



COVID – 19 RESPONSE PLAN
IMPORTANT NOTICE REGARDING
CALGARY REGION IMMIGRANT EMPLOYMENT COUNCIL’S
MENTORING PROGRAM

Monday, March 16, 2020

During this on-going COVID-19 global pandemic, our primary concern remains the health, safety and well-being of our Staff, Clients and Mentors. Accordingly, **effective immediately and until March 31, 2020** (at the earliest), the following changes to the CRIEC Mentoring Program are being implemented:

1. No New Clients:

- a. We will not receive or process any new clients to the CRIEC Mentoring Program. We will re-evaluate this as we proceed closer to March 31st and will advise you further if we determine that this pause on new clients needs to extend beyond March 31st.
- b. If a client has already connected with us regarding joining the Mentoring Program, we will continue our pre-registration process with them on-line but we will not schedule any assessments or other appointments during this pause on new clients.

2. Current Clients:

- a. Clients who already have scheduled assessments or other individual appointments with our Staff, will be contacted by their career counsellors. Where appropriate, these clients will be encouraged to meet virtually with their career counsellor to complete that assessment or appointment. “Meeting virtually” means connecting by phone, Skype, e-mail or other virtual means.
- b. All Mentor-Mentee partnerships that have already started may continue until their respective completion, should both parties agree to continue. However, in all such continuing mentoring partnerships, clients and Mentors are to meet virtually, until further notice. Career counsellors will contact each mentoring partnership to (i) discuss continuation of the mentoring partnership; (ii) answer any questions regarding the mentoring partnership or next steps; and (ii) provide relevant on-going support.
- c. All coffee meetings that have already been scheduled between clients and Connectors should only be held if the parties can meet virtually.

- d. Clients who are awaiting Mentors will not be matched with a Mentor until at least April 1, 2020. Career counsellors will contact each such client to (i) answer any questions regarding the mentoring process or next steps; and (ii) provide relevant on-going support.
 - e. All group sessions such as workshops, SmartConnections and volunteering opportunities are cancelled, subject to being re-scheduled to a later date.
 - f. We are developing on-line learning materials to share with clients and Mentors during this time period.
3. We thank you for your patience and understanding during this time period. We are evaluating this situation daily and taking our guidance from relevant health and other authorities.
4. If you are in self-isolation or otherwise any require support, please reach out to us at mentor@criec.ca. There are also many great community agencies in the City that you can reach out and we encourage you to do so to get the support you require. We can help direct you if necessary. You can always call 311 for non-emergency services provided by the City of Calgary.
5. If you have any questions regarding this response plan, please reach out us at:
 - mentor@criec.ca
 - Jaya Dharan at 587-894-7583, or
 - Your CRIEC/BVC career counsellor.