

EMPLOYMENT ONTARIO

INFORMATION AND REFERRAL RESOURCE GUIDE

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Introduction

In its 2004 Ontario Budget, the government committed to a fundamental transformation of the way the Ministry of Training, Colleges, and Universities (MTCU) delivers training and employment programs, leading to more effective and efficient services and better results.

As part of this commitment to improve service to clients, the ministry has been working with its Employment and Training Division stakeholders to identify supports to build the capacity of the training and employment system to:

- ◆ increase clients' access to relevant and consistent information about the labour market and training and employment programs; and
- ◆ support effective client referrals across Ontario's training and employment system.

Work with stakeholders has resulted in the development of the Information and Referral Resource Guide. The information in this guide supports the ministry's vision of an integrated training and employment system with improved access for clients. The guide is for ministry staff and ETD-funded service providers responsible for delivering information and referral services.

Programs and services delivered by the Employment and Training Division (ETD) currently provide high-quality information and referral to diverse clients in many communities across the province. This guide builds on current practices to create a common framework for ETD programs and services in the areas of information provision and client referral. It also includes resources for ministry staff and ETD-funded service providers that will enable them to provide consistent information about training and employment programs and services to clients across the province.

The guide contains:

- ◆ the principles and expectations to help build an effective referral network across training and employment programs and services; and
- ◆ a package of resources for effective information provision and client referral.

Please review the guide, including the questions and answers section and the resources provided. As you read through the guide, it is likely you will find that much of the common framework is already integrated into your information provision and referral processes and that you are familiar with some of the resources. The guide and resource package will be updated by the ministry so feedback on the guide is welcome.

A Framework for Information Provision and Client Referral

The ministry recognizes that service providers across the training and employment system have different levels of program and service knowledge, experience, expertise, and accountability for providing information and referral to clients. The guide builds on current practices to provide a common framework for ETD staff and service providers delivering information and referral services. Outlined below are the expectations and the principles to ensure efficient and effective information provision and referrals to clients.

The ministry expects that through information provision and referral clients will:

- ◆ efficiently and effectively access relevant labour market and training information with assistance of ministry staff and/or third-party deliverers or through self-directed pathways such a website or hotline;
- ◆ understand relevant training and employment services available to them in their community and across the province; and, if appropriate,
- ◆ be referred to the most accessible office or site where their needs can be assessed and the most appropriate employment or training service identified.

The ministry expects results of effective information provision and referral will include:

- ◆ improved efficiency and effectiveness of client referrals across Ontario's training and employment programs;
- ◆ enhanced referrals among ETD programs and services and to the broader training and employment services; and
- ◆ consistent client access to labour market and training information across ETD programs and services.

ETD training and employment service providers responsible for delivering information and referral services must demonstrate that:

- ◆ an initial screening is in place to clarify client need and direct clients to the most appropriate services where a complete assessment of their needs can be made;
- ◆ information is accessible to the client and made available, in print and/or electronically, about all ETD programs and services (including federal programs that will transfer to Ontario on January 1, 2007);
- ◆ clients receive information that is accurate and relevant to their needs;
- ◆ clients are referred to the most appropriate service; and
- ◆ clients are assisted in understanding program and service offerings and options from across the system.

To ensure quality across the ministry's ETD programs and services, information and referral services are based on the following principles:

- Accessible**
 - ◆ Clients have access to information about all provincial training and employment services regardless of their point of entry into the training and employment system.
 - ◆ Francophones and non-English speakers have access to basic program and service information.
 - ◆ At minimum clients will receive some relevant information and guidance.
- Accountable**
 - ◆ Efficiency and effectiveness are achieved through consistent and streamlined information provision and referral to all appropriate training and employment services.
 - ◆ Service providers use a consistent approach to information and referral.
- Client-centred**
 - ◆ Information provision and referral services are timely and responsive to clients needs.
 - ◆ Welcoming and non-threatening environments.
 - ◆ Personal information is kept confidential.
- Flexible**
 - ◆ Within provincial priorities and program guidelines, information and referral services accommodate the varying needs of clients and their communities.
- Results-based**
 - ◆ Information and referral services are evaluated against demonstrable performance indicators.

Questions and Answers

How much of this is new?

- ◆ ETD client-facing staff and ETD-funded service providers have been expected to have information and referral processes and procedures in place as part of their service, ensuring linkages to other ETD programs and the broader employment and training system, so much of this will not be new. The guide integrates and builds on elements deliverers have been working with for some time as required by ministry guidelines, under a common framework for all ETD programs and services.

Why is MTCU introducing this now?

- ◆ The guide builds on work and recommendations from the “no wrong door” pilots with stakeholders in winter 2006. It lays the groundwork for improving client referrals among ETD programs, and across the broader training and employment system, and will support consistent access to training and employment system information across third-party deliverers. It also provides information about programs and services that will transfer to Ontario from the federal government as of January 1, 2007.

What benefits are there for me?

- ◆ You will be provided with up-to-date and consistent information on training and employment programs and services to be provided by the province. You will also have access to electronic information and tools to assist clients in locating service providers in your community.

Who will receive this information?

- ◆ The guide and resources are being provided to all ETD staff and service providers.

What do I need to do now?

- ◆ You should review this guide and resources to familiarize yourself with the large array of training and employment programs and services available to clients. We would also ask that you visit the MTCU website (<http://www.edu.gov.on.ca/>) and familiarize yourself with the content and search features.
- ◆ You should ensure that your current information and referral protocols support the common framework and integrate the new resources into your information and referral processes.
- ◆ You should ensure that staff providing information and referral services are up to date on this new information and use it to support information provision and referrals.

What am I responsible for?

- ◆ Over the 2007/08 fiscal year, the ministry will collect baseline data so that standards for information and referral services can be developed. The ministry will seek feedback from ministry staff and third-party stakeholders on potential indicators and measures for information and referral.

Who will monitor implementation of the guide?

- ◆ ETD managers will be responsible for ensuring protocols and information are integrated into ministry operations.
- ◆ Ministry consultants through Job Connect and Literacy and Basic Skills will continue to monitor service providers contracted information and referral services. New ministry expectations and reporting will be integrated into annual business plans.

What supports are available to me?

- ◆ See the “Information and Referral Resources” section of this guide to find out more about the resourced available to you.

How intensively will I be expected to assess a client through the initial assessment?

- ◆ It is likely that you already have information and referral protocols in place as part of your service to clients. The expectation is that you have an initial screening in place that allows you to clarify client need and direct a client to the most appropriate services where a complete assessment of their needs will be made.

Will I be expected to make appointments for clients?

- ◆ The expectation is that you will provide clients with information about the types of programs and services available in their community, and direct them to the most appropriate entry point into the training and employment system.
- ◆ Assisting clients further to make contact with an agency will depend on your agency’s referral policy and clientele and is not a ministry expectation.

How will the ministry support linkages to the broader training and employment system?

- ◆ The ministry is providing the information resource package to partners that include Ministry of Community and Social Services (MCSS), Ministry of Citizenship and Immigration (MCI), Service Canada, and Service Ontario. The ministry will continue to work with these partners to maintain and build relationships that support information and referral across the training and employment system.

Information and Referral Resources

The materials contained in this section are the resources to support consistent information provision and referrals of clients and employers in the new, integrated training and employment system in Ontario. The materials are divided into three sections:

- ◆ Client Section
- ◆ Employer Section
- ◆ Additional Training and Employment Programs

Each section contains the following components:

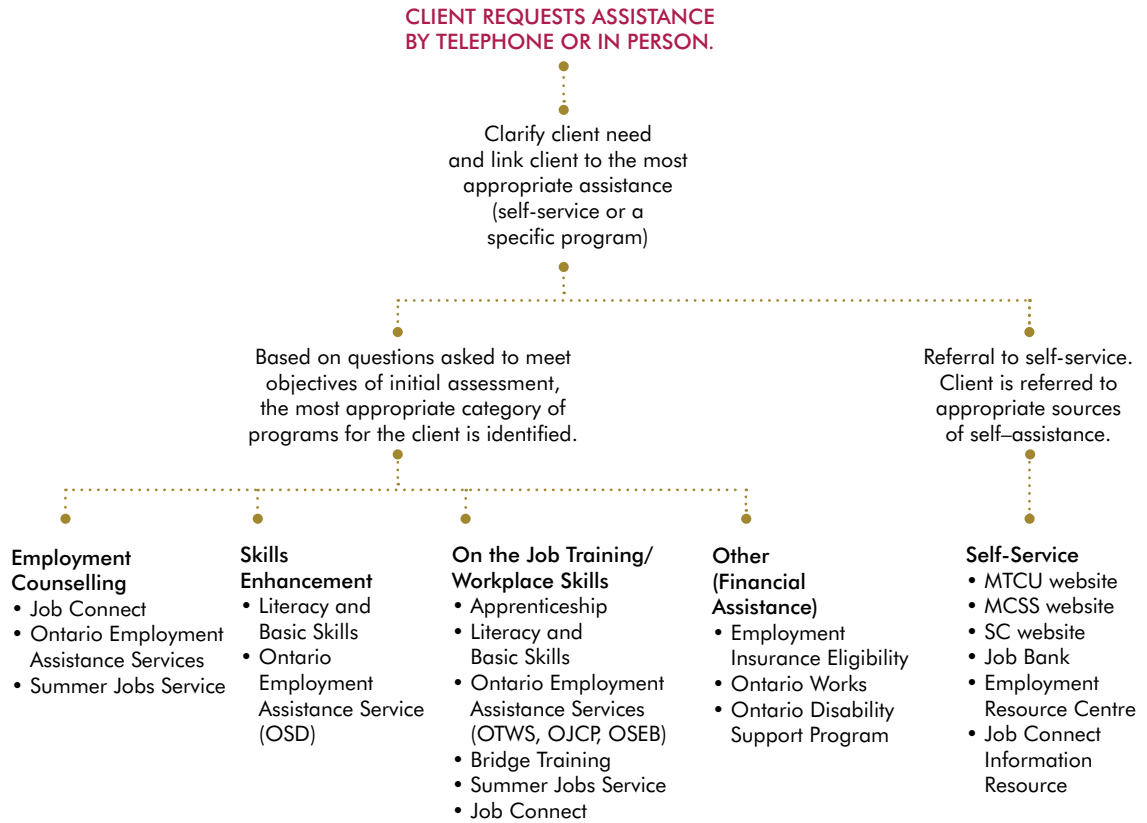
- ◆ **Client and Employer Flow Chart:** This document outlines the path potential clients or employers would follow as they make their way into the training and employment system. This diagram is intended to give you a sense of the initial steps a client or employer would take prior to entering a specific program or service, including the initial screen to determine what his or her needs are, and then the programs and services available to meet those needs.
- ◆ **Objectives of Initial Assessment:** During the initial assessment, a client's or employer's needs are determined according to the larger set of training and employment programs and services available to a client or employer in the new integrated training and employment system.
- ◆ **Training and Employment Programs and Services Listed by Category:** Depending on the responses received during the initial assessment, you will be able to determine the type of program or service a client/employer is seeking. The client/ employer chart lists specific programs and services available under each program/ service category.
- ◆ **Training and Employment Program and Service Descriptions:** Once you have determined the category of programs and services that would best meet the needs of the client/employer, these program descriptions provide more detailed information about the programs and services, including who is eligible and how to locate the service in a specific community.
- ◆ **Additional supports:** Additional resources to help you or to self-direct your clients include:
 - **Employment Ontario website.** The website (<http://www.ontario.ca/employmentontario>) has been updated with the same ETD program/service descriptions as contained in this guide. The information on the website has been grouped according to audience (job seeker, employer, employee, apprentice, student) and will include links to other ministries and Service Canada, and increased capacity to locate service providers at the community level through a "smart directory" of service providers.

Acronyms Used in This Guide

AAP	Adjustment Advisory Program
AIF	Apprenticeship Innovation Fund
ATTC	Apprenticeship Training Tax Credit
EI	Employment Insurance
JC	Job Connect
OJCP	Ontario Job Creation Partnerships
LBS	Literacy and Basic Skills
MCI	Ministry of Citizenship
MCSS	Ministry of Community and Social Services
MTCU	Ministry of Training, Colleges, and Universities
ODSP	Ontario Disability Support Program
OEAS	Ontario Employment Assistance Services
OERCs	Ontario Employment Resource Centres
OSD	Ontario Skills Development
OSEB	Ontario Self Employment Benefit
OTWS	Ontario Targeted Wage Subsidy
OW	Ontario Works
OYAP	Ontario Youth Apprenticeship Program
SC	Service Canada
SIF	Sector Initiatives Fund
SJS	Summer Jobs Service

Client Section

Client Flow Chart



NOTE: Programs/services in parenthesis (Ontario Skills Development, Ontario Targeted Wage Subsidy, Ontario Self-Employment Benefit, Ontario Job Creation Partnership) are available only once a formal assessment has been completed. The assessment centre (OEAS Office) completes an assessment and develops a return to work action plan (RTWAP) with the client to determine most suitable program or service for the client to get back to work. The referral to the specific program/service is made by the Assessment Centre. Provincial programs/services such as Job Connect and Literacy and Basic Skills do assessments at their locations to determine eligibility.

Objectives of Initial Assessment of Clients

Objective of Question	Example of a Question that may meet the objective	Client Grouping
<p>To determine if the client has a general idea of what he or she is looking for or if the client needs full assistance. If clients know what they are looking for, they can be referred to the specific program, or to self-assistance.</p> <p>If clients don't self-identify, ask them additional questions to determine their specific needs.</p>	How may I help you?	Self-Service
To determine if the client is in immediate financial need. If so, referral should be made to OW.	Are you in immediate financial need?	Other (Financial Assistance)
To get a sense if the client might be EI eligible. Clients might be referred to a Service Canada centre where their eligibility would be reviewed. If eligible, they would enter into the federal side of the training and employment system (EAS -> SD, TWS, SEB).	<p>What is your current employment situation?</p> <p>When were you laid off?</p> <p>Have you applied for EI?</p>	Other (Financial Assistance)
To get a sense of what obstacles the client might be facing. This might indicate that the client doesn't know how to look for a job, which would mean a referral to employment counselling services such as Job Connect or Summer Jobs Service. It could also indicate that the client has skill shortages that would require a referral to LBS for skills development.	<p>What have you been doing in your search for work?</p> <p>Have you run into any problems during your job search?</p> <p>What are your current skills and job experience?</p>	<p>Employment Counselling</p> <p>Skills Enhancement</p>

Objective of Question	Example of a Question that may meet the objective	Client Grouping
To determine if the client is eligible to work in the province. If the client is unsure, referral is to the Ministry of Citizenship.	Are you a recent immigrant?	On the Job Training/ Workplace skills Skills Enhancement
To determine the set of programs right for the client. Certain programs are geared towards youth or adults.	Are you a youth/adult? Are you a recent graduate?	Employment Counselling Skill Enhancement
To help refer clients to the location that is the most accessible to them.	What is your postal code? What community do you live in?	

Programs and Services for Clients

APPRENTICESHIP TRAINING

http://www.edu.gov.on.ca/eng/tcu/apprentices/app_train.html

Apprenticeship is an on-the-job training program for people who want to work in a skilled trade or occupation and includes learning new skills from skilled journeypersons. On average, 90 per cent of apprenticeship training takes place on-the-job with an employer. The remainder involves classroom instruction, which is delivered at a local community college or other approved training organization.

PRE-APPRENTICESHIP TRAINING

http://www.edu.gov.on.ca/eng/tcu/apprentices/pre_apprent.html

The Pre-apprenticeship Training Program helps potential entrants to the apprenticeship system develop their job skills and trade readiness so that they will be prepared to gain employment as apprentices.

Who Can Participate?

The Pre-Apprenticeship Training Program is open to a wide range of clients including:

- ◆ High school graduates;
- ◆ Early school leavers;
- ◆ Unemployed/underemployed youth and adults;
- ◆ EI/non-EI eligible;
- ◆ Aboriginal peoples;
- ◆ Newcomers to Canada.

Note: *Certain eligibility criteria may apply to specific programs.*

ONTARIO YOUTH APPRENTICESHIP

<http://www.edu.gov.on.ca/eng/tcu/apprentices/oyap.html>

This is a school-to-work transition program offered through Ontario secondary schools. Full-time students in grades 11 and 12 earn cooperative education credits through work placements in skilled trades. Students have the option to formally register as apprentices while in secondary school, allowing them to graduate at the end of Grade 12 with their Ontario Secondary School Diploma and a portion of their apprenticeship already completed.

Who Can Participate?

Full-time high school students entering Grade 11 who are at least 16 years old.

CO-OP DIPLOMA APPRENTICESHIP

<http://www.edu.gov.on.ca/eng/tcu/apprentices/coop.html>

This is a college diploma program and apprenticeship training leading to a Certificate of Qualification.

Who can participate?

Participants must meet all eligibility criteria for both the college diploma program as well as the apprenticeship training.

LOANS FOR TOOLS

<http://www.edu.gov.on.ca/eng/tcu/apprentices/tools.html>

The Loans for Tools program offers new apprentices a loan to help them buy the tools and equipment they need to perform the trade in which they are registered.

Who Can Participate?

Newly registered apprentices.

APPRENTICESHIP TAX TRAINING CREDIT

<http://www.edu.gov.on.ca/eng/tcu/employers/taxcredit.html>

This is a refundable tax credit for corporations and unincorporated businesses employing apprentices in certain skilled trades during the first 36 months of an apprenticeship program.

Who Can Participate?

The tax credit is available to businesses that:

- ◆ have permanent establishments in Ontario;
- ◆ are subject to Ontario Income Tax;
- ◆ incur eligible expenditures in respect of qualifying apprentices in designated skilled trades.

EMPLOYER SIGNING BONUS

http://www.edu.gov.on.ca/eng/tcu/employers/emp_bonus.html

This initiative assists employers that hire and register youth under 25 years of age who have left school and require upgrading to meet the registration standards for apprenticeship training.

Who Can Participate?

The employer signing bonus will be delivered in two equal instalments over six months. For the first instalment, employers must:

- ◆ Meet all the specific apprenticeship requirements to provide training in the trade, and
- ◆ Hire and register an apprenticeship scholarship candidate as an apprentice.

To receive the second instalment, employers must:

- ◆ Continue to employ the apprentice and provide on-the-job training for at least six months from the date that the apprentice was registered.
-

APPRENTICESHIP SCHOLARSHIP

http://www.edu.gov.on.ca/eng/tcu/apprentices/app_schol.html

The program offers a \$1,000 apprenticeship scholarship for youth who have:

- ◆ completed their academic upgrading;
- ◆ are employed; and
- ◆ are registered as apprentices.

Who Can Participate?

Participants must:

- ◆ Be under 25 years of age;
- ◆ Have left school before completing the necessary academic requirements for registering in a trade;
- ◆ Be committed to achieving the necessary academic requirements within one year;
- ◆ Demonstrate an interest in the skilled trades.

ADJUSTMENT ADVISORY PROGRAM

<http://www.edu.gov.on.ca/eng/tcu/employees/aap.html>

The program supplies advisory and financial assistance to its clients to help them adjust to the effects of job loss in the workplace. Advisers help clients identify their needs and secure appropriate support, including career counselling, training, referral, and job search skills training. Adjustment committees are established to ensure full employer and employee participation in the process.

Who Can Participate?

Displaced Worker Adjustment: Any Ontario resident affected by layoffs, downsizings or closures of 50 or more employees which have been reported to the Ministry of Labour by a Form 1 Summary.

Community Adjustment: Various affected community groups where many companies have been downsizing or closing.

BRIDGE TRAINING FOR SKILLED IMMIGRANTS

<http://www.citizenship.gov.on.ca/english/working/experience/>

Bridge Training supports the development and implementation of sustainable projects that expedite licensing and accreditation of qualified immigrants for employment in strategic skills areas. Projects are offered by sector-based partnerships including employers, educational institutions, occupational regulatory bodies, and community agencies.

Projects are being developed, and some are already under way, in the following professional and trades sectors:

- ◆ biotechnology
- ◆ health care (nursing, midwifery, pharmacy, medical radiation, medical laboratory science, respiratory therapy)
- ◆ information technology
- ◆ teaching
- ◆ construction trades (plumbing, sheet metal, carpentry)
- ◆ precision machining and tooling (general machining, mould making, pattern making, tool and die making, machine tool building/integrating)
- ◆ engineering and engineering technology

JOB CONNECT

<http://www.edu.gov.on.ca/eng/tcu/apprentices/jobconnect.html>

The program has three service components tailored to meet individual needs:

- ◆ The Information and Resource Service provides workshops, information and resources on careers and occupations, the local labour market, training opportunities and job search strategies. There is information on apprenticeship training and resources for internationally trained individuals seeking employment consistent with their skills and experience;
- ◆ Employment Planning and Preparation offers individuals the support needed to clarify employment needs and develop an action plan, assist with making decisions and searching for a job;
- ◆ Job Development and Placement Support provides placements into employment for work experience and/or on-the-job training.

Who Can Participate?

- ◆ **Information and Resource Service:** Anyone seeking employment and/or training can access this walk-in community resource;
- ◆ **Employment Planning and Preparation and Job Development and Placement Support:** People who are at least 16 years old, out of school and out of work, and not receiving Employment Insurance benefits.

LITERACY AND BASIC SKILLS

<http://www.edu.gov.on.ca/eng/tcu/apprentices/lbs.html>

The program provides:

- ◆ Literacy, numeracy and essential skills services to help individuals achieve goals related to further education or training, employment or increased independence;
- ◆ Support in clarifying their upgrading goals and developing a training plan to achieve them;
- ◆ Academic upgrading services to help individuals develop the necessary skills for entry into college-based post-secondary education and training programs (such as apprenticeship).

Who Can Participate?

The program is open to individuals who are out of school and communicate in English or French, with a special emphasis on serving individuals receiving social assistance through Ontario Works.

To ensure that the literacy needs of learners from different linguistic and cultural backgrounds are addressed, these services support programming for anglophone, deaf, francophone and Aboriginal learners.

Sectoral Adjustment: Partnerships of industry associations, employee associations, employers and unions.

ONTARIO DISABILITY SUPPORT PROGRAM

<http://www.mcsc.gov.on.ca/mcsc/english/pillars/social/programs/odsp.htm>

The Ontario Disability Support Program (ODSP) is designed to meet the unique needs of people with disabilities who are in financial need, or who want and are able to work and need support. Ontarians 65 years or older who are not eligible for Old Age Security may also qualify for ODSP supports if they are in financial need. The program provides Income and Employment Supports.

Who can participate?

To be eligible for Income and Employment Supports under the ODSP, an individual must:

- ◆ be a resident of Ontario;
- ◆ qualify financially;
- ◆ have a disability (substantial physical or mental impairment that is continuous or recurrent) which is expected to last one year or more.

An individual may also qualify if he or she:

- ◆ receives disability benefits under the Canada Pension Plan (CPP);
- ◆ is 65 or older and is not eligible for Old Age Security (OAS);
- ◆ lives in a psychiatric facility;
- ◆ lives in a facility under the Development Services Act or in a home under the Homes for Special Care Act; or
- ◆ is about to turn 18 and currently receives a benefit called the Assistance for Children with Severe Disabilities Benefit (this used to be called Handicapped Children's Benefit).

Note: *The ODSP is managed and delivered by the Ministry of Community and Social Services. If you would like more information on the program, you can contact your local ODSP office.*

To locate an ODSP office in your community, visit:

http://www.mcsc.gov.on.ca/mcsc/english/pillars/social/contacts/odsp_income_contact.htm

For assistance in locating an ODSP Income and Employment Supports Office, call the toll-free Employment Ontario Hotline at 1-800-387-5656, or (416) 326-5656

ONTARIO EMPLOYMENT ASSISTANCE SERVICES

<http://www.edu.gov.on.ca/eng/tcu/jobseekers/assistanceServices.html>

The program helps people who are unemployed prepare for, obtain and keep a job. It also provides them with services such as employment counselling, job search techniques, job placement and labour market information. Specific services can include any of the following:

- ◆ Needs Assessment and Return to Work Plans;
- ◆ Job Finding Clubs;
- ◆ Career Decision Making;
- ◆ Targeted Services for Specific Groups of Job Seekers.

Who Can Participate?

Services are available to people who are unemployed and looking for work.

ONTARIO EMPLOYMENT RESOURCE CENTRES

<http://www.edu.gov.on.ca/eng/tcu/jobseekers/resourceCentres.html>

The centres provide people looking for work with access to labour market information, job search tools and additional resources to help them find employment. Some centres provide workshops on job search techniques, making career decisions and interview skills. In addition, as part of the Employment Ontario network, the centres will refer clients to other employment services in the community.

Who Can Participate?

These services are available to all Canadians seeking employment.

ONTARIO JOB BANK

www.jobbank.gc.ca

The program is a web-based network of job postings from across Canada available to all Canadians. Job seekers can access additional features from the website including:

- ◆ **Job Match**, which allows job seekers to create their own job profile and advertise it to potential employers, as well as received a list of job opportunities that match their skill set;

- ◆ **Job Alert**, which allows job seekers to receive, by e-mail, a list of job openings that match their individual search criteria;
- ◆ **Career Navigation**, which is a tool that helps individuals with career decisions;
- ◆ **Résumé Builder**, which helps to create résumés for personal use or for applying online for federal government jobs through the site.

Who Can Participate?

All features of the Ontario Job Bank are available to all individuals. If you are not a Canadian citizen or a permanent resident of Canada, you may need an employment authorization before you begin to work in Canada. For more information, contact a Canadian Citizenship and Immigration officer or visit their website at www.cic.gc.ca.

ONTARIO JOB CREATION PARTNERSHIPS

<http://www.edu.gov.on.ca/eng/tcu/employers/jobCreation.html>

The program provides work experience to unemployed job seekers within projects that benefit the community or local economy. At the end of their participation, participants in the program will have recent work experience and additional skills to add to their résumés, increasing their chances of successfully obtaining long-term employment.

Who Can Participate?

Job seekers who are unemployed and meet one of the following conditions:

- ◆ Established a claim for Employment Insurance benefits or their Employment Insurance period ended within the past three years;
- ◆ Established a claim for Employment Insurance maternity or parental benefits and were paid benefits within the past five years and are re-entering the labour force after having left it to care for newborn or newly adopted children.

Employers/Sponsors:

- ◆ Businesses, non-profit organizations, crown corporations, municipalities or provincial/territorial governments, First Nations councils, public health and educational institutions.

Eligible Projects should:

- ◆ be finite in nature and incremental to the sponsors normal activities;
- ◆ provide a benefit to the community or the local economy;
- ◆ provide participants with a meaningful work experience;
- ◆ share in the cost of the project, if it is within the sponsors ability to do so.

ONTARIO SKILLS DEVELOPMENT

<http://www.edu.gov.on.ca/eng/tcu/jobseekers/skillsDevelopment.html>

The program provides support to unemployed people who are or have recently been eligible for Employment Insurance and need marketable skills in order to re-enter the labour market. It also provides financial assistance to help people with some of the costs associated with acquiring the training they need to re-enter the labour market, such as tuition and books.

Who Can Participate?

Job seekers who are unemployed and meet one of the following conditions:

- ◆ Established a claim for Employment Insurance benefits or their Employment Insurance period ended within the past three years;

Established a claim for Employment Insurance maternity or parental benefits and were paid benefits within the past five years and are re-entering the labour force after having left it to care for newborn or newly adopted children.

ONTARIO SELF-EMPLOYMENT BENEFIT

<http://www.edu.gov.on.ca/eng/tcu/employees/selfEmployment.html>

The program provides unemployed people who are or have recently become eligible for Employment Insurance with income and entrepreneurial support while they develop and start their business.

Who Can Participate?

Job seekers who are unemployed and meet one of the following conditions:

- ◆ Established a claim for Employment Insurance benefits or their Employment Insurance period ended within the past three years;
 - ◆ Established a claim for Employment Insurance maternity or parental benefits and were paid benefits within the past five years and are re-entering the labour force after having left it to care for newborn or newly adopted children.
-

ONTARIO TARGETED WAGE SUBSIDY

<http://www.edu.gov.on.ca/eng/tcu/employers/wageSubsidy.html>

The program is designed to provide on-the-job work experience to unemployed people who are or have recently been eligible to receive Employment Insurance. It also enables employers to hire people who face barriers to employment (people they might not otherwise hire) by offering temporary wage subsidies.

Who Can Participate?

Job seekers who are unemployed and meet one of the following conditions:

- ◆ Established a claim for Employment Insurance benefits or their Employment Insurance period ended within the past three years;
- ◆ Established a claim for Employment Insurance maternity or parental benefits and were paid benefits within the past five years and are re-entering the labour force after having left it to care for newborn or newly adopted children.

Employers:

- ◆ Businesses, non-profit organizations, municipalities, band councils, public health and educational institutions.

ONTARIO WORKS

<http://www.mcsc.gov.on.ca/mcsc/english/pillars/social/programs/ow.htm>

Ontario Works provides a range of services and supports to help participants achieve sustainable employment and self-sufficiency. The range of supports include a mix of financial assistance, benefits and employment supports delivered through tailored, individualized case management services.

Who can participate?

Eligibility for Ontario Works is based on a financial assessment and participation in employment assistance activities. In addition, the applicant must be a resident of Ontario.

Note: *Ontario Works is delivered at the municipal level through 47 Consolidated Municipal Service Managers (in Northern Ontario, they are called District Social Services Administration Boards), and 110 First Nations delivery agents. If you would like more information on the program, contact your local Ontario Works office.*

To locate the Ontario Works office in your area, visit the following web address:

http://www.mcsc.gov.on.ca/mcsc/english/pillars/social/contacts/ow_contact.htm;

or call the toll-free Employment Ontario Hotline at 1-800-387-5656, or (416) 326-5656

SUMMER JOBS SERVICE

<http://www.edu.gov.on.ca/eng/tcu/jobseekers/sjs.html>

The program provides free job search support and placement services to students. It also provides a \$2/hour hiring incentive for employers who hire a summer student.

The Summer Jobs Service offers the following:

- ◆ free training on how to develop job-search and self-marketing skills to help students land and keep a job.

Who Can Participate?

Students:

- ◆ 15 to 24 years old (up to 29 for a person with a disability);
- ◆ Planning to return to school in the fall.

Employers:

- ◆ Private, not-for-profit or broader public sector employers operating and offering a summer job in Ontario.

To receive a hiring incentive for a summer student placement, an employer must also:

- ◆ Ensure liability and workplace safety insurance coverage for the student placement;
- ◆ Not be related to the student.

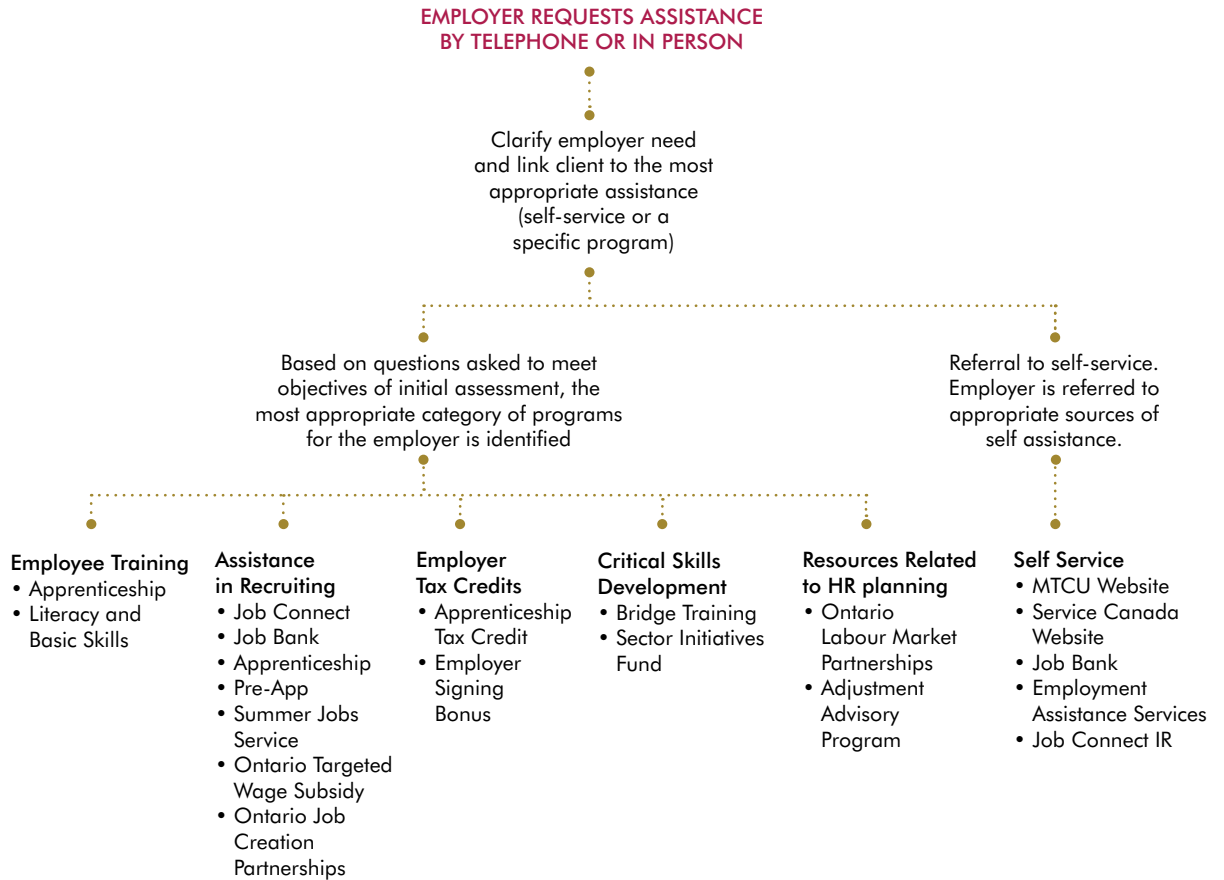
How can I get more information on these services?

Call the toll-free *Employment Ontario* hotline at 1-800-387-5656 or (416) 326-5656 in Toronto, for more information about how to access these services in your area.

Alternatively, find out more about these programs by contacting your local Ontario Employment Services office. You can search for the phone number and location of an Ontario Employment Assistance Services office in a specific community by visiting www.edu.gov.on.ca/eng/tcu/search.html.

Employer Section

Employer Flow Chart



Sample Referral Questions for Employers

Objective of Question	Example of a Question that may meet the objective	Program/ Service Category
To determine if the employer can identify what his or her specific need is	How may we help you?	Self Service or a specific program or service
To determine if the employer is looking for assistance in developing the skills and knowledge of their employees	What are your training needs?	Employee Training
To determine if the employer is looking for help in accessing a pool of employees who could be hired?	Are you looking for assistance in recruiting new employees?	Assisting employers in recruiting new employees
To determine if the employer is just looking to find out if there are programs that have financial incentives	Are you looking for financial assistance?	Employer tax credits
To determine if the employer is looking to maintain business competitiveness by expediting the recruitment of qualified immigrants in strategic skills areas and helping firms adjust to changing economic needs	Are you looking to develop critical skill shortages?	Critical skills development
To determine if the employer is looking to develop skills or resources that will meet future needs related to economic trends.	Are you looking for programs and resources related to economic trends and human resource planning?	Resources related to economic trends and human resource planning

Programs and Services for Employers

ADJUSTMENT ADVISORY PROGRAM

<http://www.edu.gov.on.ca/eng/tcu/employees/aap.html>

The program supplies advisory and financial assistance to its clients to help them adjust to the effects of job loss in the workplace. Advisers help clients identify their needs and secure appropriate support, including career counselling, training, referral, and job search skills training. Adjustment committees are established to ensure full employer and employee participation in the process.

Who Can Participate?

Displaced Worker Adjustment: Any Ontario resident affected by layoffs, downsizings or closures of 50 or more employees which have been reported to the Ministry of Labour by a Form 1 Summary.

Community Adjustment: Various affected community groups where many companies have been downsizing or closing.

Sectoral Adjustment: Partnerships of industry associations, employee associations, employers and unions.

APPRENTICESHIP TRAINING

http://www.edu.gov.on.ca/eng/tcu/apprentices/app_train.html

Apprenticeship is an on-the-job training program for people who want to work in a skilled trade or occupation and includes learning new skills from skilled journeypersons. On average, 90 per cent of apprenticeship training takes place on-the-job with an employer. The remainder involves classroom instruction, which is delivered at a local community college or other approved training organization.

APPRENTICESHIP INNOVATION FUND

http://www.edu.gov.on.ca/eng/tcu/employers/innov_fund.html

The program supports the development of high-quality curriculum for new and existing apprenticeship programs and the development of exemption tests. It also supports the development of tools that enhance traditional classroom delivery and allow apprentices to learn at their own pace.

Who Can Participate?

Colleges, approved apprenticeship training delivery agents and organizations who meet submission requirements.

APPRENTICESHIP TAX TRAINING CREDIT

<http://www.edu.gov.on.ca/eng/tcu/employers/taxcredit.html>

This is a refundable tax credit for corporations and unincorporated businesses employing apprentices in certain skilled trades during the first 36 months of an apprenticeship program.

Who Can Participate?

The tax credit is available to businesses that:

- ◆ have permanent establishments in Ontario;
- ◆ are subject to Ontario Income Tax;
- ◆ incur eligible expenditures in respect of qualifying apprentices in designated skilled trades.

BRIDGE TRAINING FOR SKILLED IMMIGRANTS

<http://www.citizenship.gov.on.ca/english/working/experience/>

Bridge Training supports the development and implementation of sustainable projects that expedite licensing and accreditation of qualified immigrants for employment in strategic skills areas. Projects are offered by sector-based partnerships including employers, educational institutions, occupational regulatory bodies, and community agencies.

Projects are being developed, and some are already under way, in the following professional and trades sectors:

- ◆ biotechnology
- ◆ health care (nursing, midwifery, pharmacy, medical radiation, medical laboratory science, respiratory therapy)
- ◆ information technology
- ◆ teaching
- ◆ construction trades (plumbing, sheet metal, carpentry)
- ◆ precision machining and tooling (general machining, mould making, pattern making, tool and die making, machine tool building/integrating)
- ◆ engineering and engineering technology

EMPLOYER SIGNING BONUS

http://www.edu.gov.on.ca/eng/tcu/employers/emp_bonus.html

This initiative assists employers that hire and register youth under 25 years of age who have left school and require upgrading to meet the registration standards for apprenticeship training.

Who Can Participate?

The employer signing bonus will be delivered in two equal instalments over six months. For the first instalment, employers must:

- ◆ Meet all the specific apprenticeship requirements to provide training in the trade, and
- ◆ Hire and register an apprenticeship scholarship candidate as an apprentice.

To receive the second instalment, employers must:

- ◆ Continue to employ the apprentice and provide on-the-job training for at least six months from the date that the apprentice was registered.

ONTARIO YOUTH APPRENTICESHIP

<http://www.edu.gov.on.ca/eng/tcu/apprentices/oyap.html>

This is a school-to-work transition program offered through Ontario secondary schools. Full-time students in grades 11 and 12 earn cooperative education credits through work placements in skilled trades. Students have the option to formally register as apprentices while in secondary school, allowing them to graduate at the end of Grade 12 with their Ontario Secondary School Diploma and a portion of their apprenticeship already completed.

Who Can Participate?

Full-time high school students entering Grade 11 who are at least 16 years old.

PRE-APPRENTICESHIP TRAINING

http://www.edu.gov.on.ca/eng/tcu/apprentices/pre_apprent.html

The Pre-apprenticeship Training Program helps potential entrants to the apprenticeship system develop their job skills and trade readiness so that they will be prepared to gain employment as apprentices.

Who Can Participate?

The Pre-Apprenticeship Training Program is open to a wide range of clients including:

- ◆ High school graduates;
- ◆ Early school leavers;
- ◆ Unemployed/underemployed youth and adults;
- ◆ EI/non-EI eligible;
- ◆ Aboriginal peoples;
- ◆ Newcomers to Canada.

Note: *Certain eligibility criteria may apply to specific programs.*

JOB CONNECT

<http://www.edu.gov.on.ca/eng/tcu/apprentices/jobconnect.html>

How can Employers Benefit from Job Connect?

Employers who operate a business in Ontario and who are looking to hire staff can advertise job openings through the Information and Resource service. Job Connect staff can provide employers with screening and recruiting services to meet their business needs. Through the Job Development and Placement Support employers may be eligible for training incentives to offset some of the costs of providing on-the-job training/work experience to a Job Connect participant.

The program has three service components tailored to meet individual needs:

- ◆ The Information and Resource Service provides workshops, information and resources on careers and occupations, the local labour market, training opportunities and job search strategies. There is information on apprenticeship training and resources for internationally trained individuals seeking employment consistent with their skills and experience;

- ◆ Employment Planning and Preparation offers individuals the support needed to clarify employment needs and develop an action plan, assist with making decisions and searching for a job;
- ◆ Job Development and Placement Support provides placements into employment for work experience and/or on-the-job training.

Who Can Participate?

- ◆ **Information and Resource Service:** Anyone seeking employment and/or training can access this walk-in community resource;
- ◆ **Employment Planning and Preparation and Job Development and Placement Support:** People who are at least 16 years old, out of school and out of work, and not receiving Employment Insurance benefits.

LITERACY AND BASIC SKILLS

<http://www.edu.gov.on.ca/eng/tcu/apprentices/lbs.html>

The program provides:

- ◆ Literacy, numeracy and essential skills services to help individuals achieve goals related to further education or training, employment or increased independence;
- ◆ Support in clarifying their upgrading goals and developing a training plan to achieve them;
- ◆ Academic upgrading services to help individuals develop the necessary skills for entry into college-based post-secondary education and training programs (such as apprenticeship).

Who Can Participate?

The program is open to individuals who are out of school and communicate in English or French, with a special emphasis on serving individuals receiving social assistance through Ontario Works.

To ensure that the literacy needs of learners from different linguistic and cultural backgrounds are addressed, these services support programming for anglophone, deaf, francophone and Aboriginal learners.

ONTARIO JOB BANK

www.jobbank.gc.ca

The program is a web-based network of job postings from across Canada available to all Canadians. Job seekers can access additional features from the website including:

- ◆ **Job Match**, which allows job seekers to create their own job profile and advertise it to potential employers, as well as received a list of job opportunities that match their skill set;
- ◆ **Job Alert**, which allows job seekers to receive, by e-mail, a list of job openings that match their individual search criteria;
- ◆ **Career Navigation**, which is a tool that helps individuals with career decisions;
- ◆ **Résumé Builder**, which helps to create résumés for personal use or for applying online for federal government jobs through the site.

Who Can Participate?

All features of the Ontario Job Bank are available to all individuals. If you are not a Canadian citizen or a permanent resident of Canada, you may need an employment authorization before you begin to work in Canada. For more information, contact a Canadian Citizenship and Immigration officer or visit their website at www.cic.gc.ca.

ONTARIO JOB CREATION PARTNERSHIPS

<http://www.edu.gov.on.ca/eng/tcu/employers/jobCreation.html>

The program provides work experience to unemployed job seekers within projects that benefit the community or local economy. At the end of their participation, participants in the program will have recent work experience and additional skills to add to their résumés, increasing their chances of successfully obtaining long-term employment.

Who Can Participate?

Job seekers who are unemployed and meet one of the following conditions:

- ◆ Established a claim for Employment Insurance benefits or their Employment Insurance period ended within the past three years;
- ◆ Established a claim for Employment Insurance maternity or parental benefits and were paid benefits within the past five years and are re-entering the labour force after having left it to care for newborn or newly adopted children.

Employers/Sponsors:

- ◆ Businesses, non-profit organizations, crown corporations, municipalities or provincial/territorial governments, First Nations councils, public health and educational institutions.

Eligible Projects should:

- ◆ be finite in nature and incremental to the sponsors normal activities;
- ◆ provide a benefit to the community or the local economy;
- ◆ provide participants with a meaningful work experience;
- ◆ share in the cost of the project, if it is within the sponsors ability to do so.

ONTARIO LABOUR MARKET PARTNERSHIP

<http://www.edu.gov.on.ca/eng/tcu/employers/labourMarket.html>

The program supports partnerships among employers, employer/employee associations and community organizations and is intended to help partners:

- ◆ Address identified labour market issues;
- ◆ Develop and implement strategies to improve their ability to plan for their human resource needs;
- ◆ Implement labour force adjustment measures to deal with changes in the labour market that are driven by technological, economic, demographic and/or structural influences including expansion, workplace problems, implications of changing technology for labour, changing educational requirements and equity and youth issues.

Who Can Participate?

The following partnership projects are eligible for funding:

- ◆ Projects that have a start and a finish. Funding is not to be used for ongoing projects;
- ◆ Projects that have measurable results for which the partners are accountable;
- ◆ Projects that involved preparing and implementing plans and strategies to address human resource needs and to enable the organizations to keep pace with changes in the labour market.

ONTARIO TARGETED WAGE SUBSIDY

<http://www.edu.gov.on.ca/eng/tcu/employers/wageSubsidy.html>

The program is designed to provide on-the-job work experience to unemployed people who are or have recently been eligible to receive Employment Insurance. It also enables employers to hire people who face barriers to employment (people they might not otherwise hire) by offering temporary wage subsidies.

Who Can Participate?

Job seekers who are unemployed and meet one of the following conditions:

- ◆ Established a claim for Employment Insurance benefits or their Employment Insurance period ended within the past three years;
- ◆ Established a claim for Employment Insurance maternity or parental benefits and were paid benefits within the past five years and are re-entering the labour force after having left it to care for newborn or newly adopted children.

Employers:

- ◆ Businesses, non-profit organizations, municipalities, band councils, public health and educational institutions.

SECTOR INITIATIVES FUND

<http://www.edu.gov.on.ca/eng/tcu/apprentices/sector.html>

The program helps industry sectors and organizations develop training programs, standards, and materials for their workforces. This approach encourages the sector-wide research and planning needed to address skills gaps.

Who Can Participate?

An organization representing a sector of the Ontario economy, including trade and professional associations, representative employer groups and unions.

SUMMER JOBS SERVICE

<http://www.edu.gov.on.ca/eng/tcu/jobseekers/sjs.html>

Hiring students during the summer provides you with workers who are ready to take on seasonal projects and/or who can replace vacationing full-time employees. A hiring incentive of \$2 per hour is available to businesses and farms, as well as to not-for-profit and other community organizations. Local colleges or youth employment centres screen applicants to match them to your job needs.

Who Can Participate?

Students:

- ◆ 15 to 24 years old (up to 29 for a person with a disability);
- ◆ Planning to return to school in the fall.

Employers:

- ◆ Private, not-for-profit or broader public sector employers operating and offering a summer job in Ontario.

To receive a hiring incentive for a summer student placement, an employer must also:

- ◆ Ensure liability and workplace safety insurance coverage for the student placement;
- ◆ Not be related to the student.

How can I get more information on these services?

Call the toll-free *Employment Ontario* hotline at 1-800-387-5656 or (416) 326-5656 in Toronto, for more information about how to access these services in your area.

Alternatively, find out more about these programs by contacting your local Ontario Employment Services office. You can search for the phone number and location of an Ontario Employment Assistance Services office in a specific community by visiting www.edu.gov.on.ca/eng/tcu/search.html.

Additional Training and Employment Programs

This section outlines federal employment programs for youth and persons with disabilities. For a more complete reference of community, social, health and government services that are available to individuals in Ontario, please visit www.211ontario.ca. 211Ontario will launch a full directory of local services for all Ontario communities in January 2008.

YOUTH EMPLOYMENT STRATEGY

<http://www.youth.gc.ca/yoaux.jsp?contentpageid=706&lang=en>

The **Youth Employment Strategy (YES)** is the Government of Canada's commitment to help young people, particularly those facing barriers to employment, get the information and gain the skills, work experience and abilities they need to make a successful transition to the workplace. Under the **Youth Employment Strategy, Service Canada** offers the following three programs:

- ◆ **Skills Link** provides funding to community organizations to help youth facing barriers to employment - such as single parents, Aboriginal youth, young persons with disabilities, recent immigrants, youth living in rural and remote areas and high school dropouts - develop the broad range of skills, knowledge and work experience they need to participate in the job market.
- ◆ **Summer Work Experience** provides wage subsidies to employers to create summer employment for secondary and post-secondary students, and support the operation of summer employment offices.
- ◆ **Career Focus** provides funding for employers to help post-secondary graduates obtain career-related work opportunities in Canada to support their development of advanced skills, to help them make career-related links to the job market, and to assist them in becoming leaders in their field.

Who can participate?

To participate in **Youth Employment Strategy** projects, youth must be:

- ◆ between 15 and 30 years of age;
- ◆ legally able to work in Canada; and
- ◆ *not* receiving Employment Insurance (EI) benefits.

To participate in **Skills Link**, youth must also be:

- ◆ out of school; and
- ◆ facing barriers to employment. Maybe you dropped out of school, live in a rural area, have a disability, are a single parent, are Aboriginal, or just immigrated to Canada.

To participate in **Summer Work Experience**, youth must also be:

- ◆ a secondary or post-secondary student.
- ◆ returning to full-time studies.

To participate in **Career Focus**, youth must also be:

- ◆ a post-secondary graduate.

How can I find out more about these services?

To find out more information about this program, contact the closest service Canada location nearest you. You can locate the office at the following web address:

http://www1.servicecanada.gc.ca/en/gateways/where_you_live/menu.shtml

or by calling 1-800-0-CANADA (622-6232)

OPPORTUNITIES FUND FOR PERSONS WITH DISABILITIES

http://www.hrsdc.gc.ca/en/epb/sid/cia/grants/of/desc_of.shtml

The objective of the Opportunities Fund is to assist persons with disabilities to prepare for, obtain employment or self-employment as well as to develop the skills necessary to maintain that new employment.

The Opportunities Fund supports a number of employment activities to help persons with disabilities overcome barriers to employment.

Activities can include:

- ◆ helping individuals start their own business;
- ◆ assisting individuals to increase their employment skill level;
- ◆ assisting individuals to integrate into the workplace through services tailored to meet their special needs.

Financial Parameters

Contributions may be made to eligible participants to cover the following costs incurred in relation to their participation in an eligible activity. These are:

- ◆ all or a portion of their living expenses;
- ◆ all or a portion of the incremental cost of participation such as expenses relating to specialized services, arrangements or equipment, dependant care, transportation and accommodation; and
- ◆ all or part of the cost of tuition for a course or a program of instruction (May not be available in all Provinces).

Who is eligible to apply?

To be eligible for assistance from the Opportunities Fund, an individual must self identify as having a permanent physical or mental disability which limits their daily activity and:

- ◆ must be unemployed or working less than 20 hours per week and be seeking employment
- ◆ must be eligible to work in Canada; and
- ◆ must require assistance to work or to become self-employed
- ◆ Participants must normally not be eligible for assistance under the Employment Programs under Part II of the Employment Insurance Act or similar provincial or territorial programs that are subject to agreements with provinces, territories or organizations funded through Section 63 of the Employment Insurance Act.

How do I apply?

If you are interested in applying for the program you should contact the Service Canada Centre nearest you. You can locate the office at the following web address: http://www1.servicecanada.gc.ca/en/gateways/where_you_live/menu.shtml

or by calling 1-800-0-CANADA (622-6232)