

## Frequently Asked Questions (FAQ)

### Temporary Pandemic Pay for Victim Service and Violence against Women Programs

#### 1. What are the criteria for employees and their hours worked to be eligible?

Employees are eligible for the temporary pandemic pay under the following conditions:

- work hours are funded through the Ministry of Public Safety and Solicitor General (PSSG) for the provision of either Victim Service or Violence against Women programs
- worked casual, on-call, part-time or full-time
- were not on leave (e.g. vacation, sick leave, education, etc.)
- worked straight-time (regular schedule, no overtime) hours delivering services to clients at any point during the **16-week period from March 15 to July 4, 2020**. These services may have been delivered in person or virtually to clients.
- worked directly with clients or provided support for the delivery of client services
- are not excluded management (supervises or manages staff) or fee-for-service providers (or their direct employees).

#### 2. Are programs that transitioned to a primarily virtual service delivery model during the pandemic eligible?

Yes. Eligible employees can receive the temporary pandemic pay whether they were working virtually or in person at their regular worksite.

#### 3. Will we have to provide a distinction between the time employees spent providing direct client facing front line services (i.e. interacting with clients) and time spent doing activities that are not client-facing to support this work (program related administrative work)?

No, you will not have to provide that distinction. All hours performed by non-management staff whether client-facing or not are eligible if they meet the criteria explained in the answer to question 1.

#### 4. How much will we receive?

\$4.00 (four dollars) per eligible hour worked.

**5. How do I match job titles of my staff to the eligible list of roles on the [TPP website](#)?**

See the table below for some suggestions of how you might fit your organization’s job titles into the Social Services eligible role list. These are meant to be examples and not a comprehensive list as many organizations have unique job titles.

ELIGIBLE SOCIAL SERVICE ROLES	EXAMPLE JOB TITLES IN VICTIM SERVICES AND VIOLENCE AGAINST WOMEN PROGRAMS
Community support workers	outreach workers; women’s outreach workers; multi-cultural outreach workers
Employment support workers	
Residence workers	
Adult/youth workers	
Transition house workers	
Stopping the violence counsellors	stopping the violence (STV)counsellors
Victim service workers	community-based and police-based victim service workers (including victim service workers in DVUs)
Emergency shelter workers	
Program coordinators	
Counsellors	PEACE counsellors; STV counsellors
Occupational and physical therapists	
Behavioural therapists	
Family preservation workers	
Domestic violence workers	
Social workers	
Child and youth mental health workers	
Indigenous service workers	
Administrative and client support roles	program assistant, intake worker, program support workers
Essential operation support staff, including: Maintenance workers, Housekeepers, Janitors, Food service workers, Passenger vehicle drivers and other key roles.	

**6. Are my subcontractors’ staff eligible for TPP?**

Yes, if they meet the eligibility criteria in the answer to Question 1 and are not considered “fee-for-service” providers. Lead contractors will be responsible for collecting and submitting details on eligible staff / hours on behalf of their approved subcontractors.

**7. Will TPP have an impact on benefits paid by the employer (MERCs)?**

Temporary Pandemic Pay is a lump sum payment and is not part of an employee's base salary. It is not ongoing and is not a general wage increase. Therefore, it has no impact on the benefits paid by the employer.

**8. Is TTP taxable? Is TPP pensionable?**

TTP is taxable but as a temporary, lump sum payment it will not affect pensions.

**9. What if some (or all) of my employees are partially paid from BC government funding and partially from other funders?**

Only the hours worked that are paid through the BC government (PSSG) funding are eligible for TTP.

**10. What about employees that meet the eligibility criteria for part of the 16 weeks? For example, new hires after March 15 or staff that went on leave, resigned or retired?**

They would be eligible for the hours worked that meet the eligibility criteria only.

**11. What if eligible employees went on vacation or were sick during the 16-week period?**

Eligible employees will only receive pandemic pay for straight-time hours worked during this time. It does not apply to time where employees were not in the workplace or working virtually due to vacation or any authorized paid leave, including sick leave.

**12. What do I need to do to prepare? Will there be a form to complete? What will the process be?**

The details on the process are being worked out. Provincial funders are working with the Ministry of Finance to create a streamlined approach to ensure eligible agencies have a clear process to follow and receive the funding for distribution to employees. For now, it would be prudent to start collecting raw data from your organization or any approved subcontractors that could be used to provide the necessary information once requested.

- Name of employee
- Employee ID
- Job title
- Eligible Role (See question 4 above)
- Straight time hours worked (regular schedule, no overtime) from **Mar 15 to July 4** (funded through PSSG contracts)
- Contract Number
- Program Name: community-based victim services (CBVS); police-based victim services (PBVS), stopping the violence counselling program (STV), PEACE program, outreach and multi-cultural outreach programs.