

Memorandum

To: Employment Ontario service providers responsible for the delivery of Claimant Information Sessions and Service Canada Live Sessions

From: David Cronin, Director, Program Delivery Support Branch, Employment and Training Division

Date: April 16, 2021

Subject: Claimant Information Sessions and Service Canada Live Sessions

Objective

The purpose of this memorandum is to advise Employment Ontario service providers that presentations containing consistent Employment Ontario information for Service Canada Claimant Information Sessions and Service Canada Live Sessions have been updated and are now available for use at future sessions.

What Is Happening?

- The Ministry of Labour, Training and Skills Development collaborates with Service Canada in the delivery of these sessions, both of which are led by Service Canada.
- The purpose of the sessions is to provide the attendees with information on Service Canada and Employment Ontario programs and services to assist with their employment needs.
- In-person Claimant Information Sessions are targeted to Employment Insurance claimants and virtual Service Canada Live Sessions are targeted to employers and Service Canada's service delivery partners.
- The sessions are jointly delivered by Service Canada and Employment Ontario service providers or Service System Managers.
- The Employment Ontario programs and services content for the Claimant Information Session and Service Canada Live Session presentations has been updated to ensure relevance and consistency with Employment Services Transformation.

Roles and Responsibilities:

- Service Canada maintains updated presentations, schedules both the Claimant Information Sessions and Service Canada Live Sessions and shares the information with the appropriate delivery partners.
- Service Canada delivers the Service Canada section of the presentations and answers questions from attendees.
- The ministry updates the Employment Ontario programs and services presentation decks and shares them with Employment Ontario service providers.
- Employment Ontario delivery partners deliver the Employment Ontario section of the presentations and answer questions from attendees.
 - Employment Ontario service providers present at sessions outside of the Service System Manager catchment areas, and
 - Service System Managers present at sessions within their own catchment areas or may assign this task to a service provider in their service delivery network.

Who Is Affected?

- All Employment Ontario service providers who present at Service Canada Claimant Information Sessions and Service Canada Live Sessions.

What Should Be Done Now?

Employment Ontario service providers should:

- Request copies of the deck from their ministry representative.
- Review the updated Claimant Information Session and Service Canada Live Session presentations.
- Deliver the Employment Ontario section of the presentation as required.

Contact Information

Please contact your Employment and Training Consultant if you have questions or need further information.

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