons precinct buildings.

18. If I work in a leased or multi-tenant building, am I required to wear a mask?

Yes. Following a [decision of the Board of Internal Economy](#), which is in effect as of Monday, September 21, it is now mandatory for any person to wear a non-medical mask / face covering in common areas in the House of Commons precinct and within workspaces restricted to the House of Commons.

Common areas consist of the following:

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Masks are available upon request as well as at the entrances of most House of Commons precinct buildings.

19. Should I be using personal protective equipment in the workplace such as a non-medical mask?

Following a [decision of the Board of Internal Economy](#), which is in effect as of Monday, September 21, it is now mandatory for any person to wear a non-medical mask / face covering in common areas in the Parliamentary Precinct and within workspaces restricted to the House of Commons.

Common areas consist of the following:

- Building entrances
- Elevator lobbies
- Hallways, including common hallways within House Administration work areas
- Washrooms
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- Cafeterias and canteens
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- Meeting rooms and multipurpose rooms (*non-medical masks / face coverings can however be removed once all participants are in place and can maintain physical distancing)
- Collaboration spaces
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- Sittings in the Chamber (including the lobbies) and committee meetings
- Members participating in a press conference, including scrums
- Members' offices and House Administration work environments (notably when an employee is at their workstation or in their office)

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- a person who needs to temporarily remove the mask / face covering to consume food or drink.

Masks are available upon request as well as at the entrances of most House of Commons precinct buildings.

20. I would like to wear a non-medical mask at work. How do I get one?

Masks are now required in all common areas within on House of Commons precinct. They are available from your manager or at the entrances of most House of Commons precinct buildings.

21. Can I use a homemade mask to protect myself from COVID-19?

Learn more about the use of [homemade masks](#) and [how to safely use masks](#) from Health Canada.

Should you decide to wear a homemade mask, you must:

- wash your hands with soap and water or hand sanitizer immediately before putting your mask on and immediately after taking it off;
 - ensure that the mask fits well on your face (i.e. that it does not gape);
 - not share your mask with others;
 - avoid touching your mask while using it (if you do, wash your hands immediately);
 - change your mask as soon as it gets damp or soiled (put the used mask into a sealable bag);
- and
- launder cloth masks using a hot cycle, then dry them thoroughly (if the mask cannot be laundered, it must be disposed of as soon as it gets damp, soiled or crumpled).

The Public Health Agency of Canada recommends that medical masks, including surgical masks and N95 respirators, be reserved for health-care workers and individuals providing direct care to COVID-19 patients.

22. What should I do if I have allergies?

If you are exhibiting symptoms of COVID-19, you must self-isolate and stay away from the workplace. Since allergies can mimic these symptoms, employees experiencing allergy symptoms such as nasal congestion and coughing are asked to self-isolate and seek the advice of a health care professional or the occupational health nurses before returning to the workplace.

23. What if I am asked to report to work and I am uncomfortable doing so?

As a first step, please speak with your manager. You may also contact Occupational Health and Safety for advice.

24. What happens if an employee is diagnosed with COVID-19?

A Protocol for Managers and a [Protocol for Employees](#) have been developed and will be followed if an employee is diagnosed with COVID-19. Managers will contact the individuals who

might have been in contact with the employee in question to inform them of the situation. Additionally, working with Ottawa Public Health, we have established a protocol to ensure health and safety in the workplace. This includes sanitation and contact tracing. The employee's workstation and other common areas will be sanitized.

25. The COVID-19 situation is causing me anxiety. What resources are available to me?

Please reach out to your manager, supervisor or the Employee and Family Assistance Program (EFAP) if you need support. EFAP provides confidential and immediate support to promote the well-being of employees and their families and can be reached at 1-800-663-1142. You may also contact Jacqueline Biron and Lise Séguin, Occupational Nurses, of Occupational Health and Safety (OHS) for support.

Similarly, you may be interested in this information provided by the Treasury Board of Canada Secretariat on COVID-19 and [mental health at work](#).

Homewood Health, our EFAP provider has prepared this comprehensive [handout on COVID-19](#), a [handout for first responders, front-line workers and public facing employees](#), as well as a guide on how to speak with [children about COVID-19](#).

26. How long will the current preventative measures remain in effect with regard to the closure to visitors of the House of Commons precinct and the cancellation of parliamentary functions and events in the House of Commons precinct?

Further to a decision by the Board of Internal Economy, the [preventative measures currently in place](#) will remain in effect until further notice. This decision was made to meet the ongoing recommendations issued by public health authorities. House Administration employees will be notified of any changes to this decision.

TESTING AND LEAVE

27. What type of leave should I take if I have developed COVID-19 symptoms and have been asked to get tested by health authorities, the occupational nurse or after having completed the self-assessment tool? **NEW**

If you have been asked to get tested by local or provincial health authorities, by our occupational health nurse or after having completed the self-assessment tool, you may submit leave under code 699, "other leave with pay," for the duration of the administration of the test; this includes time spent travelling to and from the testing facility/centre.

28. What type of leave should I take if I have no apparent COVID-19 symptoms but have been asked to get tested by health authorities? NEW

If you have been asked to get tested by local or provincial health authorities or by our occupational health nurse or after having completed the self-assessment tool, you may submit leave under code 699, “other leave with pay,” for the duration of the administration of the test; this includes time spent travelling to and from the testing facility/centre.

29. What type of leave should I take if I have developed COVID-19-related symptoms, have gotten tested and am awaiting test results? NEW

If you have been asked by local or provincial health authorities or by our occupational health nurse or after having completed the self-assessment tool, you may submit leave under code 699, “other leave with pay,” to cover the waiting period until you receive your test results.

30. What type of leave should I take if I received a negative test result, but continue to show COVID-19 symptoms? NEW

Although you have received a negative test result, you must avoid presenting yourself to work with COVID-related symptoms. In this case, you must wait twenty-four (24) hours after your symptoms have disappeared before returning to the workplace.

During this period, if your symptoms would have normally allowed you to return to work (pre-COVID), then you may submit leave under code 699 “other leave with pay” to cover the period until the symptoms have disappeared.

If your symptoms would **not** have normally allowed you to return to the workplace (pre-COVID) and as such limits your ability to perform your work duties, you are expected to submit sick leave from your bank as per your relevant collective agreement.

PARKING

31. If I need to come to work on a regular basis, where can I park?

Parking Services are committed to continuing to accommodate House of Commons employees without a parking permit. House of Commons employees who are working on site **on a regular basis** and who require parking will need to apply for a **temporary parking permit** by completing the [Parking Permit Form](#).

- Requests will be reviewed using the established eligibility criteria for temporary parking permits.
- A virtual permit will be issued, and taxable benefits will be applied.

Individuals who have temporary permits during the COVID-19 pandemic may park in zones 180, 228, 850 and 875 on a first-come, first-served basis.

32. If I need to come to work occasionally, where can I park?

House of Commons employees who need to report on site **occasionally** may be granted special parking permissions; Parking Services will assess these requests on a case-by-case basis. Please send an email with your vehicle information (make, model, colour and plate) to parking@parl.gc.ca **each time** that you require a special parking permission. **You are strongly encouraged to send us your request 24 to 48 hours ahead of time to ensure that your information can be processed.** The approved zones for parking permissions are zones 180, 228, 850 and 875, on a first-come, first-served basis.

33. If I am a permanent permit holder, can I move to a different location?

House of Commons permit holders who already have a parking permit for a different zone and who wish to park in zones 180, 228, 850 and 875 on a first-come, first-served basis must inform Parking Services **each time** by providing their vehicle information and indicating how long they intend to use the parking spot. If these zones are full, Parking Services may need to ask permit holders to return to their own zones.

34. In which zones can I park? Which zones are off-limits?

Please refer to this [map](#) (second-last page of document) to identify the zones where parking is permitted on a first-come, first-served basis.

Parking is **not permitted** in the following zones:

- Zone 802, which is reserved for employees with reduced mobility
- Zone 355, which is reserved for Members
- Any of the zones surrounding West Block

Please note that Parking Services will be patrolling the Parliamentary Precinct and enforcing parking regulations to ensure that employees who come to work to provide essential services can park in House of Commons parking zones.

35. Will the taxable benefits associated with parking be stopped given that many employees are working remotely and are therefore away from the office?

Employer-paid parking is a taxable benefit as per the Canada Revenue Agency. While many employees are working remotely during the COVID-19 pandemic, this taxable benefit must be maintained given that employer-paid parking privileges remain in effect.

The taxable benefit related to employer-paid parking ceases only when parking privileges are revoked. Therefore, employees will need to inform Parking Services by email at parking@parl.gc.ca that they wish to cancel their parking privileges in order to have the taxable benefit stopped. Employees will also need to return their parking pass to Parking Services (please

note that in-person service has been suspended and that employees will need to contact Parking Services in order to make arrangements to return their parking pass).

Upon receipt of the parking pass, Parking Services will inform Pay and Benefits that parking privileges have been cancelled. Pay and Benefits will then stop the taxable benefit related to employer-paid parking.

Eligible employees who wish to reapply for parking privileges once the House Administration resumes its normal activities will need to submit a new parking application. Applications will then be assessed in order of priority and according to parking space availability.

TRAVEL

36. What should I do if I have travelled recently?

Self-isolate for 14 days after your return from travel outside of Canada. Monitor your health and follow the guidance of [OPH](#) or the [CISSS](#) if you have [symptoms of COVID-19](#).

37. What pay code should I submit for the quarantine period upon my return from travel outside of Canada?

If you choose to travel for personal reasons, even though it is not recommended by the Government of Canada, upon your return home, the 14-day quarantine period **will not** be covered by the pay code 699. You will have to submit leave from your personal leave bank (vacation or sick leave).

38. What should I do if I have upcoming travel plans?

There are increased health risks for Canadian travellers abroad. Because of these risks, the Government of Canada advises you to [avoid non-essential travel outside of Canada until further notice](#). Discuss your travel plans with your manager. Note that all work-related conferences or training sessions have been cancelled.

39. I am currently abroad and am unable to return to Canada. What should I do?

Consult the [pandemic COVID-19 travel health notice](#). Follow the instructions of local authorities and contact Canadian consular services for assistance. Keep your manager apprised of your situation.

FAMILY OBLIGATIONS

40. What type of leave should I submit if my dependant/child has been asked to get tested for COVID-19 by health authorities or on the basis of the self-assessment tool? **UPDATED**

If your dependant/child has developed COVID-19 related symptoms and has been asked to get tested by local or provincial health authorities or on the basis of the self-assessment tool, you may submit leave under code 699, “other leave with pay,” to cover the period of the testing as well as any related waiting period to obtain the results. If you are able to telework during the waiting period, there is no need to submit leave.

41. What type of leave should I take if I must take care of a dependant/child due to school closure in relations to cases of COVID-19? **NEW**

You should discuss available options with your manager and look at alternate work arrangements. If no other options are available and that you are unable to fulfill your work duties, you may submit leave under code 699, other leave with pay,” to cover the period.

42. A member of my family has tested positive for COVID-19. Am I at risk?

If you have been in close contact with an individual who has tested positive for COVID-19, or if you are experiencing [symptoms](#), follow the [Protocol for Employees](#).

TELEWORK

43. I am teleworking. When can I expect to go back to work?

Going forward, employees who are currently teleworking are asked to continue to telework through this fall whenever possible. This approach may be adjusted sooner based on requirements to support House business and operational needs. The House of Commons’ *Policy on Telework* is currently under review so that it can better reflect our current reality. The Incident Management Team, which includes representatives from all service areas, is also working together to plan how to best support different scenarios going forward.

Requests to work in the office for accommodations-related reasons will be assessed on a case-by-case basis. Any large-scale return to on-site work would follow public health recommendations and would be communicated with as much advance notice as possible.

Given that on-site operational needs differ based on the service area, more detailed information will be shared by individual management teams.

44. I am teleworking and would like to pick up some computer equipment, ergonomic equipment or personal items from the office. What do I do?

it is possible to request to collect work equipment and tools from the office, in keeping with the established [guidelines](#). Requests will be assessed on a case-by-case basis and must be approved by the service-area head. In order to limit the number of employees on site and any potential exposure to COVID-19, only equipment determined to be **essential** to the employee's ability to work remotely will be approved. Speak with your manager to discuss your needs.

45. I am teleworking. Can I request an ergonomic assessment for my home office?

Employees who are teleworking may request a [virtual ergonomic assessment](#) to adjust their existing workstation and obtain general guidance on how to set up their remote workspace. Please contact your manager for more details on how to obtain a formal accommodation.

Requests to return to the office will be assessed on a case-by-case basis, as authorization for in-person work arrangements will continue to require service-head approval.

46. I am teleworking. Can I go into the office whenever I like?

No. Employees who are teleworking should seek approval from their manager before going into the office.

47. Am I allowed to use information technology applications or services that have not been approved by the House of Commons?

Employees are not to use applications or services that have not been approved by the House of Commons for parliamentary business and are not to use their parliamentary credentials to create accounts for personal use. (Many of these services pose significant threats to information security. For example, meetings held in the cloud may be subject to unauthorized recording.)

48. Where can I learn more about the technologies available for telework?

The [House Administration IT Telework Guide](#) contains information on connecting to the network, communicating with colleagues and managing information remotely, among others.

49. Whom should I contact if I have specific business needs that are not being met with current technologies?

Should you have specific business needs that you feel cannot be met with the technologies currently available to you, please contact your manager.

50. Am I allowed to use hotspot capabilities on my House-managed smartphone?

House-managed smartphones have hotspot capability but, due to the potential costs of consuming additional data, employees are asked to communicate with their managers prior to using that functionality to compensate for poor connectivity on a House-managed computer or personal device.

COMMUNICATIONS

51. How can I stay informed during this time?

Contact your manager if you have specific questions or concerns. In addition, regular updates are provided via the following channels of information:

- the OurCommons web portal (www.ourcommons.ca/COVID19)
- the parliamentary information line 991-INFO (4636)
- crisis notifications transmitted by email, desktop pop-up, and text message (To register, go to [My HR Self-Service](#). Click on Your Employment. Click on Employee Information. Fill in or update the Emergency Notification section and save your changes.)

A [Protocol for Employees](#) who have been in close contact with an individual who has tested positive for COVID-19 or who are experiencing symptoms that could be attributed to COVID-19 has also been developed.

PULSE SURVEY

52. Why did the House Administration conduct a pulse survey?

The COVID-19 pandemic has led to rapid changes in our lives at home and at work. This is why the House Administration wanted to take the pulse of the organization and check in with employees. Thank you to all employees who participated. **The response rate was high, with 1,072 completed surveys.**

53. Will I see the results of the survey?

The results of this survey will be used for future planning and will allow us to help ensure that employees are receiving the support that they need. Once the results have been reviewed, they will be shared with House Administration employees in aggregate form.

PAY AND BENEFITS

54. Will the coverage of children under the Public Service Dental Care Plan be extended if they were prevented from receiving required dental services or treatments during the suspension of non-emergency dental services while they were eligible dependants?

In response to the COVID-19 pandemic, the Government of Canada is implementing temporary measures for the administration of the Public Service Dental Care Plan (PSDCP). These measures are designed to help lessen the impact of the suspension of non-emergency dental services and support the recommendations of public health authorities for physical distancing.

For more information, please consult the related [Government of Canada information notice](#).

55. Will I be able to claim tax deductions with respect to telework?

Discussions are ongoing with respect to potential telework tax deductions. Any information will be shared when available.

56. Is it possible to change my province of work to that of my residence now that I am working from home?

For employees working from home due to the COVID-19 pandemic, the [Canada Revenue Agency](#) and [Revenu Québec](#) have confirmed that the province of work for taxation purposes will not change to that of their province of residence (if both differ).

This means that if you are currently teleworking from your home in one province, and you normally report to an office located in a different province, the province used to calculate your payroll deductions at source continues to be your normal work office location. These deductions include Federal and Provincial/Territorial income taxes, Employment Insurance (EI), Québec Parental Insurance Plan (QPIP), Canada Pension Plan (CPP) and Québec Pension Plan (QPP).

Example:

You normally report to work at an office located in Quebec, however, during the pandemic you are teleworking from your home in Ontario. Your deductions at source will continue to be based on Quebec provincial rates. Your province of work will **not** change to Ontario due to the COVID-19 situation.

57. Are there any delays that I should be aware of with the pension centre if I plan to retire in the coming months?

Pension plan members considering retirement should notify the Government of Canada Pension Centre in writing six months prior to their intended retirement date, by sending their accepted resignation letter (i.e., acknowledgment letter from your manager once you have informed him/her of your intent to retire) to:

Public Services and Procurement Canada
Government of Canada Pension Centre—Mail Facility
PO Box 8000
Matane QC G4W 4T6

The Government of Canada continues to make every effort to ensure members receive accurate and timely pension benefits. Despite the impacts of COVID-19, pensions continue to be issued and paid as usual.

The [Pension Centre](#) is available Monday to Friday at 1-800-561-7930 to assist employees with questions related to their pension.

58. I do not have access to a work computer. How do I access my pay stub?

Pay stubs are only accessible on a government network. If you do not have remote access to the network, you can send an email to payandben@parl.gc.ca and we will provide you with a copy of your most recent pay stub, as well as temporarily print and mail future pay stubs to the home address we have on file until normal operations resume.

When sending the request to payandben@parl.gc.ca, please indicate your current home address (or your previous address if you moved recently), your date of birth and a phone number where you can be contacted. We will call to confirm your identity by asking you to verbally provide us with your PRI or SIN if we cannot identify you using the information in our systems. Please note that we cannot provide personal information, especially to a personal email address, if we cannot confirm your identity.

59. How can I access my T4 or Relevé 1?

Employees can access their T4 or Relevé 1 by visiting the [Canada Revenue Agency](#) and/or [Revenu Québec](#) and logging into **My Account**. Employees who can remotely connect to the House of Commons network can access their T4/Relevé 1 on the [CWA](#).

For more information on individual tax return deadlines, visit www.canada.ca/en/revenue-agency.html.

60. How do I make changes to my insurance, such as adding a dependant or changing beneficiaries?

Personal information can be revised directly with the insurance providers concerned. If you wish to change your level of coverage under the Public Service Health Care Plan (e.g. single coverage to family coverage, or Level I to Level III), you can submit a request by email to payandben@parl.gc.ca. If you already have family coverage but wish to change your dependants, you must contact each insurance provider directly.

- Public Service Dental Care Plan: [Canada Life](#) (formerly Great-West Life)

- Public Service Health Care Plan: [Sunlife](#)
- Public Service Management Insurance Plan (PSMIP) life insurance: For revisions to your PSMIP coverage, please complete the appropriate form and email to payandben@parl.gc.ca.
- Supplementary Death Benefit: For revisions to your Supplementary Death Benefit (*Public Service Superannuation Act*), please complete this [Supplementary Death Benefit form](#) and follow the instructions.

61. Have any changes been made to the Public Service Health Care Plan (PSHCP) in response to COVID-19?

Temporary changes have been made to the PSHCP in response to the coronavirus disease. These measures are designed to help PSHCP members and their eligible dependants access health care benefits while minimizing social interactions with health care professionals.

The temporary changes will remain in effect until non-critical business is authorized to resume or as indicated otherwise. For information on these temporary changes, see [Coronavirus disease \(COVID-19\) - Temporary measures: Public Service Health Care Plan \(PSHCP\)](#).

For additional information on the PSHCP, please visit Canada.ca/pension-benefits.

62. How can an employee receive their Record of Employment?

The Record of Employment is automatically submitted to Service Canada when generated by the Phoenix pay system. It is not mailed to the employee but is accessible on the [Service Canada](#) website. The Pay and Benefits team is unable to access and provide individual Records of Employment.

63. When can an employee who has left the House of Commons, whether temporarily (e.g. leave without pay) or permanently (e.g. resignation, end of contract), expect to receive their Record of Employment?

The Record of Employment (ROE) is electronically submitted to Service Canada five business days after the employee's last pay. For instance, if the employee's last work day was March 13, the employee's last pay would be deposited on April 1, and the Record of Employment would be submitted on April 8 (five business days after the employee's final pay).

However, it is not necessary to wait for the ROE to be submitted to [Service Canada](#) to apply for Employment Insurance (EI) benefits. Individuals can apply for benefits as soon as work is interrupted, even if the ROE is not yet submitted. EI claims can be initiated by providing Service Canada with the three most recent pay stubs. See the question above for more information on how to access pay stubs.

64. I am an on-call employee and have not worked in more than five days. Why haven't I received a Record of Employment?

On-call employees are called to work as required and are not automatically laid off. These employees should contact their supervisor to confirm their employment status during this time.

65. I am a seasonal employee and have not worked in more than five days. Why haven't I received a Record of Employment?

Seasonal employees are not automatically laid off as a result of the current COVID-19 situation. Changes to employment status, including seasonal layoffs, are initiated by the service areas. Seasonal employees should contact their supervisor to confirm their employment status during this time.

66. I have another part-time employer who has issued an ROE for me to apply for EI, and Service Canada is asking for my ROE from the House of Commons. How can I obtain it?

If your employment status has not changed (i.e. if you are not formally laid off or placed on leave without pay) at the House of Commons, the Phoenix pay system cannot issue an ROE. However, the Pay and Benefits team can provide a written confirmation of your earnings and hours worked upon your request. You can use this document along with your three most recent pay stubs to apply for [Employment Insurance \(EI\)](#). If required, you can provide Service Canada with the contact information for Pay and Benefits: payandben@parl.gc.ca or 613-992-1900. Any call or email received will be forwarded to the appropriate pay advisor.

67. When can I expect to see my temporary acting pay or overtime pay?

It is difficult to provide an accurate response to this question at this time as each transaction is processed individually and depending on the workload associated with each pay portfolio. The Pay and Benefits team is making every effort to ensure timely responses to all pay-related actions and questions while following House of Commons protocols related to COVID-19. The volume of requests and questions has been considerably higher due to the uncertainty caused by the current situation. As a result, the standard response and action times may be increased for certain transactions, but the team is working hard to take all actions and respond to all enquiries as soon as possible. Thank you for your patience during this challenging time.

68. How do I verify my sick leave balances or my personal information?

House Administration employees can view their leave balances in [My HR Self-Service](#). For instructions on how to access My HR Self-Service, please visit the [HRMIS webpage](#). If you are unable to access the *HoC-CdC* webpage, please contact the leave administrator for your service area.

Employees can also use [My HR Self-Service](#) to verify their personal information (such as their address) and make any necessary changes.

OTHER HR MATTERS

69. Can I submit a request for vacation leave?

You may speak with your manager to discuss your options regarding vacation leave.

70. My access card has expired or will expire soon. What should I do?

Due to the changing situation with COVID-19, all expiring access cards have been extended in the system to allow building access until September 30, 2020. A list of the names of those impacted was provided to the Parliamentary Protective Service for reference.

In-person operations have resumed, and employees are invited to contact the Accreditation Office to make an appointment for fingerprinting or to have a new card issued. If you have any questions, contact HoCAccreditationCdC@parl.gc.ca.

71. Can I take leave to volunteer in my community?

Yes. Speak with your manager to discuss possible leave options.

72. I do not have access to a work computer. How will I know about job opportunities?

All job postings will be published on our [public employment webpage](#) until further notice. Job opportunities will also be published to [Source News](#) and will appear in the *House News Bulletin*, as was previously the case. In addition, job postings will be promoted on corporate LinkedIn and Twitter accounts.

CONTACT US

Do you have a question that is not answered here?

Others may have the same question. Please send it to com@parl.gc.ca, and we will do our best to look into it and post a response.

Protocol for HoC employees: COVID-19 exposure, symptoms or positive testing

Take the steps below if you meet any of the following criteria:

- you are ill;
 - you are experiencing cold, flu or COVID-like symptoms;
 - you are living with or caring for someone who is ill or who has been diagnosed with COVID-19;
 - you have been in contact with someone who has received a positive COVID-19 diagnosis;
 - you are awaiting COVID-19 testing results;
 - your child has been sent home from school for COVID-related reasons; or
 - you have travelled internationally in the past 14 days.
1. Follow the guidelines from your local public health authorities. This information is provided on these websites:
 - a. Ottawa Public Health: www.ottawapublichealth.ca
 - b. CISSS Outaouais: cisss-outaouais.gouv.qc.ca
 2. Contact your manager.
 3. Contact Jacqueline Biron, Occupational Nurse and Coordinator for Health and Wellness, at jacqueline.biron@parl.gc.ca or 613-794-7522, and be prepared to share health information as discussed with your manager.

Once you receive your test results (whether negative or positive)

1. Follow the guidelines from your local public health authorities.
2. Inform your manager of the test results.
3. Contact Jacqueline Biron, Occupational Nurse and Coordinator for Health and Wellness, at jacqueline.biron@parl.gc.ca or 613-794-7522.

House Administration

IT Telework Guide



Connecting to the parliamentary network

DirectAccess

Those with a House-managed laptop or Surface Pro may access the parliamentary network from anywhere with an Internet connection and enjoy a seamless extension of their office work environment (complete with all files and applications). For more information, refer to the [DirectAccess User Guide for Windows 10](#).

Multi-factor Authentication

Depending on their location and network connection, users may be prompted to validate their identity with multi-factor authentication when accessing some parliamentary network services.

Communicating with colleagues

Skype for Business

House employees are encouraged to leverage Skype for Business for one-to-one and small group messaging, as well as to make calls and hold meetings with up to 50 people. Anyone who wishes to host an audio or video conference with more than 50 participants may do so simply by contacting the IT Service Desk to request additional capacity.

Please note that invitees may join a meeting by calling the toll-free number provided in the invitation, but otherwise need Skype for Business on their devices to participate. For those who do not have a House-managed device, Skype for Business can be downloaded from the [Microsoft](#)

[website](#) on personal computers, and as a mobile application for both Android and iOS.

Employees are encouraged to review the Quick Start Guides available to explore the tool's functionalities, including:

[A general overview](#)

[Contacts, presence and instant messaging](#)

[Sharing and collaboration](#)

[Audio setup and making calls](#)

Employees may also wish to consult the [Self-learning Guide](#) and instructions on [How to Integrate Skype for Business in the Outlook Web App](#) for further information.

Wi-Fi Calling

Employees who experience dropped calls or poor network connections on their smartphones are advised to consider enabling Wi-Fi calling on their Android and iOS mobile devices. (Wi-Fi calling is included in the telephone plans of all House-managed mobile phones.) For more information about this feature and how to activate it, please refer to the House News articles on [Enabling Wi-Fi calling on Android and iOS mobile devices](#).

Managing information remotely



Follow the tips below to manage parliamentary information when teleworking:

- Remember that employees are not permitted to use non-House-provisioned cloud services or online communication tools to send, share or store House of Commons (HoC) files or other data (e.g. Google Drive or Gmail).
- Refer to the Information Repository Guide (attached) to identify the appropriate location to store your information and use the advised repository. Do not work on sensitive information if you do not have access to the approved HoC repositories.
- Avoid duplicating efforts by informing your team members about the work you are doing.
- Limit document printing, as it is harder to protect access to printouts than electronic files.
- Save your files regularly on personal devices and House-managed mobile phones to prevent data loss.

Ensuring the security of your devices and data

- Be cautious when opening any coronavirus-related email (most are phishing scams), and avoid opening or clicking on pop-ups, unknown emails, and links. Instead, navigate to news websites and other online sources of information directly through a web browser.
- Set a strong, unique passphrase for each device, application and program, including your home wireless router, and enable multi-factor authentication, when possible.
- Lock devices before leaving them unattended, and refrain from letting others use House-managed computers or mobile phones.
- Connect to a secure Wi-Fi connection and turn off Wi-Fi and Bluetooth when not required.
- Update device operating systems when prompted, and install and maintain the latest version of anti-virus software on any personal devices.

Optimizing your experience

If your Internet connection is slow, avoid choppy audio and video conferences and enhance the performance of your equipment by:

- setting up your remote workspace close to the local router,
- limiting the number of devices streaming simultaneously in the same household, and restarting your local router and contacting your Internet Service Provider to ensure the equipment is up to date.

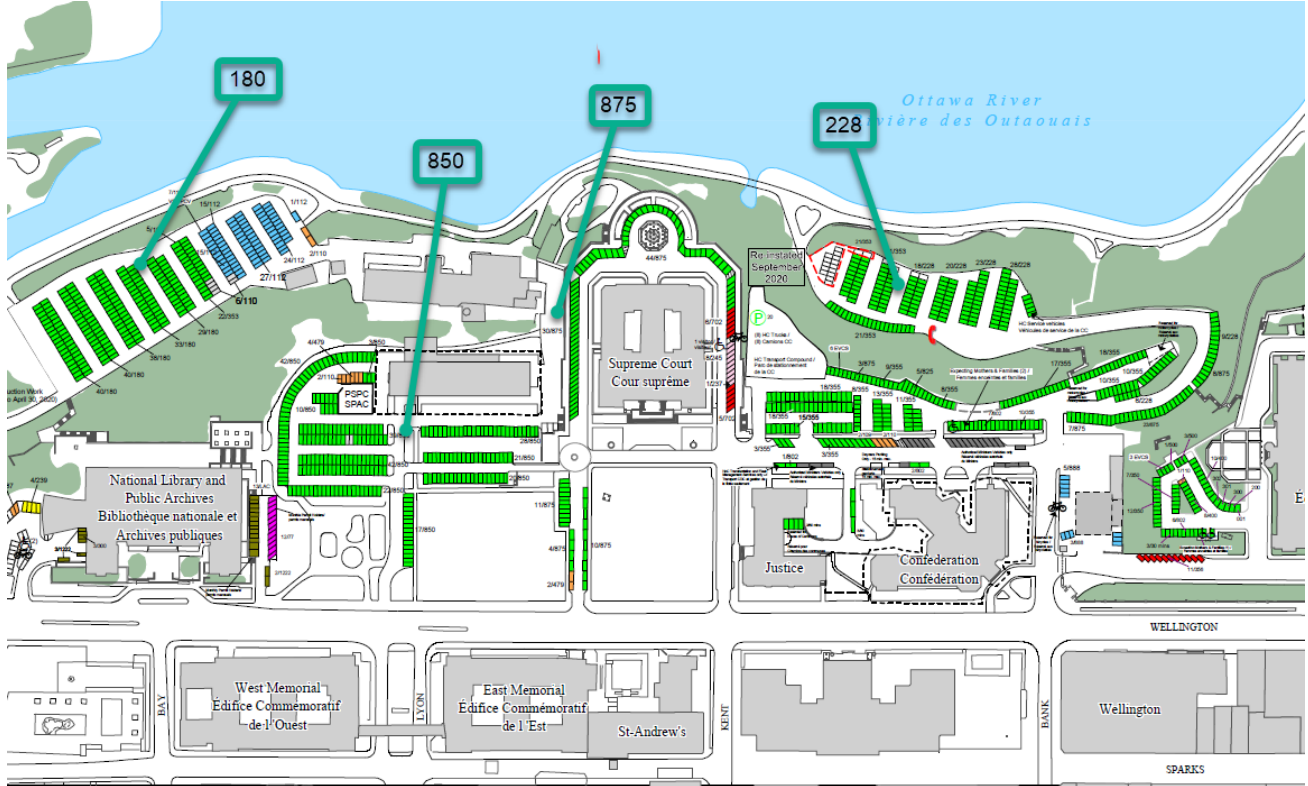
Note that while House-managed smartphones have hotspot capability, employees are asked to communicate with their managers prior to using that functionality to compensate for poor connectivity on a House-managed computer or personal device.

Need Assistance?

The IT Service Desk is available to provide assistance 24 hours a day, seven days a week and can be contacted by telephone at 613-947-4774 in Ottawa or toll-free at 1-888-443-4774, or by email at itsd-csti@parl.gc.ca.



Map of permitted parking zones



COVID-19: Returning to school in fall 2020

This September, parents are being asked to make difficult decisions on whether to return their children to school while COVID-19 is still present in our community. The Administration understands that no one decision meets everyone's needs, and that each family must choose to do what is right for them.

We encourage you to maintain an open dialogue with your immediate supervisor and explain any challenges that you may be facing. The Administration and your manager are committed to collaborating with you to find solutions that will allow you to work and be productive. Labour Relations and Occupational Health and Safety remain available to support our employees and management teams.

The availability of school and daycare options will be monitored. All employees are expected to make arrangements to fulfill their work requirements and should work with their managers to find solutions (appropriate scheduling, vacation leave, or reduced hours supplemented by leave). Since July, "other leave with pay" has only been used on a case-by-case basis in COVID-19-related situations.

School reopening plans continue to evolve. Local school boards are responsible for developing their reopening plan based on guidance from provincial governments. Please consult your school board's plan.

Ottawa

- [Ottawa-Carleton District School Board \(OCDSB\)](#)
- [Ottawa Catholic School Board \(OCSB\)](#)
- [Conseil des écoles catholiques du Centre-Est \(CECCE\)](#)
- [Conseil des écoles publiques de l'Est de l'Ontario \(CEPEO\)](#)

Gatineau

- [Western Québec School Board](#)
- [Centre de services scolaire des Portages-de-l'Outaouais \(CSSPO\)](#)
- [Centre de services scolaire des Draveurs \(CSSD\)](#)

We encourage you to consult your local public health authority, as they offer guidance on COVID-related matters.

- [Ottawa Public Health \(OPH\)](#)
- [Centre intégré de santé et de services sociaux de l'Outaouais \(CISSS\)](#)

Should your child have cold, flu or COVID-like symptoms and you are working on site, please follow the [Protocol for Employees](#).

We want to remind all employees that mental health resources are available to help and support you and your family. Contact the Employee and Family Assistance Program at 1-800-663-1142, or visit www.homeweb.ca. The EFAP has also prepared this [COVID-19 Back to School](#) fact sheet. You may also contact Jacqueline Biron and Lise Séguin, nurse counsellors, for support.