



WCG Employment Ontario

Partnering with WCG Services

Specialist Provider Registration

Peel | York | Ottawa | Toronto

Submission Deadline: Friday, May 1st at 5:00 PM EST

Canada 

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Purpose and Scope of Services

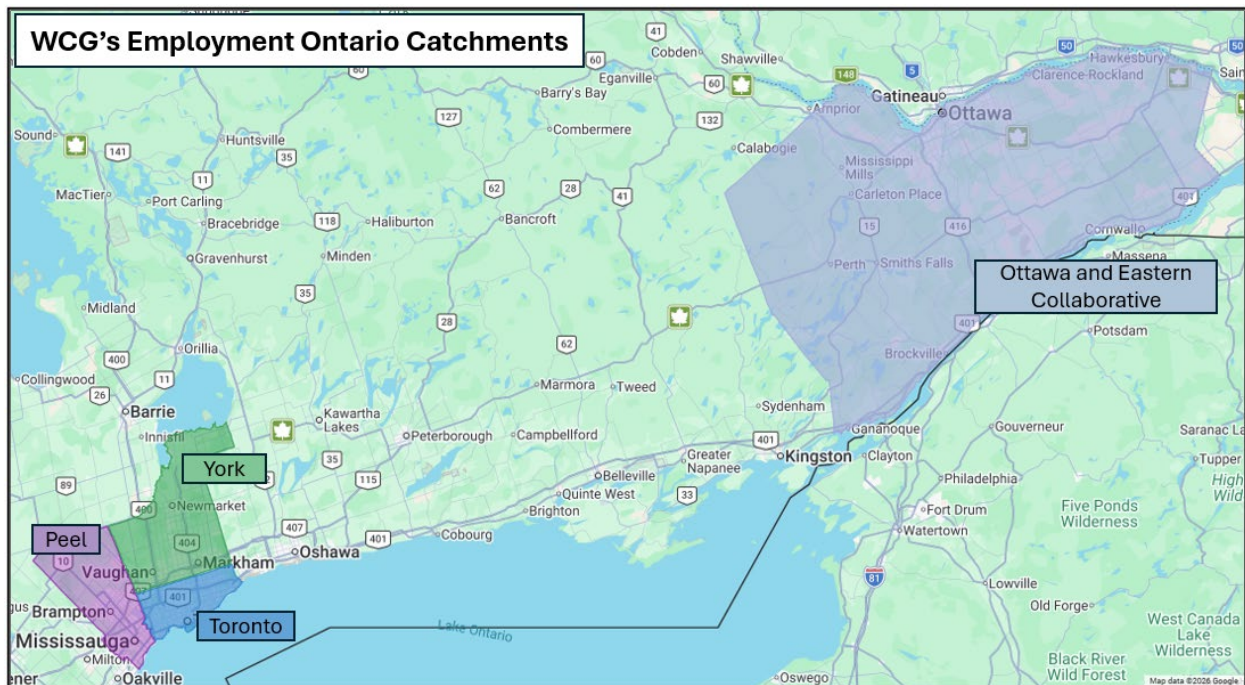
WCG is seeking Ontario-based organizations that specialize in supporting individuals who are Deaf, deafened, or hard of hearing, and who can contribute to the delivery of accessible employment services within the Employment Ontario Integrated Employment Services.

Areas of service include:

- Providing accessible employment supports such as intake, assessment, job search assistance, and ongoing case management;
- Delivering services in American Sign Language (ASL) and Langue des Signes Québécoise (LSQ), and other appropriate communication formats;
- Supporting clients with individualized and culturally appropriate approaches;
- Engaging employers to promote inclusive hiring and workplace accommodations;
- Supporting skills development, training, and pathways to employment;
- Offering expertise in accessibility, including interpretation, assistive technology, and workplace accommodations;
- Conducting outreach and maintaining strong connections within Deaf, deafened and hard of hearing communities;
- Meeting program requirements related to performance, reporting, and continuous improvement.

Through this scope, WCG aims to build a network of specialized providers who can enhance inclusive service delivery and improve employment outcomes for individuals who are Deaf, deafened, or hard of hearing across WCG Services SSM catchments across:

- Peel
- York
- Ottawa and the Eastern Collaborative
- Toronto



1. About WCG Services

WCG brings over 30 years of experience in designing, implementing, and enhancing client pathways to employment across Canada. WCG plays a central role in Ontario's Integrated Employment Services as a Service System Manager (SSM). Since 2020, WCG has managed employment services in the Peel catchment area as one of the province's original three prototype SSMs. Building on this foundation, WCG has since expanded its leadership role to the York, Ottawa, and Toronto regions. Across all catchments, WCG coordinates a network of more than 90 Employment Service Provider partners, fostering a local ecosystem focused on achieving sustainable employment outcomes.

2. Our Partnership Approach

WCG recognizes that the best outcomes are achieved when we work together. Our approach to partnership is grounded in openness, fairness, and shared accountability. We engage partners who bring local insight, community connections, and specialized expertise that complement our delivery model.

We seek to collaborate with organizations of all sizes, from large community agencies to small, grassroots service providers, who can deliver high-quality, client-focused services aligned with government priorities and WCG's operational standards.

3. Principles for Partnering

WCG's engagement with partners is guided by the following principles:

- **Fairness and Transparency** - All potential partners are given equitable access to information, opportunities, and evaluation processes consistent with procurement standards.
- **Value for Money** - Partnerships are structured to deliver the highest client and community impact relative to investment.
- **Integrity and Accountability** - Partners must comply with all contractual, legislative, and ethical requirements.
- **Collaboration and Continuous Improvement** - We actively promote shared learning, problem-solving, and quality improvement across our delivery network.
- **Diversity and Inclusion** - We value the participation of organizations that reflect and serve the diversity of Ontario's communities.
- **Outcome-driven** – We ensure that every partnership contributes to sustainable employment outcomes and social impact.

4. The Partner Registration and Qualification Process

To support the identification of potential partners, WCG maintains a Partner Registration process. This process enables interested organizations to submit their information in advance for consideration in future procurement or delivery opportunities.

How to Register

Interested organizations **MUST** complete the Partner Registration Form, which collects information including:

- Legal and organizational details;
- Contact information and primary service areas;
- Experience in employment, training, or community service delivery;
- Geographic coverage and facility locations;
- Expertise in serving specific client populations;

- Certifications, accreditations, or quality standards held;
- Organizational capacity and risk management;
- Declaration of conflict of interest and compliance with public sector standards.

Submitting the form does not constitute a contractual commitment, nor does it guarantee inclusion in future procurement. WCG reviews registrations on a rolling basis, and organizations will be added to a panel of providers for consideration in future opportunities. Eligible providers will be contacted directly when relevant partnership opportunities arise. This approach ensures that organizations are notified of suitable opportunities in a timely manner, while enabling WCG, at its sole discretion, to maintain and update a register of qualified providers.

5. Evaluation and Selection

When specific partnership or subcontracting opportunities arise, WCG applies a structured evaluation process which typically considers:

- Past performance in the delivery of similar services.
- Demonstrated service quality and track record;
- Alignment with program outcomes and WCG's delivery standards;
- Financial viability and operational capacity;
- Cultural competency and accessibility;
- Evidence of continuous improvement and innovation;

All evaluations are conducted objectively, ensuring fairness, consistency, and value for money.

6. Maintaining Partnership and Continuous Improvement

WCG's commitment to partnership extends beyond contracting. We work closely with our partners to support performance excellence, identify areas for growth, and celebrate shared achievements.

Through regular communication, joint reviews, and learning initiatives, WCG ensures that partners are supported to:

- Meet performance and compliance standards;
- Adapt to evolving program requirements;
- Share best practices and innovations;
- Contribute to collective impact within local communities.

WCG also applies feedback loops and data-driven insights to strengthen program outcomes and drive continuous improvement across its network

7. Contact and Next Steps

Organizations interested in partnership opportunities with WCG Services are encouraged to complete the [Partner Registration Form](#) or contact the WCG EO Procurement team.

Submission Instructions

Completed forms must be emailed to:

EOProcurement@wcgservices.com

Subject line: Partner Registration – [Organization Name]

WCG reviews registrations on a rolling basis and will contact eligible providers when relevant partnership opportunities become available.