

Employment & Training Centre Levels of Service 2020

This is a planning tool that describes service-level stages to progressively open operations after being closed during the Covid-19 pandemic.

This resource was collected and edited as part of a joint project between the Ontario Nonprofit Network and Toronto Neighbourhood Centres to develop human resources materials to help Ontario nonprofits address the challenges posed by COVID-19. The resource has been reviewed by a committee of leaders working in the sector to ensure its relevance. Thanks to HR Transformations for researching and compiling this information.



Employment & Training Centre Levels of Service 2020

Level 1 – all virtual, offices closed to the public, limited staff (if any) onsite

Level 2 – staff back in the office but all services delivered virtually;

Level 3 – staff back in the office and one-on-one in person services resume; group programming held virtually

Level 4 – all staff back in the office, one-on-one in person services continue and small (max 6) group programming held in workshop spaces, RI open by appointment only

Level 5 – all in-person services return with optional virtual services based on client demand – RI, group programming at pre-COVID-19 levels and in-person appointments held in staff’s offices

For all levels, public health guidelines are followed

Level	Building / offices	Services	Staff	Health & Safety Protocols
One	Doors locked Closed to the public and staff	All virtual	Working from home Limited staff in office – tasks include mail, facilities issues	
Two	Closed to the public	All virtual	Staff back in the office but not all staff at the same time Staff are rotated based on role and office sharing Staff are screened prior to entry Working from home accommodations are submitted and accommodated when possible	Staff are to practice social distancing – remain in their offices as much as possible Staff are to sanitize washrooms after use Staff are encouraged to wear masks when not in their individual offices Staff are not to come to work if sick
Three	Offices open with limited	One-on-one	Rotating of staff continues	All visitors are screened prior to

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Level	Building / offices	Services	Staff	Health & Safety Protocols
	<p>services offered</p> <p>Doors locked? Visitors are buzzed in?</p>	<p>appointments are resumed – held in workshop rooms</p> <p>No RI</p> <p>No Group programming</p>	<p>Working from home accommodations are still in effect</p>	<p>admission to the building</p> <p>Staff are not to come to work if sick</p> <p>All visitors must sanitize their hands, must wear a mask (will be provided one if needed), must practice social distancing, must provide contact info in case of COVID case</p> <p>1st floor washrooms are closed to the public – 2nd floor public washrooms open to visitors</p>
Four	<p>Offices open</p> <p>Doors open – buzzer system disabled</p>	<p>One-on-one appointments held in offices</p> <p>RI – by appointment only</p> <p>Group programming – small groups only (max 6)</p> <p>Virtual services continue – ES and group programming</p>	<p>Majority of staff back in office with a rotation of working from home</p> <p>Working from home accommodations are still in effect</p>	<p>All visitors are screened</p> <p>Staff are not to come to work if sick</p> <p>All visitors must sanitize their hands</p>
Five	<p>Offices open</p> <p>Doors open</p>	<p>One-on-one appointments held in offices</p> <p>RI – by appointment only</p>	<p>Working from home on a rotating basis</p>	<p>All visitors are screened</p> <p>Staff are not to come to work if sick</p>

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Level	Building / offices	Services	Staff	Health & Safety Protocols
		Group programming Some virtual services continue – ES and group programming		All visitors must sanitize their hands

Questions – can we go order and arrange the plexiglass? PPE – gloves and masks?