

# Coronavirus COVID-19

2020-03-30

## **MEASURES FOR INTERMEDIATE RESOURCES AND FAMILY-TYPE RESOURCES (IR-FTR)**

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Given the spread of coronavirus COVID-19 throughout the world and the gradual emergence of cases of infection in Québec, certain temporary measures have become necessary to ensure that intermediate resources (IR) and family-type resources (FTR) have the means to provide services at the level of intensity required by the situation. The measures described below will therefore be implemented temporarily, depending on the spread of COVID-19 and the public health emergency context in Québec. These measures are exceptional and are not part of in the provincial or collective agreements.

### **Measures concerning exceptional expenses incurred by IR-FTRs**

In line with the recommendations made by health and social services professionals, certain additional expenses will be incurred in connection with COVID-19 by resources covered by the *Act respecting the representation of family-type resources and certain intermediate resources and the negotiation process for their group agreements* (the Act), and by resources not covered by the Act.

These expenses will be reimbursed, upon presentation of vouchers, provided they have been authorized by the establishment. Examples of eligible expenses include the following:<sup>1</sup>

- Quarantine or self-isolation expenses if the user or the resource must stay outside the living environment (e.g. in a hotel).
- Expenses incurred to maintain virtual contact using technological equipment, where this is necessary for one or more users of the resource.
- Transportation and consultations relating to COVID-19.
- All other expenses incurred in connection with the pandemic that are not covered by other programs.

The collective and provincial agreements provide that reimbursable expenses incurred by a resource must be authorized in advance by the establishment. This mechanism is common practice and will be maintained to ensure that the amounts spent fall within the agreed-upon guidelines.

If a resource is unable to purchase the materials it needs, the establishment may, in some circumstances and where possible, provide the resource with the necessary equipment and materials to address the situation. Any other expense required by the establishment in connection with COVID-19 must be reimbursed.

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<sup>1</sup> It is understood that the above list may be adjusted by the MSSS as the situation evolves.

### **Support measures for resources covered by the Act**

Because of COVID-19, resources covered by the Act may need to reorganize in order to provide a more intense level of service, in particular as a result of all the hygiene measures required by the pandemic. To address this situation, a temporary increase of twenty percent (20%) will be applicable to the reasonable operating expenses in order to cover hygiene measures implemented by the resources. Consequently, it will not be necessary to apply for additional daily remuneration for maintenance of the living environment (criterion 7), if it arises from the application of a directive issued by a competent authority requiring special hygiene measures to address the COVID-19 situation.

To encourage the presence of personnel at resources covered by the Act, the following exceptional measures are also introduced on a temporary basis and must be authorized in advance by the establishment:

- Compensation of these resources for overtime worked by existing employees and qualified replacements, as a direct result of the pandemic, payable upon presentation of vouchers. It will therefore not be necessary to apply for an exceptional support or assistance service measure (MSSAE) to accompany a user who is suspected or known to have contracted COVID-19.
- Compensation of these resources for expenses relating to the use of qualified replacements hired for reasons relating to COVID-19, payable upon presentation of vouchers. It will therefore not be necessary to apply for an exceptional support or assistance service measure to accompany a user who is suspected or known to have contracted COVID-19.
- There is a possibility that establishment personnel may be loaned temporarily, upon request, to resources, in specific circumstances and following an evaluation by the establishment (through the résumé bank or via their regular employers).

### **Support measures for resources not covered by the Act**

To allow IRs not covered by the Act to meet needs arising from the pandemic, the Ministère de la Santé et des Services Sociaux (MSSS) will pay an exceptional amount to IRs for the following purposes<sup>2</sup> (hereinafter referred to as the “**allocation**”):

- Overtime required as a result of the pandemic.
- Salaries of security guards where specifically required by the establishment.
- Salaries of additional employees who are required to provide the services needed by the resource, in particular with respect to maintenance of the living environment. As a result, it will not be necessary to apply for additional daily remuneration for maintenance of the living environment (criterion 5), if it arises from the application of a directive issued by a competent authority requiring special hygiene measures to address the COVID-19 situation. In addition, it will not be necessary to apply for an exceptional support or assistance service measure to accompany a user who has contracted COVID-

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<sup>2</sup> It is understood that the above list may be adjusted by the MSSS as the situation evolves.

19. The salary paid must be the same as that paid to resource employees before the pandemic began. If the resource offers a higher salary, it will do so at its own expense and the “**allocation**” cannot be used as a means of improving the conditions of employment in this way. In addition, a resource cannot use this money to improve the conditions of employment of its additional employees.

- Hygiene materials for users and for the facility, required for the pandemic.

Payment of the “**allocation**” is subject to the following conditions:

- Accounting will be required. IRs must isolate and document the expenses incurred in connection with this measure and keep all vouchers for auditing purposes.
- At the end of the pandemic, where applicable, the establishments will recover any amounts that have not been spent by the IRs. If necessary, recovery will be in the form of compensation against future remuneration.
- Without limiting the general scope of the above, the “**allocation**” cannot be used to reimburse amounts committed or paid before March 13, 2020. Similarly, the “**allocation**” cannot be used to pay for equipment unrelated to user hygiene. For example, the “**allocation**” cannot be used to purchase or lease technological equipment.

As is the case for resources covered by the Act, it may be possible for establishment personnel to be loaned temporarily, upon request, to resources not covered by the Act, in specific circumstances and following an evaluation by the establishment (through the résumé bank or via their regular employers).