

July 2020

This document provides additional details regarding the Province's Temporary Pandemic Pay Program (hereby the Program) and the Guidelines set out by the Ministry of Municipal Affairs and Housing (MMAH). The following list of Questions and Answers was developed by the City of Toronto's Shelter, Support and Housing Administration (SSHA) Division, using MMAH program guidelines.

****All eligibility requirements listed below are established by MMAH Program Guidelines****

Further information about the Program is available at the Province of Ontario's web site at www.ontario.ca/pandemicpay.

Please review this document for more information about the Program. If you have questions regarding your eligibility, please connect with your employer. If you have further questions regarding the Program, please address your email to SSHATempPandemicPay@toronto.ca.

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Program Details

Q1. What is the Temporary Pandemic Pay Program?

On April 25, 2020, the Provincial government announced they would be offering a \$4/hour wage top-up and a \$250 lump sum amount for eligible frontline workers when working in an eligible workplace, for the period April 24 – August 13.

Q2. What is the purpose of the Program?

The purpose of the Program is to:

- Provide additional support and relief to frontline workers;
- Encourage staff to continue working and attract prospective employees; and,
- Help maintain safe staffing levels and the operation of critical frontline services.

Q3. If the Program was announced in April, why is funding not yet available??

Your patience is appreciated. Full guidelines for the Program were not available until June, 2020. To ensure that all eligible workplaces are enlisted, the City has been working to establish a comprehensive list of eligible employers and establish business processes based on the Program Guidelines.

Q4. Is there an application process for the Program?

No. The City determines employer eligibility based on the MMAH definitions of eligible workplaces. Eligible employers are then responsible for determining eligibility for their staff, based on the MMAH definitions of eligible workers.

Program Eligibility

Q5. Which workplaces are eligible?

The Program Guidelines include three relevant definitions for eligible workplaces:

“Eligible Employer” refers to a person/entity that operates a facility in the Emergency Shelter Sector or a residence in the Supportive Housing Sector or that provides support services to such a facility or residence and that:

- In that connection is funded by the Service Manager or by MMAH through the Service Manager, pursuant to a transfer payment agreement with the Service Manager; or,
- Is the Service Manager, directly providing such facility or residence and/or the related support services.

“Emergency Shelter Sector” refers to facilities that (i) are located in the Service Manager area, (ii) provide temporary residence for people who are homeless, and (iii) are funded by MMAH or the Service Manager, including:

- Emergency and homeless shelters;
- Respite and drop-in centres;
- Temporary shelter facilities, such as re-purposed community centres or arenas; and,
- Hotels and motels used for self-isolation, physical distancing, and/or emergency shelter overflow.

“Supportive Housing Sector” refers to residences that (i) are located in the Service Manager area, (ii) provide a combination of housing and support services to help people in

need live as independently as possible in their community, and (iii) are funded by MMAH or the Service Manager. This includes several forms of housing types including:

- Congregate care buildings;
- Dedicated supportive housing buildings with independent living units; and,
- Scattered units.

Q6. What groups of employees are eligible?

To receive MMAH Temporary Pandemic Pay, an eligible employee must:

- Work in a residence or facility in the Supportive Housing Sector or Emergency Shelter Sector (see Q5); **and**,
- Work in an eligible position, providing direct in-person (face-to-face) services.

Examples of eligible positions include:

- Direct support workers;
- Clinical staff; and,
- Nursing staff.

- or -

Workers in the following auxiliary positions which primarily support the delivery of frontline care and work directly in an eligible workplace, such as:

- Housekeeping staff;
- Security staff;
- Administration personnel (not including management staff);
- Maintenance staff; and,
- Food service workers.

Q7. Are contracted staff eligible for the Program?

Staff contracted to work in an eligible workplace may be eligible for the Program, when working in the eligible workplace. It is the responsibility of the employer to connect with agencies that they contract with to ensure that eligible staff receive the wage enhancement and lump sum, where eligible.

Q8. I am a manager/in a management role. Am I eligible?

No. MMAH Temporary Pandemic Pay does not apply to individuals employed in a management capacity or individuals in a management capacity who are redeployed to an otherwise eligible position.

Q9. Is telework/work-from-home considered eligible?

No. Telework/work-from-home is not eligible.

Q10. Can I accumulate time for pandemic pay when I am on vacation or on leave?

No. Pandemic pay will not be provided for any time that you are not working in an eligible workplace.

Q11. If I work part-time for an eligible employer and part-time for a non-eligible employer, does my time with the non-eligible employer count?

No. Only the time at an eligible workplace is eligible for the top up and lump sum.

Q12. Are Street Outreach Programs eligible for the Program?

No. Street Outreach Programs are not eligible for the Temporary Pandemic Pay Program. A Street Outreach worker may be eligible if they were directed to provide frontline services

in an eligible workplace. It is the joint responsibility of the employee and the employer to identify and attest to eligible hours worked.

Payment Details

Q13. Is the \$4 per hour pandemic pay retroactive?

Yes. The pay is retroactive to April 24, 2020.

Q14. Do overtime hours and hours worked on designated holidays count?

Yes. The \$4 pandemic pay will be paid for all hours worked in the work place.

Q15. How is the \$250 lump sum being determined?

Eligible employees who have worked 100+ hours at an eligible workplace in a designated four week period will receive a lump sum of \$250, retroactive to April 24, 2020. The designated four week periods are:

- April 24 – May 21
- May 22 – June 18
- June 19 – July 16
- July 17 – August 13

This means you may receive up to a total of \$1,000 in lump sum payments over these 16 weeks.

Q16. Is the lump sum pro-rated for employees who work less than 100 hours?

No. Employees working less than 100 hours per designated period are not eligible for the lump sum payment.

Q17. If I am eligible for the lump sum in one period, will I get it for all of them?

Lump sum payments will be determined for each four-week period on a stand-alone basis, so you may be eligible to receive a pandemic lump sum payment for one designated four-week period and not for the subsequent one if you worked less than 100 hours.

Q18. Do overtime hours count towards the lump sum payment?

Yes. Overtime hours at straight time are included in the 100 hour threshold.

Q19. Can Eligible Workers receive both hourly and lump sum pay?

Yes. Eligible Workers will receive both the \$4 per hour pandemic pay on hourly wages and the monthly lump sum payments, if working 100+ hours in eligible positions in eligible workplace(s) in the designated four-week periods.

Q20. If I work in multiple locations, can I still get the lump sum payment?

If an eligible employee works in multiple eligible workplaces, their lump sum payment is calculated using all eligible hours, across all eligible workspaces.

In this circumstance, the employee must use the 'Employee Attestation Form' to designate a Primary Employer and confirm the number of hours worked with other eligible employers. The Primary Employer should be the employer that they worked the most hours for in the designated four-week period, and from whom they will receive the lump sum payment.

Please ask your primary employer for a copy of the 'Employee Attestation Form'. Please submit your completed 'Employee Attestation Form' to your Primary Employer.