

Lockington, Elliott (SPAC/PSPC)

From: Media <media@tpsgc-pwgsc.gc.ca>
Sent: April 5, 2020 9:30 AM
To: Roy, Cecely (SPAC/PSPC); Harris, Emily (SPAC/PSPC)
Cc: Media; Jean-François Létourneau; Me'Shel Gulliver Bélanger; Elizabeth Lindsay; Marie-Claude Hurens; James Stott; Sara Lacasse; Vivianne Soubhie; Martine Skelton
Subject: For MO approval: Media response - Tier 3 / Staff teleworking arrangements and translators / The Hill Times

Good morning ladies,

For MO approval please. **New info.**

Thank you,

Stefanie

Media response

The Hill Times

Wright Allen, Samantha (The Hill Times)

Date call received: April-02-20 at 16:50

Deadline: April-03-20 at 17:00

Tier 3 - Staff teleworking arrangements and translators

CONTEXT (for your information):

The reporter is working on a story about the challenges of working and teleworking in the current environment. The reporter originally asked if any PSPC staff had been affected, such as translators, now that there are checkpoints between Ontario and Quebec, especially for employees who may live in Quebec and work in Ottawa, and vice-versa. The reporter was already invited to consult the message of the Chief Human Resources Officer about mobility and access to essential infrastructure from April 1. Now, the reporter has two specific questions.

Reference:

Message from the Chief Human Resources Officer – COVID-19: Mobility and access to essential infrastructure (April 1, 2020)

<https://www.canada.ca/en/government/publicservice/covid-19/20200401-mobility-access-essential-infrastructure.html>

QUESTIONS AND ANSWERS:

Q1. Can you provide any details about the number of PSPC staff who aren't under work-from-home arrangements?

A1. PSPC has taken Public Health Agency of Canada guidance very seriously and is maximizing the use of telework for employees. Some critical functions can only be done on site. PSPC has about 2.5% of departmental employees across Canada requiring physical presence at work for critical functions.

Q2. How are the translators doing the work?

A2. The Translation Bureau continues to provide its usual level of service to the Parliament of Canada. Services to federal departments and agencies are provided to the best possible extent; however, priority is given to the Government of Canada's efforts to communicate COVID-19-related information to Canadians and to support the Prime Minister's and Canadian ministers' communications with other countries. This includes visual (sign languages), official language, foreign language and Indigenous language interpretation and translation.

The vast majority of Translation Bureau employees are working from home, but a few employees are asked to report to the office to deliver essential services that can't be done from home-such as the processing of secret texts and providing interpretation and translation services for daily COVID-19 meetings. A number of hygiene and social distancing measures are in place to ensure the safety of these employees such as disinfectant wipes and hand sanitizer made available to employees, additional interpretation booths installed to ensure interpreters do not have to share a booth, and additional cleaning measures to disinfect interpretation booths after each assignment.