Checklist: Significant Loss of Residential Direct Support Staff

Suggested Use:

- A proposed checklist of activities when you anticipate losing, or have lost, a significant proportion of residential direct support staff (e.g. 20-50%) across your agency

Checklist:

❑ **Step 1:** Contact and schedule staff that have not reached their maximum hours worked.

❑ **Step 2:** Explore options to re-deploy middle management, administrative staff, and other non-essential workers to the frontline.

❑ **Step 3:** Notify the Union, the joint Health & Safety Committee, and the Board of Directors to access their community networks.

❑ **Step 4:** If available, contact the Community Planning Table (CPT) to request a roving/mobile team to fill a short-term gap (if available)

❑ **Step 5:** Identify the number of staff needed to operate, and any specialized skills required.

❑ **Step 6:** Contact the CPT and work with agencies in the community to identify available human resources.

❑ **Step 7:** Contact the Regional Planning Table to identify resources in other communities within the same geographic region.

❑ **Step 8:** Consider other sources for additional resources:

E.g.
- Students and international students
- New Canadian/multicultural centers
- Retired direct support workers
- Volunteers
- Temporary agencies
- Host families or family members of individuals supported

❑ **Step 9:** Contact other sectors within the region:

E.g.
- Healthcare sectors (e.g. healthcare portal, LHIN)
- Long-term care sectors
- School boards (e.g. Educational Assistant)

Helpful Reminders:

- In the event of an outbreak, notify impacted agencies/employers outside of the DS sector of potential exposure (e.g. part-time staff working at location with COVID-19 case and other locations).

- Keep your MCCSS Program Supervisor _____ (Contact Details) informed of the situation. They can help you navigate issues that may come up.

- Work with the Ministry of Labour _____ (Contact Details) if concerns are raised about unsafe working conditions.

- Ensure the agency is prepared to recruit and onboard additional staff:
  o Implement fast-tracked recruitment/onboarding
  o Leverage HR directors and other resources to screen applications throughout this process
  o Utilize the administrative team to fast-track onboarding (i.e. reference checks, virtual training, etc.)