**Action Plan Template for Maintaining Critical Services**

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| **Department/Program:** | Settlement | | |
| **Essential Service** (Identify and provide brief description) | Social Work (details) + related Translation Services | | |
| **Individual/Position**  **Responsible** for implementing  specific action plan | (Name) | (Phone numbers) | (Email addresses) |
| **Back Up Individual/Position**  **Responsible** for implementing  specific action plan | Vacant position |  |  |
| **Business impact issues** (list any) | Inability to perform group programming and presentations to clients and community partners | | |
| **Action Plan**  (List action plan including,  notification plan, communications  strategy, staff reallocation plan, any  change in scope of service delivery,  monitoring and reporting needs, etc.) | Social Workers to use phone and laptop to receive internal referrals and complete external referrals as appropriate; provide training to staff on mandated reporting; contact translators; report stats into database; attend virtual team meetings; check on complex families in consultation with settlement team; perform assessments and settlement plans; review social work training and policies in consultation with NLASW and CASW | | |
| **Resource Needs**  (List needs and contact information for resource needs – staffing, equipment, etc.) | Translator contact lists  SimpleCTS  ETO  Phone  Laptop |  |  |