



EMPLOYMENT ONTARIO
SUMMER JOBS SERVICE

Service Provider Guidelines

June 2011

TABLE OF CONTENTS

SECTION 1.0 INTRODUCTION TO THE GUIDELINES

- 1.1 Summer Jobs Service guidelines
- 1.2 Summer Jobs Service evaluation

SECTION 2.0 SUMMER JOBS SERVICE OVERVIEW

- 2.1 Components of the Summer Jobs Service
- 2.2 Eligibility
- 2.3 Summer Jobs Service Delivery Framework
- 2.4 Summer Jobs Service Customer Service Requirements

SECTION 3.0 SUMMER JOBS SERVICE

- 3.1 Resources and Information
- 3.2 Workshops
- 3.3 Posting of Job Opportunities
- 3.4 Hiring Incentive (wage subsidy)
- 3.5 Disability Supports
- 3.6 Service Quality Outcomes and Activity
- 3.7 Summer Jobs Service Measurement Indicators

SECTION 4.0 ADMINISTRATION GUIDELINES

- 4.1 Introduction
- 4.2 The Agreement with the Ministry
- 4.3 Service Provider Responsibilities
 - 4.3.1 Program Facilities and Facilities Leases
 - 4.3.2 Access to Information and Protection of Privacy
 - 4.3.3 French Language Services
 - 4.3.4 Promotion, Communication and Graphic Standards
- 4.4 Summer Jobs Service Documentation Requirements
 - 4.4.1 Information Management and Reporting Requirements for MTCU
 - 4.4.2 Forms
- 4.5 Employers' Responsibilities
 - 4.5.1 Employment Standards Act
 - 4.5.2 Ontario Human Rights Code
 - 4.5.3 Workplace Insurance
 - 4.5.4 WSIB Claims
 - 4.5.5 Third Party Liability Insurance
 - 4.5.6 Summary of SJS and EOIS-CaMS Resources

SECTION 1.0 SUMMER JOBS SERVICE INTRODUCTION

Summer Jobs Service (SJS) is a service intervention that focuses on providing students with work experience during the summer months and support for job search year-round. Although the employer hiring incentive component of the SJS is available as of April in each year, students and employers begin their summer job search and recruiting as early as January. Students may access year-round information and resource service to help facilitate their planning for summer employment while attending school. Employers can also post job opportunities for students throughout the year.

1.1 Summer Jobs Service Guidelines

These guidelines are provided to service providers that are under contract with the Ministry of Training, Colleges and Universities to deliver SJS and are consistent with the administrative guidelines that have been drafted for the Employment Service (ES). The Ministry deems it is the responsibility of the service providers' organization to ensure that staff members delivering/administering the SJS are familiar with the terms and conditions of the Service Provider's Agreement.

NOTE: The agreement between the SJS provider and the Ministry sets out the legal responsibilities of the SJS provider in delivering the SJS. The SJS provider guidelines are designed as a resource to assist SJS providers in delivering and managing the SJS, and may be amended from time to time. The agreement prevails over these guidelines.

See Service Provider Agreement, Schedule "A", Section 2)

1.2 Summer Jobs Service Evaluation

The SJS is undergoing an evaluation to identify strengths and weaknesses of its current components with a view to seeking opportunities to improve those components to better serve students and build Ontario's labour market skills.

Based on evaluation results, the Ministry of Training, Colleges and Universities may undertake a redesign of the SJS to address the findings in consultation with relevant stakeholders and service providers with a view to better integrate the program into the ES service model.

SECTION 2.0 SUMMER JOBS SERVICE OVERVIEW

The SJS offers a range of resources, supports and service components year-round to ensure that students have opportunities to prepare for and access work. The SJS provides a highly flexible tool kit of resources and services that can be customized to an individual's particular needs.

The SJS links with service providers, employers and other Employment Ontario programs and services. It provides students with job search support and jobs during the summer months (from April to September). Students may be referred within the ES network of service providers to ensure convenience and appropriateness of service and jobs. The SJS assists students to find summer employment by providing relevant resources and information.

Service providers provide students with important information throughout the year generally through workshops and information sessions and job postings.

SJS will support summer employment for students by providing:

- students with information, knowledge and skills to find a job on their own;
- support for students to access jobs that provide a rewarding work experience;
- job search workshops that inform students about the workplace and employers' rules and expectations, including workplace health and safety;
- employers with access to students who are ready and willing to work in the summer; and
- employers with a \$2.00 per hour hiring incentive to hire youth in the summer.

Not all students and employers who participate in the program will take advantage of all these service components.

Students and employers are required to meet eligibility criteria to be able to participate in the SJS program. These criteria are established by the Ministry to ensure that the program objectives and outcomes are achieved so that there is efficiency, consistency and fairness across the province.

2.1 Components of the Summer Jobs Service

The components of the SJS are:

- Resources and Information to support individual job search
- Workshops (Orientation to the Workplace and Job Search targeted specifically to students)
- Posting of job opportunities and in some cases support for matching interests with opportunities
- Hiring Incentives (wage subsidies):

- For employers to directly hire eligible students
- For employers to hire students identified by the service provider
- Disability Supports

(See Service Provider Agreement, Schedule “A”, Section 1)

For detailed information on the SJS components, see section 3

2.2 Eligibility

To be eligible for Resources and Information

There are no specific eligibility requirements for accessing these resources that are intended for general public use. Anyone in the community, including job seekers, employers, students and others may use the available resources and information. Many resources and information users will not require further services, such as one-to-one assistance.

To be eligible to participate in SJS workshops

Students must be:

- 15-30 years of age,
- planning to return to school in the fall,
- intending to find summer employment, and
- eligible to work in Canada.

Student eligibility for a summer job placement with hiring incentive,

Students must be:

- 15-30 years of age,
- planning to return to school in the fall;
- eligible to work in Canada;
- hired by a person who is not their immediate relative (for example, son, daughter, spouse, brother, sister); and
- not currently working for the employer applying for the hiring incentive.

Students whose part-time jobs (24 hours per week or less) can be increased to full-time (35 hours per week or more) by participating in SJS are also eligible.

(See Service Provider Agreement, Schedule “A”, Section 4)

Employer eligibility for a summer student job placement with hiring incentive

Employers participating in the SJS hiring incentive program must meet all requirements outlined below and those stipulated in their specific subsidized job placement agreements. If an employer does not fulfill the requirements of their subsidized job placement agreement, it will necessitate a review of the agreement. Specifically, employer must:

- be authorized by the Ministry of Economic Development and Trade to operate a business in Ontario;
- Comply with all provincial legislation and applicable federal legislation, regulation, and any other relevant standards, including but not limited to the *Accessibility for Ontarians with Disabilities Act, 2005*, *Employment Standards Act*, *Human Rights Code* and the *Occupational Health and Safety Act* and applicable privacy legislation;
- provide employment in Ontario;
- be in the private, non-profit or broader public sector (municipalities, schools, universities, colleges hospitals);
- demonstrate the ability to provide the job placement with adequate supervision;
- place participants on the company's payroll and provide the same employment terms, conditions, and benefits as for all regular employees;
- maintain appropriate WSIB or alternate workplace safety insurance coverage;
- have adequate third party general liability insurance as advised by its insurance broker;

To be eligible for consecutive job placements, employers must have:

- demonstrated the ability to provide suitable job placement; and
- fulfilled the terms and conditions of any previous job placement agreements.

The Employer must **not**:

- hire his or her immediate family members of the employer's officers, directors and management staff such as parents, spouse, sibling or child as a participant;
- be receiving government funds from any other source for the same student or job placement;
- use students to displace existing staff or replace staff who are on lay-off; and
- be a service provider of SJS.
- not hire the student(s) before applying for the program.

Offices of elected public officials of federal, provincial and/or municipal governments are not eligible to receive hiring incentives.

(See Service Provider Agreement, Schedule "A", Section 5)

2.3 Summer Jobs Service Delivery Framework

The SJS is delivered by a network of third-party service providers. The service delivery framework is based on the expectations students/individuals have for the delivery of services they receive. Services are tailored to meet individual needs.

Key principles guide all of SJS delivery, including the year-round service:

Accessibility – SJS providers will provide students with clear employment and service information. SJS provides reasonable and equitable access to services across the province, which includes accommodation for special needs.

Client-Centric - For each student, employer or community, SJS providers will deliver services tailored to their needs and address special requirements or circumstances (geographic or technological).

Quality - With every client contact across every channel, SJS providers will deliver a helpful and positive client experience while maintaining confidentiality and ensuring privacy protection.

Integration - Service delivery goals, processes, infrastructure and technology are aligned across channels and SJS providers to meet client needs and provide seamless service.

Cost-Effectiveness – SJS providers will use technology, simplify business processes and leverage partnerships so as to invest public funds in ways that achieve the best results possible with the resources available.

Accountability - Performance is measured against program outcome and customer service standards so both government and its service providers are answerable for service delivery results.

(See Service Provider Agreement, Schedule “A”, Section 6)

2.4 Summer Jobs Service Customer Service Requirements

Because the SJS is designed to provide the most effective and efficient service based on acceptable employment standards, SJS providers must have:

- a customer service charter that is posted and visible to customers;
- a customer complaint and resolution process in place; and
- delivery site(s) and facilities and hours of operations that reflect customer need.

A customer service charter is a means of expressing the value an organization places on service quality by encouraging and responding to client feedback. It outlines the process and timeframe for dealing with customer compliments and complaints. Service providers are free to write charters that include as many elements as they choose. However the following two elements must be included:

- the service provider encourages feedback (compliments or complaints); and
- the service provider will follow up on this feedback in a prescribed manner and timeframe.

Delivery sites and facilities must reflect customer need, including but not limited to:

- accessible facilities or service provision at an accessible site; and
- hours that include evenings and/or weekends to accommodate student needs.

Customer Satisfaction is a measure of feedback from clients and employers about their satisfaction with the service they have received. Both clients and employers are asked by the service provider to indicate, on a scale of 1 to 5, how likely they are to recommend the Summer Jobs Service to someone looking for similar services.

The Ministry requires service providers to report on established indicators that measure customer satisfaction, service effectiveness and efficiency. These indicators and measures will be reported through the reporting system: Employment Ontario Information System-Case Management System (EOIS-CaMS).

MTCU requires service providers to achieve the Provincial Service Quality Target for customer satisfaction; therefore, service providers shall:

- survey a minimum of 10% of SJS participants receiving SJS job placement where participants have been identified by the recipient.
- survey a minimum of 15% of SJS employers receiving a hiring incentive.

(See Service Provider Agreement, Schedule “A”, Section 7)

SECTION 3.0 SUMMER JOBS SERVICE

3.1 Resources and Information

Resources and Information (RI) is an open labour market service for the community that provides information on employment opportunities, community service supports, occupational requirements and resources to support independent or “unassisted” job search. Independent or “unassisted” does **not** mean that there is no staff support. Support staff will always be available to assist whenever the circumstances dictate intervention. Service providers are expected to have resources available that meet the specific needs of students.

Individuals/students can obtain information about:

- the local labour market trends and opportunities,
- marketing, outreach and job search strategies, and
- all SJS and Employment Ontario programs and services and other community programs, services and resources that support employability.

Employers can:

- access information on the youth labour force,
- post employment opportunities,
- obtain support for their student recruitment and future planning, and
- receive general direction and guidance from service provider staff.

At a minimum, service providers must have the following resources and information available in print, online and through short workshops:

Resources

- guidance in developing a job search strategy, identifying and matching job interests, skills and aptitudes with job opportunities
- support in preparing a resume and cover letter and developing interview techniques
- assistance with computer usage and access to internet based services i.e. email, online self-assessment and job search database and websites
- use of email and/or voice mail boxes, computers, fax and free of charge telephone and internet services confined to employment related activities in Ontario

Information

- orientation to the service provider’s RI
- information on resources/services available through the service provider and the community to support students’ efforts to find summer employment
- provincial labour market information e.g. emerging sectors/occupations
- information on self-employment and/or how to start a business

- workplace health and safety information workshops or information sessions, including rights and responsibilities of individuals (WHMIS, WSIB, Employment Standards, Occupational Health and Safety, Ontario Human Rights Code, Accessibility for Ontarians with Disabilities Act)

RI can be delivered in the form of a virtual resource centre and may be provided through itinerant or mobile services, which can be especially effective for rural and remote communities.

(See Service Provider Agreement, Schedule “A”, Section 8)

3.2 Workshops (Orientation to the Workplace and Job Search)

Orientation workshops prepare students to embrace the work environment with a positive attitude and a high level of enthusiasm. Service providers assist eligible students to understand workplace health and safety requirements; the rules and expectations of employers; the attributes required to meet the expectations of the workplace such as punctuality, attendance, appropriate dress; the rights and responsibilities of the employee; and the importance of interpersonal and problem-solving skills.

Job Search workshops support students in conducting successful job search. They assist students in building confidence and motivation and ensure students have the relevant knowledge to be successful in conducting their independent job search. Specifically job search workshops assist students to:

- identify individual skills and interests,
- complete job applications,
- prepare resumes, and
- develop job search strategies and interview techniques.

Workshops facilitate interaction between students and service providers. This supports student to air questions and concerns which would seldom occur outside of the workshop setting. Building student and service provider relationships is important for managing and maintaining contact throughout the year, especially if a job placement is to be executed.

(See Service Provider Agreement, Schedule “A”, Section 9)

3.3 Posting of Job Opportunities and Support for Matching Interest with opportunities

Service providers seek to match students’ skills and interests with employment opportunities and employer needs. This primarily includes posting of job opportunities and requirements and support for aligning opportunities with interests and aptitudes.

Some, but not all of the job opportunities posted may include an approved hiring incentive/wage subsidy for the employer. In some cases, students may approach an employer with an application. In other cases, the service provider may do an initial screening of applicants and send them to the employer for further review and selection.

Service providers, must at a minimum, offer such activities as:

- outreach to employers to obtain job postings and learn about employment opportunities;
- assessment of employer's workplace capacity to provide a positive work experience for youth;
- identification of students who are ready for work opportunities;
- information on sensitivity/diversity, orientation to workplace health and safety, accommodation needs;
- support for the disclosure of disabilities that may affect workplace participation;
- workshops on preparation of job search tools such as resumes and applications, interview and job search strategies; and
- administration of the contract with the employer, including the timely processing and payment of financial incentives

3.4 Hiring Incentive (wage subsidy)

Eligible employers can receive a \$2.00 per hour wage subsidy, for a job placement of up to 16 weeks, to hire eligible students during the summer months. The hiring incentive serves to encourage employers' participation in the SJS and supports student employment.

The SJS provider may exercise flexibility and judgement in making hiring incentive arrangements within the following parameters:

- The duration of the job hiring incentive may vary in length, but may **not** exceed 16 weeks.
- Both full and part time jobs are acceptable. There is no provision to cover the costs of overtime through this program.
- The hiring incentive may **not** exceed \$2.00 per hour nor be retroactive to a date prior to approval for the program. The hiring incentive may **not** be used to support commission earnings because they do not constitute a wage.
- Services must be developed in a way that best provides students and employers with equitable access to participate in the program. This includes making decisions about the number of students an employer may hire.
- For situations justifying exceptions to these program guidelines or criteria, decisions must be made on an individual basis. The cases and decisions must be documented in the files and reported to the Ministry.
- Managing its hiring incentive budget allocation so as to provide program access to high school, college and university students.

(See Service Provider Agreement, Schedule “A”, Section 10)

Employers directly hire eligible students

Of the total number of subsidized job placements a service provider has, up to 80% of them can be allocated to employers who wish to hire students directly. This provision allows employers latitude to find the right fit for jobs vacancies. Once the service provider approves the number of subsidized job placements for an employer, the employer is responsible for verifying that the student meets the SJS eligibility criteria and for sending the necessary information to the service provider.

Under the current SJS:

- employers can post opportunities for students throughout the year;
- employers can bring forward summer jobs to SJS providers for approval;
- employers may hire students directly upon prior written approval of the summer jobs by the SJS provider; and
- students hired directly by the employer must submit to the service provider a participant profile through the *Participant Information Form* before the start of the job placement.

Employers hire students identified by service providers

Some employers will seek the services of the service provider in finding students to hire for approved positions. In this case, once the service provider approves the number of subsidized job placements, the job opportunities will be made available to students at the service centre. In some cases, the service provider may agree to pre-screen suitable candidates and send identified candidates to the employer for further review and selection. In these cases, the service provider will have the necessary information about the student and the job placement.

3.5 SJS Disability Supports

SJS providers can allocate up to \$800.00 per student with a disability requiring a job placement support from their SJS funding allocation. Disability support is in addition to the individual’s job placement hiring incentive. Students may keep purchased assisted devices at the end of the job placement. If a service provider anticipates over-expenditure due to an increased number of students with a disability requiring this support, please contact your MTCU consultant at that time.

3.6 Service Quality, Outcomes & Activity

Effective and high-quality services require service providers to demonstrate evidence of service quality, within their organization as well as in the SJS they provide, and the outcomes their clients achieve.

Ministry funding is linked to an organization's ability to demonstrate these stated outcomes.

In particular, service providers must be able to demonstrate organizational evidence of service quality that reflects:

- good customer service practices including flexible hours of operation and systems for gathering customer feedback;
- a marketing and outreach strategy that reflects the service provider's client focus;
- development of resources that build on and are complementary to other similar resources in the community;
- a multi-channel service (i.e. telephone and web-based);
- formal referral arrangements with other service providers and partners in the community;
- a process to allow individuals access to SJS components as appropriate;
- flexibility, responsiveness and seamless service;
- confirmation of participant eligibility for service;
- coordinated community outreach; and
- adherence to all Summer Jobs R&I requirements (See Section 3.1).

(See Service Provider Agreement, Schedule "A", Section 11)

Evidence to support rationale for services and to document SJS results will be collected through many forms including, but not limited to:

- customer/client satisfaction surveys,
- feedback forms, and
- employer satisfaction surveys.

Refer to the EOIS-CaMS Policy and Procedures Guide posted on the EOPG for further information.

3.7 Summer Jobs Service Measurement Indicators

Records and Reporting Requirements for SJS Service providers

MTCU SJS providers must report statistical and financial information as established by the Ministry using the EOIS-CaMS. Upon the Ministry's request, SJS providers must also provide any other statistical, financial or narrative reports in a format established by the Ministry.

Service providers must maintain statistical and/or financial information systems that allow them to meet the following accountability requests:

- Records for each subsidized job that verify the students' eligibility (either through the SJS Participant Information Form or another form developed by other ministry SJS deliverers; these forms can be found in the Employment Ontario Partners Gateway (EOPG) website <http://ontario.ca/eopg>) as well as the employers' eligibility (SJS Employer Registration and Contract) for the services provided and the information reported to MTCU;
- Financial records that verify both hiring incentives and operating budget expenditures, including records that track hiring incentive payments to employers.

Payment or reimbursement schedules must be negotiated as part of the agreement between the SJS provider and the employer. Employers must submit all claims within three weeks after the job placement ends or by October 15 (whichever comes first). All claims must be processed and completed by SJS providers by the end of October.

(See Service Provider Agreement, Schedule “A”, Section 12 & 13)

Employment Ontario Information System – Case Management System (EOIS-CaMS)

MTCU SJS providers are required to use the EOIS-CaMS to support the delivery of Summer Jobs Service, case management of participants and reporting of participant and employer information to the Ministry. This will allow for analysis of data to strengthen base line standards for core performance and for Provincial Service Quality standard, outcomes and activities.

Service providers shall:

- **comply with the terms and conditions of the Service Provider Registration Authority (SPRA) EOIS-CaMS Registration and any directions and policies provided by the Ministry relating to the use of EOIS-CaMS;**
- **use EOIS-CaMS in accordance with the EOIS-CaMS User Guide posted on Employment Ontario Partners Gateway (EOPG);**
- **be responsible for all staff who are authorized to use EOIS-CaMS and ensure that only authorized staff have access to EOIS-CaMS;**
- **use EOIS-CaMS to manage participant case and report participant and employer data/information in a timely manner;**
- **designate at least two staff in their organization who will be assigned the role of SPRA; and**
- **ensure that the SPRAs are responsible for setting-up and maintaining access for authorized staff.**

(See Service Provider Agreement, Schedule “A”, Section 12)

Performance Measurement

The Ministry requires service providers to provide customer service that assures quality, effectiveness, efficiency and customer satisfaction.

The service provider shall commit to a provincial service core measure of 91% for customer satisfaction (participant/employer). The customer satisfaction percentage for the service provider will be calculated based on the results of the survey referred to in **section 2.4** in this document.

(See Service Provider Agreement, Schedule “B”)

SECTION 4.0 ADMINISTRATION GUIDELINES

4.1 Introduction

The administration guidelines provide further information, tools and resources needed by service providers to manage SJS. The administration guidelines are divided into four sections. The first section (4.2) describes the agreement between the Ministry and the Service Provider. Sections (4.3 and 4.4) describe the obligations service providers must meet to fulfill information management, documentation and reporting requirements. The fourth section (4.5) describes employers' role and responsibilities when participating in the student job placement and hiring incentive components of SJS.

4.2 The Agreement with the Ministry

All SJS Service Providers selected to deliver SJS are bound by the agreement with the Ministry which details the accountability and legal requirements.

Schedule “B” of the Agreement

Schedule “B” sets out a SJS Service Provider’s budget allocation and the total funding provided by the Ministry.

Audit and Accountability Requirements

These Requirements set out the formal financial reporting, forecasting and audit process. They form part of the agreement between the SJS Service Provider and the Ministry and they may be amended from time to time in the sole discretion of the Ministry. SJS Service Providers will not be bound by any amendments to these Requirements unless the Ministry has provided notice of the amendment,

SJS Quarterly Status and Adjustment Report (QSAR)

Schedule “D” of the agreement between the SJS Service Provider and the Ministry requires SJS Service Providers to report to the Ministry at specified times. The QSAR provides information about commitments achieved, and the reason for commitments not achieved.

4.3 Service Provider Responsibilities

Each SJS provider is responsible for:

- marketing SJS to local employers and coordinating services with other service providers, in the community;
- outreach and marketing to both students and employers, rather than waiting until summer program announcements and funds are available. Service providers are

expected to begin SJS specific planning as early as January since students and employers begin their summer job search and recruiting at this time;

- making students aware of job search resources and local labour market information, including job leads and self-employment opportunities, and orienting them to the workplace throughout the year;
- approving student applications for the hiring incentive component of the service and identifying and referring candidates that employers may hire;
- managing its hiring incentive allocation so as to provide program access to high school, college and university students;
- approving employer applications to the hiring incentive component of the service and confirming the approved hiring incentive, the number of jobs and the terms and conditions with the employer;
- ensuring fair access to employers and students by coordinating referral services with other providers of SJS in the community;
- if there is more than one MTCU-funded SJS deliverer or if SJS is delivered by the Ministry of Northern Development and Mines and Forestry or the Ministry of Agriculture, Food and Rural Affairs, coordinating and aligning services in the community;
- monitoring at least 10% of the total number of students' job placement agreements for the hiring incentive and verifying (by phone or in person) that the jobs are filled as contracted. In circumstances in which the employer has applied to a service provider and has independently selected and directly hired a student, the SJS deliverer must contact the employer at least once to confirm that the approved position has been filled; and
- verifying that the employer has met the terms and conditions of the job placement agreement and reimbursing accordingly.

(See Service Provider Agreement, Schedule "A", Section 18)

Where applicable, all services must be delivered in accordance with the provisions of the *French Language Services Act*

4.3.1 Program Facilities and Facilities Leases

The service provider must have the ability to deliver the contracted service in a facility that is readily accessible to participants, including persons with disabilities.

Where services are not fully accessible to persons with a physical disability, the service provider must have a plan to accommodate persons with physical disabilities. For information regarding persons with a disability, service providers should visit the disability section of the Ontario Human Rights Commission website:

<http://www.ohrc.on.ca/en/issues/disability>.

When appropriate, service providers can refer persons with disabilities to the services of the Ontario Disability Support Program (ODSP). ODSP helps individuals with their

unique needs and provides a range of supports facilitating competitive employment and independence, such as: technological aids, supports, and devices.

(See Service Provider Agreement, Schedule “A”, Section 20)

Facility Leases

The Ministry recognizes the importance of co-location arrangements with community stakeholders such as other summer employment programs, from other ministries and other community services as one of several service delivery options. These arrangements may be established to enhance good customer service, community access and cost efficiency.

Where SJS is co-located with other programs and services, SJS funds must be used to cover only costs directly related to the delivery of SJS.

(See Service Provider Agreement, Schedule “A”, Section 21)

4.3.2 Access to Information and Protection of Privacy

Under the agreement with the Ministry, service providers agree to protect the personal information they collect, use and disclose in order to deliver and report on the SJS.

Privacy Policy and Privacy Training

Section 2.3(a), 9(3)(a) and 9(3)(b) of the agreement require SJS Service Providers to:

- develop and implement a publicly available privacy policy that complies with PIPEDA, a federal statute that regulates how private-sector organizations collect, use and disclose personal information in the course of commercial activities, or the Canadian Standards Association Model Privacy Code
- designate an official responsible for ensuring compliance with the privacy protection provisions of the agreement
- implement appropriate privacy protection training of employees and subcontractors who have access to personal information of SJS participants.

Service providers must ensure that their employees and contractors who need to have access to personal information of SJS participants are aware of its privacy policy and the privacy protection provisions of the agreement.

Not all service providers will be subject to PIPEDA. Service providers can contact the federal Privacy Commissioner to help them to determine whether they are subject to PIPEDA.

If service providers are subject to PIPEDA or not, their privacy policy must be based on the 10 basic principles set out in the CSA Model Privacy Code.

Other Resources:

PIPEDA is available at: http://www.priv.gc.ca/information/guide_e.pdf

A Fact Sheet on the Application of PIPEDA to Charitable and Non-Profit Organizations is available at:

http://www.priv.gc.ca/fs-fi/02_05_d_19_e.cfm

The CSA Model Privacy Code is available at: <http://www.csa.ca/cm/ca/en/privacy-code>

A basic outline of PIPEDA is available at:

http://www.priv.gc.ca/speech/2004/vs/vs_sp-d_040331_e.cfm (Speech : Jennifer Stoddart – Privacy Commissioner of Canada, 2004)

A PIPEDA Self Assessment Tool is available at:

http://www.priv.gc.ca/information/pub/ar-vr/pipeda_sa_tool_200807_e.pdf This tool is comprised of a set of standards which can help service providers to evaluate and improve their personal information management systems and practices.

Reporting and Record Keeping

Under section 7.1 of the agreement service providers are required to make reports to the Ministry on their delivery of SJS and use of the funds provided by the Ministry. These reports are set out in Schedule D of the agreement.

Under section 7.2 of the agreement service providers are required to keep and maintain records relating to the delivery of SJS and the use of the funds provided by the Ministry. These records include personal information of individual clients.

Under section 7.3 of the agreement service providers are required to make their records available for inspection by the Ministry or its auditor and for the purpose of an audit or investigation of their expenditure of the funds under the agreement and / or delivery of SJS Service.

This provision also allows the Ministry to audit, inspect or review the service provider's compliance with the privacy protection provisions of the agreement.

Contractual Provisions regarding Access and Privacy

Article 9 of the agreement, Access to Information and Protection of Privacy, addresses access and privacy. It is important to note that the Ministry will be performing compliance checks on the safeguarding of personal information.

SJS Service providers will need to review their privacy policies to ensure that they comply with the obligations set out in Article 9.

Under section 9.1 of the agreement service providers agree to deliver SJS in a manner that ensures that the Ministry is not in breach of its obligations under the *Freedom of Information and Protection of Privacy Act*.

Under section 9.2 of the agreement service providers acknowledge that any information they provide to the Ministry can be subject to disclosure under the *Freedom of Information and Protection of Privacy Act*. For example, the Ministry may have to disclose the information if someone makes an access request.

Section 9.3 of the agreement is very important. It reiterates the obligations of service providers to protect privacy in accordance with their privacy policies and set out some concrete steps that must be taken including, but not limited to:

- only collect, use and disclose personal information of individual participants if necessary to deliver the services and comply with obligations under the agreement;
- limit access to personal information of individual participants to employees and subcontractors who need the personal information to deliver the services and ensure the service provider's compliance with obligations under the agreement;
- before disclosing personal information of individual participants to employees and subcontractors, enter into an agreement with them requiring them to be bound by the service provider's protection of privacy policy and the privacy protection provisions of the agreement with the Ministry;
- ensure the security and integrity of any personal information of individual participants collected by implementing, using and maintaining the most appropriate products, tools, measures and procedures to prevent the unauthorized or inadvertent collection, use, disclosure, loss alteration or destruction;
- ensure the secure and irreversible destruction of paper and electronic records containing personal information of individual clients when it is no longer needed for service delivery or to comply with obligations under the agreement; and
- notify the Ministry as soon as the service provider becomes aware of a potential or actual breach of any of the privacy protection provisions of the agreement.

Ministry Access to Personal Information in the Custody or under the Control of the Service Provider

In order to comply with its obligations under the Freedom of Information and Protection of Privacy Act, the Ministry will need to obtain the consent of the affected individuals to the indirect collection of their limited personal information. In addition, the Ministry will need to give these individuals notice of the uses it proposes to make of their personal information.

The agreement with the Ministry requires service providers to obtain the consent of every participant to the indirect collection of personal information by the Ministry and to give notice of the uses the Ministry will make of their personal information. The consent and the notice are included on the SJS Participants form and the SJS Employer Claim

form which can both be found in the Employment Ontario Partners Gateway (EOPG) website <http://ontario.ca/eopg>.

Keeping personal information secure

Service providers must keep personal information secure at all times. It is important to inform staff that when personal information (both hard copy and electronic) is not in use, it must be kept under “lock and key.”

Here are a few standard measures for safeguarding information:

- 🔒 Store hard copy personal information in lockable file cabinets.
- 🔒 Adopt and maintain a clean-desk policy.
- 🔒 Lock all unattended personal information (both hard copy and electronic).
- 🔒 Locate computers so that unauthorized individuals cannot view information.
- 🔒 Do not leave personal information on voicemail.
- 🔒 Avoid sending personal information by FAX

Other Resources:

<http://www.ipc.on.ca/images/Resources/up-mobilewkplace.pdf> (IPC Practice Direction : Safeguarding Privacy in a Mobile Workplace)

www.ipc.on.ca/images/Resources/up-fact_10_e.pdf (IPC Fact Sheet #10 - Secure destruction of Personal Information)

4.3.3 French Language Services

The Ontario French Language Services (FLS) Act requires access to services in French at identified service provider locations in designated areas.

Ontario SJS providers will be contracted to provide services in French in the 25 communities designated under the FLS Act and an additional 10 communities identified by the *Official Languages (OLA) Act* (Canada).

Identified service providers in designated communities must offer the following in French:

1. Outreach
 - Marketing materials (brochures)
 - Outreach strategies developed and conducted
2. Verbal Communications

- Telephone
 - In person, such as interviews, visits, meetings, workshops and/or information sessions and consultations
3. Written Communications
 - Correspondence such as letters and faxes
 - Email, interactive databases and Internet
 4. Signage and Public Notices
 - Interior and Exterior
 5. Forms and Documents
 - Stationery
 - All forms used for identification, certification or application such as licenses, and certificates
 - Any document intended for public use

Additional information on the FLS Act is available at <http://www.ofa.gov.on.ca/english/FLSA.html>

(See Service Provider Agreement, Schedule “A”, Section 15)

4.3.4 Promotion, Communications and Graphic Standards

Any communication/message to the public about the SJS (printed or broadcast) including, but not limited to, news releases, posters, flyers, brochures, newspaper displays and classified advertising, radio and/or television advertising, billboards, transit shelters, and newsletter that are produced by service providers, must include the Employment Ontario logo and message.

SJS Service providers must place prominently, in public view, any signs supplied by the Ministry and other signs that clearly identify SJS.

Service providers are required to have the signage issued by the Ministry posted in public view at each funded site.

In the event that a service provider is involved in a joint marketing and communications campaign with programs funded by other sponsors, the SJS message must be placed in a prominent spot comparable in location and size to that of other sponsors. This guideline applies to the appearance of the logo and message in promotional materials, as well as signage displayed in the service provider’s office.

SJS Service providers must use official hard copy or digital master artwork when reproducing the Employment Ontario logo and may not alter or add to it in any way.

Employment Ontario Visibility Guidelines

The SJS Service Provider shall acknowledge the support of the Government of Ontario in any publication of any kind written or oral, relating to the agreement with the Ministry or the SJS, including but not limited to any report, announcement, advertisement, brochure, audio-visual material, design, website or other public communication.

Detailed Employment Ontario Visibility Guidelines are available on the Employment Ontario Partners' Gateway website at <http://ontario.ca/eopg>.

Refer to the guide online at

http://www.tcu.gov.on.ca/eng/eopg/publications/visible_guidelines_delivery_partners_in_25.pdf

4.4 Summer Jobs Service Documentation Requirements

Under section 7.1 of the agreement between the SJS Service Provider and the Ministry SJS Service Providers are required to make reports to the Ministry on their delivery of the SJS Program and use of the funds provided by the Ministry. These reports are set out in Schedule "D" of the agreement.

Under section 7.2 of the agreement SJS Service Providers are required to keep and maintain records relating to the delivery of the SJS Program and the use of the funds provided by the Ministry. These records include personal information of individual SJS participants. These records must be retained for seven (7) years after the completion of SJS.

Under section 7.3 of the agreement SJS Service Providers are required to make their records available for inspection by the Ministry or its auditor and for the purpose of an audit or investigation of their expenditure of the funds under the agreement and/or delivery of the SJS Program.

This provision also allows the Ministry to audit, inspect or review the SJS Service Provider's compliance with the privacy protection provisions of the agreement.

Information on disposal is available at <http://www.ipc.on.ca/index.asp?navid=20>

Resources and Information (RI) Requirements

Although Resources and Information is the component of the SJS which can be accessed independently by individuals and employers, documentation resulting from Resources and Information activities is required to support Ministry evaluation and assist in service planning for both the Ministry and the service provider.

Service providers must maintain a record of the type of workshops/information sessions offered, the locations of the workshops and number of attendees at the workshops/information sessions.

Employer records in Job Postings and (if applicable) Matching Interests with opportunities

- Proof of employer's eligibility;
- documentation of at least one initial site visit per employer, prior to any job placement(s) to confirm that the employer can provide a suitable and safe workplace environment;
- employer declaration of WSIB or alternative workplace safety insurance coverage and third party liability insurance;
- a completed *Employer Information form*;
- employer profile information, including size, sector and the participant's occupational profile
- the number and type of SJS job placements provided;
- evidence of employer's request for subsidy; and
- evidence of service provider approval and payment of incentives.

(See Service Provider Agreement, Schedule "A", Section 14)

4.4.1 Information Management and Reporting Requirements

Personal information must be managed to ensure the respect of privacy and adherence to all requirements of the agreement between the SJS Service Provider and the Ministry and all applicable laws.

Effective documentation, records and systems are essential components of good service delivery. They are necessary to sound case management practices, and to demonstrate that the service is being delivered according to the program guidelines. They are also necessary to ensure that all legal and accountability requirements are being met.

SJS Service Providers are expected to develop and maintain relevant and up-to-date systems for planning, monitoring and reporting program activity and expenditures for each funded site.

.At a minimum, the information management records, systems, and procedures must:

- Ensure that full documentation is available verifying that the statistical and financial information entered into the Ministry systems and other service provider management systems meets the reporting and audit requirements of the agreement with the Ministry;
- Provide prompt and accurate reimbursement to employers, according to the terms and conditions of the job placement agreement;
- Protect participant privacy in accordance with the agreement with the Ministry, including records through storage in a secured system, for both electronic and manual records;

- Make participant and employer records accessible for audit purposes by identifying them in a distinct manner, rather than only by name;
- Cross-reference employer information with that of the SJS participants.

(See Service Provider Agreement, Schedule “A”, Section 15)

4.4.2 Forms

Program Forms

Common forms have been developed for SJS Service Providers to support the delivery of SJS through EOIS-CaMS. The common forms reflect the mandatory information required by the Ministry and captured in EOIS-CaMS

All SJS Service Providers are required to use the following forms which cannot be altered:

- SJS Participant Form
- SJS Employer Claim Form
- Employer Registration and Contract Form

These forms include the participant’s consent to the collection, use, disclosure and retention of personal information for use by the Ministry.

Use of these forms ensures:

- that each service provider is collecting, using, disclosing and retaining the limited personal information that is necessary to deliver the SJS,
- that the Ministry has obtained the consent of the SJS participants to the indirect collection, use and disclosure of their personal information,
- the provision of the notice of indirect collection of personal information that the Ministry is required to provide to SJS participants under the Freedom of Information and Protection of Privacy Act (FIPPA), and
- the difference between the Ministry’s indirect collection and use of personal information and the service provider’s own collection and use of personal information for its purposes.

If a service provider needs additional consents or other documents for the collection, use, disclosure and retention of personal information for its own, non-SJS purposes, or to meet its legal obligations under the *Personal Information Protection and Electronic Documents Act* (Canada) or any other pertinent legislation, the service provider must develop a separate document for this purpose.

Service providers are required to under the Notice of Collection to ensure they can explain the following key points to the client:

- Why their personal information is being collected and how it will be used
- From whom the Ministry may collect information and with whom the Ministry may share information
- What laws and regulations allow the Ministry to collect the information
- Whom to contact with questions and concerns

4.5 Employers' Responsibility

4.5.1 Employment Standards Act

SJS Service Providers must be familiar with and comply with the requirements of the provisions of the *Employment Standards Act*. A Guide to the *Employment Standards Act* is available at: www.ontario.ca/labour (click on Employment Standards and follow hyperlink to "Your Guide to the *Employment Standards Act*") or call the Information Centre at Tel: 1-800-531-5551, or in Toronto at (416) 326-7160

A copy of the Act is available at: www.e-laws.gov.on.ca (Frequently Accessed Law section)

4.5.2 Ontario Human Rights Code

Service providers and employers participating in SJS must be familiar with and comply with the requirements of the Ontario *Human Rights Code*.

Copies of the Code are available at:

www.e-laws.gov.on.ca
(Frequently Accessed Law section)

Or through:

Publications Ontario
777 Bay Street
Toronto, Ontario
Tel: 1-800-668-9938, or in Toronto at (416) 326-5300

For general information on the Ontario *Human Rights Code*, please call:

Tel: 1-800-387-9080, or in Toronto at (416) 314-4500

The Ontario Human Rights Commission is located at:

180 Dundas Street West - 7th floor

Toronto, Ontario M7A 2R9

4.5.3 Job Placement Insurance

Workplace Safety Insurance

Service providers must ensure that the employer provides workplace safety insurance coverage for the employee while on a job placement through SJS. This includes all subsidized job placements.

Employers who are **not required** to register with Workplace Safety Insurance Board (WSIB) and who have not voluntarily registered for WSIB coverage must have alternate workplace safety insurance coverage through private insurance carriers.

WSIB Coverage and Claims

Employers with mandatory WSIB coverage must file WSIB claims. They may elect to file claims under either their own coverage or under the Ministry's WSIB coverage.

Employers under voluntary WSIB coverage carry WSIB coverage or an alternative type of workplace safety coverage. If they do carry WSIB coverage, they may elect to use either their own WSIB coverage or the Ministry's WSIB coverage.

Employers with alternate workplace safety insurance coverage may elect to file claims either under their own Insurance coverage or through the Ministry's ACE INA Insurance coverage.

If employers file claims under the Ministry's WSIB or ACE INA Insurance coverage, the experience ratings and premiums for their own coverage will not be affected.

Coverage and Claims for Workplace Safety and Insurance Board Benefits

Compulsory WSIB Coverage

Mandatory WSIB coverage extends to the majority of employers. It includes government and government agencies, construction and manufacturing industries. It also includes many service sector businesses.

Service providers can contact WSIB to confirm which employers/businesses require mandatory registration:

Tel. 1-800-387-8638 or in Toronto at 416-344-1013

Voluntary WSIB Coverage

It is **NOT** compulsory for banks, insurance companies, dentists, lawyers, and hairdressers/barbers to register for WSIB coverage. However, employers in these businesses can apply to WSIB for coverage. Service providers can contact WSIB to confirm which employers/businesses DO NOT require mandatory coverage:

Tel: 1-800-387-8638 or in Toronto at: 416-344-1013.

4.5.4 WSIB Claims

It is the responsibility of the employee to notify his/her employer in the case of any injury/disease the same day that it occurs or as early as possible. The employer must immediately notify the service provider even if they are claiming under their own coverage, and assist with any information needed to complete the injury/disease report or claim if they are claiming under the Ministry's coverage. These procedures must be clearly explained to clients and employers at the outset of a subsidized job placement.

If the employer is registered with WSIB and elects to file claims under the Ministry's WSIB policy, both the employer and service provider should complete and sign a Letter of Authorization to Represent Job Placement Employer form.

Procedure

To file a claim under the Ministry's WSIB policy, the service provider must complete the Employer's Report of Injury/Disease (Form 7) using the firm #825044.

When completing Form 7, Section B, Employer Identification, the following information must be indicated:

Employer Name	Ministry – then put the service provider's name and phone number
Firm Number	825044
Address	Service provider's address
Telephone/Fax Number	Service provider's number
Worksite Location, Branch, Plant, Department Where Worker Employed	Company/business name where the employee has been placed and phone number

The service provider must:

- complete the Form 7 within **three** working days of the accident/injury. NOTE: The WSIB procedures which must be followed, including the specified timeframes, are based on the individual circumstances and impact/severity of the accident, i.e., length of time injured employee is absent from work and/or employee's need for modified work. Please review the WSIB guidelines which are available at <http://www.wsib.on.ca> to determine if/when a WSIB claim should be filed.
- Note: service providers are encouraged to complete Form 7 on-line and submit it electronically. The form is available on-line at www.wsib.on.ca. A late-charge penalty of \$250 is charged by WSIB for each Form 7 received after seven days from the date of the accident, where applicable.
- fax **or** mail the completed report to WSIB within **seven** working days of the accident; and
- fax a copy of the report to the appropriate regional office of the Ministry, where applicable

The service provider must also:

- submit a **new** Form 7 if the information regarding the claim is revised. The word "revised" must be written clearly at the top of the form to indicate that the claim was previously submitted;
- fax or mail a copy of the revised report to WSIB; and,
- fax or mail a copy to the Ministry.

Return to Work

The employer and the employee are responsible for notifying the service provider when the employee has returned to work. The SJS provider must:

- complete a WSIB Employer's Subsequent Statement (Form 9);
- and fax or mail the completed to WSIB; and,
- fax a copy of the completed form to the Ministry.

4.5.5 Third Party Liability Insurance

The employer must have third party liability insurance to cover the costs of damages caused by students while on the job.

Service providers **must** only place students with employers who have adequate third party liability **and** WSIB coverage or other alternate workplace safety coverage.

SJS policy requires all program employers receiving subsidies or job placement services to carry workplace safety insurance. This policy reflects MTCU's commitment to improving workplace safety for all Ontarians, particularly young workers.

The subsidized job placement agreement requires employers to declare which coverage they have as follows:

- WSIB coverage for industries/businesses where it is compulsory; **OR**
- WSIB coverage for industries/businesses where it is not compulsory; **OR**
- alternate workplace safety insurance; **AND**
- third party general liability insurance.

The employer must provide appropriate third party liability insurance, whenever the participant is on the employer's payroll, with or without placement incentives.

Participants Coverage While With the Service Provider

While receiving service at the service provider, participants in SJS are covered under the service provider's liability insurance coverage.

In case of an accident, the service provider should contact its insurance carrier directly.

Coverage and Claims for ACE INA Insurance

It is the responsibility of the employee to notify his/her employer in the case of any injury/disease the same day that it occurs or as early as possible. The employer must immediately notify the service provider and assist with any information needed to complete the injury/disease report or claim. These procedures must be clearly explained to students and employers at the outset of a job placement. Employers may elect to file claims for SJS job placement under their own insurance coverage or the Ministry's ACE INA Insurance coverage.

The service provider must complete appropriate ACE INA Insurance forms (see details below and list of forms, Section 4.4.3) and Proof of Loss (if appropriate) in conjunction with the employer.

- Submit the completed forms together with a copy of the signed job placement or training agreement within two weeks of the date of the accident to:

ACE INA Insurance
The Exchange Tower
130 King Street West, 12th Floor

Toronto, Ontario
M5X 1A6
Reference: Policy No. SG 10 28 4501
Attention: Claims Department

- Fax a copy of the report to the appropriate regional office of the Ministry.

Return to Work

The employer and/or the service provider is responsible for notifying ACE INA Insurance in writing when the employee has returned to work. A copy of the notification must be faxed to the Ministry within seven days.

ACE INA forms to be submitted:

Permanent and Total Disability Claim forms

- Authorization to Obtain Information (Claimant)
- Employer-Administrator Statement
- Permanent and Total Disability - Attending Physician's Statement
- Permanent and Total Disability - Claimant's Statement

In conjunction with the completed claim forms listed above, the following information must also be submitted:

- medical documents to support the claim; and
- details of the accident (i.e. occurrence report, police report).

Accidental Loss & Dismemberment Claim forms

- Employer-Administrator Statement
- Proof of Loss Dismemberment Claim - Claimant Statement
- Authorization to Obtain Information (Claimant)
- Proof of Loss Dismemberment Claim - Attending Physician's Statement

In conjunction with the completed claim forms listed above, the following information must also be submitted:

- medical documents to support the claim; and
- details of the accident (i.e. occurrence report, police report)

Accidental Death Claim Forms

- Employer-Administrator Statement
- Proof of Accidental Death Claimant Statement
- Authorization to obtain information – Deceased
- Proof of Accidental Death – Attending Physician's Statement

In conjunction with the completed claim forms listed above, the following information must also be submitted:

- certified copy of the death certificate;

- reports (i.e. police report or name of police detachment/officer, newspaper clippings);
- coroner's Report if available (or the name of the Coroner);
- copy of the Beneficiary designation as per the Group Life Insurance policy (if applicable);
- claim Forms are to be completed by the beneficiary.

Accidental Medical and Accidental Dental Claim forms

- Accident/Sickness Medical Claim (Employee)
- Accidental Dental Claim

Please return these along with:

- Official Receipts to support the claim
- Details of the accident (i.e. Occurrence Report)

4.5.6 Summary of SJS and EOIS-CaMS Resources

Resource	Owner	Availability	Distribution
Participant Registration Form	SPPD		EOPG
Employer Registration and Contract Form	SPPD		EOPG
Interactive Online Module	BSMB	Mid April	EOPG
Training Resource Guide	BSMB	Mid May	EOPG
Release 2.0 Changes	BSMB	Mid May	EOPG
EOIS-CaMs User Guide	BSMB	Mid May	EOPG
EOIS-CaMS Reporting Guide	BSMB	Late May	EOPG
Desk Aids (service plan, plan items, reporting etc.)	BSMB	Mid May	EOPG
Q&A Document	BSMB/SDB	Late March	EOPG