

**Ministry of Labour, Training and Skills Development
Canada Recovery Benefit – Outreach Strategy
Call Scripts**

<INBOUND CALL>

“**Your name** speaking, thanks for calling the Employment Ontario Contact Centre, how may I help you?”

“With whom am I speaking?”

“Yes **[name of client]**, I can help you book an appointment with an Employment Ontario service provider that can help you explore available employment and training programs.”

“May I please get the following contact information from you?” NB: EOCC goes through online RASP form, completes it with client’s information and submits it”

“Let me recap what we discussed today – you have an appointment booked with **[name of Employment Ontario service provider]** on **[date]** at **[time]**.”

“Is there anything else that I can help you with today, **[name of client]**?”

““Thanks for calling the Employment Ontario Contact Centre. Have a great day.”

<OUTBOUND CALL>

“Hi, my name is **[placeholder]** and I’m calling on behalf of Employment Ontario, a provincial government service that offers free employment and training programs under an agreement with the Ministry of Labour, Training and Skills Development.”

“How are you today?”

“The Ontario government is proactively reaching out to former Canada Recovery Benefit recipients to tell them about Employment Ontario. I’m calling you today to see if you would like to make a free appointment to speak with an Employment Ontario employment counsellor to help find a job, develop career goals, prepare for interviews, or start a job when the time is right.”

“Would you be interested in setting up a free appointment to speak with an employment counsellor?”

“If you would like to book an appointment, may I please get the following contact information from you?” NB: EOCC goes through online RASP form, completes it with client’s information and submits it”

“Let me recap what we discussed today – you have an appointment booked with [name of Employment Ontario service provider] on [date] at [time].”

“Thanks for booking an appointment with Employment Ontario. Have a great day.”