

Pandemic Emergency Management – Challenge & Tested Solution

Challenge:

Staff Shortages

Solution:

3rd Party Employment Providers / Staffing Agencies

Steps to Implement:

Community Living Toronto has contracts with three 3rd Party Employment Providers. This approach to addressing staff shortages at CL Toronto was established pre-pandemic. These external agencies have provided CL Toronto with staff throughout the pandemic.

Results

- How effective was this?
 - o Very effective solution during the pandemic. The Employment Providers have been helpful throughout COVID. The staff provided are included in CL Toronto's vaccination efforts. They have been willing to work long shifts and are flexible with the where they are assigned to work.
- Was this efficient? Was it quick to implement?
 - o The process to follow for setting up a 3rd Party Employment Provider requires focused time and formalities at the front-end. Once the contract is established immediate response and staff are typically available.
 - o
- Would you recommend this solution to other agencies?
 - o Yes, CL Toronto recommends 3rd Party Employment Providers as one of multiple staffing strategies during a crisis. This approach is not viewed as an ideal long-term staffing solution.

Lessons learned:

Ensure the 3rd Party Employment Provider includes the developmental service agency's staffing policies and procedures in their agreements.

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Date: January 13, 2022

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