



UPDATED: COVID – 19 RESPONSE PLAN

**IMPORTANT NOTICE REGARDING
CALGARY REGION IMMIGRANT EMPLOYMENT COUNCIL'S
MENTORSHIP PROGRAM**

Tuesday, March 31, 2020

Important Updated Information: The COVID-19 global pandemic continues and, as an organization, our primary concern remains the health, safety and well-being of our Staff, Clients and Mentors. We wanted to bring you this update to our services.

1. CRIEC is here and **available to serve our Clients** as best we can by virtual or remote means – e-mail, phone, conference call, Skype, Zoom, webinars and other electronic means. All CRIEC staff is safely and effectively working from their homes and ready to support you.
2. Effective April 1st, **we are accepting new Clients to our Mentorship Programs and we continue to work with current Clients.**
 - a. **Virtual Connection** – while we are “open for business”, all interactions, connections and sessions with Clients, both new and current, will be virtual or remote via many means ranging from e-mail, phone, conference call, Skype, Zoom and other technology. There will be no face-to-face meetings until further notice.
 - b. **New Clients** – if you are looking to join CRIEC as a new Client, you are asked to contact Jaya Dharan at mentorship@criec.ca to commence your process. Jaya is ready to answer your questions, review your eligibility and, if you are eligible, proceed to intake and registration.
 - c. **Client with Registration-in-Process** – if you have already connected with us regarding joining the Mentorship Program, we will continue our pre-registration process with you on-line and will schedule your assessment.
 - d. **Current Clients** – if you are a current Client, you will be contacted shortly by a CRIEC Mentorship Coordinator to continue your mentorship, Connector meeting or other appointment.
 - e. **Current Clients in Mentorship Partnerships** – 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 Mentorship partnerships, Clients and

Mentors are to meet virtually, until further notice. A CRIEC Mentorship Coordinator will contact you and your Mentor to (i) discuss continuation of the Mentorship partnership; (ii) answer any questions regarding the Mentorship partnership or next steps; and (ii) provide relevant on-going support.

- f. **Current Clients Awaiting a Mentor** – Clients who are awaiting Mentors will now be matched with a Mentor. A CRIEC Mentorship Coordinator will contact you to (i) answer any questions regarding the Mentorship process or next steps; and (ii) provide relevant on-going support.
 - g. **Sessions + Workshops** – We are in the process of organizing and scheduling group sessions such as workshops, networking, SmartConnections and volunteering opportunities.
 - h. **On-line Materials** – We are posting on-line learning materials at www.criec.ca to share with clients and Mentors.
3. We thank you for your patience and understanding. 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:
 - mentorship@criec.ca
 - Jaya Dharan at 587-894-7583, or
 - Your CRIEC Mentorship Coordinator.