

Memorandum

To: Employment Ontario Service Providers

From: Jacqueline Cureton, Director, Program Delivery Support Branch

Date: May 26, 2017

Subject: Business Day Definition Clarification in the Ontario Transfer Payment Agreement Template

There is a new definition of “business day” in the standard Transfer Payment Agreement (TPA) language which may be causing confusion amongst service provider staff. This communication is intended to clarify what the TPA does and doesn’t say about business days.

“**Business Day**” means any working day (Monday to Friday inclusive) excluding statutory and other holidays (i.e., New Year’s Day, Family Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, Remembrance Day, Christmas Day, Boxing Day) and any other day on which the province has elected to be closed for business.

The TPA defines a business day as any day except Saturday, Sunday, and a list of holidays on which the Ontario government is closed. The term business day is **used only in the notice provisions of the TPA**, which provide how many business days must elapse before notice by mail is effective, or before notice by email or fax is effective.

The TPA **does not** require service providers to be open only 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 also set out, as applicable, in the Customer Service article in Schedule C – Project Description and Timelines. Please note that service providers must comply with the obligations set out in the article, including subarticles 3 to 6:

- 3) ensure that delivery site(s) and facilities reflect customer need, including:
 - a. accessible facilities or service provision at an accessible site
 - b. itinerant and/or mobile services where local need is identified
 - c. days/hours of operation that reflect customer need.

4) obtain the prior written consent of the Province to adjust their delivery site(s), facilities, or days and hours of operation.

5) ensure that extended evening and weekend hours of service are offered where there is identified need.

6) not be required to offer these services on statutory holidays.

If you have any additional questions or require further clarification, please contact your employment and training consultant (ETC).