



March 26, 2020

Dear CPA members,

Below, you will find some important information and useful resources to support your efforts during this COVID-19 period.

- Information on essential services for Québec and Ontario
- Best practices for your office staff, filling cylinders, deliveries and bulk truck drivers
- A communication plan for your staff and for your customers (model letters)

We hope this material will help support your communications activities.

QUÉBEC AND ONTARIO: ESSENTIAL SERVICES

On March 24, the provinces of [Québec](#) and [Ontario](#) released their initial list of essential operations. These lists can seem broad, and will understandably cause many businesses to seek clarification. Please see our website [here](#) for the complete lists (click on the provincial tab for province-specific information).

In Québec and Ontario, propane is an essential service – from production to delivery.

We will continue to work with other provinces as they adopt similar emergency shutdowns.

How will this all be enforced?

Québec and Ontario governments have indicated that there will be fines for businesses who defy orders to close and the sanctions could be severe.

There is also the potential that, soon enough, Canadians will need to present a permit to leave their homes. We have seen this in Europe and California.

If this becomes the case, the CPA will work to make this as simple as possible for the industry.

A few facts to know:

1. Can you or your employees work from home?

It appears that teleworking is an approved exception and the question of “essential” does not apply to you.

2. Do you or your employees have to leave your home to go to work?

If yes: is your work essential to the basics of human life and the supply chain that supports it?

It is this principle that has driven the development of the definition of essential.

COMMUNICATION TOOLS

One significant challenge for businesses is to effectively communicate with their employees. They may not see themselves as “essential” if they don’t understand how critical their work is to supply chains.

Your business will also need to communicate evolving health and safety protocols – both to your employees and to government.

Please find attached two documents to support you in communicating with your teams.

1. [Best practices for your office staff, filling cylinders, deliveries and bulk truck drivers](#)
2. [Crisis management communication plan](#)

FINANCIAL SUPPORT

You think you may require financial support: Attached is a [list](#) of all the resources available, updated as of March 23, 2020.

FEDERAL - TRANSPORT CANADA

Extra-provincial Transport – Essential Freight Transport Exemption

Transport Canada, the Provinces and Territories, through the Canadian Council of Motor Transport Administrators, have approved an hours of service exemption for federally regulated carriers related to the fight against COVID-19.

The purpose of this exemption is to support efforts by **extra-provincial** truck undertakings and their drivers to transport essential supplies and equipment, in direct assistance to emergency relief efforts during the response to COVID-19.

The definition of “direct assistance to the emergency relief efforts” includes fuel. Click [here](#) to see the details.

SOCIAL MEDIA

You can support our [social media campaign](#) and are encouraged to amplify these important messages by liking, sharing and tweeting them on your own social media accounts as well as posting your own message, using the #EssentialService and #HereForYou hashtags.

Follow the CPA on: 

Thank you.