

# PROMISING PRACTICES & PROTOCOLS:

## REOPENING DURING COVID-19

This living document was developed by the Toronto South Local Immigration Partnership (TSLIP) Settlement Services Working Group in response to the growing need to inform and support the settlement sector through the unique challenges presented by the global COVID-19 pandemic. It includes risk assessment guides and toolkits for transitioning to virtual and blended service delivery, resources relating to the use of virtual platforms and privacy, and general COVID-19 related resources. These resources are intended to be used in conjunction with current local, provincial, and federal public health guidelines.



## REMOTE SERVICE DELIVERY

### FIVE GOOD IDEAS FOR REMOTE CLIENT SERVICE WORK

Maytree Foundation

Five good ideas for nonprofit organizations to connect deeply with their clients and communities and to start thinking about what their work might look like in the post-pandemic new normal.

### SAMPLE COVID-19 EMERGENCY RESPONSE/WORKING REMOTELY POLICY

North York Community House

A sample agency policy pertaining to employees, clients, services, volunteers and the COVID-19 pandemic.

### GUIDELINES FOR WORKING REMOTELY

Tamarack Institute

An overview of the benefits of working remotely and some of its challenges such as managing boundaries, building trust, and dealing with distractions, plus an extensive list of resources on working remotely.

### RESOURCES ON COVID-19 AND VOLUNTEERING

Volunteer Canada

Tools and resources to help non-profit organizations, companies and individuals navigate volunteer engagement and related topics during the COVID-19 pandemic.

### FIVE GOOD IDEAS: HOME OFFICE SERIES

Maytree Foundation

An ongoing series helping non-profits to navigate a working from home and remote service delivery.

# VIRTUAL PLATFORMS & PRIVACY

## **DIGITAL TRANSFORMATION – A RESOURCE FOR THE IMMIGRANT & REFUGEE-SERVING SECTOR**

Community Integration Network

An extensive living resource document with information, resources, and ideas to help non-profits achieve service goals by designing a strategic digital approach to keep clients informed and engaged. Many of the resources included in the section below can be found here.

## **HOW TO FACILITATE ENGAGING ONLINE MEETINGS WITH ZOOM**

Unity Effect

A practical guide to share some of the simple tips and tools you can use to make your online gatherings more engaging and productive with Zoom.

## **SECURITY PLANNER**

The Citizen Lab – The University of Toronto

Answer a few simple questions to get personalized online safety recommendations. According to Citizen Lab, it is confidential and no personal information is stored.

## **SECURITY IN A BOX – DIGITAL SECURITY TOOLS AND TACTICS**

Tactical Technology Collective and Front Line Defenders

The Tactics Guides in this toolkit cover basic principles, including advice on how to use mobile phones and social media more safely. The Tool Guides offer step-by-step instructions to help you install, configure and use some essential digital security software and services.

## **REMOTE WORK AND PERSONAL SAFETY**

Tor Project

Tips on working from home while maintaining privacy and security.

## **GUIDE TO SECURE GROUP CHAT AND CONFERENCING TOOLS**

Front Line Defenders

A simple overview of communication platforms to help choose the right tool for your specific needs.

## **SECURE ACCOUNTS**

NET Alert

A set of resources to help communicate why securing your digital accounts is important, and easy tips for keeping your accounts safe. Available in multiple languages.



# RESOURCES & TOOLKITS FOR REOPENING SAFELY

## **RESOURCES & TOOLKITS FOR REOPENING RETURN TO THE WORKPLACE: A PSYCHOLOGICAL TOOLKIT FOR HEADING BACK TO WORK**

Canadian Mental Health Association

This toolkit contains information about the common emotions that individuals may be feeling as they think about returning to their workplace and guides readers through coping strategies. For employers, the toolkit asks them to consider some elements that need to be addressed as part of safe return-to-work planning. It also provides guidelines that may help organizations take their employees' mental health into consideration as they plan for a return to the workplace.

## **RETURNING TO SCHOOL: A GUIDE TO THE SAFE REOPENING OF THE TDSB**

Toronto District School Board

A hub of resources and information on the reopening of TDSB schools.

## **BUILD YOUR COVID-19 TOOLKIT**

Canadian Centre for Occupational Health & Safety

Get individual tip sheets or build your own downloadable COVID-19 toolkit specific to your workplace setting.



## **FIVE GOOD IDEAS ABOUT RE-OPENING YOUR WORKPLACE POST COVID-19**

Maytree Foundation

Five good ideas for organizations to implement as they think about re-opening workplaces, including re-examining how we work and implementing lessons learned over the course of the COVID-19 crisis.

## **FOUR STEP RISK ASSESSMENT AND MITIGATION GUIDE FOR COMMUNITY NON-PROFIT SERVICES AND PROGRAMS**

Toronto Public Health

This document provides public health guidance to help community non-profit sector agencies reduce the spread of COVID-19 while services and programs during the COVID-19 Pandemic Recovery. It includes four basic steps that should be taken to protect staff, volunteers, clients and visitors.

## **TORONTO PUBLIC HEALTH PANDEMIC PLAN: A PLANNING GUIDE FOR COMMUNITY AGENCIES**

Toronto Public Health

Toronto Public Health has prepared a number of planning guides to assist community partners in developing their own pandemic plans. This general planning guide identifies issues and critical elements of emergency preparedness that organizations should consider in planning for a pandemic.

## **STRATEGIES FOR COMMUNITY PARTNERS TO PRACTICE PHYSICAL DISTANCING AND REDUCE THE SPREAD OF COVID-19**

Toronto Public Health

The purpose of this document is to provide practical measures for community-based organizations to reduce the spread of COVID-19. Many strategies presented can be adapted to meet the needs of different environments.

## **RESOURCES TO PREVENT COVID-19 IN THE WORKPLACE**

Ontario Ministry of Labour, Training and Skills Development

Sector specific safety guidelines to protect workers, customers and the general public from COVID-19 as it prepares for a gradual reopening of the provincial economy. Posters for both employers and workers also offer advice on preventative actions, including physical distancing and workplace sanitation

# MULTILINGUAL COVID-19 RESOURCES

## **MULTILINGUAL MANDATORY MASK VIDEOS**

Refugee 613

A series of short multilingual videos explaining where and when to wear masks.

## **MULTILINGUAL RESOURCES FOR DIVERSE COMMUNITIES DURING COVID-19**

Ottawa Public Health

This page provides accurate, reliable and up-to-date COVID-19 resources in many languages including translations of resources developed by Ottawa Public Health and provincial or federal organizations.

## **HANDOUTS AND VIDEOS ABOUT COVID19 IN MULTIPLE LANGUAGES**

BC Centre for Disease Control

Handouts and videos about COVID-19 in multiple languages. Includes videos in ASL.

## **COVID-19 MULTILINGUAL RESOURCES**

UBC – Department of Emergency Medicine

The goal of this page is to communicate accurate, reliable information to our multicultural community regarding the current COVID-19 crisis. Their aim is to consolidate the latest information and deliver it in multiple languages to help reach the diverse populations within the local community.