Support for Members and their staff: COVID-19

The House of Commons Administration continues to prioritize required services for Members and has dedicated teams in place to respond to your questions and provide support, as the COVID-19 pandemic continues to evolve in Canada and around the world.

I would like to provide you with the following reminders of services that are available.

Physical and mental health support

A medical advisory service is in place for Members, their families and their staff, if they are experiencing health-related issues that may potentially be linked to COVID-19. The 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. The service operates on a callback basis.

The Employee and Family Assistance Program (EFAP) is available and provides confidential and immediate support to promote and protect the well-being of Members, their employees and their families. The EFAP has developed a number of resources in response to COVID-19, including information on how to speak to children about COVID-19 and tips for working from home.

Reminders for anyone working on site:

- If you are sick with flu-like symptoms (fever, cough, shortness of breath or runny nose), please stay home and self-isolate for 14 days or until 24 hours AFTER symptoms have FULLY resolved, whichever is longer.

- If you exhibit flu-like symptoms or symptoms of COVID-19 and have recently been in the workplace, please inform your manager or supervisor, and contact the occupational nurse for the House of Commons.
• In keeping with public health recommendations, always follow physical distancing guidelines:
  o avoid crowded places and non-essential gatherings;
  o avoid common greetings, such as handshakes;
  o keep a distance of at least two arm-lengths (approximately two metres) from others.
• Wash your hands often with soap and water for at least 20 seconds (or clean your hands often with an alcohol-based hand sanitizer).
• Avoid touching your mouth, nose and eyes before washing your hands.
• If you do cough or sneeze, cover your mouth and nose with a tissue, then throw the tissue in the trash and wash your hands (or use your elbow or shoulder if no tissue is available).

Important contacts

Members’ HR Services: A dedicated human resources advisory services team continues to be available to support Members in their role as employers, including offering guidance on ways to manage COVID-19 in the workplace.

Sourceplus: For all other questions related to services offered by the House Administration, contact Sourceplus at sourceplus@parl.gc.ca.

The Library of Parliament continues to serve parliamentarians and their staff, whether in Ottawa or in their constituency, by offering the following products and services:
• A new series of papers on topics of interest related to COVID-19 (including Income Supports and Labour Protections Available to Federally Regulated Employees), as well as other backgrounders and legislative summaries.
• Customized information and research: please contact the Library by phone, email, or through its intranet site. Note that it might not be possible to fulfill requests according to standard delivery times.
• Research support for parliamentary committees.
• Access to electronic collections and electronic information resources, such as Parlinfo, and media products such as Quorum, Quorum World news and RADAR.

Security and accreditation

Interprovincial travel: Further to the announcement of restrictions on non-essential interprovincial travel between Quebec and Ontario, Members and their employees who are working on site are advised that showing their HoC identification card will permit travel. Please be reminded to also carry personal identification for proof of residence.
**Parliamentary Protective Service (PPS)**: The Service continues to secure Parliamentary Precinct buildings, all of which remain open until further notice. Staff will be asked to sign in when entering buildings, as per normal practice during silent hours.

**Accreditation (access cards)**: Should an employee no longer require building access, contact the Accreditation Office by email. In-person services for accreditation and parking are currently suspended.

### Other available services

The following services also remain available, although response times may be affected:

- Occupational Health and Safety
- Pay and Benefits
- Legal Services
- Journals, for assistance with petitions, private Members’ bills and motions
- Table Research Branch, for all procedural questions
- Committees (especially support for those that are meeting remotely)
- IT Help Desk
- Press Gallery Secretariat
- 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, Thursdays only
- Financial, lease and asset management advisory services
- Financial claims processing and payments
- Travel support
- Purchasing
- Warehouse services

### Temporarily suspended services

The following services are temporarily unavailable on Parliament Hill:

- Shuttle bus
- 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, framing and dry cleaning)
All Library branches are closed and the following services have been suspended until further notice:

- Parliamentary Tour Program
- Parliamentary Boutique
- Physical access to the collection, including the digitization of print materials
- Learning opportunities

This is a trying time for all of us. We are anxious about our loved ones, our neighbours, and the people we serve, and we are uncertain about what lies ahead. Yet through it all, Members and their staff across Canada continue to support their constituents. The employees of the House Administration, the Library of Parliament and the Parliamentary Protective Service are there to do their part and help you carry out your work in the service of all Canadians.

Hon. Anthony Rota, M.P.

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