



Full-Time Employee Q&A

What is an unpaid indefinite lay-off?

An unpaid indefinite lay-off is when an employee is placed on temporary layoff by the employer due to significantly reduced work volumes and demand in the business.

When will I be “recalled” and return to work?

You may be recalled back to work at any time between now and the end of the 35 week lay-off time frame. Four Seasons will continue to closely review changing business conditions, such as occupancy levels at our hotels and work volumes. Your manager will be in touch with you if you are being recalled back to work.

Why do you need my agreement for a 35 week lay-off?

In Ontario, employers have two options with respect to temporary lay-offs:

- i) Up to 13 weeks of lay-off without need for employee agreement. If employees are not recalled to work within that time, their employment is terminated.
- ii) Up to 35 weeks of lay-off with employee agreement. If employees are not recalled to work within that time, their employment is terminated.

With the current uncertainty of the Covid-19 situation and it's impact on our business, we want to work with our employees to create the most flexibility for the business and for our employees. The option of up to a 35 week lay-off with employee agreement allows us the ability to recall employees anytime within the 35 week period as business returns.

Am I eligible for Employment Insurance (EI) regular benefits?

According to Service Canada, you may be entitled to Employment Insurance (EI) regular benefits if you:

- were employed in insurable employment;
- lost your job through no fault of your own;
- have been without work and without pay for at least seven consecutive days in the last 52 weeks;
- have worked for the required number of insurable employment hours in the last 52 weeks or since the start of your last EI claim, whichever is shorter;
- are ready, willing and capable of working each day;
- are actively looking for work (you must keep a written record of employers you contact, including when you contacted them).

To review the EI eligibility criteria please visit [Service Canada - EI Benefit Eligibility](#)

How do I apply for Employment Insurance (EI)?

You can submit an Employment Insurance (EI) application online. To complete the online EI application you will need several pieces of personal information, including your Social Insurance Number (SIN), your mailing address, your complete banking information, and information about your employers over the last 52 weeks. For complete details on the application process and the information you need to have on hand please visit [Service Canada - EI Benefit Overview](#)

When will I receive my Record of Employment?

The Payroll department will produce a Record of Employment (ROE) for you on the next possible pay date. It will be mailed directly to you at the home address we have on file. Enquiries should be directed to Jason Chan by email Jason.j.chan@fourseasons.com. Please retain this document in your personal records, as it may be required when making an application to government sponsored programs.

What if I am not recalled back to work on or before December 4, 2020?

While we are hopeful that the negative impacts of Covid-19 will be short-lived, this is a truly unprecedented and unpredictable situation. If you are laid off for a period longer than 35 weeks, your employment with Four Seasons will end and you will be eligible for any required termination and severance entitlement under the Ontario Employment Standards Act, 2000.

What is going to happen to my personal belongings?

As you are aware, we are currently under city mandated quarantine. The office is closed at this time and all personal belongings in the building are safe. Once the building re-opens, we can work with you to set up time to collect your personal belongings, or if you prefer at that time, we can arrange to have your personal belongings packed and shipped to your home address. If you urgently require access to any personal belongings, please reach out to your manager.

How do I return my Company Property (laptop, badge, etc.)?

If you have a company issued laptop your manager will connect with you over the next few days and arrange a time for courier to pick-up your laptop from your home address.

Will I have access to my Four Seasons email account?

You will not have access to your Four Seasons email as of April 6, 2020. It is important to ensure that your contact details (Home Address, Personal Phone Number, Personal Email) are up to date in Workday. If there are any changes in your contact details during the lay-off period, please advise Daniella Pittock, Manager, People & Culture, by email Daniella.pittock@fourseasons.com.

What will happen to my health insurance coverage (Medical, Vision Care, Prescription Drug and Dental) with Manulife?

The major Medical, Vision Care, Prescription Drug and Dental benefits in which you are currently enrolled will continue for 120 days from April 6, 2020, and may be subject to extension. During the lay-off period you will be responsible for the premium payments that were previously deducted from your pay cheque. The monthly cost of the 3 plan options (Essential, Core or Enhanced) are outlined below.

Essential	Core	Enhanced
<ul style="list-style-type: none">• No cost to Employee	<ul style="list-style-type: none">• Single - \$21.60/month• Family - \$43.20/month	<ul style="list-style-type: none">• Single - \$37.80/month• Family - \$70.20/month

You have the option to pay by monthly payments through post-dated cheques. Please write cheque(s) payable to Four Seasons Hotels Ltd. and mail them to:

Four Seasons Corporate Office
Attn.: Daniella Pittock
1165 Leslie Street
Toronto, Ontario M3C 2K8

What will happen to my Short and Long Term Disability, Life Insurance and AD&D Insurance?

Your LTD, Life Insurance and A&D coverage in which you are currently enrolled will continue for 120 days from April 6, 2020. You will move onto inactive status as of April 6, 2020 and will not be eligible for Short-Term Disability Coverage during the period of lay-off.

Will I continue to have access to the Employee Assistance Program?

The Company will continue EAP services for up to 120 days after your lay-off date. You can also reach out to our Employee and Family Assistance Program (EFAP) which can provide you with immediate and confidential support, including professional counselling and informational resources. You can access the Employee and Family Assistance Program 24/7 by phone (1-844-880-9142) or web (www.workhealthlife.com).

Will I be eligible for the Wellness Subsidy during the lay-off?

You will move onto inactive status as of April 6, 2020 and will not be eligible for the Wellness Subsidy during the period of lay-off.