

RESOURCE GUIDE FOR BUSINESSES AND WORKERS

COVID-19

Partner Worker
Relations Department

Last Update: May 8, 2020

TOGETHER, WITH WORKERS

Created in June 1983, the Fonds de solidarité FTQ is a development capital fund that channels the savings of Quebecers into investments. Its core mission is to contribute to Québec's economic growth by creating, maintaining or protecting jobs through investments in small and medium-sized businesses in all sectors of activity.

The Fonds is a partner to the companies in which it invests and is there for them in both good times and bad.

Right now, COVID-19 is a major economic and social issue for everyone. Society, businesses and workers are experiencing social and financial insecurity.

To support its partners, the Fonds has put together this guide, which it will update as often as possible, listing the personal, professional and government resources available to businesses and their workers.

Although not exhaustive, this guide can be a useful reference on financial, governance, management and psychosocial matters. It lists official websites, which are updated as the COVID-19 situation evolves and/or legislative announcements are made.

Many companies have experienced a shortage of workers lately. **The Fonds believes that supporting workers in these uncertain times will make a significant difference in achieving your business goals once everything goes back to normal.**



IMPORTANT NOTICE

The Fonds de solidarité FTQ does not endorse the links, hyperlinks, websites, opinions or information they may contain nor does it promote the products and services described therein. The listings do not represent an exhaustive list of the tools and solutions available on the market.

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EMPLOYMENT ASSISTANCE

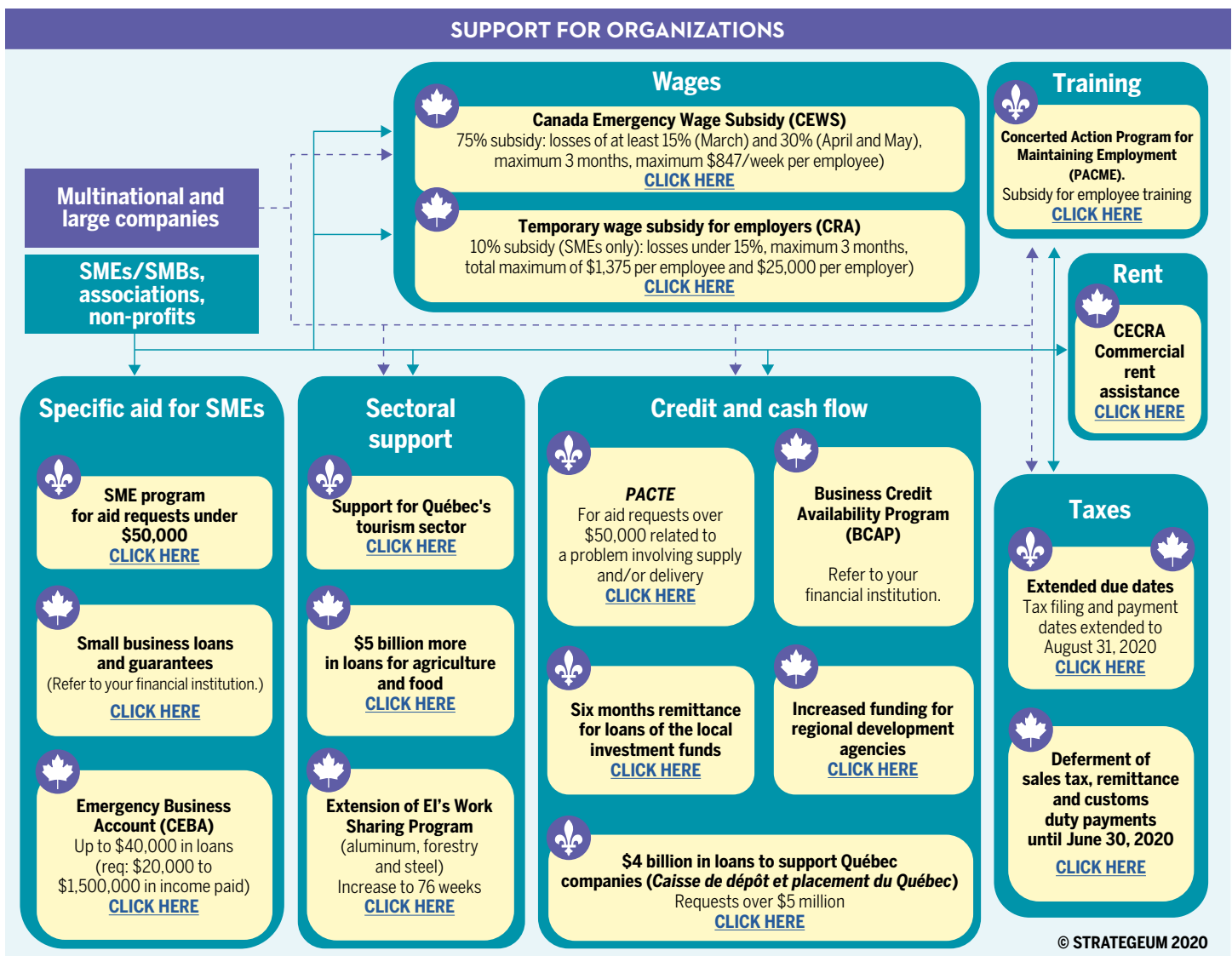
COVID-19

FINANCIAL ASSISTANCE

A number of financial measures have been put in place by the governments to support workers and businesses during the COVID-19 crisis. The following table summarizes these measures and lists relevant websites.

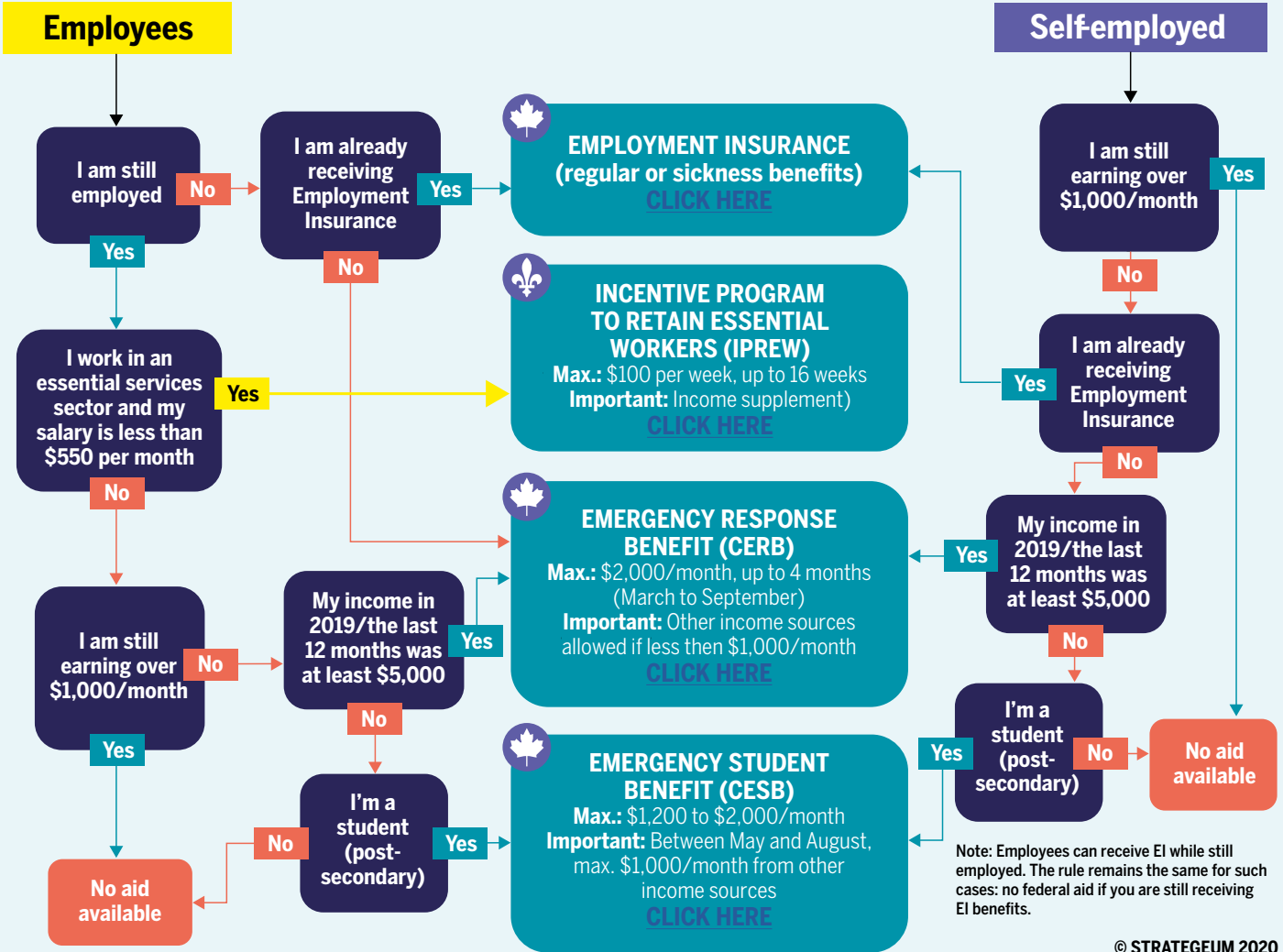
Because this is an evolving situation, these sites will be updated regularly to reflect legislative changes and announcements of special measures.

EMPLOYMENT ASSISTANCE FOR BUSINESSES



EMPLOYMENT ASSISTANCE FOR WORKERS

SUPPORT FOR INDIVIDUALS



Source: Strategeum

FINANCIAL MEASURES TO AID BUSINESSES AND WORKERS

DOCUMENT/WEBSITE

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

BODY

Government of Canada

OVERVIEW:

Measures put in place by the Government of Canada to help Canadians facing hardship as a result of the COVID-19 outbreak:

- ▶ **Support for workers:** Canada emergency response benefit (CERB), Increasing the Canada child benefit, Canada emergency student benefit (CESB), temporary salary top-up for low income essential workers, creating new jobs and opportunities for youth, etc.
- ▶ **Support for businesses:** Business credit availability program (BCAP), Canada emergency wage subsidy (CEWS), temporary 10% wage subsidy, Canada emergency business account (CEBA), Canada emergency commercial rent assurance (CECRA), etc.

DOCUMENT/WEBSITE

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/>

BODY

Government of Québec

OVERVIEW:

Measures implemented by the Government of Québec to help businesses and workers facing hardship as a result of the COVID-19 outbreak:

- ▶ **Support for workers:** Financial assistance program (online tool), Workers urgently needed, etc.
- ▶ **Support for businesses:** Concerted temporary action program for businesses (PACTE), Incentive program to retain essential workers (IPREW), Financial assistance, reopening of economic activities, etc.

WORK-SHARING

WORK-SHARING PROGRAM—GENERAL

DOCUMENT/WEBSITE https://www.canada.ca/en/employment-social-development/services/work-sharing.html	BODY Government of Canada
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OVERVIEW:

Work-sharing is an adjustment program designed to help employers and employees avoid layoffs when there is a temporary reduction in the normal level of business activity that is beyond the employer's control. This site lists the temporary special work-sharing measures as a result of COVID-19.

WORK-SHARING PROGRAM—FORESTRY, STEEL AND ALUMINUM SECTOR

DOCUMENT/WEBSITE https://www.canada.ca/en/employment-social-development/services/work-sharing/temporary-measures-forestry-sector.html	BODY Government of Canada
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OVERVIEW:

The work-sharing program has put in place special temporary measures to support employers and employees affected by a decrease in business activity in the **forestry, steel and aluminum sector** as a result of COVID-19.

STATISTICS

DOCUMENT/WEBSITE https://www150.statcan.gc.ca/n1/daily-quotidien/200429/dq200429a-eng.htm?HPA=1	BODY Statistics Canada and Canadian Chamber of Commerce
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OVERVIEW:

To better understand the impact of COVID-19 on businesses, employers and employees, communities and our economy, Statistics Canada and the Canadian Chamber of Commerce collaborated to launch the *Canadian Survey on Business Conditions*.

This site presents the results.

GOVERNANCE

COVID-19

Despite COVID-19, boards of directors and officers have to continue to act in the best interests of the company and its stakeholders. Here are some sites covering various aspects of governance.

DOCUMENT/WEBSITE

<https://www.icd.ca/Resource-Centre/COVID-19-resources-for-directors.aspx>

BODY

Institute of Corporate Directors

OVERVIEW:

Various resources, webinars and newsletters for board directors.

DOCUMENT/WEBSITE

<https://www.cpacanada.ca/en/members-area/covid-19-resources/business-continuity-in-crisis>

BODY

Chartered Professional Accountants (Canada)

OVERVIEW:

Unplanned events can have a devastating effect on organizations. Learn about the resources available to help you respond to the challenges related to COVID-19.

HUMAN RESOURCES

COVID-19

COVID-19 is a new situation that everyone must deal with. We need to adapt and develop new practices.

We hope the following websites, articles, guides and webinars will help you manage the “human” aspect of this crisis.

GUIDES AND TOOLS

DOCUMENT/WEBSITE

http://www.portailrh.org/communiqu/2019-2020/pdf/ENG_coronavirus-guide-CHRP-Quebec.pdf

BODY

CRHA

OVERVIEW:

The Ordre des conseillers en ressources humaines agréés has drafted a guide to help employers and workers stay safe during the COVID-19 outbreak. This guide includes communication tips and tools.

Alongside the information provided by the governments and public health authorities, this guide makes recommendations and discusses aspects to consider in order to curb the spread of the virus in the workplace.

DOCUMENT/WEBSITE

<https://www.justice.gouv.qc.ca/en/coronavirus/legal-aid-clinic>

BODY

Government of Québec

OVERVIEW:

The justice systems' measures include a hotline offering free legal assistance to obtain answers to questions regarding rights and obligations during the current pandemic.

The hotline is available Mondays to Fridays from 8:30 a.m. to 4:30 p.m. and is staffed by legal experts throughout Québec who can quickly respond to your legal concerns.

Toll-free number: **1 866 699-9729**

DOCUMENT/WEBSITE

<https://hrexecutive.com/hre-number-of-the-day-stress-mental-health/>

BODY

Human Resource Executive

OVERVIEW:

According to new research, organizations should also pay close attention to their employees' mental health.

RIGHTS AND OBLIGATIONS OF PROVINCIALY REGULATED BUSINESSES

CNESST

DOCUMENT/WEBSITE

<https://www.cnesst.gouv.qc.ca/salle-de-presse/Pages/covid-19.aspx>

BODY

CNESST

OVERVIEW:

Divided into three sections, this guide contains information on rights and obligations in the workplace as they relate to COVID-19:

- Occupational health and safety (e.g. right to refuse to work, masks);
- Labour standards (e.g. sick leave, leave for family obligations);
- Compensation (compensation for workers infected at work).

DOCUMENT/WEBSITE

<https://mobile.inspq.qc.ca/en/covid-19/occupational-health>

BODY

INSPQ

OVERVIEW:

Publications on workers' health in various types of industries.

END OF EMPLOYMENT AND COLLECTIVE DISMISSAL

DOCUMENT/WEBSITE	BODY
https://www.cnt.gouv.qc.ca/en/end-of-employment/notice-of-collective-dismissal/index.html	CNESST

OVERVIEW:

The *Act respecting labour standards* sets out the procedure and time periods to be respected for issuing a notice of collective dismissal. These time periods depend on the number of employees concerned.

DOCUMENT/WEBSITE	BODY
https://www.csst.qc.ca/formulaires/Pages/7006.aspx?ga=2.247246020.1520397383.1584538352-1670610013.1571778899 (Available in French only)	CNESST

OVERVIEW:

This form is for employers—who must notify the Minister of Labour, Employment and Social Solidarity—that they are proceeding with a collective dismissal.

BANKRUPTCY

DOCUMENT/WEBSITE	BODY
https://www.cnt.gouv.qc.ca/en/end-of-employment/bankruptcy-and-changes-in-the-enterprise/index.html	CNESST

OVERVIEW:

The *Act respecting labour standards* contains provisions concerning changes that may occur within a company. These provisions protect the majority of Québec workers.

RIGHTS AND OBLIGATIONS OF FEDERALLY REGULATED BUSINESSES

HEALTH AND SAFETY

DOCUMENT/WEBSITE https://www.canada.ca/en/employment-social-development/corporate/notices/coronavirus.html	BODY Employment and Social Development Canada
OVERVIEW: <ul style="list-style-type: none">➤ Employer responsibilities under Part II of the <i>Canadian Labour Code</i>.➤ Employee rights under Part II of the <i>Canadian Labour Code</i>.➤ Medical and personal leave.	

END OF EMPLOYMENT AND TERMINATION

DOCUMENT/WEBSITE https://www.canada.ca/en/services/benefits/ei/ei-regular-benefit.html	BODY Government of Canada
OVERVIEW: <p>Employment Insurance provides regular benefits to individuals who lose their jobs through no fault of their own (for example, due to shortage of work, seasonal or mass lay-offs).</p>	

DOCUMENT/WEBSITE https://www.canada.ca/en/employment-social-development/programs/employment-standards/termination.html	BODY Government of Canada
OVERVIEW: <p>Termination, layoff or dismissal of federally regulated employees.</p>	

PSYCHOSOCIAL SUPPORT AND HEALTH

COVID-19

You are not alone! Many useful resources are available to help workers with different aspects of their professional, family and personal lives. Make sure they know about them. By helping them maintain their quality of life, you're also helping their families.

FOOD BANKS

DOCUMENT/WEBSITE

<https://www.banquesalimentaires.org/en>

BODY

Banques alimentaires du Québec

OVERVIEW:

This site lists Québec's food assistance resources.

DOMESTIC VIOLENCE

DOCUMENT/WEBSITE

<http://www.sosviolenceconjugale.ca/>

Services are bilingual

BODY

SOS violence conjugale

OVERVIEW:

SOS violence conjugale offers shelter, evaluation, information, public awareness, support and referrals to victims of domestic violence and those close to them. Available 24/7, all services are bilingual, free, anonymous and confidential.

Telephone: **1 800 363-9010**

FAMILY

DOCUMENT/WEBSITE

<https://ecoleouverte.ca/en/>

BODY

Government of Québec

OVERVIEW:

Thousands of resources for learning, creating, having fun and staying active, just like at school.

Activities are designed to allow students to complete them on their own or with support from their friends and their families.

DOCUMENT/WEBSITE

<https://www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19>

BODY

UNICEF

OVERVIEW:

How teenagers can protect their mental health during COVID-19; strategies for teens facing a new (temporary) normal.

DOCUMENT/WEBSITE

<https://www.cps.ca/en/blog-blogue/when-your-child-has-adhd-coping-during-a-pandemic>

BODY

Canadian Pediatric Society

OVERVIEW:

Here are some tips to help manage ADHD kids when they can't even go to the park to burn off energy.

DOCUMENT/WEBSITE

<https://www.unicef.org/coronavirus/covid-19-parenting-tips>

BODY

UNICEF

OVERVIEW:

Tips for parenting during the COVID-19 outbreak.

MENTAL AND PHYSICAL HEALTH**PUBLIC HEALTH****DOCUMENT/WEBSITE**

<https://publications.msss.gouv.qc.ca/msss/en/>

BODY

Government of Québec

OVERVIEW:

Publications on various topics related to COVID-19 such as procedures to follow for people with COVID-19, caregivers, people in isolation, how teens and children experience bereavement, etc.

DOCUMENT/WEBSITE

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/self-care-guide-covid-19/>

BODY

Government of Québec

OVERVIEW:

This Self-Care Guide is designed to enable Quebecers to make the best possible decisions to protect their health and the health of their loved ones during the COVID-19 pandemic. More specifically, it indicates how best to protect themselves against COVID-19, take care of themselves and provide basic care to their family circle, and know where and when to consult if the need arises for care services.

DOCUMENT/WEBSITE

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

BODY

Government of Canada

OVERVIEW:

Answers to all kinds of questions about COVID-19.

DOCUMENT/WEBSITE

<https://www.ementalhealth.ca/>

BODY

eMental Health

OVERVIEW:

A site that offers guidance for all types of mental health services, by region.

DOCUMENT/WEBSITE

<https://publications.msss.gouv.qc.ca/msss/en/document-002500/>

BODY

Government of Québec

OVERVIEW:

The COVID-19 pandemic is a unique and unusual situation. It can affect people both physically and psychologically. The fact is that in a situation such as this, many will experience stress, anxiety and depression. This publication is intended to help minimize the impact of such reactions on their lives.

DOCUMENT/WEBSITE

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

BODY

Government of Canada

OVERVIEW:

A comprehensive site that answers many questions about COVID-19 and lists services offered by the Government of Canada. Created for citizens and businesses, it is updated regularly to reflect the latest information.

MENTAL HEALTH RESOURCES

DOCUMENT/WEBSITE

<https://psychiatry.ucsf.edu/coronavirus/coping>

BODY

University of California,
San Francisco, Department of
psychiatry

OVERVIEW:

These are unprecedented times and we need to work extra hard to manage our emotions well. Expect to have a lot of mixed feelings. It is natural to feel anxiety and maybe waves of panic, particularly when seeing new headlines.

In this article:

- [Tips for everyone](#)
- [Cognitive and somatic coping](#)
- [Trauma, moral injury, and grief](#)
- [Maintaining good sleep](#)
- [Maintaining physical activity](#)
- [Online stress reduction resources](#)

DOCUMENT/WEBSITE

<https://cpa.ca/fr/psychology-works-fact-sheet-psychological-impacts-of-the-coronavirus-covid-19/>

BODY

Canadian Psychological Association

OVERVIEW:

Psychology Works Fact Sheet: Psychological Impacts of the Coronavirus (COVID-19).

DOCUMENT/WEBSITE

<https://ampq.org/wp-content/uploads/2020/04/p-10008-ampq-doc-maintining-mental-healthv1.pdf>

BODY

Association des médecins psychiatres du Québec

OVERVIEW:

Tips for maintaining your mental health during your quarantine.

DOCUMENT/WEBSITE

<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/stress-anxiety-and-depression-associated-with-the-coronavirus-covid-19-disease/>

BODY

Government of Québec

OVERVIEW:

Stress, anxiety and depression associated with COVID-19.

COUNSELLORS

DOCUMENT/WEBSITE

<https://www.agps.info/>

Services are bilingual

BODY

Service de prévention du suicide

OVERVIEW:

Suicide prevention organization.

Open 24 hours a day, 7 days a week.

If you or a family member is struggling emotionally, or if you're worried about an employee or a client, this organization has trained counsellors to help. The site also lists suicide prevention resources by region.

Telephone: **1 866 APPELLE**

DOCUMENT/WEBSITE

<https://kidshelpphone.ca/get-involved/give/you-can-ensure-no-young-person-feels-alone-during-covid-19/>

BODY

Kids Help Phone

OVERVIEW:

Kids Help Phone is on a mission to ensure that our youth are never alone as they face such an unprecedented global crisis with the [COVID-19 pandemic](#). Many young persons across Canada need help more than ever.

Toll-free number: **1 800 668-6868**

DOCUMENT/WEBSITE

<https://www.teljeunes.com/>

Services are bilingual

BODY

Tel-Jeunes

OVERVIEW:

Tel-Jeunes is available 365 days a year, 24 hours a day and 7 days a week. The active listening hotline allows young people to express and sort out their emotions or situations they have experienced in order to find their own solutions to such issues as intimidation, sex and relationships, anxiety, friends, family, dependence and others.

Telephone: **1 800 263-2266**

Text: **514 600-1002**

DOCUMENT/WEBSITE

<http://www.telaide.org/en/>

BODY

Tel-Aide

OVERVIEW:

The Tel-Aide hotline is open 24 hours a day and 7 days a week. The active listening service is available to anyone who feels a need to express and sort out their emotions or situations they have experienced in order to find their own solutions.

Tel-Aide: **514 935-1101**

DOCUMENT/WEBSITE

<https://www.centredecrise.ca/listecentres/>

Services are bilingual

BODY

Regroupement des services
d'intervention de crise du Québec

OVERVIEW:

This organization provides people across Québec with access to professional crisis services.

The services are offered free of charge to anyone 18 and over going through a crisis, whether or not at risk of suicide, as well as to their families.

DOCUMENT/WEBSITE

<https://www.revivre.org/en/>

BODY

Revivre

OVERVIEW:

This organization offers support to anyone with anxiety, depression or bipolar disorder.

Telephone: **1 866 REVIVRE (738-4873)**

DOCUMENT/WEBSITE

<http://www.drogue-aidereference.qc.ca/www/index.php?locale=en-CA>

BODY

Drugs: Help and Referral (DAR)

OVERVIEW:

Drugs: Help and Referral (DAR) provides support, information and referral to people coping with addiction in Québec.

Available 24 hours a day and 7 days a week, its specialized helpline service is bilingual, free, anonymous and confidential.

Telephone: **1 800 265-2626**

DOCUMENT/WEBSITE

<https://aidejeu.ca/en/>

BODY

Gambling: Help and Referral

OVERVIEW:

Gambling: Help and Referral (GHR) provides support, information and referrals to anyone affected by excessive gambling in Québec.

A referral helpline is available 24/7.

Telephone: **1 800 461-0140**

DOCUMENT/WEBSITE

[Http://www.toutbiencalcule.ca/votre-association/](http://www.toutbiencalcule.ca/votre-association/)

Services are bilingual

BODY

Les associations de consommateurs du Québec

OVERVIEW:

This portal provides access to tools and specialized personal financial services offered by the Association of Quebec Consumers. Through its various divisions, it provides clear, objective and critical information to guide Quebecers toward better consumption choices and financial security. It also lists all the ACEFs (Family Economy Cooperative Associations) in Québec.