Ongoing support for Members and their staff

I would like to remind you of the following services available to Members and their staff throughout the COVID-19 pandemic. Certain on-site services have shifted their availability to Wednesday to align with the in-person sittings of the Special Committee on the COVID-19 Pandemic.

Physical and mental health support

A telephone medical advisory service is in place for Members, their families and their staff, if they are experiencing health-related problems that may be linked to COVID-19. The service is available Monday to Friday, from 8:00 a.m. to 4:00 p.m. EDT. A callback time will be scheduled between the individual and the on-call physician.

The Employee and Family Assistance Program (EFAP) provides confidential and immediate support to promote and protect the well-being of Members, their employees and their families. Services are available 24 hours a day, 7 days a week.

For anyone working on site:

- Stay home if you are sick with flu-like symptoms. Inform your manager and contact the occupational nurse of the House of Commons if you have recently been in the workplace.
- Always follow physical distancing and public health guidelines. Please stay two metres apart and practise good hand hygiene.

The following preventative measures are in place:

- The cleaning of high-traffic areas has been increased to three times per day—this includes entrances, elevators and handrails.
- A special COVID-19 cleaning and disinfecting service has been implemented for suspected and confirmed cases. This is in keeping with the protocol that was established based on advice from public health officials.
• Additional hand-sanitizing stations have been deployed and sanitizing wipes are provided to front-line personnel.
• Plexiglass screens have been installed in areas where physical distancing options are not always possible.

Important contacts

Members’ HR Services: A dedicated human resources advisory services team is available to support Members in their role as employers.

Sourceplus: For all other questions related to services offered by the House Administration, contact Sourceplus.

Security and access

Parliamentary Protective Service (PPS): PPS continues to secure Parliamentary Precinct buildings, all of which remain open until further notice. For emergency support, you can reach PPS. Staff will be asked to sign in when entering buildings, as per normal practice during silent hours.

Access: To help respect physical distancing requirements:

• For West Block, on Wednesdays, enter only via the South door (facing Wellington Street) and exit only via the West door (near the cafeteria). On all other days, use the South door only to enter and exit.
• For the Confederation Building, enter via the bus entrance on Vittoria Drive.

Accreditation (access cards): Expiring access cards will be honoured until September 30, 2020, to allow entry to buildings. Should an employee no longer require access, or if you need further information, contact the Accreditation Office by phone or email only.

Interprovincial travel: Members and their employees who are working on site are reminded that showing their HoC identification card will permit travel between provinces. Please also carry personal identification for proof of residence.

Updated services for Members

The Special Committee on the Covid-19 Pandemic: Detailed information is available for Members on the virtual committee meetings page on Source, including short how-to videos and contact information.

Printing and Mailing Services: Additional tools have been developed to help support Members in communicating with their constituents by householder or constituency mail.

Mail: Mail delivery to Members’ mailboxes in Ottawa will now be taking place on Wednesdays only (instead of Thursdays, as was previously the case).
Tenant Operations Service Centre (TOSC): Hours of operation have temporarily been extended to Monday to Friday, 8 a.m. to 8 p.m. EDT, to respond to inquiries and service requests relating to event management (e.g. committee meetings), parliamentary access, and maintenance and support services for Members’ offices.

Dry cleaning: The dry-cleaning counter will be open on Wednesdays from 9 a.m. to 12 p.m. for pick-ups and drop-offs.

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 Member’s 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
- Financial, lease and asset management advisory services
- Financial claims processing and payments
- Travel support
- Purchasing
- Warehouse services

The Library of Parliament is offering the following products and services:

- An updated series of papers on topics of interest related to COVID-19.
- Customized information and research: please contact the Library via email or the intranet site. You may also call to leave a message, noting 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.
- Media products such as Quorum, Quorum World news and RADAR.

Thank you for your attention to these matters. The employees of the House Administration, the Library of Parliament and the Parliamentary Protective Service are here to assist you and your staff in supporting your constituents throughout this difficult time.

Hon. Anthony Rota, M.P.