



COVID-19

Developing web content as one government

For discussion
Theme Management Committee

March 26, 2020



Approach objectives



For users:

- Clear and easy to understand information and services
- Single trusted source
- Consistent user experience

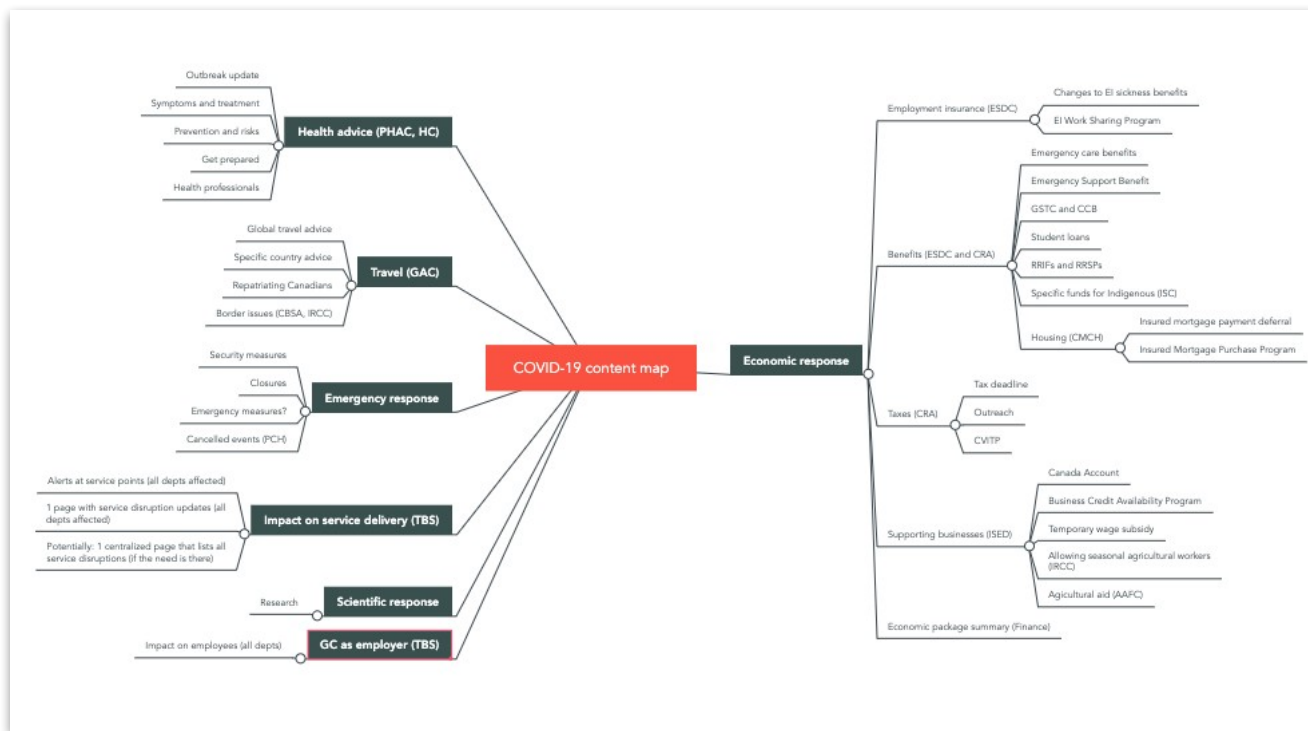
For organizations:

- Avoid duplication of efforts
- Clear roles and responsibilities
- Better positioned for future changes

A bird's-eye view

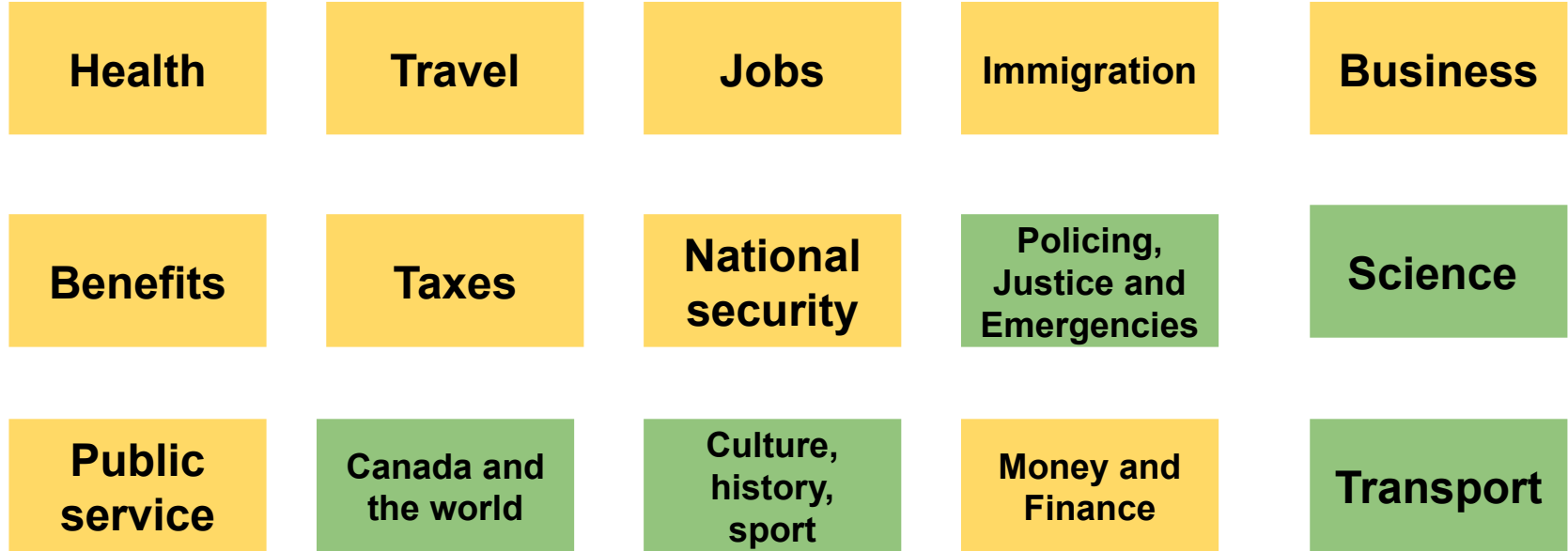


While there should be a single authoritative source, COVID-19 content sprawls over multiple themes and topics.



[Content structure map](#)
[Content inventory](#)

COVID-19 affects the majority of Canada.ca themes



Legend



Has Covid-19 content now



Anticipate Covid-19 content soon

All-of-Government approach



- Coordinate centrally through **canada.ca/coronavirus** and pages underneath
- Announcements and content **should not be duplicated** across departments

At the department level



Focus on:

- Changes to programs and services
- Service disruptions
- Guidance for your employees, in coordination with TBS
- Identifying and connecting with partners re upcoming collaborative content

Example: Changes to Canada Child Benefit



- **Announced by:** Finance Canada
- **Affects:** Benefits theme (ESDC)
- **Changes:** CCB delivery (CRA)

Current situation: Duplication of general info



Finance

Home > Health > Diseases and conditions > Coronavirus disease (COVID-19) > Coronavirus disease (COVID-19), Canada's response > Canada's COVID-19 Economic Response Plan

Support for Individuals

← Back to list of mesures

Support for Businesses →

General support for individuals

Increasing the Canada Child Benefit this year

For over 3.5 million families with children, who may also require additional support, the Government is proposing to increase the maximum annual Canada Child Benefit (CCB) payment amounts, only for the 2019-20 benefit year, by \$300 per child. The overall increase for families receiving CCB will be approximately \$550 on average; these families will receive an extra \$300 per child as part of their May payment. In total, this measure will deliver almost \$2 billion in extra support.

New measures

CRA

- ▶ Emergency Care Benefit
- ▶ Emergency Support Benefit
- ▶ Goods and Services Tax credit (GSTC) payment amounts
- ▼ Canada Child Benefit (CCB) payment amounts

The Government is proposing to increase the maximum annual CCB payment amounts, only for the 2019-20 benefit year, by \$300 per child.

The overall increase for families receiving CCB will be approximately \$550 on average; these families will receive an extra \$300 per child as part of their May payment. In total, this measure will deliver almost \$2 billion in extra support.

ISED

1. Soutien aux employés

Aucun Canadien ne devrait craindre de perdre son emploi, d'être incapable de payer son loyer ou de ne rien avoir à manger à cause du virus. C'est pour cela que le gouvernement a :

- [éliminé le délai d'attente d'une semaine](#) pour l'assurance-emploi (AE) ou les prestations de maladie de l'assurance-emploi (AE) afin de fournir un soutien immédiat aux travailleurs en quarantaine
- [augmenté temporairement les versements de l'Allocation canadienne pour enfants](#) pour veiller à ce que les familles ont suffisamment d'argent pour prendre soin de leurs enfants
- mis en place l'[Allocation de soutien d'urgence](#) pour aider les travailleurs qui ne sont pas admissibles à l'AE et qui risquent de perdre leur emploi
- [prolongé jusqu'au 1er juin 2020](#) la date limite pour la transmission de déclarations de revenus des particuliers
- pris de [nombreuses autres mesures](#)

ESDC

For individuals

- ▶ Employment Insurance
- ▶ Emergency Care and Emergency Support
- ▼ Canada Child Benefit

- Eligible recipients will receive \$300 more per child with their regular May CCB payment.
- If you have previously applied for the CCB, you do not need to re-apply.
- For more information on the Canada Child Benefit such as how to apply and eligibility requirements, visit [Canada child benefit](#) or call 1-800-387-1193.

Current situation: No info at the service level yet



Canada child benefit

The Canada child benefit (CCB) is administered by the Canada Revenue Agency (CRA). It is a tax-free monthly payment made to eligible families to help with the cost of raising children under 18 years of age. The CCB may include the [child disability benefit](#) and any related [provincial and territorial programs](#).

Sections

- [Who can apply](#)
Who can get the Canada child benefit, who is primarily responsible for the care and upbringing of the child, and impact of shared custody on your benefits
- [Apply](#)
When and how to apply, and when you need to provide additional documents
- [How much you can get](#)
Estimate your payments, how and when payments are calculated, child disability benefit, and related provincial and territorial benefits
- [Payment dates](#)
Find out when the Canada child benefit is paid
- [Keep getting your payments](#)
Filing your tax returns, if payments stop or change, and informing us when your situation changes

Canada child benefit

How much you can get

On this page

- [Calculate your payments](#)
- [Shared custody and your payments](#)
- [Payments are recalculated in July](#)
- [Related provincial and territorial benefits](#)
- [Children with a disability](#)
- [Repaying an overpayment](#)

Calculate your payments

Use the child and family benefits calculator to help plan your budget.

[Calculate how much you can get](#)

[▶ See the math behind CCB payments](#)

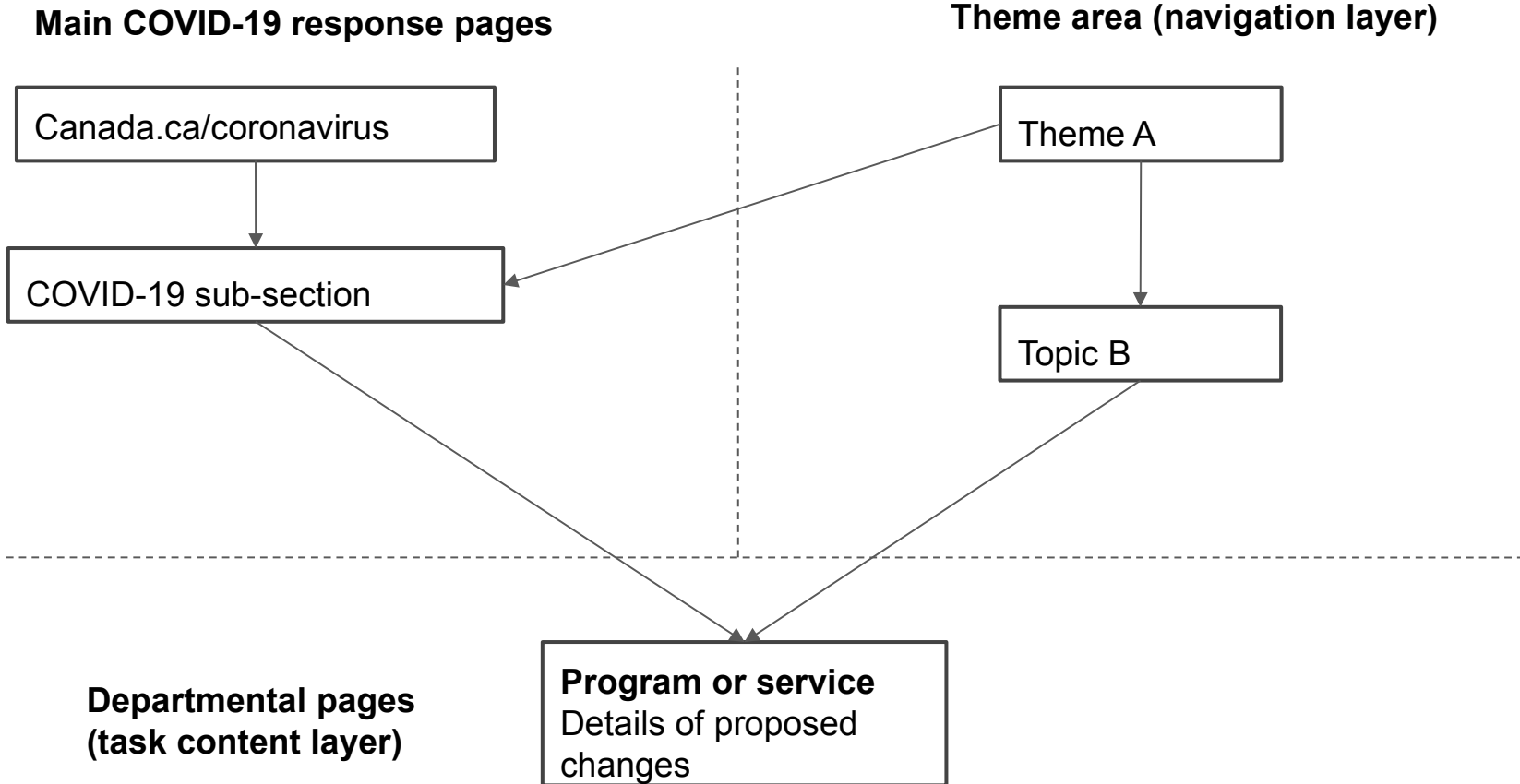
Shared custody and your payments

Each parent with shared custody will get 50% of what they would have gotten if they had full custody of the child, calculated based on their own adjusted

Sections

- [Who can apply](#)
- [Apply](#)
- How much you can get**
- [Payment dates](#)
- [Keep getting your payments](#)
- [Contact the CRA](#)

Proposed approach: navigation and content layers

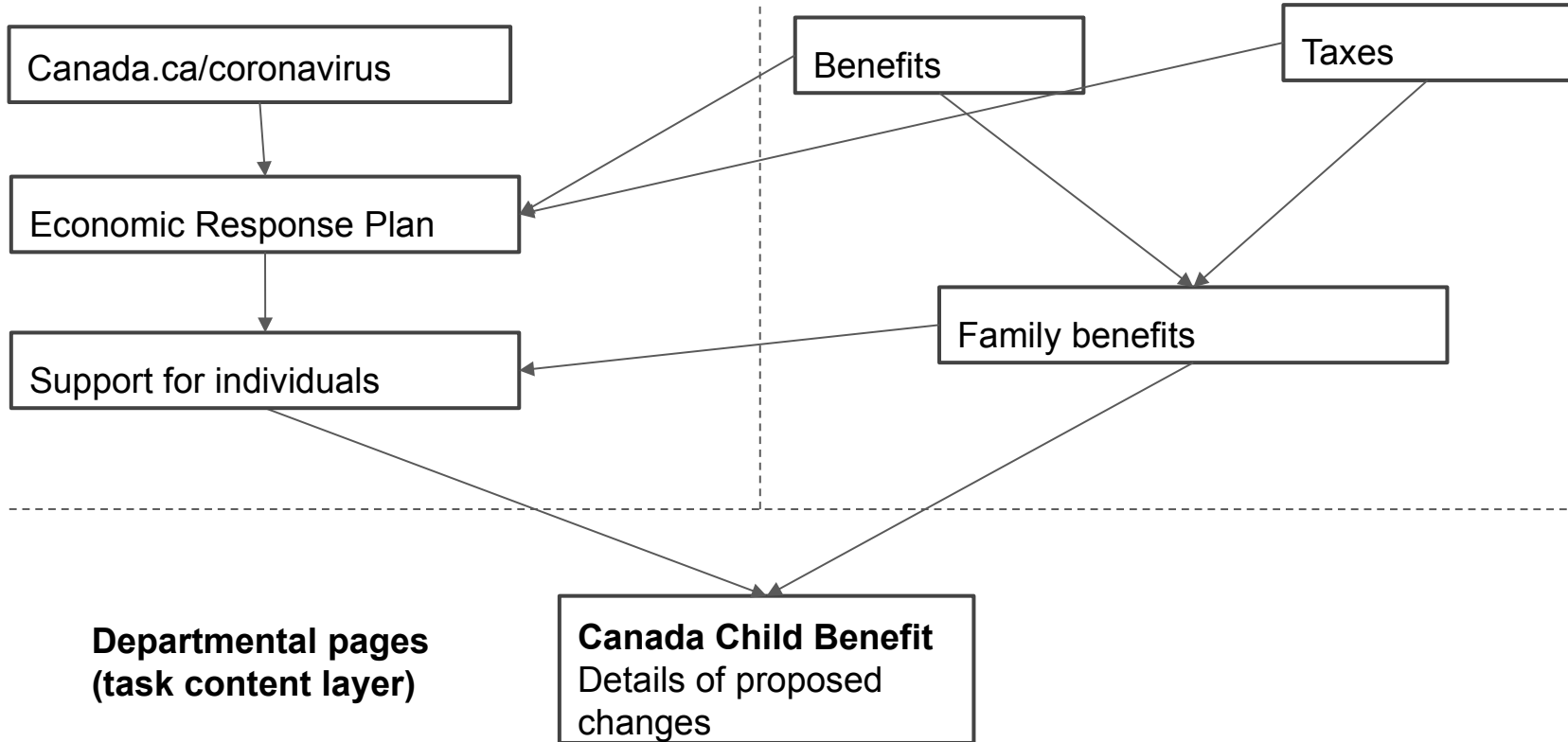


Example: Canada Child Benefit



Main COVID-19 response pages

Theme area (navigation layer)





A phased approach for department and theme content



Phase 1 - Now

Identify impacted programs and services



- If you haven't already done so, update **every** program and service affected by COVID-19 **ASAP**.
- As a first step, add a contextual alert linking to the relevant page in the main COVID-19 response group.

Guidance on alerts:


<https://design.canada.ca/crisis/alerts.html>

Example - CCB



Canada child benefit

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⚠ COVID-19: Proposed changes

Due to the coronavirus outbreak, there are proposed changes to the Canada Child Benefit. [Go to the Economic Response Plan for individuals](#)

Sections

- [Who can apply](#)
Who can get the Canada child benefit, who is primarily responsible for the care and upbringing of the child, and impact of shared custody on your benefits
- [Apply](#)
When and how to apply, and when you need to provide additional documents
- [How much you can get](#)
Estimate your payments, how and when payments are calculated, child disability benefit, and related provincial and territorial benefits
- [Payment dates](#)



Phase 2 - As soon as possible

Review all your COVID-19 content



- Review your COVID-19 pages
- If your content is already covered in the main COVID-19 response pages, link to it there instead
- If some government-wide content is missing from the main COVID-19 response pages, either:
 - work with partners to integrate missing content in the main pages
 - work with partners to create a subpage within the main response suite of pages

Theme review



- Review topics that fall under your theme
- Review carousels and features for tone
 - Focus should be on COVID-19 updates and impacts
- Consider removing carousels so they don't compete with alerts

Service disruptions and impact on employees



- Create or review pages about service disruptions for your institution (if applicable)
- Impact on your employees: if you have content, connect it to the [main TBS page for employees](#)



Phase 3

Integrate changes in service or program content



As the details become available, integrate the changes and improvements in the task-level content.

Remove alerts, or have them point to the new task content.



Questions?