



**Quarantine
Requirements for
Arriving Temporary
Foreign Workers**
Information for
Employers

Temporary Foreign Worker Program – COVID-19

Service
Canada 

Pre-Arrival

- Housing Inspections
- Foreign Workers Quarantine Process Overview
- Employer and Foreign Workers Quarantine Plan

Post-Arrival

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Pre-Arrival Housing Inspections

- Employers with the Seasonal Agricultural Worker Program and Agricultural Program streams must provide Temporary Foreign Workers with adequate, suitable and affordable housing as defined by Canada Mortgage and Housing Corporation.
- Employers must provide proof of the off-site or on-farm accommodation and the inspection must be conducted by an appropriate provincial, territorial or authorized private inspector with appropriate certifications.



Pre-Arrival Housing Inspections

- Employers are expected to submit a valid Housing Inspection Report (HIR) that was completed in the last eight months as part of the LMIA application process; however, flexibility is available if the employer can demonstrate that the appropriate authority is unable to conduct an inspection.
- It is expected that employers who were unable to have accommodations inspected must initiate an inspection as soon as possible and submit a HIR to Service Canada within the duration of the work permit issued by the LMIA.
- Employers unable to obtain a HIR will have to demonstrate that the appropriate authority is unable to conduct an inspection. This proof can be in the form of an e-mail, or any other communication with the authority.



Foreign Workers Quarantine Process Overview

- ✓ Present a negative PCR test 72 hours prior to scheduled departure.
- ✓ Undergo COVID-19 testing on arrival
- ✓ Quarantine for 14 days upon entering Canada
- ✓ Use ArriveCAN to report within 48 hours of arrival in Canada and do daily health check-ins (using the app, online or landline)
- ✓ Complete a second test on Day 10 of the 14-day quarantine, using a kit provided on arrival
- ✓ Have a negative result before leaving quarantine Day 14.
- ✓ TFWs showing symptoms, having unsuitable quarantine plans, or who raise other public health concerns on arrival may be directed to a Designated Quarantine Facility.

Note: It is advisable that the Employer support the Foreign Worker in meeting their ArriveCAN reporting requirements during quarantine – eg. Provide a computer with internet or landline.



Pre-Arrival – Collection of Quarantine Location Information

- As part of a new process this year, Employers will be contacted by Service Canada 2 weeks in advance of the anticipated arrival date of the Foreign Workers to provide key information regarding the location of quarantine for incoming workers.
- A new form will be required to be completed and submit to Service Canada.
- It is strongly recommended that this form (once completed) be provided directly to the Temporary Foreign Worker prior to their arrival as it will support accuracy of information into the ArriveCAN app.

IMPORTANT REMINDER

The quarantine location must allow the Foreign Worker to:

- avoid all contact with people they did not travel with;
- access a bedroom separate from people they did not travel with;
- access to the necessities of life without having to leave quarantine;
- avoid all contact with vulnerable persons and persons who provide care to those persons;
- avoid all contact with a health care providers and persons who work or assist in a facility, home or workplace where vulnerable persons are present (note that this represents the only new requirement for the 2021 program year as compared to 2020).

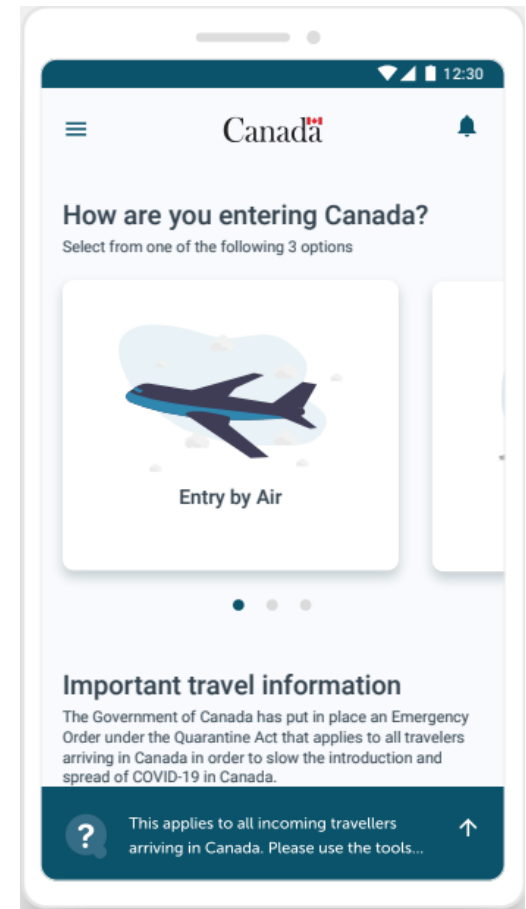


Pre-Arrival – ArriveCAN

Foreign Workers coming to Canada must use **ArriveCAN** to provide mandatory travel information and enhanced quarantine plan information before they board their flight or before arrival at a land border crossing.

ArriveCAN is a mobile application, but it is also available online.

Foreign Workers will need to provide quarantine location information on the **ArriveCan** app. Employers will need to ensure that Foreign Workers have this information.



Pre-Arrival – Quarantine Plans

- Foreign Workers are required to present their ArriveCAN confirmation receipt to Canadian Border Services Agency (CBSA) officials upon arrival via the ArriveCAN questionnaire. This can be completed by either taking a screenshot, the email or a print of the confirmation page.
- To avoid confusion upon arrival, facilitate the acceptance of the quarantine plan by CBSA, incoming Foreign Workers must have the details of the quarantine location **in advance** to ensure it can be completed accurately in the ArriveCAN app
- Foreign workers are required to take a COVID-19 test before leaving the airport.
- They will also be provided with a COVID-19 At Home Specimen Collection Kit to use for their test on Day 10 of their mandatory quarantine.



Pre-Arrival – Quarantine Plans

Employers are required to provide the following information to each Foreign Worker prior to arriving to allow them to prepare to come to Canada:

- ✓ The address of the accommodation where they will quarantine for 14 days.
- ✓ Transportation information from the airport to the quarantine location, confirming that the Foreign Worker will go directly from the airport to the quarantine location without any stops for food and/or basic supplies.
 - The pre-arranged transportation plans must be in compliance with public health requirements:
 - TFWs who traveled together are social distancing from others through to the final quarantine destination.
 - Transportation must be private and infection controlled.
- ✓ The employer's contact information.
- ✓ Clarification on the coordination and delivery of food and essential items.

Note: The Foreign Worker is responsible for the cost of food and other essential items.



Employer's Requirements Post-Arrival

- ✓ Email Service Canada at ESDC.ISB.QUARANTINE-QUARANTAIN.E.DGSI.EDSC@servicecanada.gc.ca to advise when workers arrive at your work location.

- ✓ Provide the following information:
 - Name of your business
 - The quarantine locations of the foreign workers
 - The date and number of the workers that have arrived
 - Contact information for the workers



Employer's Requirements Post-Arrival

- ✓ Comply with all laws and policies regarding the employer-employee relationship during employment period, which begins upon their arrival to Canada, and includes the initial mandatory quarantine period. Conditions inspected include, but are not limited to the following:
 - **Wages:** Employers must pay workers as per the LMIA and during quarantine.
 - **Working conditions:** Must be consistent with what is outlined in LMIA.
 - **Accommodations:** Must meet health guidelines.
 - **Document retention:** Employers need to retain key documentation such as timesheets, payroll, contracts, and receipts.
 - **Abuse-free workplace:** Employers must develop and maintain an abuse-free workplace policy



Employer's Requirements Post-Arrival

- ✓ Assist workers with arranging access to food, medicine, and/or basic supplies
 - If the foreign worker needs the assistance of the employer to access the necessities of life, where the lack of such assistance would result in the worker needing to leave quarantine to obtain food and other basic survival items, the employer must not deny that assistance
- ✓ Cannot ask or allow workers to perform any duties outside of the contract, such as building repairs or administrative tasks during the quarantine period.
- ✓ Provide equipment and products for workers to maintain a clean and sanitary living accommodations.



Employer's Requirements Post-Arrival

- ✓ If you are providing accommodations, they must meet certain requirements:
 - Ensure beds are 2 meters apart during the quarantine period and only one occupant per bed.
 - Provide cleaning supplies needed to practice good hygiene. This includes enabling them to wash their hands often with soap and warm water, providing soap, and providing an alcohol-based sanitizer if soap and water are not available and hands are not visibly soiled.
 - Separate accommodations for those in quarantine.
 - Different cohort arrivals must be provided separate accommodations.



Employer's Requirements Post-Arrival

- ✓ Pay workers, during the quarantine period, for a minimum of 30 hours per week at the rate of pay specified on the Labour Market Impact Assessment. If a worker becomes ill during the initial quarantine period, the worker is to be paid by the employer.
- ✓ Monitor the health of workers who are in quarantine, as well as any employee who becomes sick after the quarantine period.

If a worker becomes symptomatic at any time or if there is a COVID outbreak contact local public health officials immediately

After advising local public health, advise Service Canada at:

ESDC.ISB.QUARANTINE-QUARANTAINE.DGSI.EDSC@servicecanada.gc.ca



Why Am I Being Inspected?

A Service Canada inspection can be launched for the following reasons:

1. Reason to suspect non-compliance
2. Past non-compliance
3. Risk-based selection
4. An employer employs a Foreign Worker who is or was subject to an order or regulation made under the *Emergencies Act* or the *Quarantine Act*.
5. Introduction of a communicable disease to where the Foreign Worker works.



What to Expect – Virtual Inspections

During COVID-19, **virtual inspections** have been introduced to focus on quarantine compliance.

- Service Canada investigators will contact employers by phone or email when selected for an inspection.
- Employers must co-operate with requests by investigators in a timely manner. This includes providing all relevant documents for examination electronically such as photos and/or videos.
- Interviews with employers and Foreign Workers will be conducted by video conference or telephone.



What to Expect – On-site Inspections

Service Canada is also conducting **on-site inspections**, post-quarantine.

- It is mandatory to allow an investigator on site.
- Investigators have sanitization and protective tools.
- Joint inspections with provincial authorities may occur.
- When the investigator is on-site, you are expected to assist them and provide access to the worksite and accommodations.
- You must allow investigators to interview workers privately.



Consequences for Non-Compliance

Non-compliance will result in:

- A warning letter;
- Penalties of up to \$100,000 per violation or \$1,000,000 per year in the case of multiple violations; and/or
- A ban from the Temporary Foreign Worker Program. Bans can range from one year to a permanent ban in serious cases.

Employers will have their business details published on a public website administered by IRCC.



Important reminders for a COVID-19 inspection

1. Pay workers during quarantine
2. Follow the Quarantine Act
3. Provide appropriate accommodations
4. Clean and sanitize
5. Provide access to life necessities
6. Prevent the spread of the virus



Protecting Foreign Workers

While in Canada, foreign workers have the same rights and protections as other workers under applicable federal, provincial and territorial employment standards and collective agreements.

For information about workers' rights and employment laws, contact the Workplace Health and Safety office or Employment Standards office in your province or territory.



Protecting Foreign Workers

Potential abuse or misuse of the Temporary Foreign Worker Program can be reported to the Government of Canada.

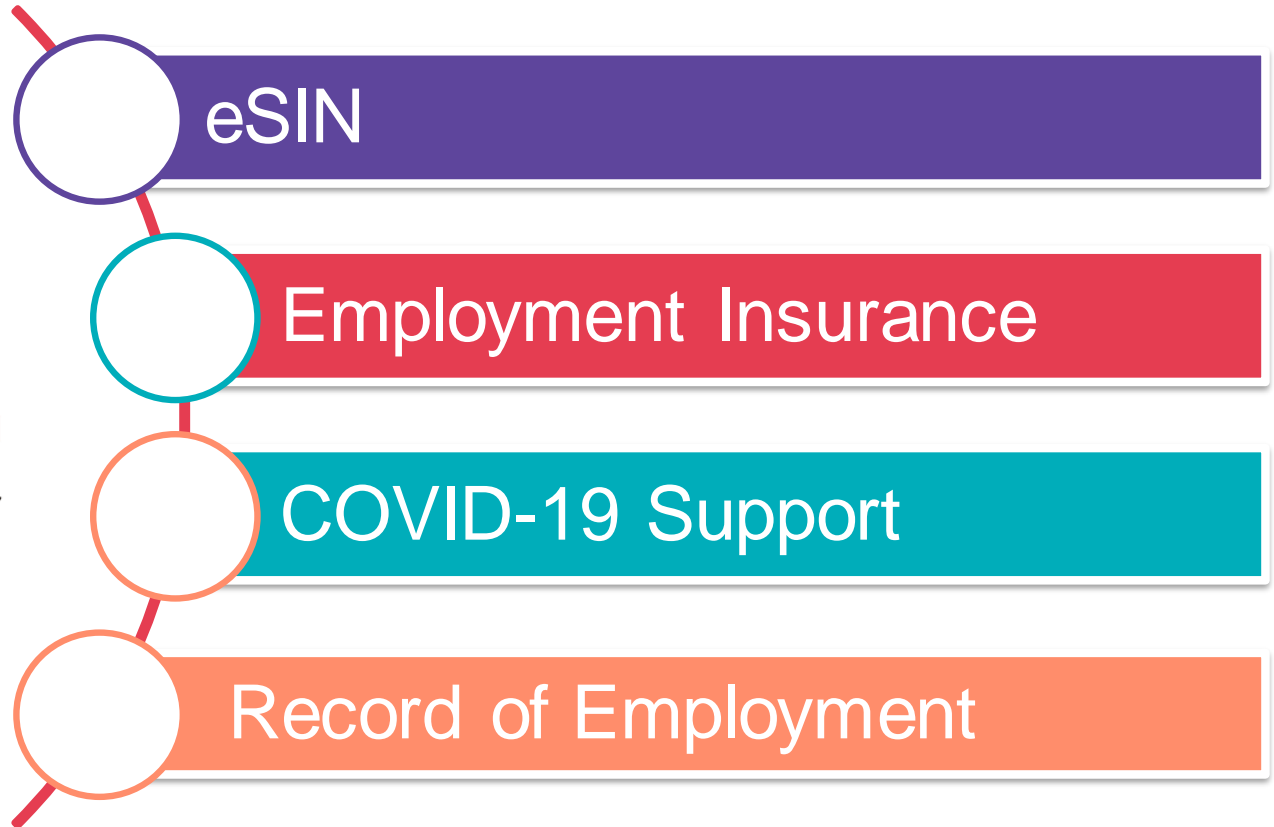
There are two main channels to report abuse or misuse of the Temporary Foreign Worker Program:

- [Online](#)
- **OR**
- Confidential Tips Line: 1-866-602-9448



Programs and Services

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Social Insurance Number – Apply Online!

Documents required to apply online for a SIN:

✓ **Primary document**

A primary document is an official document that proves your identity and status in Canada.

✓ **Secondary document**

A secondary document is an official document that confirms your identity.

- legal name (surname and given name), and
- date of birth



Social Insurance Number – Apply Online!

✓ **Proof of address**

An acceptable proof of address is a document issued by an institution or organization, which contains the following 2 elements:

- applicant name (surname and given name) and
- applicant address

Before applying, view the online application guide available on [Canada.ca](https://www.canada.ca)



Employment Insurance benefits

Employment Insurance includes several types of benefits as below:

- Regular and Work-Sharing benefits
- Special benefits:
 - Sickness benefits
 - Maternity and parental benefits
 - Compassionate care benefits
 - Family Caregiver Benefits (Adults & Children)



Applying for Employment Insurance

To apply for Employment Insurance benefits, applicants will need their:

- Social Insurance Number (SIN);
- mother's last name at birth;
- complete mailing and residential address, including the postal code;
- complete banking information for direct deposit;
- names, addresses, dates of employment, and reason for separation from all employers in the last 52 weeks

The EI application can be completed online at Canada.ca



Employment Insurance and Work Permits

Are Foreign Workers eligible for EI benefits if their work permit expires during the benefit period?

Foreign Workers may be entitled to receive benefits if:

- they have applied to extend their work permit before it expired. In this case the client is considered to have implied status until IRCC makes a decision on the extension of the work permit; and
- they are available and actively looking for other work that is available in the labour market, while in Canada;



EI Temporary Measures - Overview

Temporary measures introduced to facilitate access to EI benefits

Qualifying Period Extension

The **Qualifying period** is used to determine if the client is entitled to EI benefits

For clients that have been receiving the CERB: the **52 week period to accumulate insured hours was extended**

Minimum Unemployment Rate and Benefit Rate

A minimum unemployment rate of 13.1% is temporarily applied across the country

New EI claimants will receive a minimum benefit rate of \$500 per week (or \$300 for extended parental benefits)

One-time Insurable Hours Credit

A one-time credit of insurable hours will be granted

- 300 hours for those applying for regular benefits
- 480 hours for those applying for special benefits

120 hours of work required to qualify



Canada Revenue Agency and COVID-19

Income support measures are available for individuals who are **not eligible for EI** and are **unable to work due to Covid-19**:

Canada Recovery Benefit

\$500 per week, for up to 26 weeks, for the self-employed and workers, while they are looking for work or trying to resume work

Canada Recovery Sickness Benefit

\$500 per week, for up to 2 weeks, for workers who are unable to work because they are sick or must self-isolate for reasons related to Covid-19

Canada Recovery Caregiving Benefit

\$500 per week per household, for up to 26 weeks, to eligible workers who cannot work because they must provide care for child(ren), a dependent or family members due to the Covid-19 related closures of schools, daycares or care facilities



Record of Employment (ROE)

- As an employer, you are required to issue an ROE each time one of your employees experience an interruption of earnings.
- The deadline to complete the ROE depends on the type of ROE that you use.
- ROE Web is a secure application that enables employers to produce ROEs online, rather than completing paper forms.
- For assistance with completing ROEs, visit Canada.ca or contact the Employer Contact Center at 1-800-367-5693 between 7 a.m. and 8 p.m. Eastern Time, Monday to Friday.

The image shows a screenshot of the Record of Employment (ROE) form. The form is divided into several sections:

- SECTION 1: EMPLOYER INFORMATION** (Fields 1-4): Includes company name (WOODCOCK), address (500 North Water St, Ottawa, ON), and contact information.
- SECTION 2: EMPLOYEE INFORMATION** (Fields 5-7): Includes employee name (Employee Name), address (525 Hwy 26, Ottawa, ON), and Social Insurance Number (SIN).
- SECTION 3: EMPLOYMENT INFORMATION** (Fields 8-10): Includes start date, end date, and type of work (Full-time, Part-time, Seasonal, etc.).
- SECTION 4: EARNINGS AND INTERRUPTIONS** (Table 1): A table with columns for week number, earnings, and interruption type. The table shows a sequence of weeks with earnings of \$1,000.00 and various interruption codes.
- SECTION 5: ADDITIONAL INFORMATION** (Fields 11-13): Includes reasons for interruption, dates, and other relevant details.

The form is titled "RECORD OF EMPLOYMENT (ROE)" and includes the Canada logo at the bottom.

ROE – Reason for separation – COVID-19

- **Code “D”, illness or injury**, will be indicated for employees who are under mandatory quarantine or self-quarantine due to COVID-19. Do not add comments.
- **Code “A”, shortage of work**, will be indicated for an employee who stops work due to a shortage of work because the business has closed or decreased operations due to COVID-19. Do not add comments.
- **Code “E”, quit, or “N”, leave on absence**, will be indicated for employees who refuse to report to work due to risk of exposure to COVID-19. Avoid adding comments unless absolutely necessary.



Accessing our services

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Online access to information

- Canada.ca
- Government of Canada Information –
Online access





Canada.ca

The official website of the Government of Canada



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EI, family and sickness leave, pensions, housing, student aid, disabilities

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Food, nutrition, diseases, vaccines, drugs, product safety and recalls



Contact us at Service Canada

How may we help you?

Click: [Canada.ca](https://www.canada.ca/en/employment-social-development/services/foreign-workers/notice-covid-19.html) or the Temporary Foreign Worker Program – COVID-19 page at <https://www.canada.ca/en/employment-social-development/services/foreign-workers/notice-covid-19.html>

Request: If you require assistance, please complete an online request form at:

[Canada.ca/service-canada-e-service](https://www.canada.ca/service-canada-e-service)

A representative will contact you by telephone within 2 business days.
If your request cannot be completed over the phone, you will be offered an appointment to visit a Service Canada Centre.

Call: 1 800 O-Canada (1-800-622-6232)
TTY: 1-800-926-9105 or 1-800-367-5693 (for the Employer Contact Centre)



@ServiceCanadaE



Social Media: @ServiceCanada_E



Questions?

