

## **Edited online chat transcript**

Comment: Assuming that everyone has access to this technology, and the “ability” to use it.

Comment: This is more a question for participants than panelists. For organizations that provide group programs for the public (seniors, after-school, sports, arts, culture, etc.) where are you getting info about cleaning, distancing, touchless programming, etc.? If you are not getting any info, how are you planning to keep your workers and participants safe?

Comment: That will be our greatest challenge when engagement is crucial for high risk vulnerable populations. You are asking my question for strategies.

Comment: My organization is sports youth facility and we created a working group in the community to pass information along which has worked.

Comment: What I learned is staff still have the same, similar work habits whether work from home or in the office.

Comment: We are just taking a slow approach. Getting ideas from the City, children’s services, other organizations and public health. I really do not think we will be able to go back to full programming for a while, we have to assess what the priorities are for our community... is it daycare, seniors?

Comment: I am with a senior’s organization and we haven’t received any information. I’m very interested in connecting with other organizations to discuss these issues.

Comment: I work for a City of Toronto agency. Our information and resources come from there.

Comment: Most of what we do cannot be done from home over the long term, day camps, seniors services, day care and early on programs

Comment: We are recruiting for youth participants in several programs. One challenge we have identified is the extreme challenge of interviewing online. For several reasons beyond confidentiality, e.g., not being able to really get a good interaction and read on the person’s abilities and issues. What’s the current thinking on having interviewees (who we don’t know) come in one by one for interview?

Comment: I am a consultant in the not-for profit sector. I love using the phone, but can’t reach anyone on their office phones, and some people are reluctant to share personal numbers. Any suggestions?

Comment: What are your thoughts on employees who can work at home but are very honest that they cannot do a full day work. Does one accommodate or try to negotiate fewer work hours?

Comment: We do not have financial resources to provide technology to all staff. If staff do not have technology, they cannot work from home. How do we manage that divide?

Comment: Is it possible for government funded agencies to work different shifts in order to avoid direct contact with clients. (in spite of wearing face mask and gloves)

Comment: I think ONN is launching a resource hub not sure if this addresses this issue but may be helpful.

Comment: To the person looking for recommendations on cleaning and distancing. The Community Health Centre sector in Toronto is offering their expertise to other nonprofits if you want info on this.