



> **TUNE-IN**

Webinars for NB Businesses

> **RESTEZ À L'ÉCOUTE**

Webinaires pour les entreprises du N.-B.





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A number of the questions that employers have been asking:

- “I have an employee who has been showing symptoms (a fever, a running nose and/or a cough). Can I send that person home?”
- “My employee has been out sick and now wants to return. What should I do to ensure that they are not going to transmit a/the virus?”
- “What are my risks if I lay off employees due to business shutdown?”





Managing Telework – COVID 19

Presented by: Micheline Roy, CPHR

HR réflexion RH



5 TIPS TO REMEMBER

1. How to manage telework during pandemic?

- Stay in touch: It is important to keep in touch with employees when telework is taking place. This allows employees to remain engaged and have a sense of belonging, a sense of purpose, a certain normality in a completely abnormal time. Implement a routine.

2. How do we keep in touch with our employees?

- Create a Facebook discussion groups, hold virtual meetings, send messages of encouragement to employees, post photos on Instagram of you teleworking and share with colleagues



5 TIPS TO REMEMBER

3. How do I set clear expectations?

- It is important to set clear expectations such as: - hours the employee must work (work schedule), deliverables (expected results), how to demonstrate attendance at work, reporting system, deadlines to be met; establish break times because you work from home, different context for many employees, how to communicate with one another. Set fixed meeting times.

4. How do you ensure that the employee is productive?

- It is important to provide the necessary tools (documents, information, etc.), access to the computer system, high-speed internet connection, laptop, printer (if necessary), work area without distraction, phone (if necessary), paper, printer (if necessary and possible)



5 TIPS TO REMEMBER

5. How to manage expectations for both the employer and the employee?

- First off, both the employer and employee must be very patient with each other. It must be understood that if the employee is not used to teleworking, it is an adjustment in itself. Take into account that distractions, if several individuals are under the same roof at that time; the work space may not be quite fit for work; employee's concerns could cause a lack of concentration.
- In the end, it remains very important to practice empathy and active listening in these difficult times and to be able to adjust as an employer and employee. Do not be afraid to discuss the real things and together find solutions to make this work.



CONTACT / INFORMATION



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Frequent questions from employers:

1. How do we keep our workplaces safe during COVID-19?
2. If a worker feels that a site is unsafe due to COVID-19 concerns, do they have a right to refuse?
3. Is my employer required to have a plan to deal with COVID-19? If so, is the employer required to consult with the Joint Health and Safety Committee (JHSC)?
4. Are there precautions that tradespersons can take when they need to step into a home to make essential repairs, such as lack of water, electricity, heat?
5. We are a manufacturer that has been allowed to maintain operations during the state of emergency. However, we are having difficulty maintaining a two-meter separation between workers. What precautionary measures can I take to mitigate the risk of spreading COVID-19 in our workplace?



Working **NB** | *Travail* **Nouveau Brunswick**



Are there services that WorkingNB can provide to employers during the state of emergency?

- WorkingNB, through Human Resources Support Services, can support employers by having a dialogue about their current and future human resource needs. This can include providing guidance to employers who may be faced with a temporary closure or a reduction in services during the pandemic. This can also include supporting employers who find themselves having to hire additional staff during the pandemic because of the nature of their business and a need for an increase in their labour force. Employers are asked to call their local WorkingNB office. Contact information can be found at the WorkingNB web site (https://www2.gnb.ca/content/gnb/en/departments/post-secondary_education_training_and_labour/workingnb.html).



What is the status of services provided to employers who had been engaged with WorkingNB?

- WorkingNB continues to support employers who had been engaged with the department on or before March 17th, when government departments were reduced to providing essential services only. This includes commitments to payments, contacts and ongoing dialogue related to their human resource needs and realities.



Does the province have any support to help employers to maintain their employees workers during the state of emergency in New Brunswick?

- WorkingNB recognizes that helping your employees through this challenging time is of great importance. The federal government has announced a number of ways to assist through Canada's COVID-19 Economic Response Plan, including support to employers in avoiding layoffs and benefits to individuals. In addition, GNB is partnering with the Red Cross in order to offer a special one-time benefit of \$900 to qualified New Brunswickers, called the *New Brunswick Workers Emergency Income Benefit*. This benefit is for individuals who have lost their job, been laid off or lost all revenues through self-employment on or after March 15, 2020. More information about the benefit will be provided in the coming days.



When we resume regular business, what are the WorkingNB supports that will be available for employers ?

- By providing an opportunity to engage with employers during the pandemic, WorkingNB will finely attuned to the needs of employers and the labour market and to plan its post-pandemic service delivery in accordance to those needs. WorkingNB commits to continue it's new philosophy of providing flexible interventions to employers. This includes ensuring that interventions meet the future needs of employers.



Employment Standards



Employment Standards

Frequently asked questions

1. I've just been told by my employer that the hair salon I work for has closed its doors due to COVID-19. Is the employer obligated to provide me with a notice of termination/layoff or pay in lieu of notice thereof?
2. My child's daycare has closed its doors as directed by government, and I am now forced to stay home. What are my rights and what am I entitled to under the *Employment Standards Act*?
3. Is the Employment Standards Branch still offering all of the services ordinarily provided to the public? If not, what services are not provided at this time?
4. Does my employer have to provide me with at least one day off per week?
5. I operate a small restaurant, and I am forced to close my doors because of COVID-19. Can I force my employees to take their vacation time instead of laying them off?
6. I have kids at home, how can I measure the time actually spent working when I am caring for my children?



Employment Standards

Contact us by our toll free line at: **1-888-452-2687**

More information :

- <https://www2.gnb.ca/content/dam/gnb/Departments/petl-epft/PDF/es/FactSheets/LayoffTermination.pdf>
- <https://www2.gnb.ca/content/dam/gnb/Departments/petl-epft/PDF/es/FactSheets/OtherLeaves.pdf>

Employment Insurance



Employment insurance / Assurance emploi

HOW TO SUBMIT FOR ASSISTANCE?

You should apply for Employment Insurance and Pensions online

<https://www.canada.ca/en/department-finance/economic-response-plan.html>

COMMENT DEMANDER L'AIDE?

Vous devriez faire vos demandes d'Assurance_emploi et de pensions en ligne.

<https://www.canada.ca/fr/ministere-finances/plan-intervention-economique.html>



Employment insurance / Assurance emploi

Employment Insurance

- Employment Insurance (EI) sickness benefits provide up to **15 weeks of income replacement and is available to eligible claimants who are unable to work because of illness, injury or quarantine**, to allow them time to restore their health and return to work. Canadians quarantined can apply for Employment Insurance (EI) sickness benefits.
- If you are eligible, visit the [EI sickness benefits](#) page to apply.
- The one-week waiting period for [EI sickness benefits](#) will be waived for new claimants who are quarantined
- Establishing a new dedicated toll-free phone number to support enquiries related to waiving the [EI sickness benefits](#) waiting period
- People claiming EI sickness benefits due to quarantine will not have to provide a medical certificate
- People who cannot complete their claim for EI sickness benefits due to quarantine may apply later and have their EI claim backdated to cover the period of delay
- **Important:** If you are directly affected by the COVID-19 because you are sick or quarantined and you have not yet applied for EI benefits, please submit your application **before contacting** us

Assurance-emploi

- Les prestations de maladie de l'assurance-emploi offrent **jusqu'à 15 semaines de remplacement du revenu aux prestataires admissibles qui sont incapables de travailler en raison d'une maladie, d'une blessure ou d'une mise en quarantaine** pour qu'ils puissent prendre le temps de recouvrer la santé avant de retourner au travail. Les Canadiens mis en quarantaine peuvent demander des prestations de maladie de l'assurance-emploi.
- Si vous êtes admissible et voulez faire une demande, vous devez la demander [en ligne](#).
- Suppression du délai de carence d'une semaine pour les [prestations de maladie de l'assurance-emploi](#) pour les nouveaux prestataires qui sont placés en quarantaine afin que cette première semaine leur soit payée
- Mise en place d'un nouveau numéro de téléphone sans frais réservé aux demandes de renseignements sur la suppression du délai de carence pour les [prestations de maladie de l'assurance-emploi](#)
- Les personnes qui présentent une demande de prestations de maladie de l'assurance-emploi en raison d'une mise en quarantaine n'auront pas à fournir un certificat médical
- **Important :** Si vous êtes directement touché par le COVID-19 car vous êtes malade ou mis en quarantaine et que vous n'avez pas encore présenté une demande de prestations d'assurance-emploi, veuillez présenter votre demande **avant de nous contacter**.



Employment insurance / Assurance emploi

Emergency Care and Emergency Support

- For workers without paid sick leave (or similar workplace accommodation) who are sick, quarantined or forced to stay home to care for children, the Government is:
- Introducing the **Emergency Care Benefit** by providing up to \$900 bi-weekly, for up to 15 weeks. This benefit will provide income support to:
 - Workers, including the self-employed, who are quarantined or sick with COVID-19 but do not qualify for EI sickness benefits.
 - Workers, including the self-employed, who are taking care of a family member who is sick with COVID-19, such as an elderly parent.
 - Parents with children who require care or supervision due to school closures, and are unable to earn employment income.

La nouvelle Prestation canadienne d'urgence

- Nous offrirons une prestation imposable de 2 000 \$ par mois pendant quatre mois au maximum :
- les travailleurs qui doivent cesser de travailler en raison de la COVID-19 et qui n'ont pas accès à un congé payé ou à une autre forme de soutien du revenu;
- les travailleurs qui sont malades, qui sont mis en quarantaine ou qui prennent soin d'une personne malade atteinte de la COVID-19;
- les parents travailleurs qui doivent rester à la maison sans salaire pour s'occuper d'enfants qui sont malades ou qui ont besoin de soins supplémentaires en raison des fermetures d'écoles et de garderies;
- les travailleurs qui ont encore leur emploi, mais qui ne sont pas payés parce qu'il n'y a pas suffisamment de travail en ce moment et que leur employeur leur a demandé de ne pas venir travailler;
- salariés et travailleurs autonomes, y compris les travailleurs à contrat, qui ne seraient pas admissibles par ailleurs à l'assurance-emploi.



Employment insurance / Assurance emploi

Leave related to COVID-19 (new as of March 25, 2020)

- Employees working in a federally regulated workplace are entitled to up to 16 weeks of unpaid, job-protected leave if they are unable or unavailable to work due to COVID-19. For example, employees may take this leave if they are:
- being quarantined or asked to self-isolate as a result of COVID-19
- being required to provide care to a family member as a result of COVID-19, or
- otherwise unable to work for reasons related to COVID-19
- To take this leave, employees must:
- provide their employer with written notice, as soon as possible, of the reason for the leave and the length of leave they intend to take, and
- notify their employer in writing, as soon as possible, of any changes to the length of the leave
- While they are on leave, employees may have access to the [new Canada Emergency Response Benefit](#). Application for this benefit will be available in **April 2020**.

Congé lié à la COVID-19 (nouveau à compter du 25 mars 2020)

- Les employés travaillant dans les milieux sous réglementation fédérale ont droit à un congé sans salaire avec protection de l'emploi, d'une durée maximale de 16 semaines, s'ils sont dans l'incapacité de travailler à cause de la COVID-19. Par exemple, les employés peuvent utiliser ce congé:
- s'ils sont placés en quarantaine ou si on leur demande de s'isoler à cause de la COVID-19;
- s'ils doivent prendre soin d'un membre de leur famille touché par la COVID-19;
- s'ils ne peuvent travailler pour toute autre raison liée à la COVID-19.
- **Pour** prendre ce congé, les employés doivent:
- fournir à leur employeur un avis écrit, dès que possible, énonçant la raison de leur absence et la durée prévue de leur congé;
- avertir leur employeur par écrit, dès que possible, si la durée du congé change.
- Pendant leur congé, les employés peuvent obtenir la [nouvelle Prestation canadienne d'urgence](#), qu'ils pourront demander dès **avril 2020**.



Employment insurance / Assurance emploi

EMPLOYER / EMPLOYEUR

Record of Employment

- If your employees are directly affected by the coronavirus (COVID-19) and they are no longer working, you **must issue a Record of Employment (ROE)**.
- When the employee is sick or quarantined, use code D (Illness or injury) as the reason for separation (block 16). **Do not add comments.**
- When the employee is no longer working due to a shortage of work because the business has closed or decreased operations due to coronavirus (COVID-19), use code A (Shortage of work). **Do not add comments.**
- When the employee refuses to come to work but is not sick or quarantined, use code E (Quit) or code N (Leave of absence), as appropriate. Avoid adding comments unless absolutely necessary.

Relevé d'emploi

- Si vos employés sont directement touchés par le coronavirus (COVID-19) et ne travaillent plus, **vous devez émettre un relevé d'emploi (RE)**.
- Quand l'employé est malade ou en quarantaine, utilisez le code D (Maladie ou blessure) comme motif de cessation d'emploi (bloc 16). N'ajoutez aucun commentaire.
- Quand l'employé ne travaille plus en raison d'un manque de travail à la suite de la fermeture de l'entreprise ou d'une diminution dans les opérations dont le coronavirus (COVID-19) est responsable, utilisez le code A (Manque de travail). N'ajoutez aucun commentaire.
- Quand l'employé refuse de se présenter au travail alors qu'il n'est ni malade ni en quarantaine, utilisez le code E (Départ volontaire) ou le code N (Congé), le cas échéant. Évitez d'ajouter des commentaires, sauf s'ils sont absolument nécessaires.



Employment insurance / Assurance emploi

EMPLOYER / EMPLOYEUR

Work-Sharing Program

- The Work-Sharing program is implementing temporary special measures to support employers and employees affected by the downturn in business caused by COVID-19. The new temporary special measures are available to employers impacted directly or indirectly by COVID-19. The measures allows for eligible employers to retain skilled employees and workers to remain employed during the temporary downturn in business due to COVID-19. The temporary special measures will:
 - extend the Work-Sharing agreements by an additional 38 weeks
 - wave the mandatory waiting period between agreements
 - ease the recovery plan requirements
- Access the [Work-Sharing page](#) to learn more about the program and its requirements.
- Access the [Work-Sharing temporary special measures](#) page to find out if you are eligible for temporary special measures.

Programme de travail partagé

- Du 15 mars 2020 au 14 mars 2021, le gouvernement du Canada introduit des mesures spéciales temporaires :
- prolongation de la durée maximale possible d'un accord de 38 à 76 semaines;
- la période d'attente obligatoire a été supprimée pour les employeurs qui ont déjà utilisé le programme de Travail partagé afin que les employeurs admissibles puissent immédiatement conclure un nouvel accord;
- réduire les exigences précédentes pour un plan de redressement à une seule ligne de texte dans le formulaire de demande;
- réduire l'exigence et élargir l'admissibilité aux employeurs touchés par l'acceptation d'entreprises qui sont en activité à longueur d'année depuis un an plutôt que 2, et pour éliminer le fardeau d'avoir à fournir les chiffres des ventes / de production pour les 2 dernières années en même temps.



Canada Child Benefit

Canada Child Benefit

- Eligible recipients will receive \$300 more per child with their regular May CCB payment.
- If you have previously applied for the CCB, you do not need to re-apply.
- For more information on the Canada Child Benefit such as how to apply and eligibility requirements, go to [Canada child benefit](#) or call 1-800-387-1193.

L'Allocation canadienne pour enfants

- Les bénéficiaires admissibles recevront 300 \$ de plus par enfant lors du paiement régulier de l'ACE du mois de mai.
- Si vous avez déjà présenté une demande d'ACE, vous n'avez pas besoin de faire une nouvelle demande.
- Pour plus d'information sur l'Allocation canadienne pour enfants, notamment sur la façon de présenter une demande et sur les conditions d'admissibilité, consultez la page Web [Allocation canadienne pour enfants](#) ou composez le 1-800-387-1193.



Service Canada

Canada Student Loans / Prêt étudiants

Canada Student Loans

- Effective March 30, 2020, all student loan borrowers will automatically have their repayments suspended until September 30, 2020. No payment will be required and interest will not accrue during this time. Students do not need to apply for the repayment pause.
- Students who are currently studying can continue to apply for Canada Student Loans. There will be no change to the application process.
- If a borrower wishes to apply for student financial assistance during the pause, they should apply through their Province or Territory of residence.

Prêts d'études canadiens

- (...)prêts canadiens aux étudiants et des prêts canadiens aux apprentis jusqu'au 30 septembre 2020, sans accumulation d'intérêts. Sous réserve de l'approbation du Parlement, ces mesures entreront en vigueur le 30 mars 2020. Cela inclut les prélèvements préautorisés. Ces mesures permettront d'apporter une aide à près d'un million d'emprunteurs du PCPE qui sont en cours de remboursement. Nous vous fournirons plus de détails prochainement.
- Le projet de loi mettrait en place une suspension de six mois pour le remboursement de prêts d'études canadiens.
- À compter du 30 mars 2020, tous les étudiants ayant un prêt d'études canadien verront leur remboursement automatiquement suspendu jusqu'au 30 septembre 2020. Aucun paiement ne sera exigé et les frais d'intérêt ne s'accumuleront pas durant cette période. Les étudiants n'ont pas à remplir une demande pour suspendre leur remboursement.
- Ces mesures permettront d'alléger le fardeau financier lié au remboursement de près d'un million d'emprunteurs du Programme de prêt d'études canadien.
- Les étudiants actuellement aux études peuvent continuer de demander des prêts d'études canadiens. Il n'y aura aucun changement au processus de demande. Les emprunteurs qui souhaitent faire une demande d'aide financière durant la période de suspension doivent le faire auprès de leur province ou territoire de résidence.



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