



## NEWS

# Service levels for Members of the House of Commons—COVID-19 impacts

The **House Administration** continues to provide Members and their staff with the following services, although response times may be affected:

- Members' Human Resources Advisory Services;
- Occupational Health and Safety;
- Pay and Benefits;
- Legal Services;
- IT Help Desk;
- Accreditation—in-person services suspended, requests can be sent by email;
- Parking Administration—in-person services suspended, requests can be sent by email;
- Press Gallery Secretariat services;
- Basic building tenant requests;
- Janitorial services within the Parliamentary Precinct;
- Special catering requests (must be sent 12 hours in advance);
- Mail delivery to Members' mailboxes in Ottawa, Thursday only;
- Financial advisory services;
- Financial claims processing and payments;
- Travel support services;
- Purchasing services;
- Warehouse services;
- *Sourceplus*—requests can be sent by email; and
- Journals, Table Research Branch and committees for procedural matters.

### **COVID-19 support services available to Members, their families and their staff**

A medical advisory service is in place for Members, their families and their staff. This service is available Monday to Friday from 8:00 a.m. to 4:00 p.m. (EDT) to provide individuals with direct access to a physician for an initial assessment of those experiencing health-related issues potentially linked to COVID-19.

The Employee and Family Assistance Program (EFAP), which provides confidential and immediate support to promote the well-being of employees and their families, is available.

Of note, although activity levels have dropped, the **Parliamentary Protective Service's** primary concern remains the physical security of the Parliamentary Precinct. The Service continues to **secure Parliamentary Precinct buildings, all of which remain open** until further notice. Please note that staff will be asked to sign in when entering buildings, as per normal practice during silent hours.

The **Library of Parliament** is also committed to continuing to serve parliamentarians.

- Parliamentarians can submit requests for research and reference. Please note that it might not be possible to fulfill requests according to standard delivery times.
- Access to electronic collections and electronic information resources, such as Parlinfo, will be supported.
- Daily media products such as Quorum, Quorum World News and Radar remain available.
- Clients can contact the Library by phone, where they will be redirected to the voice mailbox number of an employee who will contact them.
- Callers to the Parliament of Canada Information Service line (1-866-599-4999) will be redirected to the Library's [website](#) and [email](#).

Please note that the following **services are temporarily unavailable** on Parliament Hill:

- Shuttle bus service;
- Cafeterias and Parliamentary Dining Room;
- Outbound postal and messenger services—please use mailboxes outside the Parliamentary Precinct;
- Printing and Mailing Services;
- Members' and staff gym;
- Specialized tenant services (including but not limited to photography services, framing services and dry cleaning); and
- All Library branches are closed and the following services have been suspended until further notice:
  - The Parliamentary Tour Program,
  - The Parliamentary Boutique,
  - Physical access to the collection, including the digitization of print materials, and
  - Learning opportunities.

This information will be updated as required.

I would like to thank all House of Commons Administration, Parliamentary Protective Service and Library of Parliament response teams for their coordination of services during this difficult time.

Hon. Anthony Rota, M.P.

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