**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, communicationsstrategy, staff reallocation plan, anychange 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 listsSimpleCTSETOPhoneLaptop |  |  |