



Our Mission To provide quality services which enhance the lives of people with disabilities.

# Memo

**To:** All Employees  
**From:** Quest Directors  
**Date:** April 1<sup>st</sup>, 2021  
**Re:** CWB Benefit Confusion

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Attention Employees,

It has come to our attention that there continues to be concern and confusion surrounding the eligibility of our application for the Canadian Workers Benefit on behalf of our employees. All concerns have been recorded and forwarded to the payroll and ERC departments to ensure that we are diligent in our calculations and correcting any errors.

Many employees remain concerned about the contradicting information that the organization is providing that does align with the Critical Worker Benefit *the Application Guidelines for the Health Sector* which was released on March 26<sup>th</sup>, 2021. We are aware of the discrepancies in the information made available to the public in comparison to the information being applied across the Disability Sector. And we are disheartened that our Ministry has not provided us with a document that we can make available to our employees which might better inform you of the process that we are mandated to follow.

The following rules apply to not only Quest, but the Disability Services Sector across the Province:

- All employees who provided hourly support in LIVING locations during the designated timeframes (see previous memos) can receive up to \$1200 under CWB
- The \$1200 calculation MUST be based on: any Top-up Funds that the organization provided + Phase I + Phase II
- The organization cannot apply for nor can we collect repayment from the government for previous Top-up Funds paid out. Instead, the government considers these already paid as Quest is under a government contract and used such contract dollars to pay this Top-up

When the organization chose to recognize employees and provide a Top-up (wage enhancement) during the early pandemic weeks, we were not made aware by our Government that they would subsequently deduce these funds from future payments. In addition, prior to providing employees with this Top-up, we spent weeks meeting with government representatives requesting funds to recognize the work that the sector does and were not met with any additional dollars. We are equally disheartened that the CWB payment cannot be an addition to the top-up that we directed to employees in recognition of earlier work.

Attached to this email is the Q&A document provided to us by our funder when calculating our CWB payments. We hope that this document provides you with further clarification that the organization applied all of the eligibility information correctly. Should you have an individual inquiry regarding the calculation of your payment, please contact Jeff Saito @ [j.saito@questsupport.com](mailto:j.saito@questsupport.com). Should you have further concern



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regarding the Government's decision to deduct the Wage Top-up Fund from the overall CWB payment, we would encourage you to write your local MLA or send a letter to the Minister directly. In addition, we can provide you with a contact person at Disability Services if that is helpful.

Our continued apologies for this ongoing confusion – unfortunately this confusion is felt across the Disability Sector and not only Quest. We appreciate you for bringing concerns forward and allowing us the opportunity to respond.

Wishing you a very Happy Easter,

Quest Directors