

## Questions & Answers — B.C. Temporary Pandemic Pay Program

### December 2020

#### 1. Am I actually going to get the pandemic pay?

- Yes. If you are an eligible employee under the B.C. Temporary Pandemic Pay program working for an employer who submitted a claim, you will get the top-up payment. The top-up pay will be transferred to employers to distribute to employees once it has been validated by the ministries and health authorities that fund our services.
- Despite the challenges of the program, it should not have taken this long for eligible employees to receive their pay. The Province apologizes for the significant impact this delay has had for everyone affected

#### 2. When will I get my top-up pandemic pay?

- Government recognizes that the timing of the pay distribution has, for many eligible employees, prevented them from receiving much-needed funds in time for the holiday season during the COVID-19 pandemic.
- The Province is working to quickly distribute all outstanding payments. Payments continue to be distributed regularly as claims are processed.
- Government expects to complete nearly all claims by the end of January 2021.
- Once your employer receives the payment from the provincial government, they can provide information on how long they will need to get the top-up onto the payroll.

#### 3. Why can't you tell us the status of a claim?

- Provincial staff are focused on processing the nearly 2,000 unique claims in the system as quickly as possible which means that time taken to provide the status is less time processing the actual claim to completion.
- Government will continue to monitor and fix any bottlenecks in the process, and increased resources have been added to the administration of the program.

#### 4. Will the processing the applications for the new B.C. Recovery Grant take precedence over the pandemic pay claims?

- No. Pandemic pay funding is disbursed from within a different department in the Ministry of Finance and the B.C. Recovery Grant applications will have no effect on the speed at which service providers receive their pandemic pay funding for employees.

#### 5. Why are the payments so late?

- Delays are largely due to administrative complexities associated with distributing a new program to an estimated 250,000 employees across the province, working for hundreds of different employers.
- Despite the challenges of the program, it should not have taken this long for employees to receive their pandemic pay. The Province apologizes for the significant impact this delay has had for everyone affected.



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- The Province is working to quickly process all outstanding payments. Payments continue to be distributed regularly as claims are processed.
- We expect to complete nearly all claims by the end of January 2021.
- Moving forward, we will be working closely with employers and lead unions to ensure the concerns they are receiving from frontline employees regarding the program are heard and addressed.