

**Programs Policy and Procedures – I&R**  
**GUIDELINES – Explaining other I&R Programs**  
**Updated: September 6<sup>th</sup>, 2014**

**The follow scripts/notes are to help I&R staff explain about key partnerships and services:**

**CCAC; 310-2222; nsmhealthline.ca**

Community Connection/211 and CCAC have a partnership for an integrated (or single) information and referral service for North Simcoe Muskoka.

*310-2222 and nsmhealthline.ca provides information and referrals to health and community based support services.*

The integrated service includes the 1) call centre and staffing, and 2) the maintenance of the database of program and services used by both the staff on the phones, and the websites for both 211 and nsmhealthline.ca.

In NSM, whether you dial 211 or 310-2222 you reach Community Connection staff. The only difference is the hours of service - 211 is 24/7 and 310-2222 is daily until 8:30 p.m.

Both 211 and 310-2222 are province wide, and North Simcoe Muskoka has the only integrated service.

**Benefits:** seamless service, cost sharing, and reduced duplication.

**Questions/concerns**

I&R questions – Inquiry Services Manager Rhonda Thompson

Data related – Data Resources Co-ordinator Lisa VanVugt

Any other – Executive Director Pam Hillier or Monica Gabrielle (CCAC) 705-721-8010 x2555.

**CTN (Children’s Treatment Network) of Simcoe-York**

Community Connection receives overflow calls from CTN when all their Access Centre phone lines are busy. When calls are overflowed to Community Connection, the caller hears a recorded message that says, “All of our lines are busy, your call is being forwarded to our partner agency 211”.

*CTN partners with over 50 agencies to deliver comprehensive care and coordinated services to children and youth with multiple special needs who live in Simcoe County or York Region. Families contact their Access Centre to discuss their child's needs and receive information about appropriate services.*

**Benefits:** improved caller experience to CTN Access Centre - always connect to someone to speak to; CTN knows best time to call back, improved awareness about 211.

**Questions/concerns**

I&R questions – Inquiry Services Manager Rhonda Thompson

Data related – Data Resources Co-ordinator Lisa VanVugt

Any other – Executive Director Pam Hillier or Michelle Biehler, CTN, (705) 719-4795 ext. 2252.

**Falls Information and Resources in Simcoe & Muskoka**

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Community Connection partners with the Simcoe Muskoka Integrated Fall Strategy coalition to improve access to information about fall resources. The 211 phone number is advertised to find information about fall resources, and I&R staff use a specialized data set to provide additional information to callers.

*The SMIFS goals are to increasing knowledge and awareness to the general population about the risk and impact falls can have on quality of life, and to provide education to health care providers.*

Community Connection maintains an online inventory of falls prevention programs, services and resources for older adults and health care providers. The inventory is located at [www.fallspreventioninfo.ca](http://www.fallspreventioninfo.ca).

**Benefits:** Easier to find information about fall resources.

**Questions/concerns**

I&R questions – Inquiry Services Manager Rhonda Thompson

Data related – Data Resources Co-ordinator Lisa VanVugt

Any other – Executive Director Pam Hillier or Sarah Orr-Shaw, Health Unit, (705) 721-7520 x 7808

**South Georgian Bay Community Health Link**

As part of the transformation of Ontario's Health Care System, Community Health Links are being established throughout Ontario to provide coordinated, efficient and effective care to patients with complex needs.

In South Georgian Bay a collaborative care model is used to develop care plans and care delivery for complex patients and frail seniors at risk by leveraging existing initiatives under way locally and regionally across the North Simcoe Muskoka LHIN.

As part of the local Health Link, Community Connection attends weekly meetings with the care team to brainstorm and offer suggestions for additional services, supports to complex patients. Community Connection's role is to connect the patient/family to additional supports, which often includes researching additional information about existing programs and services in the database.

**Questions/concerns**

I&R questions – Inquiry Services Manager Rhonda Thompson

Any other – Executive Director Pam Hillier or Anne-Marie Underhill, Health Link Coordinator, 705.444.0040 ext 249.