

Memorandum

To: Employment Ontario (EO) Transfer Payment Recipients

From: David Cronin, Director
Program Delivery Support Branch

Date: March 29, 2022

Subject: Business Day Definition and Public Holidays

The ministry has received inquiries regarding whether Employment Ontario (EO) service providers and Service System Managers (SSMs) are expected to remain open for business on non-Statutory Holidays, such as Easter Monday.

The Ontario Transfer Payment Agreement (TPA) does not require service providers or SSMs to only be open on the same Business Days as the government. To the contrary, there are expectations in some program guidelines that service providers will operate evenings and weekends to respond to local demand for services. These expectations are set out, as applicable, in Schedule “C” of your TPA.

There is a definition of Business Day in the TPA but, as [previously communicated](#), it relates to the Notice provisions which outline the number of days that must elapse before Notice by mail or by email becomes effective, rather than expectations for remaining open for business.

Information on how to treat various holidays can be obtained by consulting the [Employment Standards Act, 2000](#). It is your organization’s responsibility to be familiar with your TPA, and the Act, and to determine how these obligations impact your operations. Additional information on your employment rights and obligations in Ontario can be found in [“Your Guide to the Employment Standards Act”](#) on the Ontario.ca website.

If you have any questions regarding the contents of this memo, please contact your ministry representative.

Thank you,

David Cronin
Director

cc: Charles Bongomin, Central Region – A/Regional Director
Heather Cross, Western Region – Regional Director
Luc Desbiens, Northern Region – A/Regional Director
Tariq Ismati, Eastern Region – Regional Director