

EMPLOYMENT ONTARIO SERVICES
- DURHAM REGION

REFERRAL PROTOCOL 2013/2014

EMPLOYMENT ONTARIO SERVICES

EMPLOYMENT ONTARIO - EMPLOYMENT SERVICE

Employment Services helps Ontarians find work. Agencies provide resources – such as information about who's hiring in the local community — as well as personalized advice and services to help people assess their skills and experience, find work and start on the path to skills training. ES also help employers hire people with the skills they need.

For employers in Ontario, ES can help attract and recruit the employees with the skills required – from posting employment opportunities, helping to identify human resource skill requirements, and matching position and workplace requirements to a participants' skills, capabilities, interests and experience. Employers may be eligible for financial incentives to offset some of the costs of providing on-the-job training and work experience.

For job seekers, ES can help in a number of ways.:

- an assessment of skills and experience,
- information about different careers and occupations,
- local labour market, employment and training opportunities,
- information about all Employment Ontario programs and services, as well as
- advice about and referral information to other community services and support.

Job seekers can learn about developing effective job search strategies including resumé preparation.

Depending on particular employment needs and career goals, a service counselor will determine the need for a more individualized assistance and support to help develop careers and set goals, assess skills and interests, and prepare candidates for interviews and employment.

Job seekers may be eligible for on-the-job training and/or work experience support, and in some cases, additional support to help keep you at work.

Eligibility:

Everyone can access the self-service information and resources provided by service partners, including people with jobs, those who are under-employed, people looking for work, students, apprentices, internationally trained individuals and employers.

More intensive assisted services – such as personalized job search, job matching and placement, and job retention services – are for people who are unemployed and out of school. A service counselor will assess your eligibility for participating in these programs based on your skills, education, experience, interests and career goals.

Referrals:

To sign up with an ES program, individuals can contact the ES agency in their geographic location. If agencies wish to make referrals for clients, they can use the referral form found at the end of this document.

EMPLOYMENT ONTARIO - LITERACY AND BASIC SKILLS

The Ontario Literacy and Basic Skills (LBS) program helps adults in Ontario to develop and apply communication, numeracy, interpersonal and digital skills to achieve their goals. The LBS program serves learners who have goals to successfully transition to employment, postsecondary, apprenticeship, secondary school, and increased independence. The program includes learners who may have a range of barriers to learning.

The Ontario Adult Literacy Curriculum Framework (OALCF) is the cornerstone of Employment Ontario's LBS Program, helping adults to achieve their goals of further education, work, and independence. The OALCF is a competency-based framework that supports the development of adult literacy programming delivered through the Literacy and Basic Skills (LBS) Program.

LBS services are offered according to three levels of proficiency and are pursuant to five goal pathways. The five goal paths reflect what a learner may be required to do when preparing for:

1. Employment
2. Apprenticeship
3. Secondary School Credit
4. Post Secondary
5. Independence

Eligibility:

The LBS Program is available to Ontario residents who are out of school and communicate in English or French. Special emphasis is placed on serving individuals who are receiving social assistance through Ontario Works. Services are free, and are offered on-site at approximately 340 locations across the province, in directed and self-directed format, and online through e-Channel service delivery.

The Literacy and Basic Skills (LBS) program serves adult learners:

- who are Ontario residents;
- whose literacy and basic skills are assessed at intake as being less than the end of Level 3 of the International Adult Literacy and Skills Survey (IALSS) or the OALCF;
- who are at least 19 years old. On an exception only basis, LBS service providers may serve young adults between ages 16 to 18 who demonstrate the maturity to benefit from adult education. However, returning to the regular school system should be the priority for these learners; and
- who are proficient enough in speaking and listening to benefit fully from the language of LBS instruction (English or French). This eligibility requirement does not apply to Deaf learners.

To ensure that the literacy needs of learners from different linguistic and cultural backgrounds are addressed, LBS services support programming for Deaf, Anglophone, Francophone and Aboriginal learners.

Referrals:

Clients can call an LBS agency in their area directly. Agencies can use the client referral form found at the end of this document to make a referral on behalf of a client. Clients will be assessed and placed in a suitable program. If required, a client will be referred between LBS agencies to ensure they are placed in the appropriate program.

EMPLOYMENT ONTARIO - APPRENTICESHIP

To become an apprentice, candidates must find an employer or sponsor who is willing to train and engage in apprenticeship training. People who want to become apprentices usually apply directly to an employer, union, local apprenticeship committee or sponsor group.

Referrals:

Employment Service

Employment Ontario Employment Service helps to match people looking for work for employers who want to hire workers and apprentices.

Apprenticesearch.com

This free website allows you to search for apprenticeship opportunities serving all of Ontario connecting employers and apprentices in the skilled trades.

Job Bank

You can search this website for jobs and apprenticeship opportunities right across Ontario.

REFERRAL PROTOCOL

Referrals to EO services can be made by contacting the suitable program listed below. The process is as follows:

1. Identify if the client meets the criteria established above to participate in ES, LBS or Apprenticeship.
2. Use the “Referral” instruction as per service stream. (When referring to LBS, ES agency staff may wish to consult the monthly “LBS Capacity” information forwarded by the Literacy Network of Durham Region.)
3. Have client sign a suitable release form (either the one at the end of this document or other suitable client consent document from your organization).
4. Contact referred program by phone, email or fax.
5. Document referral on EOIS CaMS.
6. File signed client consent in their agency file.