

## RE: December 2020 Update on B.C. Temporary Pandemic Pay Program Claim Process

Dear service provider/colleagues,

We're writing to provide you with an update on the status of the B.C. Temporary Pandemic Pay program.

If your top-up claim funding has already been received and paid out to employees, then you can disregard the rest of this information.

The Province recognizes that employees are anxious to get their top-up and are expressing their frustration about the timing to you and their respective unions or other advocacy organizations.

We know that this has placed significant pressure on you as employers, and we want to emphasize that provincial staff have been working as quickly as possible to process the claims that must be validated before the funding can be disbursed to you for distribution to your employees. The Province has made recent efforts to provide even more resources and address bottlenecks. These efforts are making a difference and the flow of claims that are ready for payment has increased.

In this communication we have specifically included some messaging to help you to communicate to your employees to address some of their anxiety. Please note that we have also updated the website — [www.gov.bc.ca/pandemicpay](http://www.gov.bc.ca/pandemicpay) — to underscore that we understand the frustration that you and your employees are experiencing. We sincerely apologize to you and your eligible employees who are still waiting for their payment and for how long it is taking to get to them.

Finally, and significantly, some of you are receiving your funding by cheque and others by electronic funds transfer (EFT) to an account. The email address you used to submit your claim is not necessarily the same as the one attached to the EFT notification. Regularly check your account to see if the funds have arrived. We would appreciate that when you see the electronic transfer deposited or the cheque arrives that you share that good news with your employees.

To help you in communicating the timing for payments, please find attached a Q&A that we strongly encourage you to share them with your employees.

If you have technical questions, please send them to [TemporaryPandemicPay@gov.bc.ca](mailto:TemporaryPandemicPay@gov.bc.ca), and be sure to include your folder number and/or funding source, i.e. Interior Health, CLBC, etc.

Thank you for your continued efforts and patience as we process nearly 2,000 unique claims and for your diligence in getting the accurate payments to your employees, as well as addressing any questions or concerns they may have.

Sincerely

Ministry

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.
- 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.