

CONTACT NORTH | CONTACT NORD TRANSITIONING MORE SERVICES TO VIRTUAL DELIVERY

1. REACH OUT TO LOCAL COMMUNITY, BUSINESS AND MUNICIPAL PARTNERS TO RECONFIRM THE PROCESS FOR THEM TO CONTINUE TO REFER RESIDENTS TO CONTACT NORTH | CONTACT NORD

(April 2020 – May 2020)

Contact North | Contact Nord provides information on available online programs and courses, assistance with registration, information on financial aid and referrals to other support services to referred clients.

Support services delivered via voice, Zoom videoconferencing, e-mail, Facebook Messenger and text messaging.

2. CONSULT WITH ONTARIO'S PUBLICLY ASSISTED COLLEGES, UNIVERSITIES AND INDIGENOUS INSTITUTES ON THEIR ONLINE TEACHING PLATFORM, FACULTY AND INSTRUCTOR TRAINING AND STUDENT RECRUITMENT NEEDS

(April – June 2020)

Engage in direct consultations with publicly assisted colleges, universities and Indigenous institutes, starting with those currently delivering online programs and courses to students in small, rural, remote and Indigenous communities, to better understand:

- Their needs for online teaching platforms between now and the end of December 2020, assuming institutions may need to begin the Spring/Summer and Fall 2020 semester with the majority of their courses delivered online.
- Their needs for faculty and instructor training to effectively teach online.
- Their needs for local student recruitment and student support services in an era where options for use of physical locations may be limited.

3. OFFER EXPANDED STUDENT INFORMATION HOTLINE TO STUDENTS AND PROSPECTIVE STUDENTS

(Starting April 2020)

Expand the hours of operation of the Student Information Hotline to make it available from 8:00 a.m. to 9:00 p.m., Monday to Thursday, and 9:00 a.m. to 1:00 p.m., Saturday.

Respond to inquiries via toll-free, Live Chat, e-mail, Facebook Messenger and text messaging.

4. DELIVER ONE-ON-ONE SUPPORT TO STUDENTS AND PROSPECTIVE STUDENTS

(April 2020 – ongoing)

Building on the current support to students and prospective students, assign, train and equip more Contact North | Contact Nord staff to provide support to students and prospective students via phone, web conferencing, text messaging, Facebook Messenger and e-mail.

Expand online marketing campaign to target more students and prospective students to access the services.

5. ON STANDBY TO SUPPORT SPECIAL LOCAL AND PROVINCIAL INITIATIVES TO SUPPORT DISLOCATED WORKERS

(April 2020 – ongoing)

Engage the Ministry of Colleges and Universities, the Ministry of Labour, Training and Skills Development, Employment Ontario (building on existing partnerships), the Ministry of Indigenous Affairs, the Ministry of Francophone Affairs, the Ministry of Economic Development, Job Creation and Trade, local communities and local employers to contribute to special, integrated initiatives to help dislocated workers by facilitating access to local access to education and training to help them re-enter the workforce.

March 23, 2020