

Memorandum

To: **Insert TDA**

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

Date: March 16, 2020

Subject: **Apprenticeship training delivery during COVID-19
pandemic**

Dear **Insert TDA name**:

I am writing to provide you with further information in light of the Premier's message from this morning [declaring a state of emergency](#) under s 7.0.1 (1) in the *Emergency Management and Civil Protection Act*. I want to acknowledge that this is a challenging and evolving situation and I am committed to providing you with the most up to date information and how it relates to the delivery of employment services.

In his declaration, the Premier enacted specific powers to continue to protect the health and safety of all individuals and families and indicated an increased investment to enhance the province's response to COVID-19. He was also clear that most businesses can remain open and that government services will still be available to ensure the citizens of Ontario continue to have the support they require.

The work you do impacts the livelihood of many of our clients—and Ontario's economy. Therefore, service continuity is important. We also want to ensure that we safeguard clients and support the physical and mental well being of you and your staff. The ministry has also been taking steps to ensure social distancing and minimizing client visits to our offices as much as possible, such as rescheduling non-critical exams.

As this is a rapidly changing environment the ministry is open to having discussions about contingency planning with you over the phone, if required, regarding how you plan to continue supporting apprentices and how they will be made aware of any changes to class delivery/scheduling. Apprentices may face unique challenges that may differ from other Employment Ontario clients. If you have any critical questions that require answers, please contact your ministry representative.

For matters where clients require services from the Ontario College of Trades, at this time, the College is continuing to provide uninterrupted services (online and over the phone) and if participants need to register for a College membership, they can still do so [online](#) or over the phone by calling 1 (855) 299-0028.

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

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

Thank you.

Sincerely,

Original signed by

David Carter-Whitney
Assistant Deputy Minister
Employment and Training Division