

Roman Catholic Diocese  
of Sault Ste. Marie



Diocèse catholique romain  
de Sault Ste-Marie

March 16, 2020

Reverend Monsignors, Fathers, and Finance Committees.  
By email to the Pastor

Re: Employee Benefits, and staffing during the COVID-19 interruption.

Dear Pastors and Parish Finance Committees

**Canada Life Benefits**

Attached is a communication from Canada Life the benefits carrier for the Assembly of Catholic Bishops of Ontario. The information titled Groupline advises that COVID-19 claims will continue to be handled on a case by case basis. The communique speaks to several areas of interest such as travel, Short term disability, and EI sickness benefits.

**Staffing**

During the period of parish service interruptions due to the COVID-19 virus, you may find that the parish has little work or funds to continue with payroll obligations until regular services are continued.

The social policy is to maintain staff payroll if you can financially afford the obligations.

If the Pastor in consultation with the Finance Committee conclude the parish is unable to maintain payroll, then the parish must issue a (Record of Employment) ROE for the employee which will enable them to obtain Employment Insurance. The employee is also entitled to any accrued holiday pay outstanding at the time of the layoff. The sooner you issue the ROE the sooner the employee may collect Employment Insurance.

**The Record of Employment (ROE) Form**

You may have to contact by phone or email to order your own ROE from Service Canada. Please see the attached information regarding ordering a paper or online ROE.

The code to be used in box 16 is shortage of work code A.

The date of expected recall in box 14 is unknown.

## El Benefits

It is unclear what benefits are available regarding layoffs due to COVID-19. Our staff may be eligible for a shorter waiting time or increased payments; however, nothing seems clear. The staff should check with Service Canada as soon as possible regarding the claim process and entitlements, [www.servicecanada.gc.ca](http://www.servicecanada.gc.ca), is a source for you to turn to in order obtain Records of Employment.

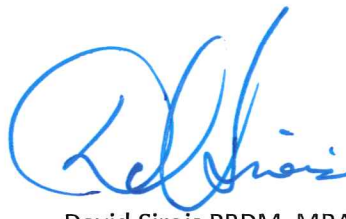
Each employer must obtain their own record of employment, so please read the attached instructions on obtaining an ROE. If you are having problems, please contact David or Ted.

Please continue to check the diocesan website for updated information.

Sincerely



Ted Hargreaves FCPA, FCA  
Diocesan Financial Administrator  
Diocese of Sault Ste. Marie.  
705.674.2727 x 228



David Sirois PBDM, MBA  
Assistant financial Administrator  
Diocese of Sault Ste. Marie  
705.674.2727 x 237

## Attachments

Groupline, Canada Life Benefits update regarding COVID-19  
Service Canada information regarding ROE Forms

# Groupline

News and updates for advisors  
and plan sponsors



**CUSTOMER SERVICE March 16, 2020**

**20-10**

## **Update on coverage and handling for COVID-19**

News about the COVID-19 (novel coronavirus) pandemic continues to evolve quickly, and we want to continue to provide information about how this affects coverage and handling under your plan. Canada Life is taking the situation seriously. Our Incident Management Team is monitoring the outbreak through our global threat monitoring system and government agencies, including the World Health Organization and the Public Health Agency of Canada.

Members affected by COVID-19 can continue to expect their claims to be handled on a case-by-case basis based on their plan coverage. As the situation develops in Canada and abroad, we wanted to provide clarification on two key elements of your coverage.

### **Travel to countries that have been affected by COVID-19**

The Government of Canada advises avoiding all non-essential international travel, citing fast-moving border restrictions and quarantines. Claims related to COVID-19 that occurred during travel to a country with travel advisory warnings will be assessed like any other claim under your plan. Plan coverages vary, so that's why every claim will be handled on a case-by-case basis.

Your out-of-country coverage covers expenses when members have symptoms from a medical emergency that require them to seek treatment. These include medical evacuation if suitable care isn't available, family assistance, and lodging.

As the risk of quarantine continues to grow when travelling internationally, it's important to know that expenses incurred when members are not experiencing symptoms, whether under quarantine or not, are not covered under Canada Life's standard group plan wording. It's important to review the plan carefully.

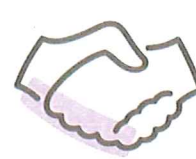
When a city is in lockdown, or has high-level travel advisories, we may not be able to help because officials may refuse our entry. When a country issues evacuation notices, members should follow the protocols issued by the country's authorities, which includes the process for getting help. Typically, assistance is handled by the Canadian Embassy.

Because of the protective requirements around COVID-19 while transporting a patient, all evacuations for patients with COVID-19 are being handled by health officials.

The situation continues to develop, and we advise everyone to adhere to the travel advisories and warnings from the Government of Canada.

# Groupline

News and updates for advisors  
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- Enacted a 14-day self-quarantine in cases of illness and personal travel outside of Canada.
- Increased cleaning in all offices and preventing visitors from entering our buildings.

## What if Canada Life employees get sick?

We have a plan for this, too. Many employees are already working from home, and employees from other locations can fill in as needed, if an office is affected. Meetings and business will primarily be conducted with tele- and video-conferencing.

## Additional support for members

If you notice all the media coverage is creating increased stress in your workplace, we encourage you to visit [Workplace Strategies for Mental Health](#) where you can get help to support your team's mental health and safety.

## Member communication plan

We've created a NewsLine that you can share with your members. We'll also share it directly with them through GroupNet for plan members and GRS Access.

For information visit [Public Health Agency of Canada](#) or Canada Life's corporate [website](#).

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# Paper ROEs

## Ordering paper ROE forms

Employers must communicate with the Employer Contact Centre to order paper ROE forms. Service Canada no longer accepts orders for paper ROE

3/18/2020

EI Record of Employment - Canada.ca

forms by fax or mail.

When you call, you will be asked to provide the following information:

- Your 15-character Payroll Account Number (PAN) issued by the Canada Revenue Agency (CRA). The PAN can be found on the CRA PD7A (Statement of account for current source deductions) form. If you do not have a PAN, you will have to request one from CRA, and
- The name, address and telephone number of your business.

## What you should do with each copy of a paper ROE form

- Give the 1st copy (the original) to your employee as proof of insurable earnings for claiming EI benefits
- Send the 2nd copy (blue) to Service Canada as indicated on the form
- Keep the 3rd copy (white) in your files for 6 years

# Contact the Employer Contact Centre

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For more information on Employment Insurance for employers, please visit the [EI - Information for Employers webpage](#).

Not an Employer? Visit [Employment Insurance Information for Individuals](#).

## Online

You can complete the following task online:

- [Produce your Records of Employment \(ROE\)](#)

## By phone

What you need before you call:

- Your Business Number (BN), or the BN of the business you are calling about
- The postal code associated with the BN (as registered with CRA)

You can call the Employer Contact Centre for assistance with:

- Advice and guidance about issuing Records of Employment (ROE)
- Ordering paper ROE forms
- Technical support for:
  - Grants and Contributions Online Services (GCOS)
  - ROE Web
- Data Gateway support for:
  - Automated Earnings Reporting System (AERS)
  - Report on Hirings (RoH)
  - Temporary Foreign Worker Program's Global Talent Stream
  - Work-Sharing Program
- Information on the Temporary Foreign Worker Program (TFWP)
- Information about the Job Bank for Employers in British Columbia and Quebec
- Information on the Work-Sharing Program

### Canada and the United States:

- Toll-free: 1-800-367-5693
- TTY: 1-855-881-9874

**Outside Canada and the United States:** 506-546-7569 (collect calls accepted)

Hours of operation: 7:00 am to 8:00 pm, Eastern Time, Monday to Friday.