

## **Memorandum**

**To:** Employment Ontario Delivery Partners

**From:** David Carter-Whitney  
Assistant Deputy Minister, Employment and Training Division  
Ministry of Labour, Training and Skills Development

**Date:** March 16, 2020

**Subject:** **Employment Ontario program delivery during COVID-19  
pandemic**

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Dear Employment Ontario delivery partners:

I am writing to provide you with some information regarding the ministry's approach and response to the 2019 Novel Coronavirus (COVID-19) as it relates to providing our services. These considerations are consistent with the broader approach of the Ontario government to protect public health while continuing to provide services to the public.

I want to acknowledge that this is a challenging and evolving situation. The work we do impacts the livelihood of many of our clients—and Ontario's economy. That is why service continuity is important. We also want to ensure that we safeguard our clients and support the physical and mental well being of you and your own staff. The ministry has also been taking steps to ensure social distancing and minimizing client visits to our offices as much as possible.

As this is a rapidly changing environment the ministry is open to having discussions about contingency planning with you over the phone, if required, regarding how you plan to continue supporting clients and how they will be made aware of any changes to your services. Note, we are supportive of alternative modes of delivery (i.e. online, skype, telephone support) as well as utilizing digital resources (e.g. e-mailing Client Registration Forms) as appropriate.

Should the delivery of services by your organization be significantly impacted (e.g., days and hours of service), or you have any critical questions that require answers, please contact your ministry representative. In the meantime, the ministry will continue to provide updates through the [Employment Ontario Partners' Gateway](#).

Lastly, for the latest information on COVID-19, please visit the [Ministry of Health's website](#), updated twice daily, seven days a week. The [COVID-19 resource page](#) also contains questions and answers and links to more information. This page will be continuously updated as additional information becomes available.

*Note: A French language version of the memo will be posted on the Employment Ontario Partners' Gateway shortly.*

Thank you.

Sincerely,

***Original signed by***

David Carter-Whitney  
Assistant Deputy Minister  
Employment and Training Division