

Ministry of Government and Consumer Services
ServiceOntario

Memo

To: All ServiceOntario Staff
Date: March 31, 2020
Subject: Thank You, and Additional Steps to Address the COVID-19 Outbreak

On behalf on the ServiceOntario leadership team, we understand your concerns, and we are working to alleviate them as best as we can given the ever-changing environment.

At ServiceOntario we deliver important government services that people and businesses rely upon. While we have reduced the need for most Ontarians to attend our offices or process transactions at this time, there are still a select number of transactions that we must continue to deliver.

We have implemented a number of measures to safeguard the health and safety of our employees and customers and will continue to do so as the situation with COVID-19 continues.

We have implemented enhanced cleaning of offices and provided front-line staff with gloves and sanitizer. Where operationally feasible we are exploring opportunities to enable more people to work remotely and reducing staff levels to help with physical distancing. We have implemented screening checks of customers and in specific cases have hired security to assist with the flow of customers.

Starting this week, we will also be installing plexiglass that has been procured for public counters in ServiceOntario Public Retail Offices and Land Registry Offices. This measure, in addition to actions taken to-date and the ongoing advice of the Chief Medical Officer of Health, is to ensure we are implementing all that we can to best safeguard the health and safety of our staff.

I know that this has been a challenging time. There are several resources available to you. They include the [Employee and Family Assistance Program \(EFAP\)](#), which provides professional,

confidential supports and services to employees and their families. There are also [OPS employee mental health resources](#), tools and supports produced by our ministry's Centre for Employee Health Safety and Wellness. [OPS employee mental health resources, tools and supports](#) are also available on the Intranet.

Thank you for your efforts. As always, thank you for all the you do to continue to serve the people of Ontario with professionalism, dedication and respect.

Agatha Garcia-Wright