

Targeted Initiative for Older Workers (TIOW)

Service Provider Guidelines

SECTION 1.0 - INTRODUCTION

The guidelines provide information on:

- Section 1 - Overview/Objectives of TIOW
- Section 2 - Eligibility requirements and other criteria of the TIOW
- Section 3 - Activities and services supported under TIOW
- Section 4 - The TIOW funding model
- Section 5 - Performance measures and targets
- Section 6 - Reporting, budget, legal and other administrative requirements

NOTE: The agreement between the TIOW Service Provider and the Ministry sets out the legal responsibilities of the TIOW Service Provider in delivering the TIOW. The TIOW Service Provider Guidelines are designed as a resource to assist TIOW Service Providers in delivering, administering and managing the TIOW, and may be amended from time to time at the sole discretion of the Ministry. The agreement prevails over these Guidelines.

1.1. Overview of TIOW

TIOW is a joint federal-provincial initiative intended to provide unemployed older workers in vulnerable communities with programming aimed at increasing their employability, reintegrating them into employment, and ensuring they remain active and productive labour market participants while their communities undergo adjustment.

1.2. Objectives of the Initiative

- To prepare older workers for new and immediate employment
- To increase employability of older workers in communities where there is little likelihood of immediate employment

SECTION 2.0 - ELIGIBILITY REQUIREMENTS AND CRITERIA

2.1. Participant Eligibility

Participants must meet the following criteria:

- Be unemployed *
- Be legally entitled to work in Canada
- Be between the ages of 55 and 64 (inclusive). Workers over the age of 64, who meet TIOW criteria, are eligible to participate
- Some exceptions allowed for 50-54 (inclusive) age group **
- Live in an eligible community that the Ministry has identified for TIOW or in a neighbouring community if the participant is unemployed due to economic restructuring in a vulnerable community that the Ministry has identified for TIOW
- Lack skills needed for successful re-integration into employment

* “unemployed” is defined as “out of work or working less than an average of 20 hours per week.”

** All TIOW activities must be designed for and marketed to workers aged 55 and over. Applicants between 50 and 54 years of age may participate in exceptional circumstances and if they meet all other criteria, but not to the exclusion of eligible applicants aged 55 and over. The percentage of total participants between 50 and 54 years of age must not exceed 40% of the total intake. The rationale for exceptions must be clearly documented.

In addition to these eligibility requirements, the Government of Canada has made it a condition of participation in TIOW that each participant gives the Government of Canada consent to the collection, use and disclosure of his or her personal information. This information is set out on the Participant Registration Form that is required to be used by all TIOW Service Providers.

2.2 Identified Eligible Vulnerable Communities

The Ministry has identified the following eligible Vulnerable Communities:

Brantford, Cambridge, Chatham-Kent, , Greater Sudbury, Guelph, Haliburton, Hastings-Quinte, Hawkesbury, Hearst, Huron County, Kapuskasing, Kawartha Lakes, Kenora, Kirkland Lake-Cochrane, Kitchener, Lanark, Leeds-Grenville, Oshawa, Owen Sound, Parry Sound, Pembroke, Peterborough, Northumberland-Cobourg, Sault Ste Marie, St. Catharines, St .Thomas, Stratford/St. Mary’s/Perth County, Thunder Bay, Welland, Windsor.

Note: Service providers may provide itinerant services up to a maximum of 20% of their total intake in neighbouring communities where warranted by distances and demand. Itinerant services are defined as those delivered off site in neighbouring communities only when client appointments are scheduled.

2.3 Participant Suitability

TIOW Service Providers may wish to establish selection criteria when interviewing and selecting participants. For example, TIOW Service Providers may assess applicants to determine who will benefit from participation, which applicants will benefit from group work and whether some applicants may benefit from referral to other programming.

2.4 Participants in receipt of Employment Insurance

Applicants in receipt of Employment Insurance (EI) may participate in TIOW. However, TIOW Service Providers will need to advise such applicants to discuss the impact that their participation in TIOW may have on their current and subsequent EI claims by contacting their local Service Canada Centre or the national toll-free phone number at 1-800-206-7218. (Refer to **Appendix 1**- memo from Service Canada re: EI clients participating in TIOW)

2.5 Participants in receipt of Canada Pension Plan Income:

TIOW Service Providers will need to advise applicants in receipt of Canada Pension Plan Income to contact their local Service Canada Centre or the national toll-free phone number at 1-800-277-9914 prior to commencing involvement in the TIOW program to discuss the impact that participation may have on their pension income.

SECTION 3.0 - ELIGIBLE ACTIVITIES

Under the Canada-Ontario Agreement on Targeted Initiative for Older Workers, the Ministry must submit all TIOW activities to the Federal Minister of Human Resources and Skills Development for approval.

TIOW Service Providers must provide both Employment Assistance Activities and at least two (2) Employment Improvement Activities.

TIOW Service Providers must develop a TIOW Service Plan for each participant that details the eligible activities to be delivered to the participant.

3.1 Employment Assistance Activities

TIOW Service Providers must provide or arrange for provision of employment assistance activities, such as:

- resume writing
- interview techniques
- informational interviewing
- networking
- counselling
- job search techniques
- job finding clubs

3.2 Employability Improvement Activities

In addition, all TIOW Service Providers must provide or arrange for provision of at least **two** other **employability improvement activities** that address the needs of participants such as:

- vocational and/or learning assessments
- basic skills upgrading (including literacy training)
- specific skills training targeted to identified or anticipated labour market demands
- certification training
- employer-based work experience
- placement incentives to access available employment
- preparation for self-employment
- direct marketing to employers
- mentoring
- post-project mentoring and support

These activities are further described below:

3.2.1 Vocational and/or Learning Assessments

Assessments may include a prior learning assessment, high school equivalency tests, functional capacity assessments, standardized vocational testing including assessment of interests, skills and abilities, mapping of the participant's current transferable and essential skills and the creation of a personal portfolio to identify valuable marketable skills.

In addition to informing the TIOW Service Provider and participants of individual strengths and areas requiring improvement, many assessment approaches have the possible affects of identifying transferable skills and improving self-esteem.

3.2.2 Basic Skills Upgrading:

Basic Skills Upgrading may include upgrading of basic and essential skills such as computer skills (basic computer software training), written and verbal communication, problem-solving and conflict resolution, working with others and other essential skills training as appropriate to the participants' needs.

If TIOW Service Providers cannot deliver this training, where possible, they should make arrangements with organizations within the local literacy network or boards of education to deliver training that falls within their area of expertise. For information about these organizations, contact the Employment Ontario Hotline at 1-800-387-5656 or visit <http://www.edu.gov.on.ca/eng/tcu/etlanding.html>.

3.2.3 Specific Skills Training:

Training should be targeted to identified or anticipated labour market demands.

TIOW Service Providers have the latitude to work with participants to determine if training is appropriate and the type of training that will likely lead to employment.

Training could be offered through classroom training, either on-site or off-site or through workplace-based training.

It is the TIOW Service Provider's responsibility to purchase the training on behalf of the participants.

Training is one of many employability improvement activities offered under TIOW. Training may be purchased for a group of participants with similar training needs, e.g., basic computer literacy or certification/regulatory training related to a specific occupation/industry or for an individual participant where warranted. Training can be offered onsite or offsite.

3.2.3.1 Eligible Training Providers:

Eligible training providers under TIOW must be recognized training institutions such as school boards, employer and/or union training centres, Colleges of Applied Arts and Technology (CAAT) and Private Career Colleges, including not-for-profit training institutes.

School Boards

There are 72 school boards in Ontario. You can find a particular school board or a particular school within a school board by using the School Information Finder on the public website of the Ministry of Education:

<http://www.edu.gov.on.ca/eng/sift/index.html>

Employer and/or Union Training Centres

A Training Centre is a legally incorporated union training centre, union-employer training centre or an employer training centre defined by an existing physical location and a history of providing training. They are recognized by the Ministry through their respective Regional Apprenticeship Office. For information about these organizations, contact your local apprenticeship office or the Employment Ontario Hotline at 1-800-387-5656, or visit <http://www.edu.gov.on.ca/eng/tcu/etlanding.html>.

Colleges of Applied Arts and Technology

There are 24 Colleges of Applied Arts and Technology established under O. Reg. 34/03 made under the *Ontario Colleges of Applied Arts and Technology Act, 2002*. A list of these colleges can be found on the Ministry's website at:

<http://www.edu.gov.on.ca/eng/general/list/college.html>

The legislation can be found at:

http://www.elaws.gov.on.ca/html/regs/english/elaws_reqs_030034_e.htm

Private Career Colleges

Sections 7 and 8 of the *Private Career Colleges Act, 2005* (PCCA) prohibit anyone:

- from operating or holding themselves out as operating a private career college unless registered under the PCCA or unless exempt under the PCCA; and
- from offering or providing a vocational program for a fee unless the person is registered under the PCCA and the program has been

approved by the Superintendent of private career colleges or unless the program is exempt under s. 9 of O. Reg. 415/06.

The legislation can be found at:

http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_05p28_e.htm

Before purchasing any vocational training either for groups of participants or for individual participants, TIOW Service Providers must ensure that the training institution is registered and that the program has been approved under the PCCA unless the institution or its program is exempt under the PCCA or regulation.

For a list of registered private career colleges in Ontario and programs that they are approved to offer under the PCCA you may refer to the following website:

<http://www.edu.gov.on.ca/eng/general/searchpcc.html>

3.2.4 Certification Training

Activities may include certification courses that are in demand in a wide variety of jobs such as First Aid, Cardio Pulmonary Resuscitation (CPR), Workplace Health and Safety and Customer certifications.

TIOW Service Providers must purchase these courses on behalf of participants from organizations that are legally authorized to deliver such courses and where the courses provide the participant with all training necessary to obtain the certification.

3.2.5 Employer-Based Work Experience

Ideally employer-based work experience will give participants an opportunity to prove themselves to an employer, give the employer an opportunity to train the participant, and result in employment. However, work placements themselves are of value because they provide participants with an opportunity to gain skills and experience in a new employment field and acquire a reference.

Work experience opportunities could be identified by participants marketing themselves applying their newly acquired job search skills or by counsellors marketing participants to employers.

While not all employers will require or receive a placement incentive, a placement incentive may be negotiated to:

- Encourage employers to provide on-the-job training placements, work experience opportunities
- Support the participant in addressing gaps in their credibility, skills, and experience

- Offset some of the employer's costs for training the participant while on the employer's payroll.

3.2.6 Preparation for self-employment

Self-employment may be a viable option for older workers who have extensive experience and skills, and an interest in managing their own time.

Participants may receive assistance determining if self-employment is a viable option as well as training, professional business support, and mentoring to assist them with starting their own businesses where appropriate. TIOW Service Providers may need to purchase the services of individuals or organizations that have the expertise in assessing the viability of self-employment as well as providing mentoring.

3.2.7 Post Project follow-up and mentoring and support

Many participants need support after completing TIOW. TIOW Service Providers may offer ongoing counselling, networking, access to job postings, and other supports to participants who are continuing their job search or link them to other community resources if available.

3.3 Minimum Hours of Programming

TIOW Service Providers must offer at least 25 hours per week of programming to participants.

3.4 Provision of Group-based Activities

A recommended range for group activities is 30-45% of the total time spent by a participant in TIOW, balancing the needs of individual participants and the requirements of employer-based work experience placements with the benefits of group activity.

While some activities such as basic computer skills training may address the needs of participants in a group, there may be individual participants within the group who have more advanced skills and require individualized training. It is important to recognize individual needs and offer activities that would more appropriately address those needs.

3.5 Duration of Activities

The total duration of TIOW activities and services can range from 8 weeks to a maximum of 52 weeks.

3.6 Duration of Training Component

The training component can be up to a maximum of 9 months.

3.7 Intake

Intakes may involve a continuous intake of participants or set intake dates of participants.

3.8 Income Support

Income Support in the form of a basic living allowance must be provided to participants who are eligible for financial assistance.

It is the TIOW Service Provider's responsibility to manage funds related to income support.

Refer to Section 4.4 Employment and Training Costs and Supports for Participants.

SECTION 4.0 - TIOW FUNDING MODEL

The TIOW funding model is based on the following three cost categories:

- i. **Operating costs** – Consists of the TIOW Service Provider’s reasonable administrative overhead costs necessary for the administration of TIOW. These are costs such as wages and mandatory employment related costs for project administrative staff, costs of materials and supplies, insurance costs, rental costs of premises, utilities costs, costs of the purchase or lease of equipment, interest costs, travel costs and fees for professional services, the costs of leasing or purchasing materials or equipment for use in TIOW activities, and the cost of worker’s compensation coverage or comparable private insurance compensation coverage for staff.
- ii. **Placement Incentives** for employers for participants employed by those employers during work experience activities. This funding will help offset costs of employers to train/develop participants.
- i. **Employment and training costs and supports for individuals** - includes basic living allowances, financial assistance provided to eligible participants for dependent care, disability needs, transportation, and other special needs, and the costs of services provided to participants by other organizations, such as but not limited to the purchase of training, self-employment orientation or job-finding clubs.

Estimated cost per participant including all three cost categories: \$8,000 - \$12,000

4.2. Funding Ranges for Operating Costs

Participant Intake Range	Operating Costs Range
10 - 100	\$1,150 - \$3,390 per participant
101+	\$1,100 - \$3,200 per participant

Funding ranges for TIOW take into account the number of participants who will be served under TIOW, and the administrative functions and services associated with delivery of TIOW. It is unlikely that the maximum funding would be applied to the upper activity limits.

The range in funding for operating costs per TIOW participant is linked to a number of variables:

- Client Base: (What are the unique characteristics of the people in my community?)
- Location (Are there service delivery provisions to facilitate access to TIOW e.g., are itinerant services required? Are multiple points of service required?)
- Labour market environment (What are the characteristics of the local labour market? Are there increased economic investments, job opportunities, downsizings, and/or potential layoffs?)
- Economies of scale (Will efficiencies be realized through higher levels of intake?)

4.3. Placement Incentives

Average cost of Placement Incentive per participant:
\$3,000 per participant

Placement incentives may be provided to employers to provide work experience and/or training to participants.

- The average placement incentive is estimated to be \$3000 per participant, with the understanding that this amount is to be used only as a guide for business planning purposes.
- The actual amount will vary depending on both the employer and participant needs, such as the complexity of the job skill level and length of training required.
- It is also understood, that not all employers may require or will receive incentives.

Instructions for estimating the amount of funding for Placement Incentives for business planning:

1. Estimate the number of TIOW participants who will benefit from placement incentives.
2. Multiply \$3000 by the number of participants, to give you the funding allocation for Placement Incentives.

4.4. Employment/Training Costs and Supports for Participants

Participant Intake Range	Employment & Training Costs Range
10 - 100	\$4,800 - \$10,900
101+	\$4,610 - \$10,850

This category includes direct funding that is provided to participants, and indirect funding that is paid by the TIOW Service Provider for TIOW services on behalf of the participants. The funding range in this category must cover both the direct supports as well as indirect supports.

4.4.1 Direct Supports

Funding may be provided directly to participants for the following costs:

- Basic Living Allowance
- Dependent care
- Transportation costs
- Disability costs

Funding provided directly to participants is taxable and therefore, is required to be included as income for income tax purposes.

All financial assistance must be deducted at source with the exception of dependent care and disability costs as there are tax credits available that may serve to offset the income tax payable on these types of assistance. Providing additional funds, to make up any shortfall due to income tax deductions at source is not permitted.

TIOW Service Providers must issue a T4A tax information slip to all participants who receive funding under TIOW.

For specific information regarding the withholding of tax at source and the completion of a T4A tax information slip please refer to the Canada Revenue Agency (CRA) website at <http://www.cra-arc.gc.ca/> or call the CRA general enquiry number for businesses at 1-800-959-5525.

4.4.1.1 Basic Living Allowances

- While participants are engaged in activities such as employment assessment, job skills upgrading, skills training, job search, and self-employment orientation, they may be eligible for a basic living allowance based on demonstrated financial need. (*Refer to Appendix 2*)
- The funding provided directly to participants for income supports (basic living allowances) is taxable but not insurable and does not include contributions to the Canada Pension Plan. Additional information on payment of income supports/allowances may be obtained from Canada Revenue Agency.
- The amount paid to participants through allowances/income support should reflect the number of hours in which participants participate in TIOW activities (usually 25 hours per week)

- Income support would not be provided to participants on work placements since they would be receiving wages from employers.

4.4.1.2 Dependent Care

The allowance is only provided for dependant children less than 14 years old for whom dependant care is provided at a cost to the household. The maximum rate of coverage is \$1,000/dependant/month to a maximum of \$2,000/household/month. Proof of the cost for dependant care and the age of the dependants may be requested.

4.4.1.3 Transportation Costs

Travel costs are those costs that may be incurred for daily commuting to and from the location of an intervention. Participants should opt for the most economical rate for transportation. The allowable transportation costs include:

- Local rates for public transit when available, vehicles when required and only at \$0.15/km for distances to a maximum of \$250/month or \$57.55/wk. Based on individual needs and when this policy becomes a barrier to accessing training courses or other employability improvement activities, TIOW Service Providers can apply a 50% exception rate at their discretion. The rationale for these exceptions must be clearly documented.
- Parking.

4.4.1.4 Disability Costs

Costs directly associated with participation in TIOW, such as the cost of a special device, aid, or special assistance/equipment or transcription of documents to allow the participant to participate in TIOW activities. While there is no contribution maximum in this category, TIOW Service Providers should encourage participants to explore all alternate sources of funding available

4.4.2 Indirect Supports

Indirect supports are the costs of services and goods provided to participants by other organizations. Examples of services that may be purchased by TIOW Service Providers:

- **Assessment services**, such as prior learning assessments, and other costs related to exams, process of credential recognition and achieving regulatory body requirements.
- **Training and other services** purchased by TIOW Service Providers, including but not limited to occupational skills training, literacy, academic upgrading, self-employment orientation. Books and other instructional costs to support training are included in this category.

SECTION 5.0 - PERFORMANCE MEASURES

The three dimensions of success (outcomes) for TIOW are:

- Effectiveness
- Customer Service
- Efficiency

5.1 Effectiveness

The effectiveness of TIOW will be measured by the outcome of the services and activities provided -service impact.

Service Impact Indicators:

- Employed (includes self-employed)
 - Target: 50%
- Employed (consistent with participants' goals)
 - No target but TIOW Service Providers will track and report to the Ministry
- Increased employability: measured by the number of participants who completed TIOW which is intended to provide the job search skills and other activities to better prepare older workers for the labour market.
 - Target: 84% completion rate

5.2 Customer Service

Participant satisfaction is one of the key performance measures of customer service. It is a measure of feedback from TIOW participants about their satisfaction with TIOW.

Participant satisfaction will be measured by the following question (on the Participant Exit and Follow-up form) which will be asked at the time of exit from TIOW, "On a scale of 1-5, how likely are you to recommend this program to an older worker who is looking for employment?"

1. Very unlikely
2. Unlikely
3. No opinion
4. Likely
5. Very likely

- Target: 85% of participants who respond to the satisfaction question with a rating of 4 or 5 are considered satisfied

5.3 Efficiency

Funded Intake (# of participants set out in the agreement with the Ministry)

- Target: 100%

5.4 Exit and Follow-up

TIOW Service Providers are required to conduct follow-up when participants exit the program and at 3 and 6 months after exiting TIOW.

TIOW Service Providers are required to conduct the follow-up using the Participant Exit and Follow-up form.

SECTION 6.0 - ADMINISTRATIVE GUIDELINES

6.1 Agreement with the Ministry

All TIOW Service Providers selected to deliver TIOW are bound by the agreement with the Ministry which details the accountability and legal requirements. The multi-year agreement between the TIOW Service Provider and the Ministry specifies the legal responsibilities of the TIOW Service Provider and the Ministry regarding its delivery of the TIOW.

6.1.1 Schedule “B”

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

6.1.2. Business Plan

TIOW Service Providers must submit an annual business plan that will be attached as Schedule “E” to their agreement with the Ministry.

Once signed by the TIOW Service Provider and the Ministry, the Business Plan will spell out:

- The Service Provider’s budget allocation to be reflected in Schedule “B”
- Intake levels
- Commitments to efficiency, effectiveness and customer service results

In addition, the Business Plan will be used for monitoring, evaluation and accountability purposes.

The TIOW Business Plan Guide will provide direction and information for TIOW Service Providers to complete their submission to the Ministry.

6.1.3 Audit and Accountability Requirements.

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

6.1.4 TIOW Quarterly Status and Adjustment Report (QSAR)

Schedule “D” of the agreement between the TIOW Service Provider and the Ministry requires TIOW Service Providers to make this report to the Ministry at specified times. The QSAR provides information about commitments achieved,

the reasons for commitments not achieved and planned adjustments to achieve Schedule “E” commitments and results not currently on target.

6.1.5 Client-Level Data Reporting Guidelines

Reporting requirements regarding participant intake, exit and follow up are outlined in Schedule “D” of the agreement between the TIOW Service Provider and the Ministry. .

6.2 Access to Information and Protection of Privacy

Under the agreement with the Ministry, TIOW Service Providers agree to protect the personal information they collect, use and disclose in order to deliver and report on TIOW.

Privacy Policy and Privacy Training

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

- establish 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; and
- implement appropriate privacy protection training of employees and subcontractors who have access to personal information of TIOW participants.

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

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

If TIOW Service Providers are not subject to *PIPEDA*, 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/legislation/02_06_01_e.cfm

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 Code is available at:

<http://www.csa.ca/standards/privacy/code/Default.asp?language=english>

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.

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.

TIOW Service Providers will need to review their privacy policy to ensure that they comply with the obligations set out in Article 9.

Under section 9.1 of the agreement TIOW Service Providers agree to deliver the TIOW Program in a manner that ensures that the Ministry is not in breach of its obligations under *FIPPA*.

Under section 9.2 of the agreement TIOW Service Providers acknowledge that any information they provide to the Ministry can be subject to disclosure under *FIPPA*. 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 TIOW 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 TIOW participants if necessary to deliver the services and comply with obligations under the agreement;
- limit access to personal information of individual TIOW participants to employees and subcontractors who need the personal information to deliver the services and ensure the TIOW Service Provider's compliance with obligations under the agreement;

- before disclosing personal information of individual TIOW participants to employees and subcontractors, enter into an agreement with them requiring them to be bound by the TIOW 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 TIOW 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 TIOW participants 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.

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

Funding for the TIOW Program is provided in part by the Government of Canada. One of the terms of the funding agreement between the Government of Canada and the Ministry is that a TIOW participant must provide consent to the collection and disclosure of certain personal information to the Department of Human Resources and Social Development Canada (HRSDC) in order to participate in the TIOW Program.

In order to comply with its obligations under *FIPPA*, the Ministry will also need to obtain the consent of TIOW participants to the indirect collection of their personal information in order to administer and finance the TIOW Program. In addition, the Ministry will need to give these TIOW participants notice of the uses it proposes to make of their personal information.

The agreement with the Ministry requires TIOW Service Providers to obtain the consent of every TIOW participant to the indirect collection and disclosure of personal information by Canada and by the Ministry and to give notice of the uses the Ministry will make of their personal information. These consents and the Ministry's notice of collection are included on the TIOW Participant Registration form.

Keeping personal information secure

TIOW 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)

6.3 Evaluation by Canada:

Funding for the TIOW has been provided by both the Governments of Canada and Ontario.

Human Resources and Skills Development Canada (HRSDC) will undertake a national evaluation of the TIOW to assess whether its objectives and expected results have been attained.

Canada requires participants to consent to the collection, use and disclosure of their personal information for the purposes of this evaluation. The consent is found on the Participant Registration form that TIOW Service Providers are required to use.

As part of the evaluation process, HRSDC officials may contact TIOW participants following their completion of TIOW.

6.4 French Language Services

The TIOW must be available in both official languages where the Ministry determines that there is likely to be sufficient demand in the communities that have been targeted for TIOW delivery.

The Ministry has determined that TIOW must be available in both official languages in the following communities:

- Hawkesbury
- Pembroke

- Peterborough
- Trenton
- Kawartha Lakes (Lindsay)
- Guelph
- Oshawa
- Welland
- St. Catharines
- Windsor
- Kirkland Lake
- Sudbury
- Thunder Bay
- Hearst
- Kapuskasing

6.5 Promotion, Communications and Graphic Standards

Any communication/message to the public about TIOW (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 TIOW Service Providers, must include the Employment Ontario logo and message.

TIOW Service Providers must place prominently, in public view, any signs supplied by the Ministry and other signs that clearly identify Employment Ontario and/or TIOW.

TIOW 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 TIOW Service Provider is involved in a joint marketing and communications campaign with programs funded by other Service Providers, the Employment Ontario message must be placed in a prominent spot comparable in location and size to that of other Service Providers. This guideline applies to the appearance of the logo and message in promotional materials, as well as signage displayed in the TIOW Service Provider's office.

TIOW 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.

6.6 Visibility Guidelines:

The TIOW Service Provider shall acknowledge the support of the Government of Ontario and the Government of Canada, in any publication of any kind written or oral, relating to the agreement with the Ministry or the TIOW, 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://www.eopg.ca/>.

Refer to the guide online at <http://www.eopg.ca/eng/eov/EOVGuidelines.pdf>

6.7 TIOW Documentation Requirements

Under section 7.1 of the agreement between the TIOW Service Provider and the Ministry TIOW Service Providers are required to make reports to the Ministry on their delivery of the TIOW 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 TIOW Service Providers are required to keep and maintain records relating to the delivery of the TIOW Program and the use of the funds provided by the Ministry. These records include personal information of individual TIOW participants. These records must be retained for seven (7) years after the completion of TIOW.

Under section 7.3 of the agreement TIOW 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 TIOW Program.

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

6.7.1 Employment Assistance and Employability Improvement Activities Requirements

When employment assistance or employability improvement activities such as résumé writing, job search techniques, participant assessment, employer-based work experience (with or without Placement Incentive), etc. are delivered, TIOW Service Providers must collect and maintain documentation for the participant and, in the case of employer-based work experience and direct marketing to employers, for the employer.

The documentation in both the participant record and the training or placement agreement must accurately reflect the range and extent of service(s), as well as the participant's TIOW Service Plan. The amount of documentation, as well as the specifics of what is recorded, will vary by participant.

6.7.2 Records for all participants must:

- Include a completed, signed and dated TIOW Participant Information form which contains the participant's consent to the collection, use and disclosure of their personal information by Canada and which also contains the Ministry's notice of collection and the consent to the Ministry's indirect collection of the participant's personal information;
- Contain a signed and dated statement on file that the participant's identity has been verified by viewing the participant's Birth Certificate or Driver's License, or other photographic identification;
- Contain a signed and dated statement on file that the participant's ability to work has been verified, including by viewing any necessary immigration papers and/or work permits;
- Contain a clear and achievable Service Plan, tailored to the participant and his or her local labour market, education and/or training opportunities, that has been signed and dated by the participant or acknowledged in some other written form and that has been updated as skills and knowledge are acquired;
- Contain clear documentation of the full range and rationale for the Employment Assistance as well as Employability Improvement activities provided to the participant and the case management support including, but not limited to, participant assessments and service referrals;
- Contain clear documentation of the TIOW Service Provider's monitoring and support of the participant, including developing alternative strategies as necessary, evidence of Eligible Activities undertaken and the participant's progress in achieving the goals and commitments set out in the Service Plan and follow-up services;
- Contain clear documentation of all employment and training and costs and supports provided including, but not limited to:
 - The reason for the supports;
 - The amount of the employment or training supports;
 - Validation of participant's income by reviewing documentation such as: Income Tax Statements or T4 slips;
 - Authorized signature for support allowance by the TIOW Service Provider's authorized signing authority.
- Contain personal information required under the TIOW Participant Exit and Follow-Up Forms to be collected at the time of a participant's exit from the Program and at three and six months after exiting the Program.

In addition to the above documentation requirements, participant files must include the following documentation for TIOW services received:

6.7.3 Participant records in Employment Placements with or without Incentives services must contain:

- Rationale for decision to match the participant and the employer, e.g. how the placement will be tailored to the participant and employer's needs;

- Documentation verifying that the terms and conditions of the Training Incentive Placement Agreement are being met by the employer and participant;
- If a participant is eligible for a training incentive placement, the Training Incentive Placement Agreement that has been signed and dated by the employer, participant and TIOW Service Provider's authorized signing authority;
- Evidence of follow-up by the TIOW Service Provider to determine whether a participant requires additional support if the participant has not secured employment at the end of his or her employer-based work experience;
- In cases of termination of the employer-based work experience, reasons to support termination, such as work related absences as reported by the employer, or unacceptable behaviour as well as documentation that the TIOW Service Provider assisted the participant to seek possible resolutions to problems prior to the termination.

6.7.4 Employer records

Employment Placements with or without Incentives services must contain:

- Proof of employer's eligibility;
- Documentation of at least one initial site visit per employer, prior to any 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* signed and dated by the employer's authorized signing authority;
- Employer profile information, including size, sector and the participant's occupational profile;
- Information that describes the capacity of the employer to provide relevant supervision and training;
- Completed Training Incentive Placement Agreements signed and dated by employer, participant and TIOW Service Provider's authorized signing authority;
- Evidence that the employer has participated in the development and provision of training in accordance with the training agreement;
- The number and type of TIOW placements provided;
- Assessment of the employer's record of fulfilling training commitments and of providing employment to the participant after the training is completed;
- Evidence of employer's request for placement incentives
- Information on placement incentives (if applicable) and placement duration(s)
- Evidence of TIOW Service Provider's approval and payment of incentives (if applicable)

- In cases of termination of the employer-based work experience, reasons to support termination, such as work related absences as reported by the employer, or unacceptable behaviour as well as documentation that the TIOW Service Provider assisted the participant to seek possible resolutions to problems prior to the termination.

6.8 Information Management Requirements

Personal information must be managed to ensure the respect of privacy and adherence to all requirements of the agreement between the TIOW 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 and standards. They are also necessary to ensure that all legal and accountability requirements are being met.

TIOW 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 any Ministry systems and other TIOW Service Provider management systems meets the reporting and audit requirements of the Ministry;
- Provide prompt and accurate reimbursement to employers, according to the terms and conditions of the training or placement agreement;
- Protect participant privacy in accordance with the agreement between the TIOW Service Provider and the Ministry;
- 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 TIOW participants;
- Ensure records and information are used for ongoing evaluation of services to participants and employers.

6.9 Forms

Common forms have been developed for TIOW Service Providers. The use of common forms helps to ensure consistency in the administration of programs

All TIOW Service Providers are required to use the following forms which can not be altered without the permission of the Ministry:

- TIOW Participant Registration Intake Form

- TIOW Training Incentive Placement Agreement, including the TIOW Participant Training Plan Form
- TIOW Employer Information Form
- TIOW Participant Exit and Follow-Up Form

6.10 Employers' Responsibilities

Employer Eligibility

TIOW Service Providers must ensure that employers participating in TIOW meet all requirements outlined below and those stipulated in their specific training agreements.

Employer must:

- Be legally authorized to operate 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*
- Provide employment in Ontario
- Maintain appropriate third party general liability insurance through a private insurance carrier
- Maintain appropriate WSIB or alternate workplace safety insurance coverage for participants while on a job placement or, if not required to register with WSIB, maintain alternate workplace safety insurance coverage through a private insurance carrier
- Demonstrate the ability to provide the participant with adequate supervision and the training described in the participant's Service Plan;
- Place participants on the company's payroll and provide the same employment terms, conditions, and benefits as for all regular employees;

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

- Demonstrated the ability to provide adequate supervision and training that supported the participants' Service Plans; and
- Fulfilled the terms and conditions of any previous TIOW Training Incentive Placement agreements or other Employment Ontario training agreements.

The Employer must **not**:

- Use participants in placement services to replace existing or laid-off employees
- Hire immediate family members of the employer's officers, directors and management staff, such as parent, spouse, sibling or child as a participant;

- Be receiving government funds from any other source for the same training placement;
- Be the TIOW Service Provider or be an Employment Ontario Service Provider.

6.11 Employment Standards Act

TIOW 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)

6.12 Human Rights Code

TIOW Service Providers and employers participating in TIOW must be familiar with and comply with the requirements of the 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 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

6.13 Workplace Safety Insurance

The Employer must provide workplace safety insurance coverage for the participant/employee while on a job placement through TIOW. This includes all placements, paid or volunteer, subsidized or unsubsidized.

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.

6.14 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.

6.14.1 WSIB Claims

It is the responsibility of the participant/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 TIOW 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 participants and employers at the outset of a training placement.

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

6.14.2 Procedure

To file a claim under the Ministry's WSIB policy, the TIOW 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 should be indicated:

Employer Name: Ministry – then put the TIOW Service Provider's name and phone number

Firm Number: 825044

Address: TIOW 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 TIOW Service Provider must:

- complete the Form 7 within three working days of the accident/injury, where applicable. 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/wsib/wopm.nsf/Public/150102> to determine if/when a WSIB claim should be filed.
 - note that 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, where applicable
- fax **or** mail a copy of the report to the appropriate regional office of the Ministry, where applicable,

Also, the TIOW Service Provider must:

- 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; and
- Fax **or** mail a copy of the revised report to WSIB
- fax **or** mail a copy to the Ministry.

6.14.3 Return to Work

The employer and the participant are responsible for notifying the TIOW Service Provider when the participant has returned to work. The TIOW Service Provider must:

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

6.15 Third Party Liability Insurance

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

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

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

The Training Incentive 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.

6.15.1 Participant Coverage While With the TIOW Provider

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

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

6.15.2 Coverage and Claims for ACE INA Insurance

It is the responsibility of the participant/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 participants and employers at the outset of a training placement. Employers may elect to file claims for TIOW training 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 4.2.2) and Proof of Loss (if appropriate) in conjunction with the employer.

Submit the completed forms together with a copy of the signed 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.

6.15.3 Return to Work

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

6.15.4 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 should also be submitted:

- Medical documents to support the claim
- 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 should also be submitted:

- medical documents to support the claim
- 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 should 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)

6.16 Online Resources and Supporting Documentation

Employment Ontario Information and Referral Resource Tools

- Employment Ontario Information and Referral Resource Guide (http://www.eopg.ca/eng/eoirm/IR_Resource_Pkg_2008.pdf)
- Employment Ontario Website (<http://employmentontario.ca>)
 - Employment Ontario "Find Services in your Area" function to find service provider descriptions
 - Employment Ontario program and service material produced by the Ministry
 - Service descriptions and contact information from 211 database and/or other sources provided by the Ministry
 - FindHelp Information services tool with service provider information (211Ontario.ca, 211Toronto.ca, poss.ca possibilities online Employment Resource Centre)
- Statistics Canada, Low Income Cut-offs (LICO) <http://www.statcan.ca/english/research/75F0002MIE/75F0002MIE2008004.pdf>

Note: This list is not meant as an exhaustive or exclusive list of available or potential I & R tools and resources.

APPENDIX 1

Information for TIOW Applicants or Participants who are in receipt of Employment Insurance (EI)

How can TIOW applicants find out whether they can continue to collect their EI while participating in TIOW?

In most cases EI officials will approve TIOW applicants for participation if they can show that participating in TIOW will not be an obstacle to employment (i.e., that they are ready and able to work, and willing to leave the TIOW project if they receive an offer of employment).

The quickest way that individuals selected by a service provider to participate on a TIOW project can obtain a decision as to whether they could continue EI if they participate in TIOW is by calling the Service Canada Employment Insurance national toll-free number at 1 (800) 206-7218. In most cases individuals, will be informed whether or not they can continue to collect their EI benefits while participating in TIOW. However, they will need to provide program particulars in order to be granted approval. Individuals may choose to provide this while on the initial call with Service Canada or call back and provide the information needed for approval at another time.

Attachment One is a sample of the information participants will be asked to supply.

The 1-800 number is available Monday through Friday from 8:30 a.m. to 4:30 p.m.¹. Requests for approval to participate in TIOW while in receipt of EI benefits can be submitted to Service Canada in person, through the mail, or by telephone. We recommend the telephone be use whenever possible.

Note: Service Canada front desk staff cannot make decisions on claims (however they can accept requests).

How can TIOW participants obtain full information on their claim?

Through Service Canada's on-line services, individuals can view their EI claim information using "My Service Canada Account" at the following webpage:

http://www.servicecanada.gc.ca/eng/online/mysca_byp.shtml

This service will tell any claimant his/her current benefit rate, start and end dates of claim, etc.

Claimants will need to use the 4 digit access code they received when they applied for EI, and they will be asked to provide their social insurance number, and date of birth. (The access code can be found in the shaded area of their benefit statements.)

Service Providers can help individuals to use this tool, but must never ask for their access code. This is confidential for use of the participant only.

¹ These hours of operation are the same from anywhere in Canada.

Once approval to participate is granted by Service Canada, TIOW information will also be available through this service.

What do TIOW participants in receipt of EI need to declare on their EI cards, or bi-weekly report?

In order to get paid, claimants must complete a claimant's report. This can be done by Internet, telephone, or mail every 2 weeks. The reports are very important as EI payments cannot be issued without them. On the reports claimants are asked to respond to questions regarding work and wages, training and availability.

Work and Wages

If TIOW participants were paid wages for work during the period covered by the report (example: if on a work placement in which the employer pays wages), they will be asked to provide the following information:

- the dates and the number of hours worked for any employer they worked for during the period of the report,
- the telephone number of all employers for whom they worked, and
- the total earnings before deductions (including tips and commissions) earned for each calendar week of the period.
- Claimants need to report their actual earnings and they must always declare their earnings before deductions in the week(s) in which they were earned.

Under a pilot project which runs until December 4, 2010, claimants working part-time will be able to keep \$75 or 40% of their weekly benefits (whichever is higher) without their EI being affected (their "My Service Canada Account" site will tell them how much they can earn each week without their EI being affected.)

More information on this pilot can be found at:

http://www.servicecanada.gc.ca/eng/ei/information/allowable_earnings.shtml

Training

Claimants participating in TIOW need to report the number of hours they attended training. However, it is not necessary to report any of the TIOW training allowances as this information should have already been given to Service Canada.

In completing their reports, claimants must respond "Yes" to the question "Did you attend school or a training course during the period of this report?" When asked if they are receiving a training allowance they should indicate "No."

Availability

Claimants participating in TIOW should report that they are available for work unless they were unavailable for work due to the following: being out of the country, on vacation or not looking for work for any reason or they were incapable of working (illness or injury) or any other reason where they were not available for work. They will need to provide the dates they were not available. They must also report any absence from their area of residence/or any absence from Canada.

The information contained here has been prepared for guidance only.

Individuals who are in receipt of EI and who will be participating on a TIOW project must contact Service Canada as early as possible. Only Service Canada can determine if they can continue to receive EI benefits while on a TIOW project.

Attachment One

When a claimant is seeking approval from Service Canada EI to continue to collect EI while participating in TIOW, Service Canada will require information to enable them to make a decision. The following is a guide as to the types of question a participant could be asked:

Social Insurance Number

Name

Name of Project/Course – specify Targeted Initiative for Older Workers

Project Start Date (day/month/year)

Project End Date (day/month/year)

The total number of hours each week that is being devoted to the project.

Description of the project activities.

The amount of weekly allowance to be received from the Service Provider.

Whether or not the project provide the participant with:

Job search assistance

Assistance preparing a résumé

Assistance preparing for job interviews

Whether or not the claimant/TIOW participant is willing to leave the TIOW project if it conflicts with an offer of employment (TIOW participants, in receipt of EI, must be willing to leave the project if an employment opportunity arises).

Whether or not the claimant ready and capable of work with no restrictions towards the acceptance of employment?

APPENDIX 2

FINANCIAL SUPPORT – BASIC LIVING ALLOWANCES GUIDELINES

Guiding Principles:

- The TIOW financial support model determines the amount of basic living allowances to be provided to TIOW participants.
- For the purpose of planning and managing the financial support for TIOW participants, please refer to the Employment support and Training costs category (TIOW Guidelines Section 4.4). The TIOW program has a funding range from a minimum of **\$4,610** to **\$10,850** maximum, for all costs including purchase of assessment services and skills training, disability accommodation, dependant care, transportation, and academic upgrading.

Key Messages:

- The TIOW financial support model takes into account a participant's household income level and expenses (up to an allowable amount) to ensure they receive income support to meet their basic living needs. The amount of basic living allowance will vary from participant to participant.
- A maximum amount of \$410 per week including Employment Insurance Part I benefits may be provided towards basic living allowances. This amount is based on the Ontario 2009 minimum wage of \$10.25/hour for a 40 hour week.
- If a TIOW participant's household income changes, they must contact their TIOW Service Provider to request of review of allowances provided by MTCU.

DEFINITIONS:

Monthly Basic Living Expenses:

This is defined as total monthly expenses to cover basic living needs including rent/mortgage or room and board, food, and essential utilities. Eligible expense categories and the maximum TCU contribution for each cost category are listed below:

Expense category - Monthly	Maximum allowed per month
Rent, Mortgage (excluding tax) or Room & Board	Up to \$1300 (per family)
Food	Up to \$200 (per person)
Utilities: phone	Up to \$40 (per family)
Utilities: internet	Up to \$40 (per family)

Utilities: hydro and heat	Up to \$200 (per family)
Utilities: water	Up to \$50 (per family)

The maximum amount must not exceed the figures in the “Maximum allowed per month” column. To calculate the total Monthly Basic Living Expenses, add up all the above expense categories.

Monthly Gross Household Income:

Income from all sources must be included, such as: spouse or common law partner (common law partner means living together as a couple and cohabitated for a continuous period of at least one year), rental, spousal and child support, employment from part-time/self-employment, Employment Insurance (EI) benefits, pension, federal and provincial child tax benefits, child care benefit, allocation of earnings, and any other income.

Monthly Net Household Income:

The Monthly Net Household Income is calculated at 0.66 of the Monthly Gross Household Income to take into account Income taxes and other Mandatory Employment Related Costs that are deducted.

TIOW Financial Support Model

The basic formula for calculating financial support for basic living allowances is described in the following three steps:

STEP 1

Calculate the participant’s Total Monthly Basic Living Expenses (refer to the monthly basic living expenses chart above)

STEP 2

Calculate the Gross Monthly household Income by adding up the income from all sources (refer to the definition above). Multiply this figure by 0.66, in order to derive the Monthly Net Household income.

STEP 3

Calculate the Total Monthly Basic Living Allowance by subtracting the Total Monthly Net Household Income from the Total Allowed Monthly Basic Living Expenses.

STEP 4

Calculate the TIOW Basic Living Allowance by multiplying the Total Monthly Basic Allowance by the duration of the TIOW program (excluding any placements with employers).

If the program duration is in weeks, then the monthly amount is to be converted to a weekly amount by dividing the monthly amount by 4.354.