Navigation Resource Guide
2022

**A collaborative initiative led by the
Ottawa East Ontario Health Team**

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Context

The Navigation Resource Guide E-Book (1st edition) informs participating OHT partners on the navigational resources and tools (i.e. directories, portals and systems) that exist or are under development in support of their navigation efforts. This knowledge will help us envision how one could leverage our capacity to create new solutions that will help the OHT fulfill its mandate, which is to improve and deliver 24/7 enhanced navigation services intended for our OHT target populations and support our OHT partners.

For the Navigation Resource Guide to be the absolute best it can be, the "resource owners" were consulted to ensure that the information provided was accurate, relevant and up-to-date.

The guide includes information on the following types of navigation resources:

• Public access navigation service resources – call centers and/or online portals

• Pilot navigation service resources

• Navigation tools/systems that support the service providers

As a collaborative initiative led by the Ottawa East Ontario Health Team, the Navigation Resource Guide will be shared with participating OHT partners through information sessions. Each OHT will determine the format and logistics of the sessions, but one common thread will guide the sessions: feedback will be sought from partners and resource owners to improve the overall relevance and usefulness of the Guide for the 2nd Edition expected in 2023.

Acknowledgement

The Navigation Resource Guide was developed as a collaborative initiative. This project was made possible through the valuable contributions and insights of the Navigation Resource Guide working group:

• Nathalie Ménard, Ottawa East OHT (Group Lead)

• Ali Somers, Frontenac Lennox Addington OHT

• Amber Brown, Peterborough OHT

• Brenda Toonders, Great River OHT

• Maria Shier, Northumberland OHT

• Meghann Darroch, Ottawa West Four Rivers OHT

• Tiffany Wu, Scarborough OHT

Navigation Legend

Information

The ability to connect people with the necessary navigation resources they are looking for, when and where they need it. Information includes phone numbers, hours of operation, service listings, waitlists, and referral instructions. Some information resources may have a self-management or interactive component that can be accessed 24/7, while others rely on an in-person or call centre resource who is able to provide information to people during specific hours.

Navigation

An individual, team, or digital tool engaging in specific activities that include the following concepts:

- Facilitate access to health-related programs and social services for patients, families and caregivers;

- Promote and facilitate continuity of care;

- Increase communication at all levels;

- Orientation within systems and services;

- Assist those unattached to primary care.

Navigation capacities are a step up from information. Navigation tools and staff are able to use the available information and identify appropriate connections.

Live Navigator

An individual who is responsible for assisting people and providers with identifying the best resources for their needs. Live navigators are typically available 24/7 through a central phone line or chat feature to assist with Information, Navigation, and Referral (INR).

Referral

A referral is an action made when services are required that are beyond the scope of a current service.

Telephone

A service or resource that can be accessed by telephone to talk directly to someone else during business hours.

Web page

A set of data or information which is designed to be viewed as part of a web site. One way information channel. Read only, not interactive or does not contain direct links to INR/programs/services options.

Web-Interactive

Online user interface and interactive functionality.

Describes the interaction between the user/ multiple users and the device. This can include:

- Self-referral capacities;

- Live chat functions;

- Links to additional resources;

- Interoperability and connectivity with other systems.

Email

Electronic messages distributed from one computer user to one or more recipients via a network.

Navigation Legend

Chat

Chat refers to the process of communicating, interacting and/or exchanging messages over the Internet. It involves 2 or more individuals that communicate, often in real time, through a chat-enabled service or software. Chat functions are more immediate than email.

SMS

Short Message Service is a text messaging component of most phone, internet and mobile device systems. SMS offerings can include:

- Virtual care delivery;
- Connection to navigators;
- User verification.

OAB - On-line Appointment Booking

An online reservation system. When an individual books an appointment on-line, the booking is immediately added to the business calendar. This feature helps businesses avoid double bookings, manage waitlists, and promote self-management of care.

FNIM - Indigenous Services

Provision of culturally equitable services, specific for First Nations, Inuit, and Metis persons and communities.

Language Interpretation Services

Translation primarily changes text from one language to another, whereas interpretation changes speech into another language. An INR service that offers interpretation should be accessible 24/7 in house or via 3rd party service.

French Language Service

Indicates that the information provided is available in French and the navigation resource has the capacity to offer services or provide assistance in French.

Summary chart

		General Health, Social and Community Services			Home & Community Care Support Services		MHA & Substance Use Services & Supports		Caregiver Support	FLS	MHA & Substance Use Services & Supports		Dementia	For Community Networks	For Primary Care
		211	HCO	THL	HCCSS	CCSN	CO	WTC	OCO	OZI	AMHA	1C1C	CC	CD	eRN
	Information	•	•	•	•	•	•	•	•	•	•	•	•	•	•
	Navigation	•	•	•	•	•	•	•	•	•	•	•	•	•	•
	Live Navigator	•	•	•	•		•	•	•		•	•	•	•	
	Referral	•	•	•	•	•	•	•	•		•	•	•		•
	Warm Transfer	•	•				•				•	•	•		
	Provider to Provider	•	•			•					•	•	•		•
	Self Referral	•	•			•		•	•		•	•	•		•
	Referral w Booking		•	•	•	•						•	•	•	
	Telephone	•	•		•	•	•	•	•		•	•	•		
	Web Page	•	•	•	•	•	•	•	•	•	•	•		•	
	Web Interactive	•	•	•		•	•	•	•	•	•	•		•	•
	Self-referral capabilities	•	•	•		•	•	•			•	•		•	•
	Screen Forms (+/- Matching)			•		•								•	
	Live chat functions	•	•	•		•	•				•			•	
	Links to additional resources	•	•	•		•	•	•	•	•	•	•		•	
	Interoperability and connectivity	•	•	•		•	•	•		•	•	•		•	•
	Email	•	•			•	•					•	•		
	Chat	•	•	•			•		•					•	
	SMS	•		•			•	•						•	
	OAB			•		•	•		•		•	•		•	•
	FNIM	•	•	•	•		•							•	
	Translation	•	•						•		•	•			
	FLS	•	•	•	•	•	•	•	•	•	•	•	•	•	

Legend:
- NAVIGATION SERVICES
- REGIONAL COORDINATED ACCESS
- NAVIGATION ENABLING PLATFORMS/SYSTEMS

01.

Description of Resource in the Context of Navigation?

- 211 is a free, confidential, national helpline that simplifies finding support and community services for individuals and families. When you reach 211, you reach a person who is highly trained to listen and help.

- 211's Community Navigators help people find basic needs such as food, housing and emergency financial assistance. They connect those in need with agencies who can help them cope with health issues or help elderly citizens stay in their own homes.

- 211's Community Navigators are also there to support staff and volunteers at agencies who are in need of information about community services for their clients.

- 211 Ontario is a provincial organization service and database www.211.ca. It has 5 regional partner call centre service groups and databases for regional service delivery. The East region includes:

    · Eastern Ontario – Community Navigation of Eastern Ontario www.cneo-nceo.org

    · Central East - www.communityconnection.ca

02.

Navigation Type and How to Access

This navigation service is a call centre and an online directory portal containing information on Ontario's community and social services, government and health-related services.

- 211 is a phone helpline service

- 211 is an online search website

03.

Target Populations

All Ontario residents.

04.

Target Organizations or User Groups

- There are no specific target user groups – Ontario residents are expected to be the key users, while providers/professionals may use the service for their own information gathering.

- The directory includes Ontario's community and social services, government and health related services.

05.

Limitations to Accessing the Resource

None.

06.

Geographical Service Boundaries

Everywhere in Ontario.

Eastern Ontario Region:
211 Eastern Region includes the following municipalities/counties/regions: Frontenac, Hastings, Lanark, Leeds & Grenville, Lennox & Addington, Ottawa, Prescott & Russell, Prince Edward, Renfrew and Stormont, Dundas & Glengarry.

Central East Region:
211 Central East Region includes the following municipalities/counties/regions: Bruce, Dufferin, Grey, Haliburton, Huron, Kawartha Lakes, Muskoka, Northumberland, Parry Sound, Perth, Peterborough, and Simcoe.

07.

Planned developments for 2022

No changes planned.

08.

Contact Person

Eastern Ontario Region:
Julie Lavergne, Data Manager
juliel@cneo-nceo.ca

(not to be used for information and referral services)

Central East Region:
info@communityconnection.ca
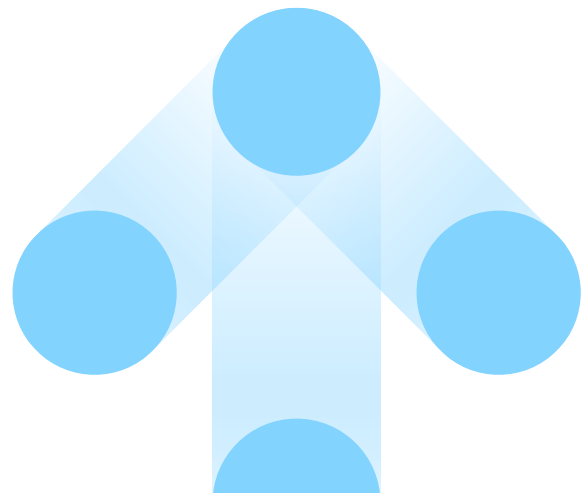
09.

Additional Info

211 - Helping Healthcare Providers Connect People to the Services they Need
https://youtu.be/a_YmKygw8WI

How 211 Helps Ontario Communities
https://youtu.be/rv7_agZ5Qn8

10.

Navigation Modalities Current State

⬤ Available   ⬤ Not Available ——— See navigation legend for more details.

| Information | Navigation | Live navigator | Referral |

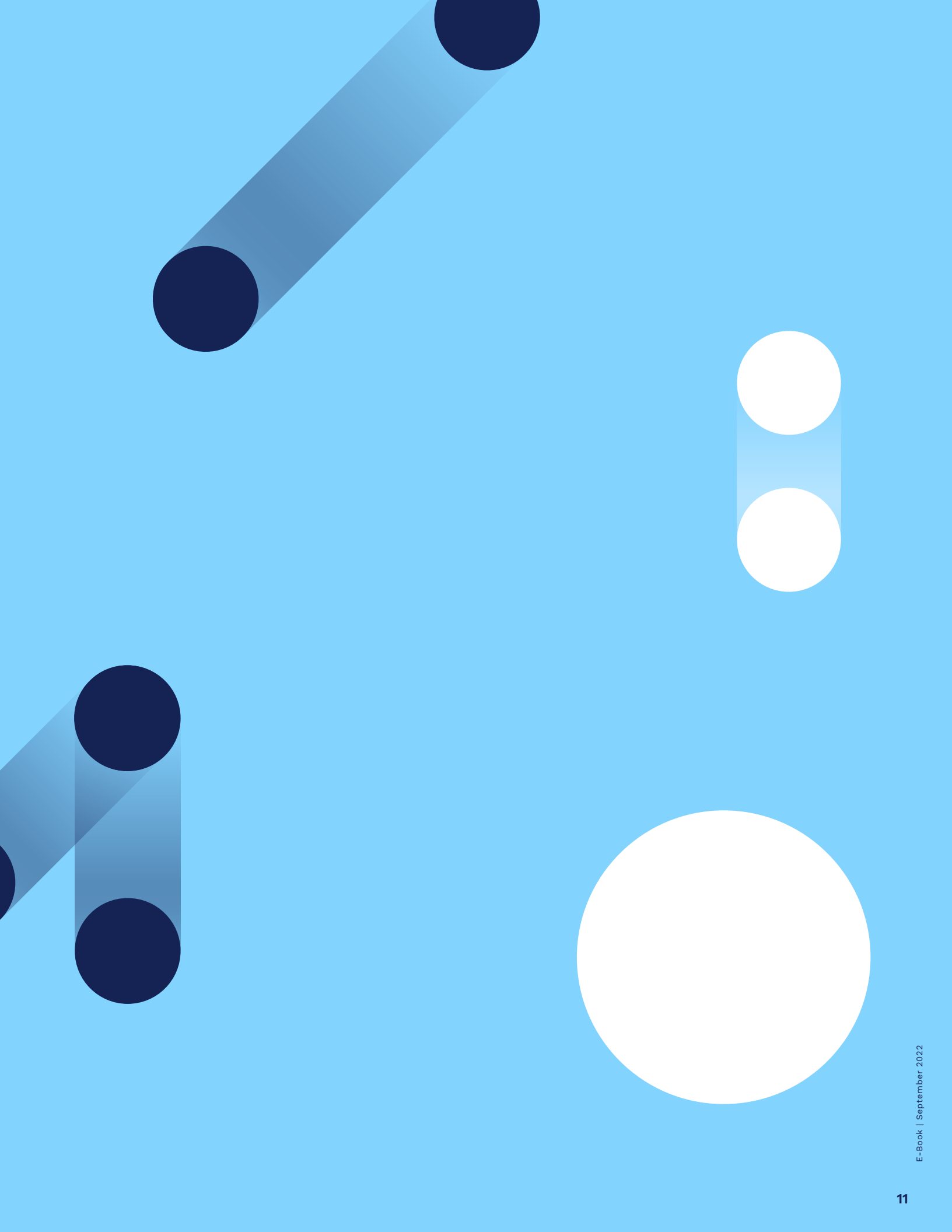| Telephone | Web Page | Web Interactive | Email |

| Chat | SMS | Online Appt Booking | FNIM Indigenous Services |

| Translation | French Language Services |

01.

Description of Resource in the Context of Navigation

- This is a health access and navigation service that helps Ontarians understand their conditions and supports them with navigating the services to address their concerns.

- The Health Connect Ontario (HCO) service is a provincial health call centre and online portal that addresses multiple needs from navigation to online medical support.

02.

Navigation Type and How to Access

- This navigation service is a call center and online directory portal containing information on Ontario's health and social service organizations.

- Via the call centre, nurses can triage calls, use a symptom assessment tool that helps them understand the nature of the health issue and connect the caller to the most appropriate care setting or provide medical advice.

- It is a digital front door (portal) that enables users or HCO navigators/nurses to search the directory (thehealthline) for healthcare providers or services in the user's location or get access to library resources on various medical conditions.

- The portal also enables users to access a live-chat feature (with a navigator or RN) and have immediate access to navigator expertise that can help them with their searches and support referrals.

- All Ontario publicly-funded health and social service organizations are included in the directory. Many resources on multiple medical conditions are also included. Expect both directory listing and resource information to grow in scope and volume over time.

03.

Target Populations
If yes, please list.

- All Ontarians.

04.

Target Organizations or User Groups

Target users are Ontario residents. Providers and professionals may also use this service on behalf of their clients for their own information gathering.

5.

Limitations to Accessing the Resource

- No, nurses have the possibility to relay all of the information that is housed on the website to callers.

- However, users require telephone or internet access to receive the service.

6.

Geographical Service Boundaries

Ontario.

7.

Planned developments for 2022

- Depending on Ontario's digital identity validation decision – HCO will support the ability to create a user account/profile (users can set their location, preferences, and see their longitudinal record related to HCO activity).

- Introduce the ability for HCO RNs to initiate a video encounter with users/callers.

- There is a road mapping process that is currently in the works to prioritize other enhancements. The service will evolve and add additional features and functionality quarterly.

- HCO will expand its offerings using digital innovations in health care including connections with OHTs to better coordinate care (reference: memo HCNS Stakeholder Advisory Committee).

8.

Contact Person

Shelley Morris, Director, Patient Access and Navigation Services. Population Health and Value Based Health Systems Portfolio, Ontario Health.
shelley.morris@ontariohealth.ca

NOTE: This address should not be used to obtain information or referral services.

09.

Additional Info
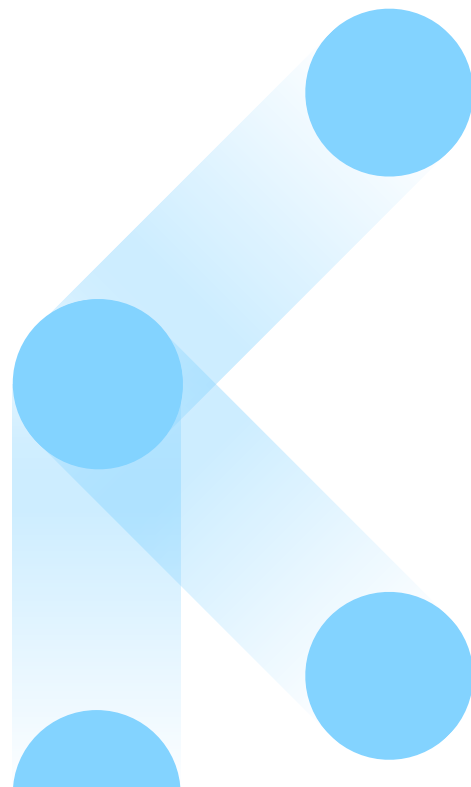
https://www.ontario.ca/page/find-family-doctor-or-nurse-practitioner?

10.

Navigation Modalities Current State

○ Available ○ Not Available —— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

Web Interactive

Email
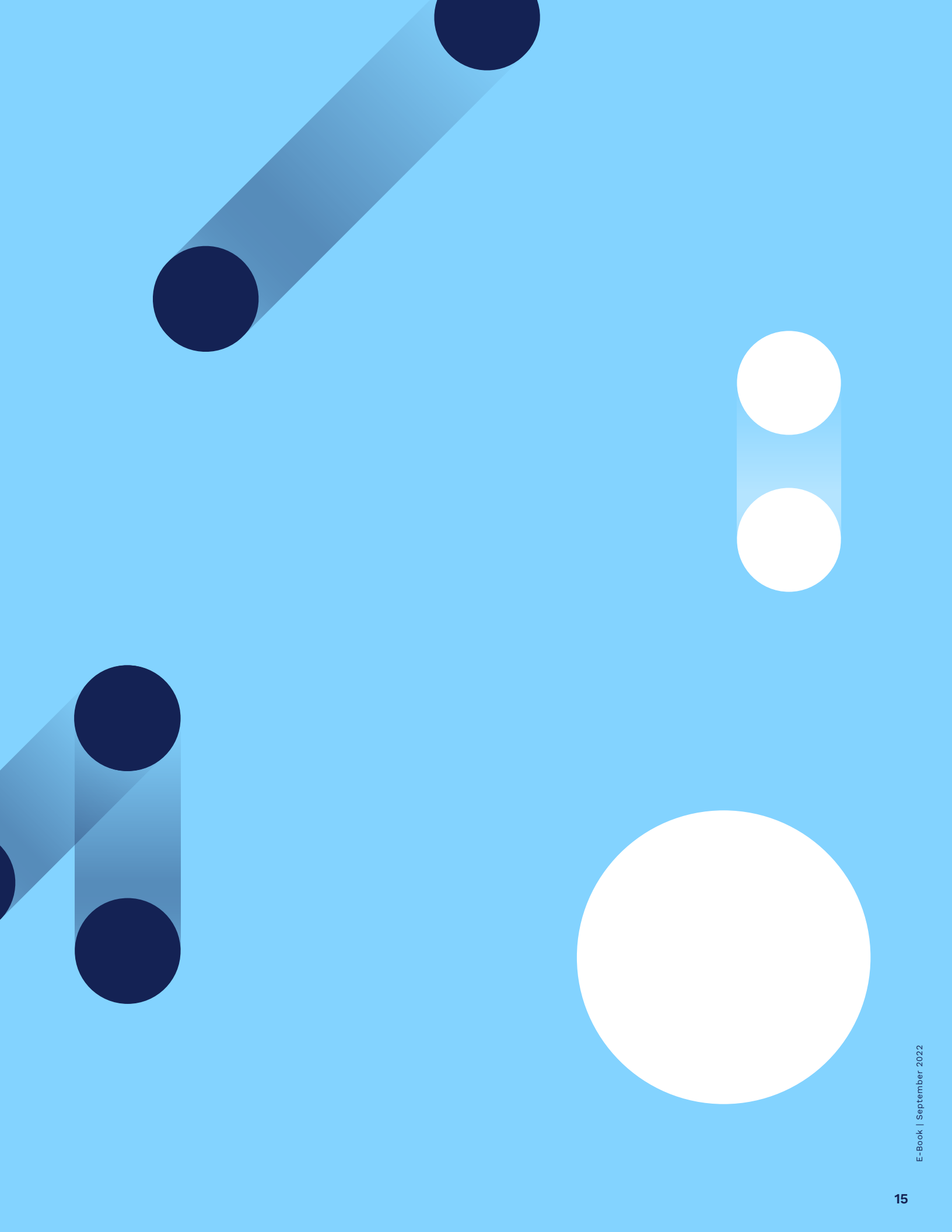
Chat

SMS

Online Appt Booking

FNIM Indigenous Services

Translation

French Language Services

1.

Description of Resource in the Context of Navigation

- The Healthline Portal offers an online self-serve navigation directory of community health and social services for Ontario residents https://www.thehealthline.ca/.

- The main focus is to allow patients, caregivers and providers to find information on publicly-funded services (very broad scope of service categories).

- NOTE: *the underlying system platform enables navigator resource call centre/live chat/warm transfers/referrals/etc. to serve as a directory tool used by organizations offering a navigation service such as Health Connect Ontario and Home and Community Care Support Services (HCCSS) organizations. However, not all HCCSS organizations have operationalized this capacity and made it visible from the portal site.*

2.

Navigation Type and How to Access

- This navigation service is an online portal containing a directory of information on Ontario's health and social services/organizations.

- Organizations powered by this directory portal are responsible for various degrees of presentation style, content inclusiveness and navigation service functionality.

3.

Target Populations

None, the database contains information that supports Ontarians from all populations and with various service needs.

4.

Target Organizations or User Groups

- Any resident, provider or professional can use this service.

- All Ontario publicly-funded health and social service organizations are included in this directory.

5.

Limitations to Accessing the Resource

The information is freely accessible on a public website.

6.

Geographical Service Boundaries

- None, it is a provincial database of health and social services information.

- However, the main website (www.thehealthline.ca) links to unique regional portals for each of the following areas in the East Region:

    · www.champlainhealthline.ca

    · www.southeasthealthline.ca

    · www.centraleasthealthline.ca

7.

Planned developments for 2022

Looking for opportunities to build an enhanced administration tool that will further improve the search functions of the site and its interoperability with other provincial data sharing platforms.

8.

Contact Person

Norah Cuzzocrea, Director of Engagement and Sustainability
norah.cuzzocrea@thehealthline.ca

NOTE: Contact persons for the call centre navigation services powered by thehealthline are identified separately in the detailed information about these organizations.
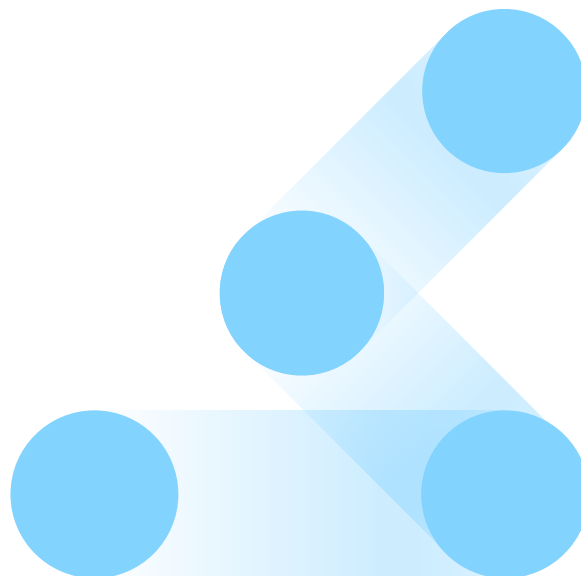
9.

Additional Info

How to find a service:
https://youtu.be/4ARBEGh6TS4

How to use the Clipboard Tool:
https://youtu.be/NGQRlbvp5sk

10.

Navigation Modalities Current State

● Available ● Not Available ——— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

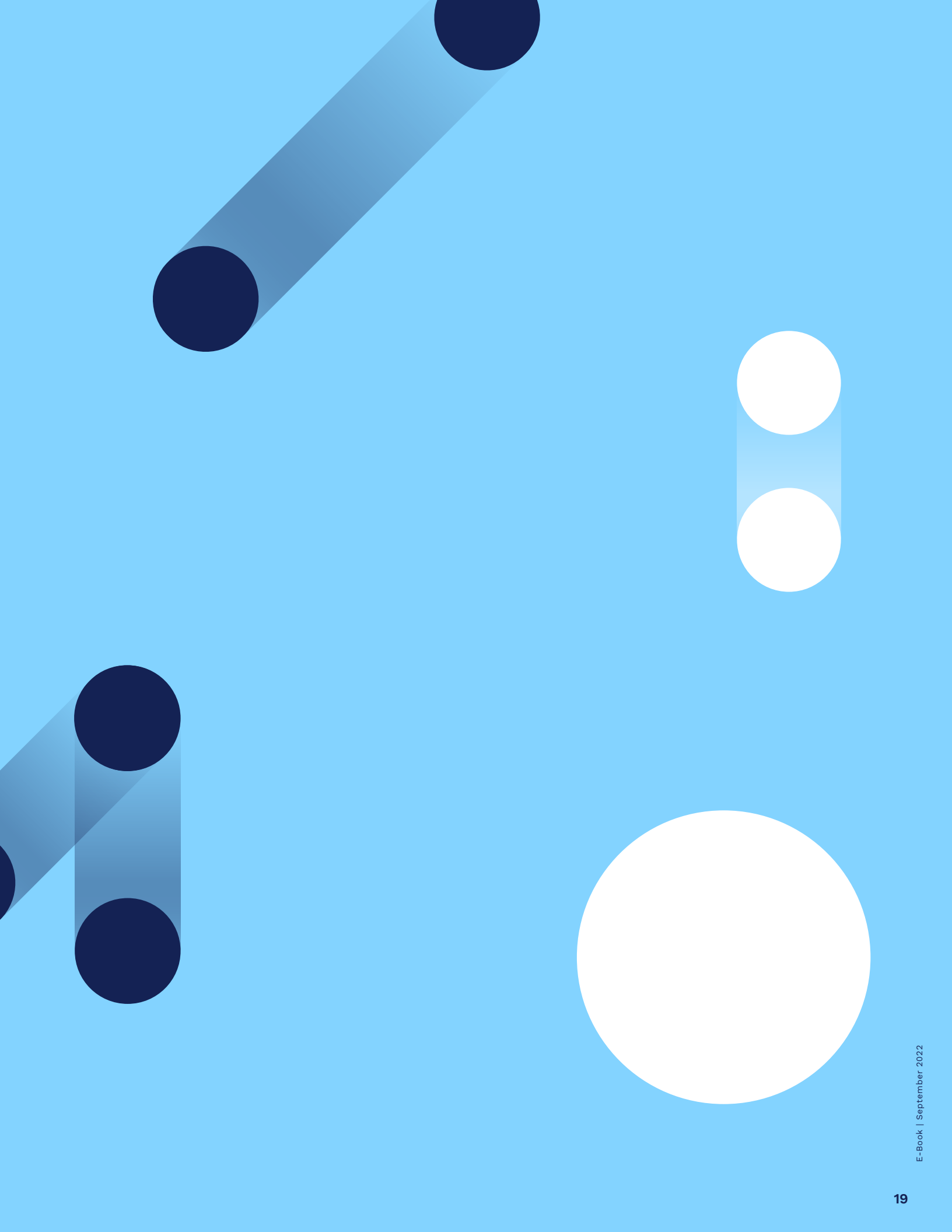Telephone

Web Page

Web Interactive

Email

Chat

SMS

Online Appt Booking

FNIM Indigenous Services

Translation

French Language Services

1.

Description of Resource in the Context of Navigation

- Home and Community Care Support Services within Champlain, Southeast and Central East (and others in Ontario) offer a navigation service (aka Information and Referral Service) to all residents of their areas. The main focus is to enable patients, caregivers and providers to find information on health and community services supporting older adults and adults with disabilities in their communities. Please refer to the following area-based websites:

    · Champlain HCCSS | https://healthcareathome.ca/region/champlain/

    · Southeast HCCSS | https://healthcareathome.ca/region/south-east/

    · Central East HCCSS | https://healthcareathome.ca/region/central-east/

- This service is hosted by the Champlainhealthline.ca, SouthEasthealthline.ca, and CentralEasthealthline.ca websites. More information on these directories is available in "The Healthline" section on page 15.

2.

Navigation Type and How to Access?

- This navigation service is a live answer and online directory portal service including information on regional health and social service organizations.

- Via a single province-wide phone number (area code-310-2222), users connect with a call centre that provides receptionist &/or information and referral (I&R) navigation services. Trained staff use a simple assessment tool that helps them identify their health needs and supports them to better direct callers with a referral to either CSS or Homecare organizations.

- In addition, I&R resources are expected to use thehealthline directory to help provide information and referrals to other health or social services organizations that could meet the person's needs.

- thehealthline portal enables front door navigation to help the public or providers have access to information. See above for details on thehealthline portal.

3.

Target Populations

- Older adults and adults with disabilities.

This section was developed from publicly accessible information and not formally approved by Home and Community Care Support Services, Champlain office.

4.

Target Organizations or User Groups

- User groups of navigation service include:

  · Older adults and adults with disabilities.

  · Service providers &/or health professionals attending to these populations.

- The directory provides information on many health and social services. However, since the target user populations of navigation call centers are older adults and adults with disabilities, navigators tend to focus on more publicly-funded health/ community social services versus a broad scope of municipal/provincial government or other support services. This is due to limited resource availability as this is not a 'case management navigator service' where the navigator tries to address all needs.

5.

Limitations to Accessing the Resource

No, the online directory portal information is freely accessible on a public website.

6.

Geographical Service Boundaries

Champlain, South East, Central East and other regionally defined LHIN health areas.

7.

Planned developments for 2022

Unknown.

8.

Contact Person

For any info on organization errors or profiles required
edit@hccontario.ca

Nada Hamade, Champlain area content admin
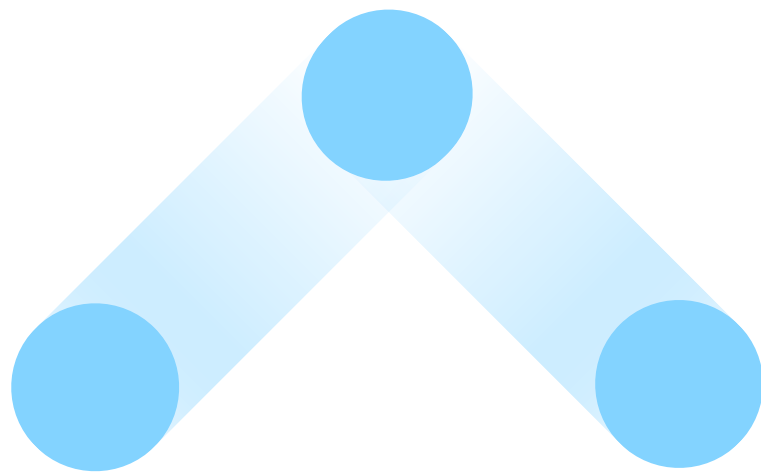nada.hamade-c@hccontario.ca

9.

Additional Info

None.

This section was developed from publicly accessible information and not formally approved by Home and Community Care Support Services, Champlain office.

10.

Navigation Modalities Current State

● Available   ● Not Available ——— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

Web Interactive

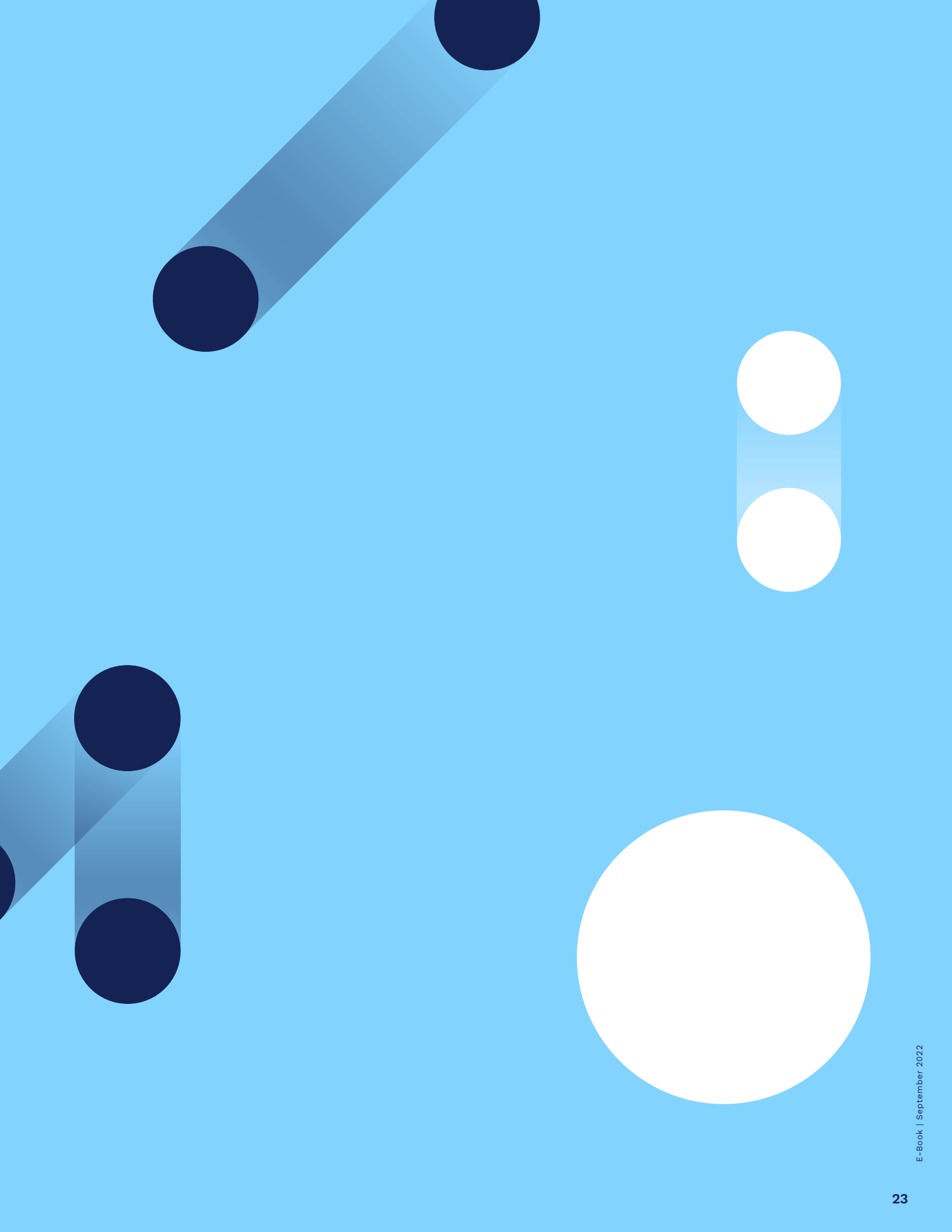**Email**

Chat

SMS

Online Appt Booking

FNIM Indigenous Services

This section was developed from publicly accessible information and not formally approved by Home and Community Care Support Services, Champlain office.

1.

Description of Resource in the Context of Navigation

- Champlain Community Support Network is a bilingual network of non-profit agencies who work together to create a community where older adults and adults with disabilities have access to quality community health services that support and promote health, well-being and independent living.

- CSS resources help older adults and adults with disabilities find services through online community health referrals and/or booking intake appointments through Caredove https://www.caredove.com/champlaincss.

2.

Navigation Type and How to Access

- This navigation service is a network of multi-organizations accepting phone calls, fax, emails, etc. and an online directory portal service containing information on Champlain's Community Support Services / Community Resources Centers.

- Each organization in the network is committed to the one-stop shop philosophy, which means a caller to any organization in this network will be assessed for service and location needs and then will be asked to complete an electronic referral and book a follow-up appointment with the organization best suited to deliver the services they need.

- The enabling online navigation directory and referral system is Caredove.

3.

Target Populations

Older adults and adults with disabilities within the Champlain region.

4.

Target Organizations or User Groups

Health and social service organizations serving older adults and adults with disabilities in the community; Hospital Social workers/Discharge planners, HCCSS Care Coordinators, self-referring clients/patients and caregivers in the community; Specialized Geriatric Services (GPCSO, Geriatric Outreach Teams etc.); Primary Care Providers working with seniors, Champlain Regional Stroke Network partners serving older adults and adults with disabilities within the Champlain region.

5.

Limitations to Accessing the Resource

Must be within the target population but otherwise no.

6.

Geographical Service Boundaries

Champlain region - encompassing the counties of:

- Capital City of Ottawa
- Renfrew, Prescott and Russell
- Stormont, Dundas and Glengarry
- Parts of North Lanark and North Grenville

7.

Planned developments for 2022

The CCSN is working with Ontario Health East to finalize the eReferral customized form for Ocean.

8.

Contact Person

Sarah Cormier, CCSN Regional Decision Support
scormier@ccsn-rscc.org

9.

How to find a service:

https://www.communityhomesupport.ca

Champlain eReferral Consortium

10.

Navigation Modalities Current State

⬤ Available   ⬤ Not Available ——— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

Web Interactive

Email

Chat

SMS

Online Appt Booking

FNIM Indigenous Services

Translation

French Language Services

1.
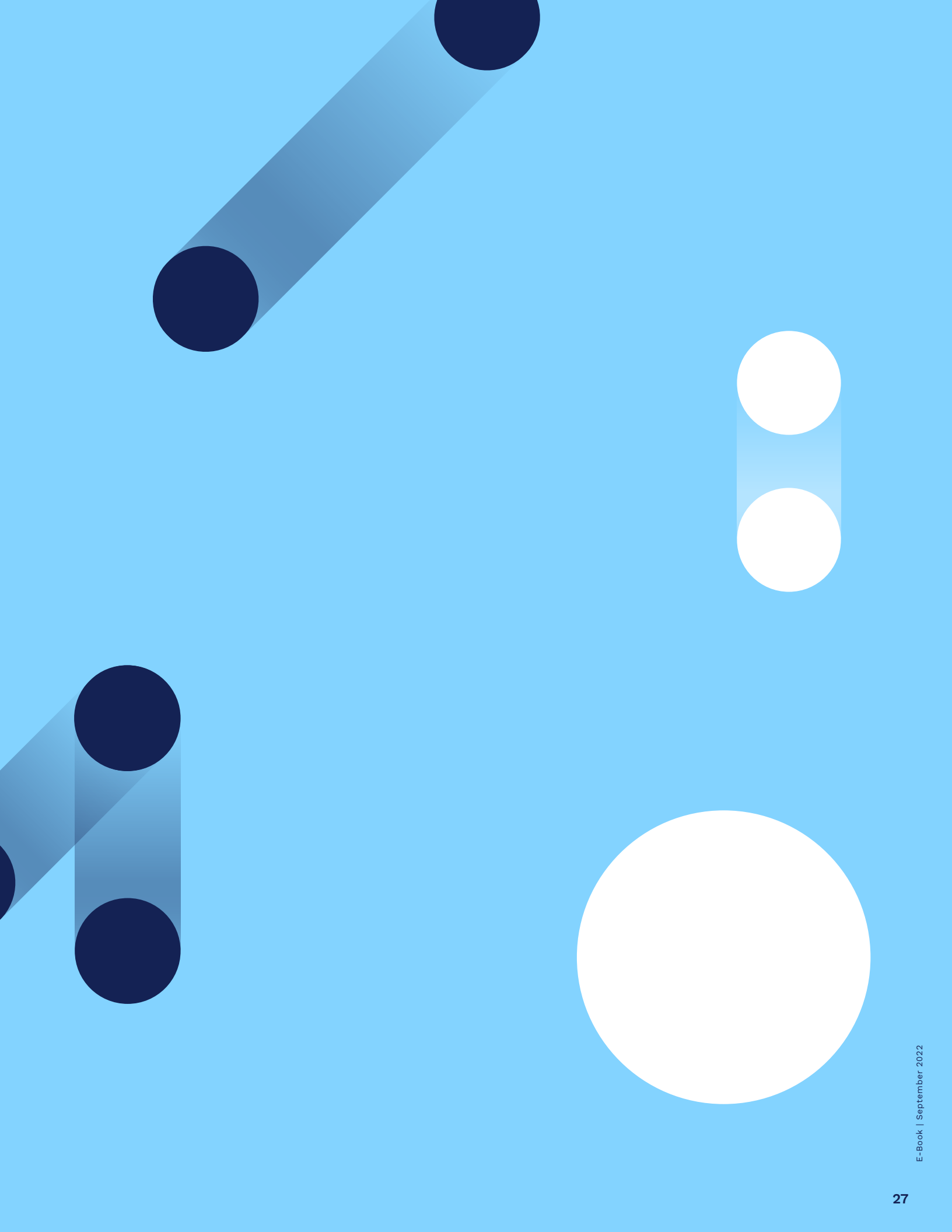
Description of Resource in the Context of Navigation

The primary purpose of ConnexOntario's service is to ensure that all Ontarians have 24/7/365, toll-free access to information about publicly-funded alcohol and drug use, mental health and problem gambling services, supports and resources available within the province.

ConnexOntario's toll-free line is live-answered 24/7/365 by trained and certified System Navigation and Information Specialists (SNIS) who are able to provide information about services and supports available across the province. The SNIS can also offer support, strategies to help the individuals meet their goals, basic education, and assistance with navigating the addiction and mental health systems in Ontario.

2.

Navigation Type and How to Access

- This navigation service is a Call Center and a Directory Portal of Mental Health, Addiction and Problem Gambling Services/Organizations.

- Ontarians can access ConnexOntario's free and confidential services by a toll-free number, email, webchat or texting.

- In some situations, the navigators may offer the caller a first appointment with a service provider via the DirectConnex booking calendar.

3.

Target Populations

All Ontarians. People with alcohol and drug, mental health, and/or problem gambling needs.

4.

Target Organizations or User Groups

All Ontarians. However, we attract a number of providers and professionals that service the target populations and their families.

5.

Limitations to Accessing the Resource

No limitations.

6.

Geographical Service Boundaries

Provincial service.

7.

Planned developments for 2022

ConnexOntario will be implementing an OHT model which includes referrals to agencies.

8.

Contact Person

Nerin Kaur, Director of Data, Product, Project Management, and IT/ (interim Co-ED)
nkaur@connexontario.ca

9.

Additional Info
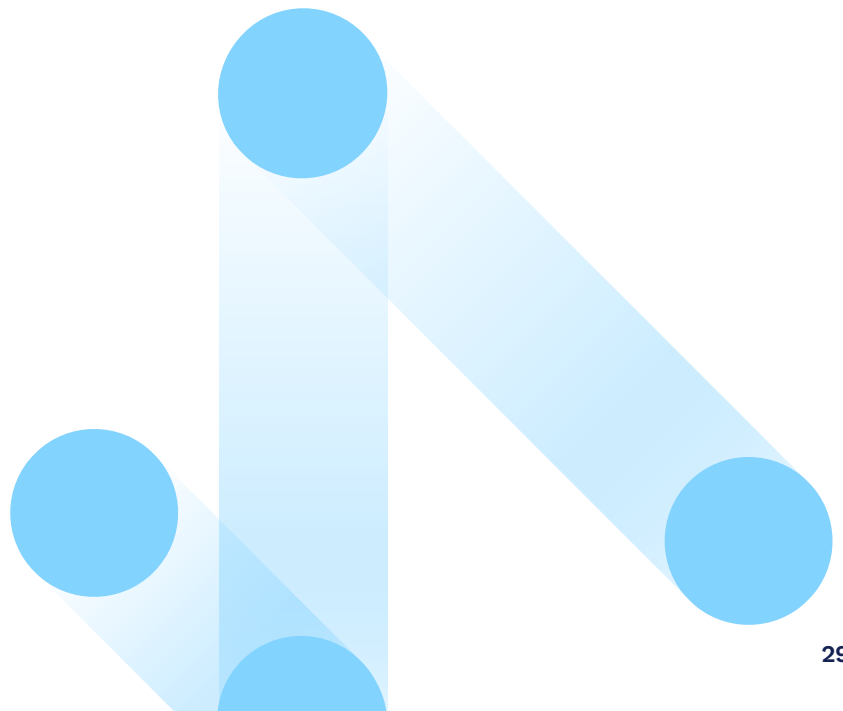
10.

Navigation Modalities Current State

● Available ● Not Available —— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

Web Interactive

Email

Chat

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Online Appt Booking

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1.
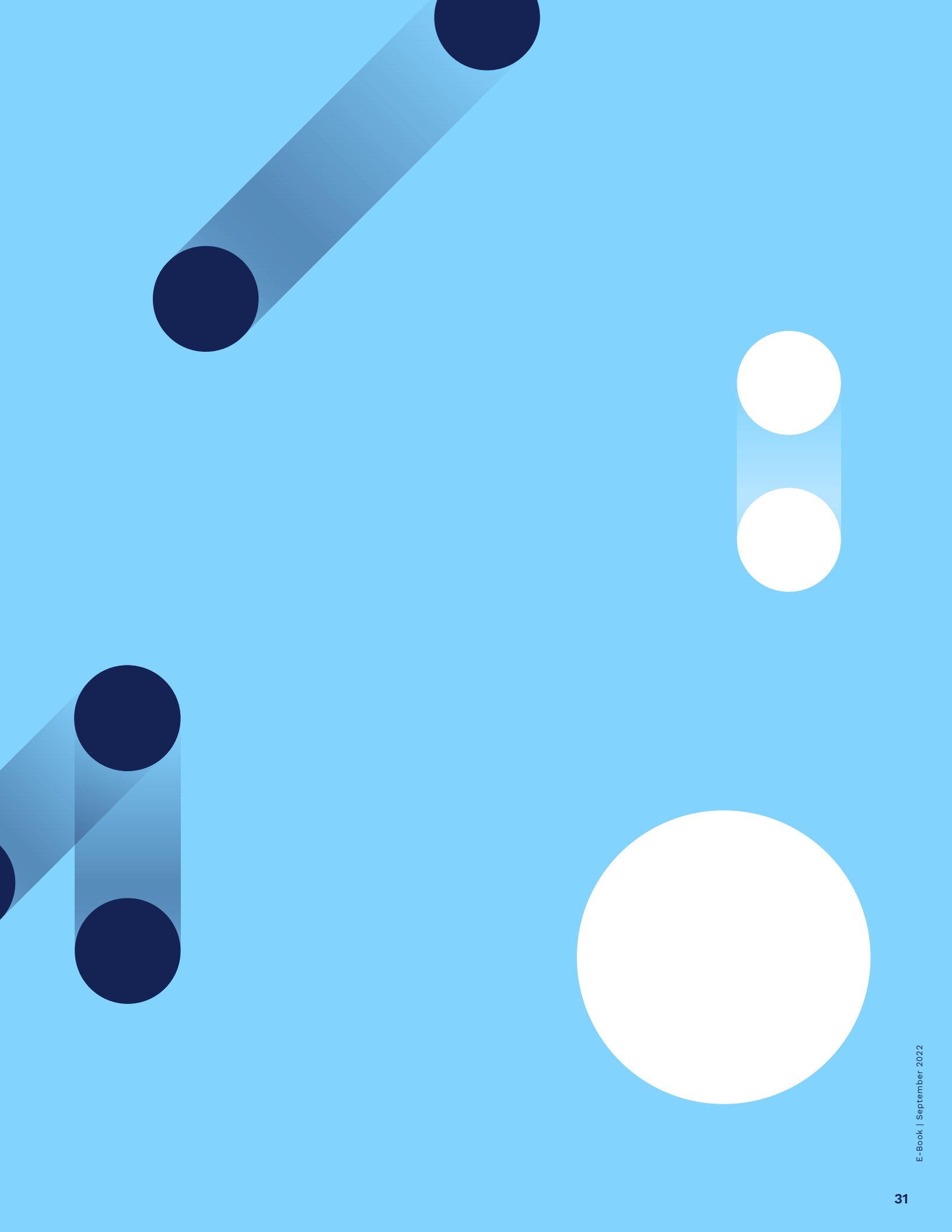
Description of Resource in the Context of Navigation

Wellness Together Canada provides 24/7 virtual/phone program navigation, for the WTC portal/app, which can connect Canadians to immediate access to counselling, crisis support, peer support workers, as well as e-MH and support resources (psychoeducational information, articles, videos and courses).

2.

Navigation Type and How to Access

This navigation service is a Call Center and online portal dedicated to helping navigate services and resources for mental wellness. Wellness Together Canada connects Canadians to peer support workers, social workers, psychologists and other professionals for confidential chat sessions or phone calls, and facilitates access to credible information and helps address mental health and substance use issues.

3.

Target Populations

Mental health and substance use support for people in Canada and Canadians abroad, all ages.

4.

Target Organizations or User Groups

Mental health and substance use support.

5.

Limitations to Accessing the Resource

People need to have a phone (can call collect) or internet access. Some resources are only available with an account (sign up, free online, and can be deleted at any time).

6.

Geographical Service Boundaries

All of Canada and Canadians living abroad.

7.

Planned developments for 2022

Currently working on ways to connect people with resources based in their local community. We are hoping to roll out this feature in the near future (timeline TBD).

8.

Contact Person

Maggie Inrig, Director of Engagement, Implementation and Impact, Stepped care Solutions
maggie.inrig@steppedcaresolutions.com

For navigation inquiries: Call 1-866-585-0445 to speak with a Program Navigator who can help you find the portal resources and support that would be most helpful for you.

9.

Additional Info

https://www.wellnesstogether.ca/en-CA/faq

or download the Pocketwell app.

34

10.

Navigation Modalities Current State

● Available ● Not Available —— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

**Web Interactive**

Email

Chat

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1.
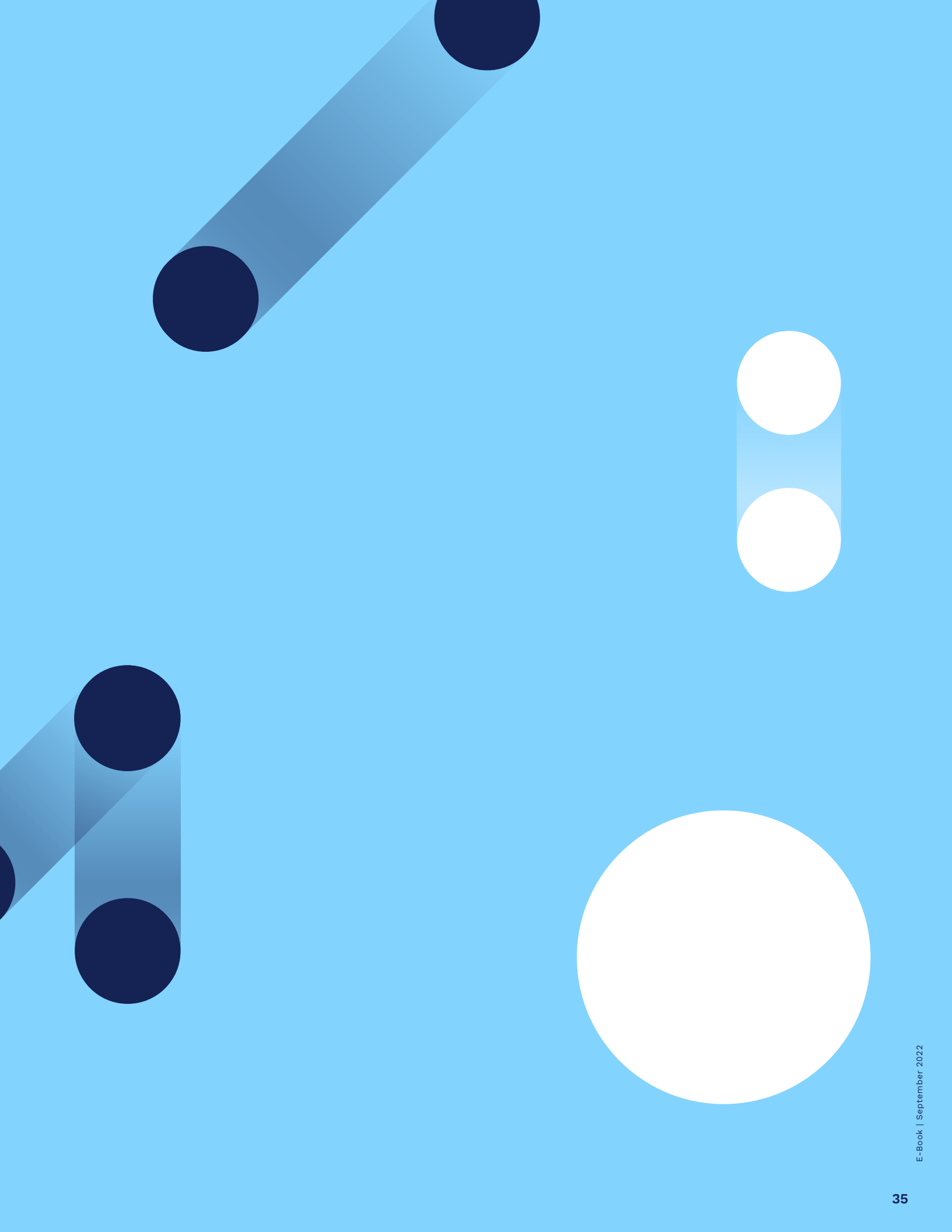
Description of Resource in the Context of Navigation

The 24/7 Ontario Caregiver Helpline connects caregivers to community-based services and supports across Ontario based on their individual needs.

2.

Navigation Type and How to Access

• OCO Helpline is a directory and live support service, offering a one-stop resource for information and referrals connecting caregivers to the support they need. This might include respite, health services, a support group in the community or programs for the person they care for.

• This is not a crisis or counselling service; however, a warm transfer can be made to emergency or crisis services as required.

3.

Target Populations

Caregivers across Ontario; ordinary people who provide physical and emotional support to a family member, partner, friend or neighbour.

4.

Target Organizations or User Groups

• Providers connect with the Helpline to find the best supports for caregivers and are provided with resources and information based on the caregiver's needs.

• All sectors are targeted to build awareness and referrals to Helpline. Caregivers have multiple touch points within the health care system and community where they can be referred to the Caregiver Helpline.

5.

Limitations to Accessing the Resource

None, we support caregivers with their unique needs, however, if a person reaches out for other forms of support, they are referred to the appropriate services.

6.

Geographical Service Boundaries

The Ontario Caregiver Helpline serves all of Ontario.

7.

Planned developments for 2022

Continuous quality improvement of our Helpline is a priority, no major enhancements are planned during the period noted above.

8.

Contact Person

Bianca Feitelberg, Project Lead - Partnerships and Innovation
biancaf@ontariocaregiver.ca

9.

Additional Info

Helpline Videos:
https://www.youtube.com/playlist?list=PLoVqQnCbbIiNzNRbRWtiBCtdSLyQ-JCe4

OCO Webinar providing an overview of the services: OCO Virtual Open House

10.

Navigation Modalities Current State

● Available   ● Not Available ——— See navigation legend for more details.

Information   Navigation   Live navigator   Referral

Telephone   Web Page   Web Interactive   Email

Chat   SMS   Online Appt Booking   FNIM Indigenous Services

Translation   French Language Services

1.
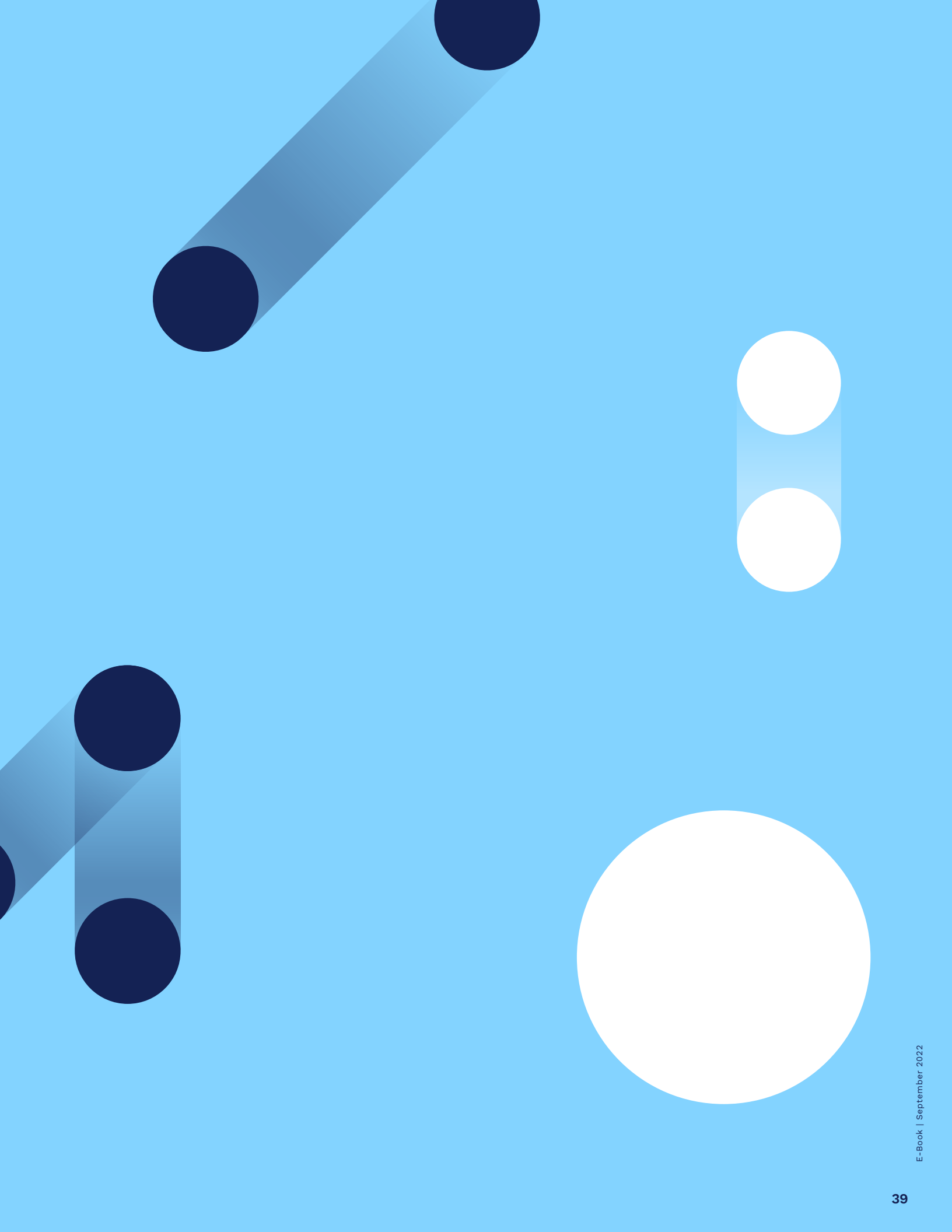
Description of Resource in the Context of Navigation

OZi Navigation specializes in the identification and classification of services available in French in Ontario through a navigation online directory portal.

2.

Navigation Type and How to Access

OZi navigation is a combined search engine and mapping portal that contains a list of providers, points of service, services available in French and contact information.

3.

Target Populations

All of Ontario.

4.

Target Organizations or User Groups

System navigators and health professionals looking for healthcare services available in French.

5.
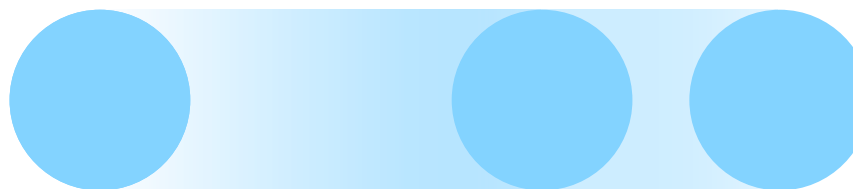
Limitations to Accessing the Resource

Currently, there are no limitations. In the near future, additional features will be added, accessible only to navigators and professionals with a subscription or some form of funding.

6.

Geographical Service Boundaries

General data for all of Ontario. Some additional information is available for Champlain (funded by Health Canada), and partner OHTs offer more comprehensive data (i.e. Kids Come First).

7.

Planned developments for 2022

We will keep expanding the database with various data collection tools and entries, including health professional registries. The search engine will also be improved. The platform is in continuous development, as new funding sources are secured.

8.

Contact Person

Normand Glaude, Chief of Operations, OZi
nglaude@rssfe.on.ca

9.

Additional Info

French Language Health Services Navigation
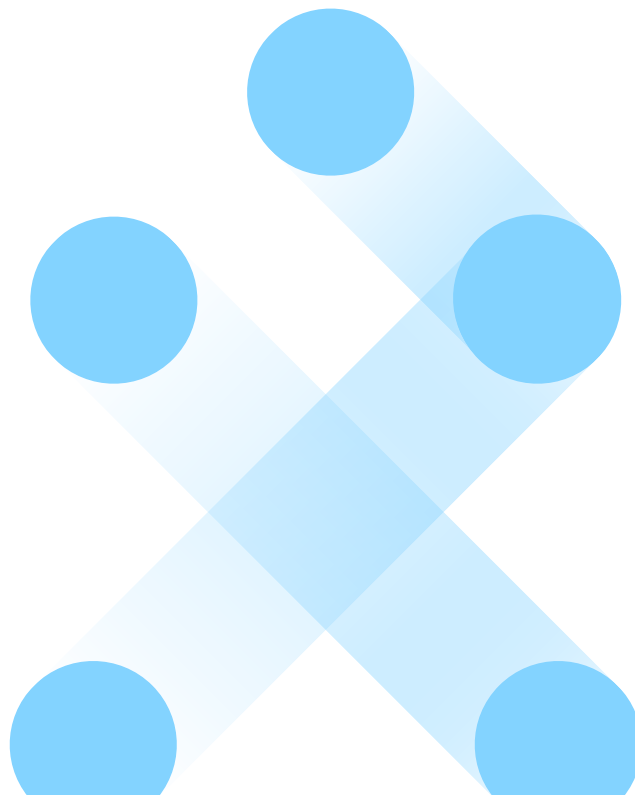
10.

Navigation Modalities Current State

⬤ Available   ⬤ Not Available ⸺ See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

Web Interactive

Email

Chat

SMS

Online Appt Booking

FNIM Indigenous Services

Translation

French Language Services

1.
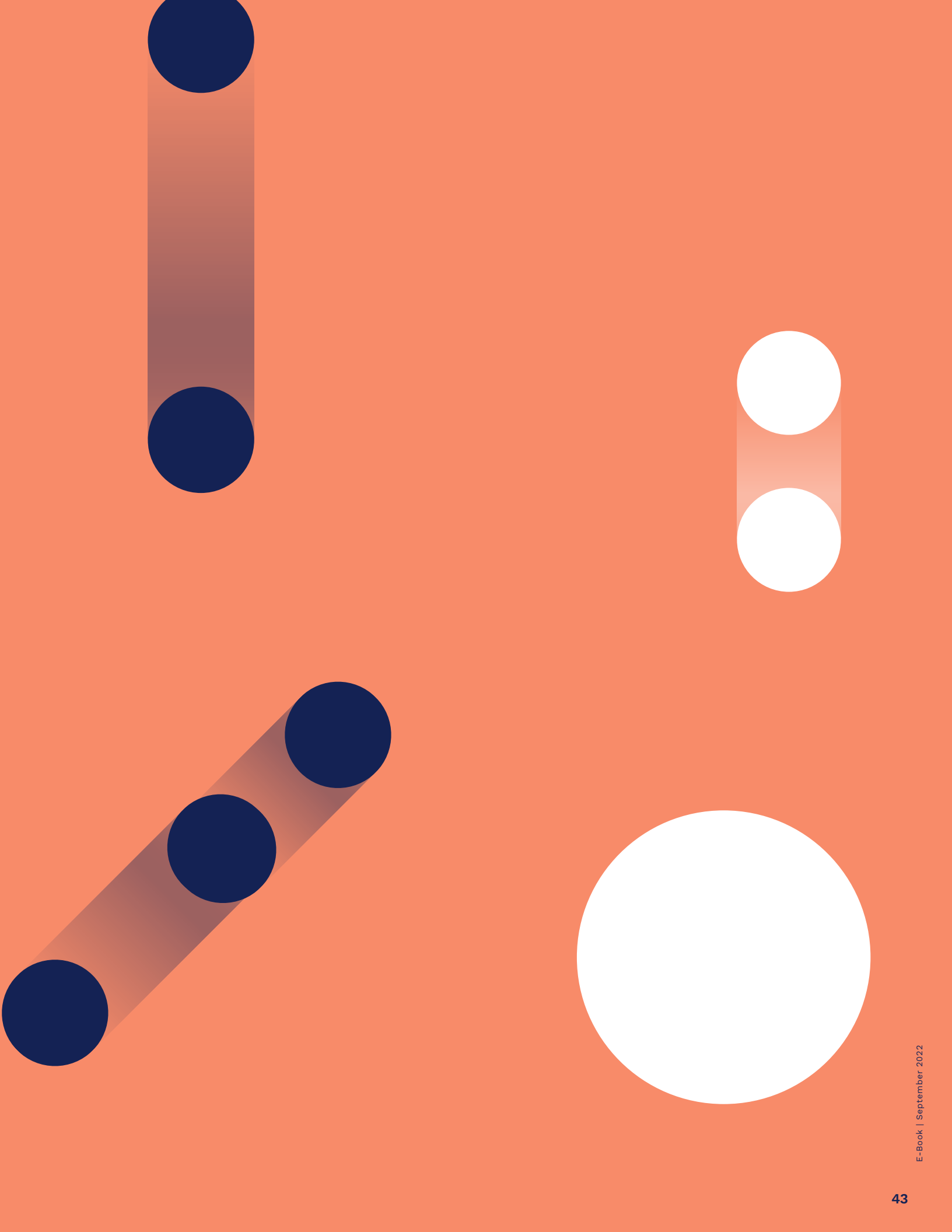
Description of Resource in the Context of Navigation

AccessMHA is a regionally coordinated access service – a bilingual one-stop shop that makes it easier to help find mental health and/or substance use health/addiction support services across all levels of severity and care. We eliminate the guesswork and, through standardized triage, screening, and assessment using measurement-based care tools, refer you to the services you need from one of our 40+ service provider partners within the former Champlain region, based on a stepped care model. We provide support while going through the process, and in-house peer Support is provided to all that are interested. AccessMHA was co-designed and is co-led by clients and families, for clients and families.

In addition to supporting clients and families in accessing the help they need, AccessMHA collects system-wide population health data through standardized data collection, allowing for identification of trends, needs and gaps.

2.

Navigation Type and How to Access

This service provides regionally coordinated access to mental health and substance use health/addiction services, accepting referrals from primary care staff, providers and individuals.

3.

Target Populations

AccessMHA is currently undertaking a planning process to enhance/implement regionally coordinated access by leveraging the AccessMHA model throughout the province. In Champlain, the target population is:

- 16 years of age and older.

- who lives within our service area (eastern areas of Ontario).

- all severity levels of mental health and substance use health/addiction needs.

4.

Target Organizations or User Groups

All mental health, substance use health & addictions – self-referrals, provider and/or referrals from Primary Care are accepted.

5.

Limitations to Accessing the Resource

Within Champlain, people who are 16 years of age and younger will be connected with 1Call1Click.ca through developed pathways if they enter the system through AccessMHA. This allows for a seamless and coordinated process for those in need of services. The transfer between 1Call1Clikc.ca and AccessMHA is processed directly, and the client/family does not have to take any additional steps.

Those from outside our catchment area will be referred to a service that may be able to help them within their home community.

6.

Geographical Service Boundaries

We cover parts of Eastern Ontario including Ottawa, Pembroke, Cornwall, Hawkesbury, and surrounding areas, including the counties of:

• Lanark, Leeds and Grenville

• Stormont, Dundas and Glengarry

• Prescott-Russell

• Renfrew

7.

Planned developments for 2022

We plan on offering AccessMHA throughout the OH East region to enhance/implement regionally coordinated access by leveraging the AccessMHA model. Initial selection of new "hub sites" is in process, as well as early-stage planning for Regional Implementation Support Teams.

8.

Contact Person

Amanda Eaton, System Planner
Amanda.eaton@theroyal.ca

9.

Additional Info

A regional coordinated access

10.

Navigation Modalities Current State

● Available   ● Not Available ——— See navigation legend for more details.

Information   Navigation   Live navigator   Referral

Telephone   Web Page   Web Interactive   Email

Chat   SMS   Online Appt Booking   FNIM Indigenous Services

Translation   French Language Services

1.
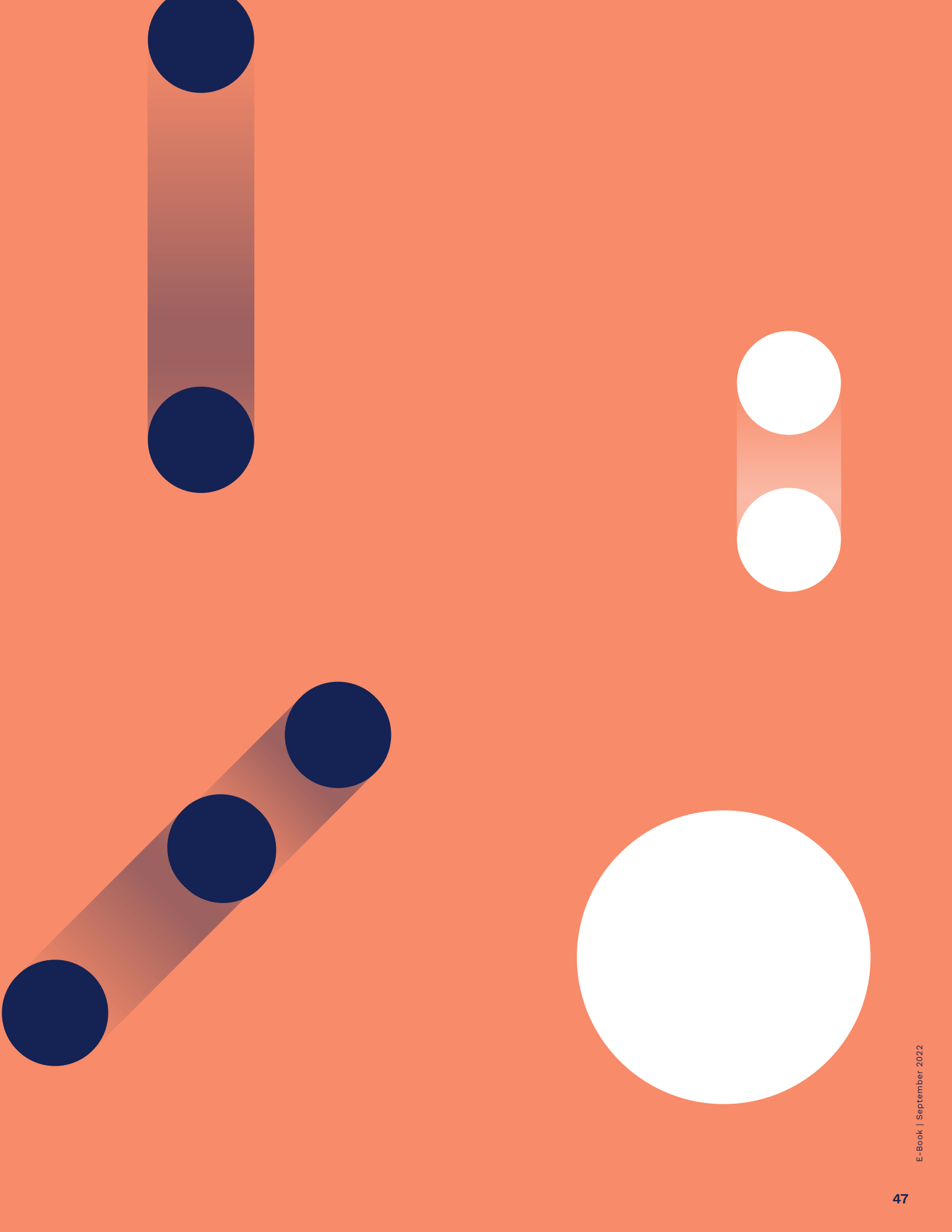
Description of Resource in the Context of Navigation

1Call1Click.ca is a regional bilingual coordinated access and navigation service available to assist children, youth and families connect with the right mental health, addictions and substance use health services and care when they need it.

2.

Navigation Type and How to Access

With a call centre and portal, the navigation service provides an intake appointment that consists of screening tools and goal setting prior to matching with the appropriate service. The directory includes organizations and government, health, social and MHA services primary focused on the target population.

3.

Target Populations

Target population is MHA services for children, youth and their families – support infants, children and youth from birth to 21 years of age.

4.

Target Organizations or User Groups

Target user groups are children/youth/families and providers/professionals of these patients that can access navigation via 1Call1Click, as well as intake workers who are mental health, addictions and substance use health professionals working in community-based organizations and hospital-based services. We also have a care coordinator that works across sectors.

5.
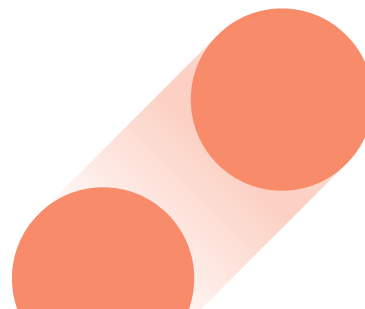
Limitations to Accessing the Resource

No, we accept any referrals for mental health, addictions or substance use health within the region.

6.

Geographical Service Boundaries

We are not OHT specific, so we cover parts of Eastern Ontario, including Ottawa, Pembroke, Cornwall, Hawkesbury, as well as surrounding areas including counties of Lanark, Leeds and Grenville, Stormont Dundas & Glengarry, Prescott-Russell and Renfrew.

7.

Planned developments for 2022

Yes, further integration with Ocean platform to support sharing of patient information, broadening of partnerships and further development of care coordination.

8.

Contact Person

Cindy Dawson, Manager
cdawson@cheo.on.ca

9.

Additional Info

www.1call1click.ca
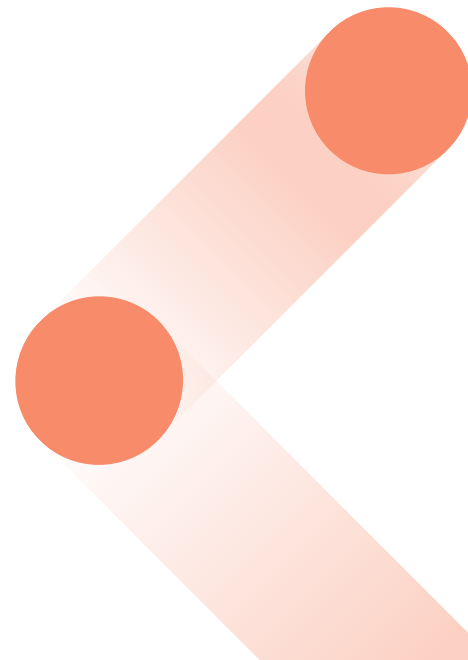
10.

Navigation Modalities Current State

● Available   ● Not Available ——— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

Web Interactive

Email

Chat

SMS

Online Appt Booking

FNIM Indigenous Services

Translation

French Language Services

COMMUNITY
CONNECTIONS

CONNECTIONS
COMMUNAUTAIRES

1.
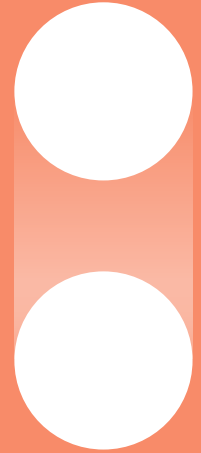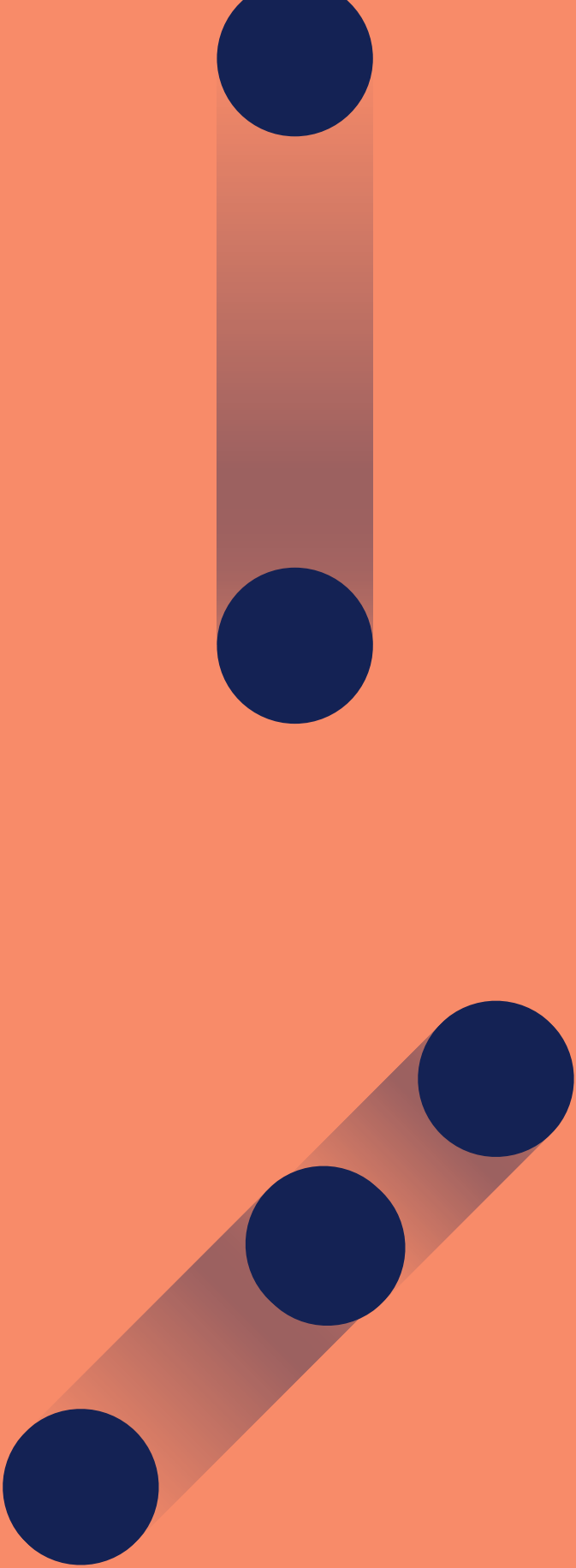
Description of Resource in the Context of Navigation

The navigation Service Partnership facilitated through the Champlain Dementia and Champlain Community Support Networks. It aims to enhance pandemic response through a streamlined access to support services for all older adults in Champlain: focused on a 3-month period with an evaluation process to inform the next phase and structure. Particular focus on older adults who have been recently hospitalized and/or are on service waiting lists.

- Screening and assessment by a navigation team (composed of navigators from VHA Health and the Dementia Society of Ottawa and Renfrew County).

- Full review of client service plan to ensure all appropriate support services have been optimized, warm transfer to additional supports as needed (including health, social, housing, financial needs), use of an online collaboration platform to develop plans, facilitate e-referrals, and provide a feedback loop to referral sources.

- Navigation process also includes referral of clients in need of social support to volunteers who will contact existing community programs; use of self-directed funding on a temporary basis to enhance access.

2.

Navigation Type and How to Access

Target user group refers individuals to a centralized hub that connects community services for older adults with dementia and include a directory of services (Champlain CSSN Caredove), online collaboration on a care plan (through the use of Careteam), e-referrals (interfacing with Caredove) and a feedback loop to primary care and referral sources.

3.

Target Populations

- All older adults living in Champlain.

- Recognize the priority of:

  · Older adults discharged from hospital (inpatient and emergency).

  · Older adults on waiting lists for services (including Home & Community Care, Adult Day Programs, Long Term Care and specialized geriatric assessment).

  · Older adults who are socially isolated, whose existing natural support network (e.g. Family caregivers) requires respite and/or who need a full review and extended support.

4.

Target Organizations or User Groups

- In this initial phase of the project, we have targeted the following user groups as a source of referrals:

  · Specialized geriatric services (including GEM nurses, geriatric assessors, geriatric day hospitals, etc.).

  · Hospital social workers.

  · Ontario Home & Community Care coordinators (we are gradually expanding our reach based on our experiences and the evaluation process).

- Community Support Services, Community Resources Centres, Dementia/Alzheimer Service Organizations are included in the directory of services.

5.

Limitations to Accessing the Resource

Younger individuals who do not match the geriatric profile. The initiative accepts referrals for individuals under the age of 65, provided they are experiencing health and social issues relating to aging and would benefit from community services.

6.

Geographical Service Boundaries

While we focus on the Champlain region, we have received referrals via hospitals and specialized geriatric services for individuals who live outside the geographic boundaries and navigate these individuals to their local services using warm transfer.

7.

Planned developments for 2022

We are in the process of evaluating this first phase and will identify next steps in the development of Community Connections in conjunction with key stakeholders, including Ontario Health Teams. The CDN has prioritized this initiative in this fiscal year, and the CCSN is committed to working collaboratively with the CDN on this key project and the next steps. The initiative is further supported by the Canadian Red Cross through their Chief Medical Officer via their pan-Canadian development of collaboration hubs.

8.

Contact Person

Natasha Poushinsky, Regional Director of Planning & Development, Champlain Dementia Network
natashapoushinsky@gmail.com

9.

Additional Info

Attached is the presentation made to OHTs in May 2022, together with client/family brochure and referral form. We encourage referral sources to do their referrals online – data is stored on The Ottawa Hospital's Sharepoint server and is directly accessed by the community navigation team.

PDF Flyer

PDF Referral Form

PDF Presentation

10.

Navigation Modalities Current State

● Available   ○ Not Available ——— See navigation legend for more details.

| Information	Navigation	Live navigator	Referral
Telephone	Web Page	Web Interactive	Email
Chat	SMS	Online Appt Booking	FNIM Indigenous Services
Translation	French Language Services		

1.

Description of Resource in the Context of Navigation

Caredove is an online eReferral management platform that makes it easy to transition patients to a network of home, community care and mental health services. OHTs and other groups of organizations use Caredove to build and promote a network of trusted services for clinicians and the public. Thanks to a powerful search interface, the navigation function enables users to easily find relevant, available and reliable services. Patients, caregivers and other local clinicians can send service requests, book appointments and monitor referral outcomes.

2.

Navigation Type and How to Access

Embed the Caredove search interface into an existing website or use the Caredove platform to create a new website from scratch. Caredove helps 800+ health organizations in Ontario effectively promote their community services locally and manage all service requests through a single referral inbox. Caredove has a robust set of integrations available, including with other provincial systems such as CHRIS, Ocean, and case management systems.

3.

Target Populations

We enable navigation & referrals to home and community health care services. This includes the following target populations: Infants and Children, Disabled Adults, Mental Health & Addictions, Seniors and other vulnerable groups.

4.

Target Organizations or User Groups

Caredove focuses on improving access to any type of community service, meaning our focus does not include specialists and nursing homes. Within the community service sector, Caredove enables improved access across many channels.

Public-to-provider self-referral:

- Any service in Caredove can be made available (referrable & bookable) by the public.

Provider-to-provider referrals :

- Providers at one agency can, upon identifying a need, send a referral to another provider. (e.g. 1: A day program provider could send a referral to a Meals On Wheels program, directly from Caredove; e.g. 2: HCCSS Care Coordinators use Caredove to send client referrals directly from CHRIS via API integration, reducing the need to rekey information).

- Providers can forward a referral they received to one or more other providers. (e.g., If another service could benefit the client while waiting, referrals can be forwarded.)

- Central Intake teams can be set up on behalf of a network of services. These teams take a larger navigation role and can route service requests from either the public or other clinicians in the network.

- Discharge planners, social workers, LTC or Primary Care staff, who do not provide community care, can refer an individual to the local provider network in Caredove.

- Caredove can be integrated with sending systems, so client information does not have to be re-keyed (e.g. primary care sending referrals from Ocean).

5.

Limitations to Accessing the Resource

Our navigation service is browser-based. Anyone with access to the internet can connect with our navigation & eReferral platform. The platform is mobile responsive on phones, tablets, computers, etc. and is compatible with screen readers and other digital accessibility tools.

6.

Geographical Service Boundaries

No boundary. Our digital platform is available and actively used across Canada.

7.

Planned developments for 2022

Yes. Caredove is a fully featured Service Navigation, eReferral and Booking platform; therefore our development roadmap is focussed on integrations with other applications that facilitate the search for community services. Specifically, we are planning more interoperability with other calendar applications, case management systems and hospital information systems.

8.

Contact Person

Jules Roebbelen, Sales Coordinator
jules@caredove.com

9.

Additional Info

Caredove's Ontario Health Team page has a number of FAQs, information and even a guidebook to be downloaded. Demos can be provided via Zoom to any Ontario Health Team upon request.

📄 Caredove Enables Referrals Across Many Channels

📄 Caredove Ocean Integration
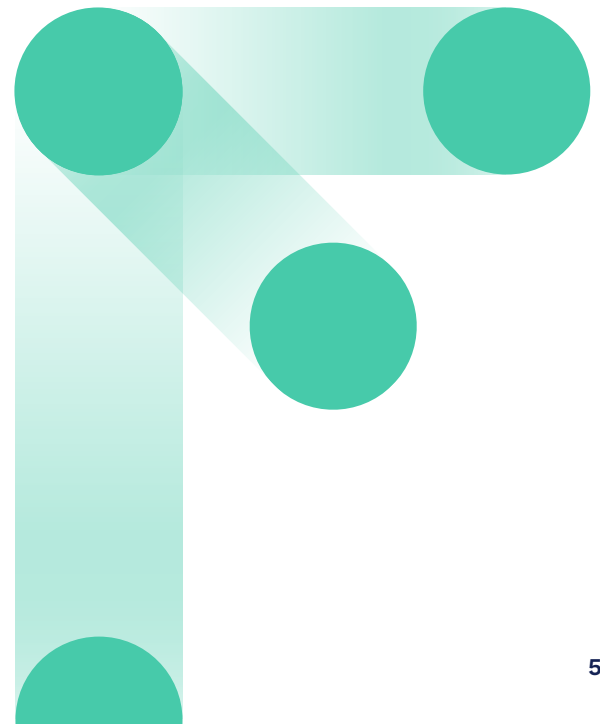
10.

Navigation Modalities Current State

⚪ Available　⚪ Not Available ——— See navigation legend for more details.

Information	Navigation	Live navigator	Referral

Telephone	Web Page	Web Interactive	Email

Chat	SMS	Online Appt Booking	FNIM Indigenous Services

Translation	French Language Services

1.
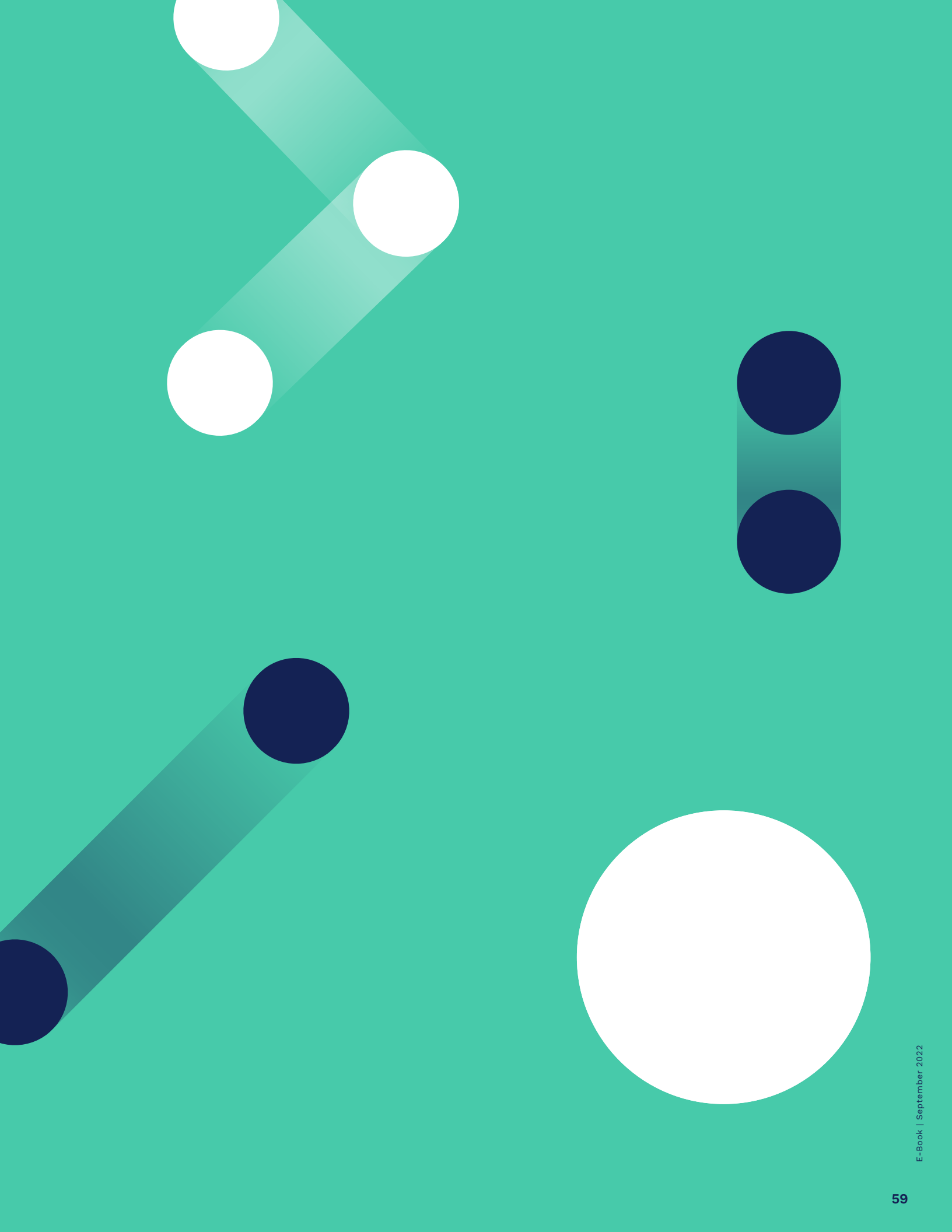
Description of Resource in the Context of Navigation

eReferral is the secure and seamless transfer of patient information from one point-of-care client management system into another. This system enables navigation and eReferrals for primary care. Use of Ocean eReferral is funded by the Ministry of Health and available at no cost for primary care providers, specialists, hospital programs, and OHIP-funded community services providers. Ocean, by CognisantMD, is a secure, web-based eReferral Platform, and is integrated with the most common EMR systems used by hospitals and primary care providers.

2.

Navigation Type and How to Access?

It is a directory and eReferral system with significant Champlain coverage of specialists, programs and services that primary care typically refers to for patient care. Many community specialists send eReferrals to other destinations such as for DI, hospital services, etc.; likewise, some hospital depts/nurses send eReferrals to Ocean destinations in the community (e.g. palliative care).

There is a strong push provincially for "single entry" models to improve the referral processes and simplify the navigation challenges – i.e., with the CCSN initiative above, the idea is that the primary care provider (PCP) indicates what their patient needs and where they are. The Community Support Service (CSS) central intake can then match the info to the most suitable agencies delivering the services/care needed for the patient (instead of PCP having to figure it all out).

3.

Target Populations

The system supports referrals for all patients of primary care with the health care specialists, programs or services they require.

4.

Target Organizations or User Groups

Primary care providers and related clinicians such as nurse practitioner (NP) or allied health professionals from primary care organization. This group can use Ocean for external referrals or internal primary care organizations between Family Health Team (FHT) or other affiliated groups.

5.

Limitations to Accessing the Resource

Publicly-funded health care providers can use Ocean at no cost.

6.

Geographical Service Boundaries

There are no geographic boundaries for Ocean deployment across the province anymore – expansion of coverage to the remaining regions has been well underway (e.g. Central East in OH East).

7.

Planned developments for 2022

- The system currently allows eReferrals to Home and Community Care, so work is in progress to integrate this function to Community Support Services supporting older adults and adults with disabilities in the Champlain area.

- CCSN has been looking at the possibility of setting up a central intake resource for primary care to refer patients more easily to certain community services – not sure yet of timelines, but within this year is very realistic.

8.

Contact Person

Amir Afkham
Amir.Afkham@ontariohealth.ca

9.

Additional Info

https://oceanhealthmap.ca/

Recently launched a new public site with lots of resources and links to videos that may be helpful too: https://www.ereferralontarioeast.ca/
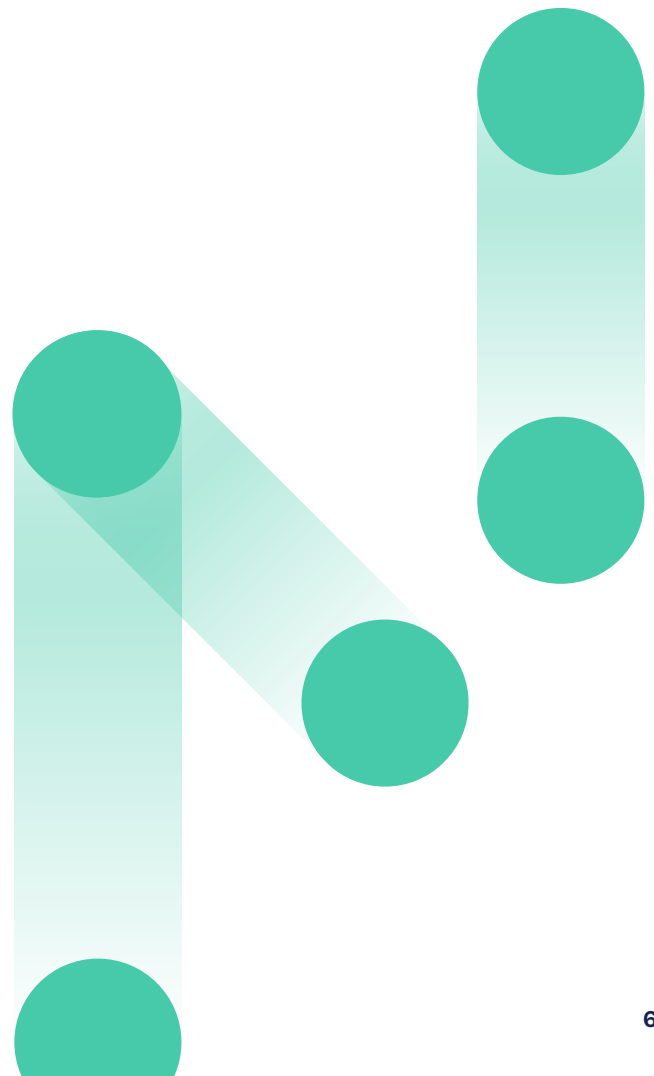
10.

Navigation Modalities Current State

⬤ Available　　🟢 Not Available ——— See navigation legend for more details.

Information

Navigation

Live navigator

Referral

Telephone

Web Page

Web Interactive

Email

Chat

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Online Appt Booking

FNIM Indigenous Services

Translation

French Language Services
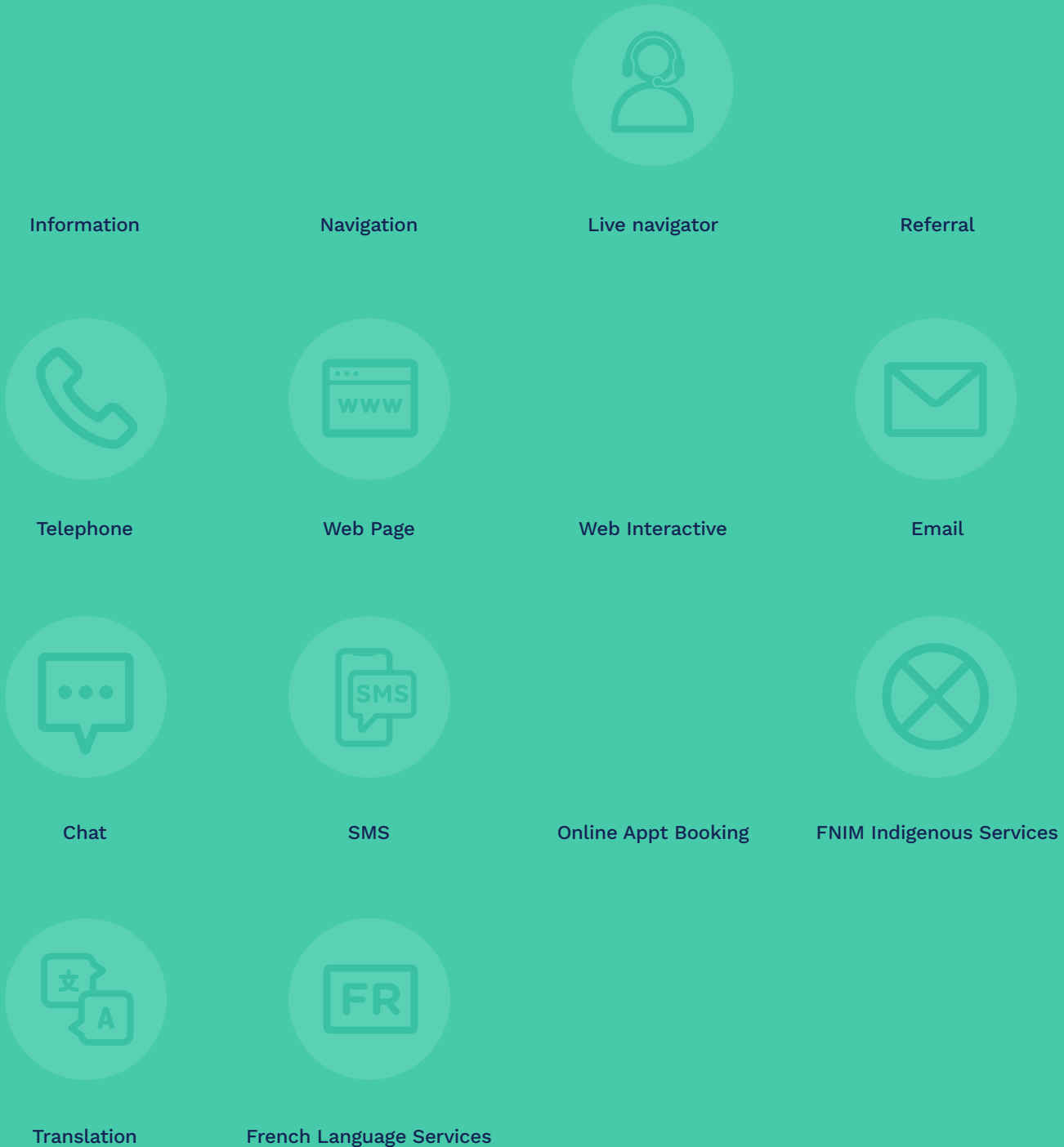
Appendix

Navigation Modalities - Supplementary Comments

Resource	Modality	Supplementary comments
NAVIGATION SERVICES		
General Health, Social and Community Services		
211	ⓘ	Accurate representation of the 211 service.
	➤	Database of community resources hosted in the iCarol system; community navigators using the InContact platform integrated with iCarol to provide information and referral services.
	🧑	Staff available 24/7 by calling 2-1-1
	🧑‍➡️	We do warm hand offs and referrals to providers. Individuals get options for self-referrals or informed of the referral process (i.e. ask your physician for a referral).
	📞	2-1-1
	🌐	Yes, on the local site at cneo-nceo.ca/search and the provincial site 211ontario.ca (under construction – the new site will be launched later in 2022).
	🖱️	The website has self-referral capabilities. 211ontario.ca has the live chat function, available Mon-Fri 7 am-9 pm. All resources available are displayed during the search results. Database records can be exported to Excel and can be shared to other websites via data leasing agreements with CNEO.
	✉️	Local: info@cneo-nceo.ca (monitored every 1-2 business days). Provincial 211 service (constantly monitored): gethelp@211ontario.ca
	💬	Monday to Friday from 7 am-9 pm
	📱	Text 2-1-1 (Monday - Friday | 7 AM - 9 PM)
	⊗	We maintain services specifically targeting Indigenous communities in our resource database. The language interpretation services have some capacity for indigenous languages, including Inuktitut.
	文A	211 is available in 150+ languages through an interpretation service.
	FR	When calling 2-1-1, people have the option to speak to a French speaking agent immediately. All database records in Eastern Ontario are translated to French on the online portal: https://cneo-nceo.ca/search
Health Connect Ontario (HCO)	⊗	Navigators receive cultural sensitivity training – currently in discussions with Indigenous community leadership to determine how HCO can be enhanced to incorporate Indigenous focused services.

Resource	Modality	Supplementary comments
The HealthLine	(navigate)	The websites have the functionality and ability to support people looking for such information.
	(live navigator)	However, a live navigator would find the information they need on the regional websites.
	(referral)	Visitors to a site can find out which services require referrals, or accept self-referrals, and can proceed accordingly.
	(website)	Category pages, content pages with information about programs and projects that may help them.
	(online)	However service providers can attach referral forms to their service profiles, and profiles link to email and website addresses.
	(email)	Providers who have found information that they wish to share can do so via email from the Clipboard function.
	(indigenous)	Resources and information can be presented in a way that best connects with FNIM communities.
	(FR)	Services include information about the level of French language service that they can provide.
Home and Community Care and Support Services		
Champlain Community Support Network (CCSN)	(referral)	Clients referrals with an associated email address are automatically notified of any changes or updates to their Caredove referral as it is being processed (ex. Accepted, Waitlisted, Denied, Referred Out.) The client can see and track these changes, and any notes made by the referral recipients.
	(phone)	CCSN hosts a toll-free number: 1-888-482-3267
	(online)	Caredove provides a live chat function for troubleshooting issues with the website – it is staffed by Caredove, and they do not help navigate service listings information. Integrations exist between Caredove/Careteam and Caredove/OCEAN. Additional information links may be imbedded in individual agency profiles/service listings, but this is at agency discretion.
	(email)	info@ccsn-rscc.org
Mental Health, Addictions and Substance Use Health Supports and Services		
Connex-Ontario	(website)	MHA only.
	(chat)	DirectConnex platform. Not a true referral program but will allow online appointment booking with participating organizations.
	(indigenous)	There are Indigenous staff at connexontario.ca/en-ca/, but they are not dedicated staff members. They are allocated based on business needs and will accept any calls.
	(FR)	We do have French speaking staff but no dedicated staff per say.
Wellness Together Canada	(FR)	We have the ability to connect our calls with a translator, as needed. For a multi-session case we can review our network to see if we have an available clinician who speaks the requested language.

Resource	Modality	Supplementary comments
Caregiver Support		
Ontario Caregiver Association	(i)	The Helpline database managed through 211, includes extensive and frequently updated information on health and community services which can be accessed by any member of the public. OCO also assists service providers in developing a profile for the database. The OCO website provides information and resources to both caregivers and providers in an effort to improve knowledge and provide access to the support or information they need.
	(navigation)	The 24/7 Ontario Caregiver Helpline connects caregivers to health and community-based services across Ontario based on their individual needs. Helpline is available 24/7 by phone and through online Chat Mon-Fri 7am-9pm. This is not a crisis or counselling service; however a warm transfer can be made to emergency or crisis services as required.
	(person)	The Helpline is answered by professional Community Resource Specialists in English and French. Helpline Specialists are trained to understand the unique needs of caregivers and assist them in navigating service options.
	(referral)	At this time, Helpline does not complete warm referrals on behalf of caregivers with the exception of emergency or crisis situations. However, caregivers can be registered for internal OCO programs and services through Helpline. For complex situations, caregivers can be directly referred to the internal Caregiver Support Team through the Helpline escalation procedure.
	(phone)	The Ontario Caregiver Helpline can be accessed by phone 24/7 at 1-833-416-2273 (CARE).
	(www)	The Ontario Caregiver Helpline webpage provides access to the Caregiver Helpline service and examples of how Caregivers can be supported by INRs, which includes access to information regarding health needs. https://ontariocaregiver.ca/helpline.
	(portal)	The OCO website provides linkages to programs and services as well as resources for caregivers and providers: • For Caregivers: https://ontariocaregiver.ca/for-caregivers/ • For Providers: Caregivers can use a self-serve search option of the Helpline database if they prefer to find services on their own: https://ontariocaregiver.ca/caregiving-information-search Caregivers can register themselves for OCO programs and events through the website.
	(email)	Incoming email service is not available at this time for Helpline, however outgoing emails are offered to users to summarize the information shared with them at the time of call or chat. The Ontario Caregiver Organization has a general email that is monitored Mon-Fri during regular business hours that can be used by the public to reach the team.
	(chat)	Live chat can be accessed Mon-Fri 7am-9pm EST through: https://ontariocaregiver.ca/helpline/
	(SMS)	SMS is not offered at this time.
	(appointment)	Helpline is accessed at the time of need and not by appointment.
	(no-indigenous)	There is not a dedicated INR for Indigenous services, however an inclusive accessible service is provided.
	(translate)	Helpline and all web resources through the OCO are available in French.
	(FR)	Helpline is offered in French and English with an interpretation service option for over 150 languages.
French services		
OZI	(navigation)	Partial. Some information is available, but no information about waitlists and referrals at this time.
	(www)	The portal is also equipped with a search engine.
	(portal)	Links to the web sites of the providers. No self-referral, chat. Interoperability is available upon request.

Resource	Modality	Supplementary comments
REGIONAL COORDINATED ACCESS		
Mental Health, Addictions and Substance Use Health Supports and Services		
AccessMHA	(info icon)	Through our website accessmha.ca there are many available resources listed on the resource page. AccessMHA staff also support clients, providers, PCP, and other stakeholders with information on services available within the AccessMHA partner network of agencies as well as outside of our direct service partners/service area.
	(navigation icon)	Resources on our website provide links and direct access to a number of services that are more immediately available. AccessMHA staff also support clients in accessing services that fall outside of our direct service partners, such as social services, primary care, and out-of-region services. Also, navigation is inherent in our model, as all clients that are screened/assessed are "service matched" to the appropriate service.
	(person icon)	AccessMHA triage, screen, and/or complete an assessment with clients who are looking for services. Working within a stepped care framework, staff work with clients to find the best available service for them to meet their needs within our suite of service offerings.
	(referral icon)	People (clients, families, supporters) can access AccessMHA through either self-referral or via a referral from the primary care provider. AccessMHA staff, after screening, triage, and assessment, match clients to the most appropriate service using a stepped care framework. Once a service has been identified, AccessMHA sends a referral package to the receiving service provider partner through our eReferral system. We also have direct linkages to crisis services, allowing for a warm handoff for those who may be in crisis when in contact with AccessMHA.
	(phone icon)	Within Champlain, AccessMHA is accessible by phone through our hub sites and service partners (i.e. Service Access to recovery(SAR)). Telephone systems are currently being optimized for one regional phone number.
	(web icon)	accessmha.ca
	(website/touch icon)	accessmha.ca includes the ability to self refer and self schedule into the first screening appointment. Our referral form is a "smart-form" and in some instances will automatically connect to resources based on presenting problem/needs. We also link to many other resources that people can access immediately/on their own directly from the website (e.g. self-management, eWalk-in, digital health). Live chat is being planned.
	(email icon)	inquiries@accessmha.ca is an email for general questions but is not meant for PHI. We are able to answer general questions, provide information on our services and others, and provide general assistance. Utilizing the OCEAN platform, primary care can two-way message with AccessMHA staff. Measurement-based care tools (e.g. Gain-SS, PHQ9) are distributed via Greenspace directly to clients to fill out prior to appointment with AccessMHA staff.
	(chat icon)	Currently in the planning stages.
	(SMS icon)	Currently in the planning stages.
	(calendar icon)	Clients can self-schedule into their first appointment with AccessMHA through our website (utilizing the Caredove platform). AccessMHA can also directly book into first appointment at the service match provider for several our service matches.
	(indigenous icon)	In the development of AccessMHA we worked with several Indigenous service providers. As leaders within the Indigenous community are in the process of considering options for coordinated access within the Indigenous community, we will continue to collaborate and align as requested and appropriate.
	(translation icon)	In house capacity with French language services, and several other languages. Interpretation services available for all other languages as required.
	(FR icon)	We are a completely bilingual service and can serve clients in English and French as required. All documentation is available in French. Also have partnerships with many Francophone service providers.

Resource	Modality	Supplementary comments
1Call 1Click.ca	(i)	We do not provide this 24/7 but offer this on the phone line at 613-260-2360.
	(navigation)	We provide the navigation for the youth and families, so they do not have to do this on their own.
	(person)	We have an information line that people can call, they would do an intake and then we would navigate them to the appropriate resource.
	(referral)	We provide a warm handover; in that we match directly to the agency on behalf of the client/patient. We match to providers (so PCP referrals can be matched to hospital-based services or other specialty services) and we accept self-referrals to community-based agencies.
	(phone)	The phone line is 613-260-2360.
	(www)	www.1call1click.ca
	(web click)	The website does provide the option of self-booking for an intake appointment. Our website currently doesn't have resources on it, but we provide resources when we talk to families. Connects with My Chart in Epic where the patient record is created.
	(email)	info@1call1click.ca
	(form)	Through the website.
	(⊗)	We match to services but do not have a dedicated resource on the intake team.
	(FR)	We are fully bilingual in French/English.
Dementia		
Community Connections	(i)	All clients are provided with their own "Careteam" integrating their Action Plan, service information, educational resources (including self-management resources), health team contacts available online at any time. Referrals can be made 24/7 via the online referral system and can be responded to during day and evening 7 days/week.
	(navigation)	As outlined, Community Connections includes a navigation team that optimizes the person's support plan, creates an action plan integrating all of the identified features (generally on Careteam but can be on paper), makes necessary referrals via Caredove and through other mechanisms, including primary care (interfaced / tracked through Careteam), provides a feedback loop to referral sources.
	(person)	Yes, individuals can contact the service directly via phone (6 days/week), email (7 days/week), or online referral (7 days/week), day and evening (but not overnight). Clients can contact services directly via Careteam as well.
	(www)	NO – but partners do. Will be assessed as part of the evaluation.
	(web click)	Not through a website but through Careteam for registered clients.
	(chat)	Available through DSORC – Community Connections navigation team members.
	(form)	Possible for some services via Careteam interface with Caredove. Live booking with navigators not possible at this time. Access to this type of functionality will be considered as part of the evaluation.
	(⊗)	Not dedicated but can be done via the Community Connections navigation team.
	(translate)	Will be part of the evaluation – will be looking at leveraging local innovations e.g. CHEO Voyce.
	(FR)	Navigation Team has fully bilingual navigators, all tools and Careteam are bilingual.

Resource	Modality	Supplementary comments
NAVIGATION ENABLING PLATFORMS/SYSTEMS		
For Primary Care Providers		
Caredove	ⓘ	Caredove search sites include detailed service information and eReferral capabilities. Caredove search sites are available online 24/7 for public and clinical users.
	📍	The Caredove search method is optimized for community health navigation. This ensures results are highly relevant, which is vitally necessary when making an accurate referral. (e.g. display only relevant in-home service that goes to a client's address). Service listings can be self-updated by organizations, to ensure maximum accuracy.
	👤	Live Navigators in many organizations use Caredove to enable accurate search and routing. Caredove support team is available via chat to assist navigators and service providers with finding appropriate services. <2 min response time, M-F 8:30am-5:30pm. Caredove articles/tutorials are available 24/7 to help providers navigate the platform.
	👥➜	Caredove platform enables booked and non-booked referrals. Booking an appointment at the time of referral is recognized as the strongest form of "warm" transition, enabling clients to know who will help and when. This also ensures the client can receive an email confirmation of the referral / appointment. Warm handoffs - when defined as calling an agency while you have the client on the phone, is highly unreliable, often leading to voicemail.
	🖥	Caredove platform provides fully featured web pages, web sites, and embeddable booking and search widgets for existing web pages.
	👆	Algorithmic service matching based on self-screening are all included in the Caredove platform.
	✉	Email is not an adequately secure form of communication with those who may be disclosing Personal Health Information. The Caredove platform enables direct referrals to services without exposing PHI in an email conversation.
	💬	Caredove support team is available via chat to assist navigators and service providers with finding appropriate services. <2 min response time, M-F 8:30am-5:30pm. Caredove articles/tutorials are available 24/7 to help providers navigate the platform.
	📱	Not for an initial service request. Organizations can use SMS to offer appointment reminders and referral confirmations to clients requesting service.
	SMS	Any service in Caredove can be attached to a Caredove calendar. This calendar describes initial appointment availability. (e.g. first assessment). Calendar integrations are increasingly available to ensure interoperability with business systems.
	⊗	Indigenous services can be specified within Caredove (e.g., as a target population) such that they can be easily found within local networks. Any service or service provider can promote their service information in a Caredove network and specify a focus on a target population.
	文A	Caredove service information can be natively translated from English to French.
	FR	Caredove is an online platform that contains descriptions of services that can be natively translated from English to French. Other languages are available upon request depending on the local requirements for the network. Clients can request interpretation services in an agency's intake process, as configured on Caredove.

Resource	Modality	Supplementary comments
For Primary Care Providers		
Ocean eReferral Network	(i)	Focus on supporting eReferrals from the approved set of clinicians and the related health services.
	(navigation)	Ocean, by Cognisant[MD], is a secure, web-based eReferral Platform supporting primary care to connect with specialist and health programs and services and is integrated with the most common EMR systems.
	(person)	Electronic eReferral system only.
	(handoff)	Warm hand offs are in the form of electronic communications only – not telephone where individual is transferred to another provider to continue discussion/help. Ocean does offer self referral options as well – self referral form associated with a service can be created and embedded into webpages for patient/client to initiate the process more conveniently (note that it is different from CareDove scenarios that provide more comprehensive sets of choices for the actual appointment for example).
	(www)	Ocean is a searchable, online directory enabling approved primary care providers to search & eRefer for specialties, programs and services by wait time or by proximity to patient's home.
	(touch)	Navigation by electronic directory for Primary Care Providers only. Secure instant messaging embedded in eReferral eliminates phone tag and faxing back and forth.
	(email)	Email is used to keep patient informed throughout the referral lifecycle as patient can confirm appointment via email.
	(calendar)	Appointment dates and times can be booked by primary care and be confirmed by the patient right from the appointment email; minimizes calls to patients.
	(FR)	Ocean does offer communications and forms in French. A number of bilingual services have been set-up in Champlain.