

Help Clients Connect to Local Services Using thehealthline.ca

COFFEE WITH QUILL

DECEMBER 12, 2016

TERESA ZOHORSKY



What you will learn in this session

- How to find specific health and community services using thehealthline.ca
- Learn how to share information with clients with the Clipboard Tool
- Learn how to submit content and share your organization's service updates, news, events and careers.

What is www.thehealthline.ca?

thehealthline.ca is an innovative website that puts accurate and up-to-date information about health services at the fingertips of patients and health care and social service providers across Ontario.

Regional sites are aligned to the Local Health Integration Network (LHIN) geography

There are 14 regional sites that are maintained by local Community Care Access Centres (CCAC).

History

thehealthline.ca began in 2001 as a partnership between hospitals, health unit and CCAC in London and the site launched in 2002. It expanded to the SouthWest LHIN region in 2005.

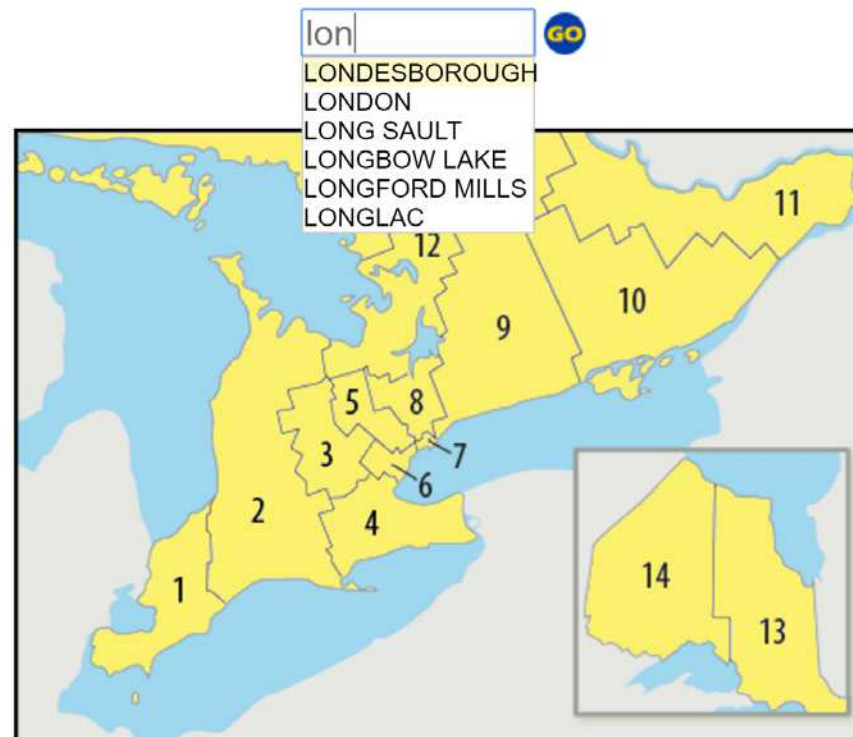
Incorporated as a non-profit in 2009. Provincial expansion began in 2012, when selected by Ontario's CCACs as the provincial information and referral model. In 2014, data sharing begins with the Ontario Ministry of Health's *Health Care Options* website.

Currently 375 categories of services and 44,000 service listings.

6.1 million visits and 13 million page views in the past year.

Enter your community name or a postal code to find health and community services in Ontario.

1. **Erie St. Clair**
ErieStClairhealthline.ca
2. **South West**
SouthWesthealthline.ca
3. **Waterloo Wellington**
wwhealthline.ca
4. **Hamilton Niagara
Haldimand Brant**
hnhbhealthline.ca
5. **Central West**
CentralWesthealthline.ca
6. **Mississauga Halton**
MississaugaHaltonhealthline.ca
7. **Toronto Central**
TorontoCentralhealthline.ca



8. **Central**
Centralhealthline.ca
9. **Central East**
CentralEasthealthline.ca
10. **South East**
SouthEasthealthline.ca
11. **Champlain**
Champlainhealthline.ca
12. **North Simcoe Muskoka**
nsmhealthline.ca
13. **North East**
NorthEasthealthline.ca
14. **North West**
NorthWesthealthline.ca

An overview of the site



SouthWesthealthline.ca

RESIZE TEXT | SUBMIT CONTENT | FIND YOUR CCAC | FRANÇAIS | HELP

SURVEY | E-BULLETIN | CLIPBOARD [0]

Search GO

South West | London and Middlesex | Oxford and Norfolk | Elgin | Huron and Perth | Grey and Bruce

HEALTH SERVICES | HEALTH CAREERS | HEALTH NEWS | HEALTH EVENTS | HEALTH LIBRARY

HEALTH SERVICES FOR SOUTH WEST April 8, 2016

Health Care Options

- ▶ Health Care Facilities
- ▶ Health Care Professions
- ▶ Home and Community Care
- ▶ Public Health

Health Topics

- ▶ Abuse and Sexual Assault
- ▶ Addictions
- ▶ Diseases and Conditions
- ▶ End-of-Life Care
- ▶ Environmental and Workplace Health
- ▶ Mental Health
- ▶ People with Disabilities
- ▶ Residential Care
- ▶ Sexual and Reproductive Health

Your Health

- ▶ Aboriginal
- ▶ Children and Parenting
- ▶ Francophones
- ▶ Men
- ▶ Seniors
- ▶ Women
- ▶ Youth

Making Choices

- ▶ Basic Needs and Social Supports
- ▶ Blood, Organ and Tissue Donations
- ▶ Health Coverage and Care Planning
- ▶ Healthy Living
- ▶ Information Services
- ▶ Legal Services

Services by Location
Search by Location

Services Listed Alphabetically
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

NEWS

Thursday April 7, 2016
Your Voice, Your HPHA: Upcoming Community Forums

Thursday April 7, 2016
Spring - a great time to update your vaccinations!

Thursday April 7, 2016
LHSC physician awarded for lifetime commitment to organ donation awareness

[More News...](#)

EVENTS

Friday April 8, 2016
SMART and Falls Prevention Exercise Classes - Woodstock - Woodstock

Friday April 8, 2016
SMART and Falls Prevention Exercise Classes - Mount Elgin - New United Church - Mount Elgin

Friday April 8, 2016
SMART and Falls Prevention Exercise Classes - Mt. Elgin - Mt. Elgin

[More Events...](#)

CAREERS

Thursday April 7, 2016
Housing Selection Worker

Thursday April 7, 2016
Team Lead

Thursday April 7, 2016
Nurse Educator/Registered Nurse

[More Careers...](#)

Find services in other areas

News and Highlights

- » Ontario Renovating More Than 300 Long-Term Care Homes
- » Ontario Lowers Drug Costs for Over 170,000 More Low-Income Seniors
- » Ontario Investing \$333 Million to Improve Autism Services
- » Check out the new South West Hospice Palliative Care Network website!
- » Caregiver Exchange: When it's Time for a Breather

[Download on the App Store](#)

[ANDROID APP ON Google Play](#)

[Specialized Health Websites](#)

[caregiverexchange.ca](#)

[Information London](#)

[Stroke Resources](#)

[Link to the South West LHIN](#)

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CCAC CASC

Menu of Health Service Categories

Search for services by location or alphabetically

Latest News, Events and Careers postings

Click here to go back to thehealthline.ca and choose another regional site

News and Highlights are updated frequently for each region

Download App

Mini-sites
(More found in Health Library)



Use the clipboard to create lists for clients

Enter any keywords in the search bar to find services

- The coloured tabs on each region narrow down the services and events to specific information for each community or sub-region
- There are tabs for Services, Careers, News, Events and Library.

Searching the Site

Scenario

Julie is preparing to get her GED. She is 34, lives in Durham, Ontario with her three children and has recently lost her husband. She is currently looking for work and will need childcare for her children when she gets a job. She is bereaved and looking for a support group or counselling to help with her loss.

Using Service Profiles

- Service profiles contain specific information your client will need such as
 - Contact information
 - Fees
 - Application process
 - Eligibility requirements
- Service profiles are updated annually by trained staff

[Add to clipboard](#) [Share](#) | [Email](#) | [Print](#)

Program:	French Mental Health and Addiction System Navigation Program - Case Management 
Organization:	Addiction Services of Thames Valley
Phone Numbers:	519-673-3242 ext 271
Fax:	519-667-6564
Email:	frenchservices@adstv.ca
Website:	www.adstv.on.ca
Address:	Main Office: 200 Queens Ave, Ste 260 London, ON N6A 1J3 Map
Location:	London (Central)
Accessibility:	 Wheelchair Accessible
Hours:	Mon-Fri 8:30am-4:30pm
Service Description:	Provides access to mental health and/or addiction support services in French Services include: • comprehensive mental health and addiction screening, assessment and treatment planning • development of an individualized plan of care • case management services • links to appropriate local healthcare and other support services • coordination of consultations with French-speaking mental health and addictions professionals, including psychiatrists if needed, via Ontario Telemedicine Network services
Fees:	Free
Application:	Call or email to make an appointment
Eligibility - Population(s) Served:	Individuals and families who speak French and have addiction and/or mental health concerns
Languages:	English ; French
Language Note:	French and bilingual services
Area(s) Served:	London, Middlesex, Elgin, Oxford, Huron-Perth, Grey-Bruce and Norfolk (Map)
See Also:	Alcohol and Drug Addiction Assessment and Treatment Community Mental Health Programs Francophone Community Mental Health Promotion

This information was last completely updated on 6/19/2015

[Update Service Profile](#)

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Downloads:

-  [French Language Telepsychiatry Services Referral](#)
-  [Programme de navigation du système de santé mentale et de toxicomanies, 14 juillet 2014](#)
-  [Formulaire de demande de service pour clients ou agence 11 août 2014](#)
-  [French Mental Health and Addiction System Navigation Program Brochure July 14 2014](#)
-  [French Mental Health and Addictions System Navigation Program client and agency referral form English](#)

Add this profile to
your clipboard

Share profiles through
various outlets, email or print
for clients

SouthWesthealthline.ca

RESIZE TEXT [A](#) [A+](#) [A++](#) | [SUBMIT CONTENT](#) | [FIND YOUR CCAC](#) | [FRANÇAIS](#) | [HELP](#)

[SURVEY](#) | [E-BULLETIN](#) | [CLIPBOARD \[0\]](#)

Search [GO](#)

South West | **London and Middlesex** | **Oxford and Norfolk** | **Elgin** | **Huron and Perth** | **Grey and Bruce**

HEALTH SERVICES | **HEALTH CAREERS** | **HEALTH NEWS** | **HEALTH EVENTS** | **HEALTH LIBRARY**

[+ Add to clipboard](#)

[Share](#) | [Email](#) | [Print](#)

Organization: AIM Health Group - London Central - Walk-in Medical Clinic

Phone Numbers: 519-432-3595

Fax: 519-679-9658

Website: www.aimhealthgroup.com

Address: 458 Central Ave
London, ON
N6B 2E9

Intersection: Maitland St and Central Ave

Location: London (Central)

[Map](#)

About Us
AIM Health Group is a health care company that provides services and solutions for patients, and health care providers concerned about occupational health.

Clipboard Function

Clipboard

RESIZE TEXT

A

A+

A++

SUBMIT CONTENT

FIND YOUR CCAC

FRANCAIS

HELP

SURVEY

E-BULLETIN

 CLIPBOARD [0]

Search

GO

- Similar to an online shopping cart, the Clipboard feature allows you to create a list of up to 20 service profiles or events you can share, print or email
- Use the + button throughout your search to add to your clipboard



Once added,
text will change
to 'Added to
Clipboard'



- Add up to 20 profiles and events per browsing session
- Clipboard will not save if you close the window or shut down your computer
- Bookmark the list for future reference
- You can Email and Print the list for your clients
- Add comments in the box to say who's sending the message plus notes of importance
- Profiles will print in a printer-friendly format
- Remove any unwanted profiles by clicking on the garbage can icon

SouthWesthealthline.ca

RESIZE TEXT | FR | EN | FR+ | SUBMIT CONTENT | FIND YOUR CCAC | FRANÇAIS | HELP

SURVEY | E-BULLETIN | CLIPBOARD [3]

Search GO

South West | London and Middlesex | Oxford and Norfolk | Elgin | Huron and Perth | Grey and Bruce

HEALTH SERVICES | HEALTH CAREERS | HEALTH NEWS | HEALTH EVENTS | HEALTH LIBRARY

CLIPBOARD SUMMARY [Bookmark](#) | [Email](#) | [Print](#)

Below you will find details for the service profiles you have selected. You can add a maximum of 20 profiles per browsing session.

If you want to remove a service profile from the list, click on the garbage can icon beside the profile you want to delete.

- Print the list by clicking on the print button above.
- E-mail the list to one recipient by clicking on the e-mail button above.
- Bookmark the list for future use by clicking on the bookmark button above.

Comments:

April 08, 2016 [Clear All](#)

Service Profiles:

- Alzheimer Society London and Middlesex**
 435 Windermere Rd, London, ON N5X 2T1
 519-680-2404
<http://www.alzheimerlondon.ca>

Supports for people with Mild Cognitive Impairment (MCI), Alzheimer's disease and other dementias, and their caregivers
- Obsessive Compulsive Disorder (OCD)**
 Canadian Mental Health Association - Middlesex Branch
 London - Huron St Site
 Peer Support and Psychoeducational Groups
 648 Huron St, London, ON N5Y 4J8
 519-434-9191
<http://www.cmhamiddlesex.ca>

Mutual support group for people with Obsessive Compulsive Disorder (OCD)
- Goderich Adult Day Centre**
 ONE CARE Home and Community Support Services
 Central Huron Office
 Adult Day Services
 110 Picton St W, Goderich, ON N7A 2C5
<http://www.onecaresupport.ca>

Adult day program * social, recreational, and therapeutic activities for older adults, adults with disabilities, and adults with Alzheimer's disease and related dementias in a group setting for part of the day * helps to support family caregivers who provide day-to-day care

Find services in other areas

News and Highlights

- » Ontario Renovating More Than 300 Long-Term Care Homes
- » Ontario Lowers Drug Costs for Over 170,000 More Low-Income Seniors
- » Ontario Investing \$333 Million to Improve Autism Services
- » Check out the new South West Hospice Palliative Care Network website!
- » Caregiver Exchange: When it's Time for a Breather

Download on the **App Store**

ANDROID APP ON **Google Play**

Specialized Health Websites | **caregiver eXchange.ca** | **mentalhealthforkids.ca** | **South West Hospice Palliative Care Network** | **Link to the South West LHIN**

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Recap

A FIVE STEP PROCESS

1. Find your regional site

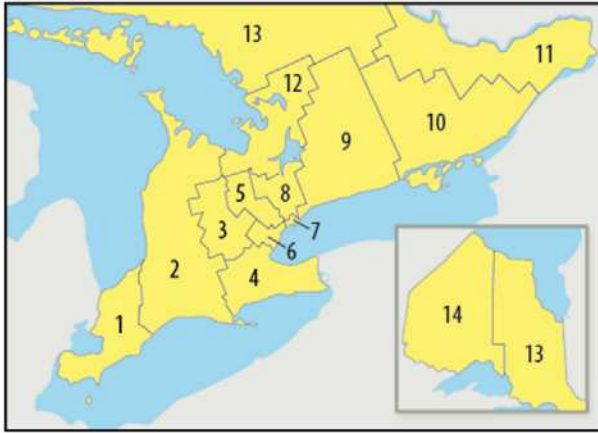
Click on your region at www.thehealthline.ca

thehealthline.caRESIZE TEXTFRANÇAIS

Enter your community name or a postal code to find health and community services in Ontario.

GO

- Erie St. Clair**
ErieStClairhealthline.ca
- South West**
SouthWesthealthline.ca
- Waterloo Wellington**
wwhealthline.ca
- Hamilton Niagara
Haldimand Brant**
hnhbhealthline.ca
- Central West**
CentralWesthealthline.ca
- Mississauga Halton**
MississaugaHaltonhealthline.ca
- Toronto Central**
TorontoCentralhealthline.ca

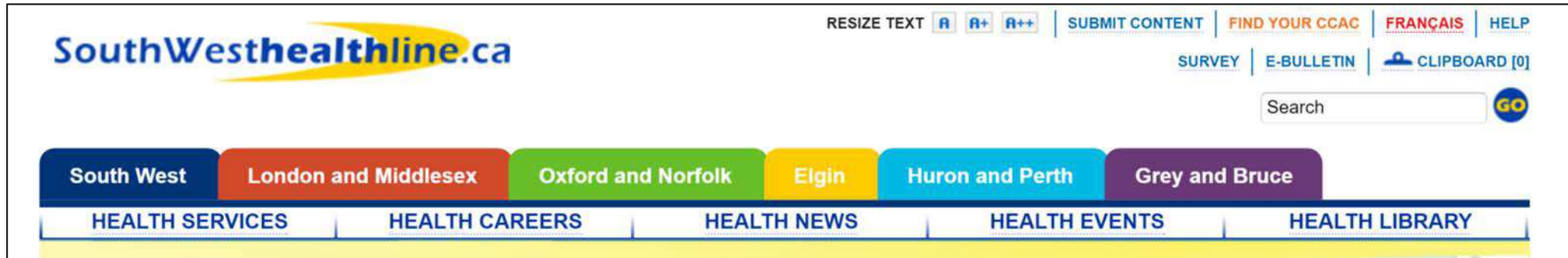


- Central**
Centralhealthline.ca
- Central East**
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- South East**
SouthEasthealthline.ca
- Champlain**
Champlainhealthline.ca
- North Simcoe Muskoka**
nsmhealthline.ca
- North East**
NorthEasthealthline.ca
- North West**
NorthWesthealthline.ca

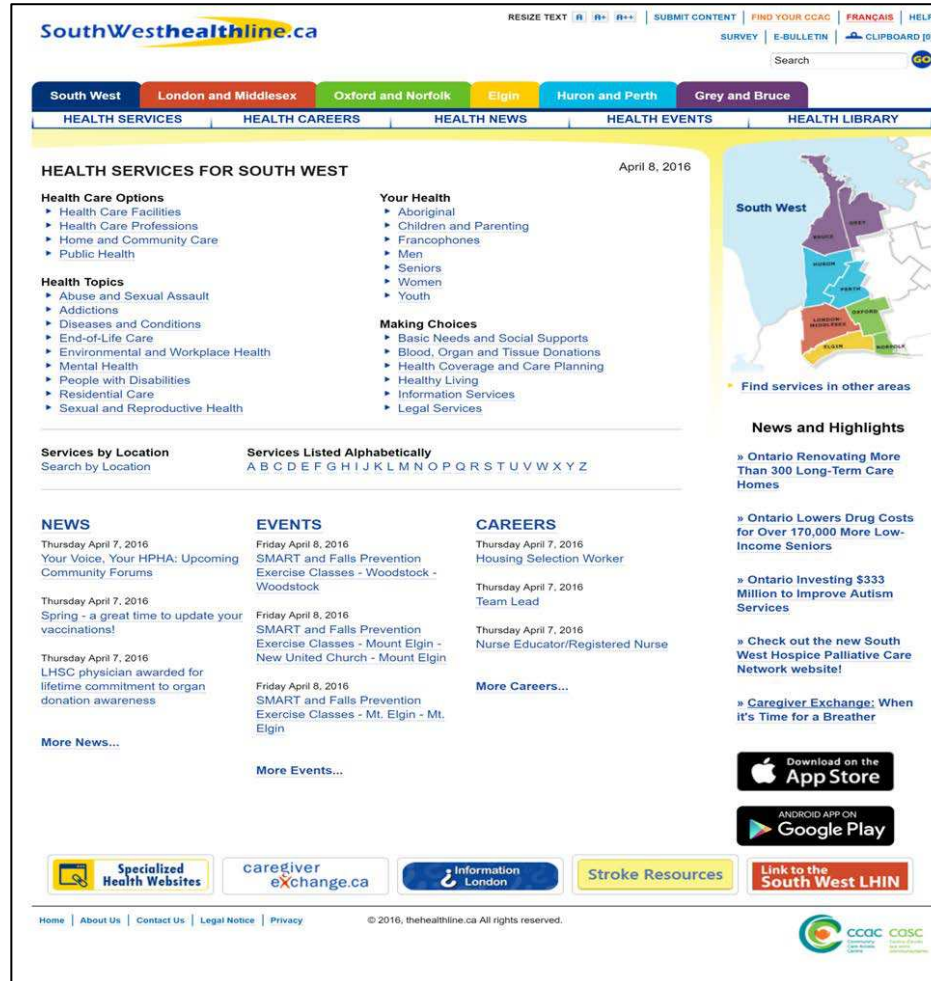
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CCAC CASC
Community Care Access Centres
Centres d'accès aux soins communautaires

2. Narrow the search by using the coloured tabs to click on the community that best describes where you live



3. Use the category menu to find specific services, or enter keywords in the 'search' bar



The screenshot displays the SouthWesthealthline.ca website. At the top, there is a navigation bar with links for RESIZE TEXT, SUBMIT CONTENT, FIND YOUR CCAAC, FRANÇAIS, and HELP. Below this is a search bar with a 'GO' button, indicated by a red arrow. The main content area is divided into several sections: HEALTH SERVICES FOR SOUTH WEST, HEALTH CAREERS, HEALTH NEWS, HEALTH EVENTS, and HEALTH LIBRARY. The HEALTH SERVICES FOR SOUTH WEST section includes links for Health Care Options, Health Topics, Your Health, and Making Choices. The HEALTH CAREERS section includes links for News, Events, and Careers. The HEALTH NEWS section includes links for News, Events, and Careers. The HEALTH EVENTS section includes links for News, Events, and Careers. The HEALTH LIBRARY section includes links for News, Events, and Careers. At the bottom, there are links for Specialized Health Websites, caregiver exchange.ca, Information London, Stroke Resources, and Link to the South West LHIN.

4. Evaluate and review with your client, adding to the clipboard if researching more options.

CentralNorth YorkEtoricokeYork - TorontoYork RegionSouth Simcoe

HEALTH SERVICESHEALTH CAREERSHEALTH NEWSHEALTH EVENTS

Added to clipboard

Share | Email | Print

Organization:

Make-A-Wish - North York

Phone Numbers:

416-224-9474

Toll-Free:

1-888-822-9474

Fax:

416-224-8795

Email:

nationaloffice@makeawish.ca

Website:

www.makeawish.ca

Address:

4211 Yonge St, Ste 520
Toronto, ON
M2P 2A9

Map

Intersection:

Yonge St and York Mills Rd

Location:

North York

Accessibility:

 Wheelchair Accessible

Hours:

Mon-Fri 9am-5pm

Executives:

Jennifer Ritter - President and CEO
Make-a-Wish
416-224-9474

Contacts:

Julia Barber - Volunteer Services and Wish Program Liaison
416-224-9474 x 119 * Programs@makeawish.ca

Service Description:

Grants the wishes of children with life threatening medical conditions

Fees:

None

Application:

Family, friends, primary care givers, or social worker can refer a child for a wish

Eligibility - Population(s) Served:

Children ages 3 -17 years with life-threatening illnesses

Languages:

English

Area(s) Served:

North York

See Also:

[Wish Programs](#)

This information was last completely updated on 3/31/2016

[Update Service Profile](#)

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5. Information sharing

- Print a copy of the desired service.
- Share the service via email
- If more than one service is chosen, add each one to the clipboard, and print or email

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RESIZE TEXT | SUBMIT CONTENT | FIND YOUR CCAC | FRANÇAIS | HELP

SURVEY | E-BULLETIN | CLIPBOARD [3]

Search

South West | London and Middlesex | Oxford and Norfolk | Elgin | Huron and Perth | Grey and Bruce

HEALTH SERVICES | HEALTH CAREERS | HEALTH NEWS | HEALTH EVENTS | HEALTH LIBRARY

CLIPBOARD SUMMARY

☆ Bookmark | ✉ Email | 🖨 Print

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April 08, 2016

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<http://www.onecaresupport.ca>
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Download on the App Store

ANDROID APP ON Google Play

Specialized Health Websites | caregiver exchange.ca | mentalhealth4kids.ca | South West Hospice Palliative Care Network | Link to the South West LHIN

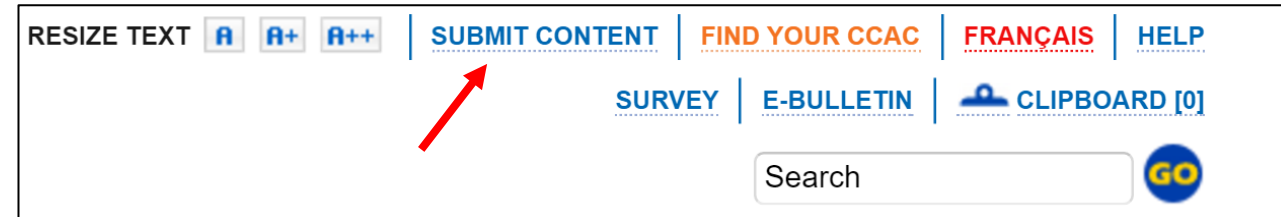
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CCAC CCSC

Promoting Your Services

Promoting Your Organization's Services on your Regional Site:

- Submit a new service profile
- Review and update service information annually, or as information changes
- Attach brochures, fact sheets, referral forms and videos to your service profile
- Contribute your organization's events
- Submit a news release
- Advertise your employment opportunities.



Let your clients, family and colleagues know about the site. Materials at <http://poster.southwesthealthline.ca>

Contact

Teresa Zohorsky

Regional Community Partnership Coordinator – Grey Bruce

SouthWesthealthline.ca

519-377-4599

teresa.zohorsky@thehealthline.ca

**To contact your local thehealthline.ca administration team –
click Contact Us at the bottom of your regional thehealthline.ca site**



190 Wortley Road, Suite 104, London, ON, N6C 4Y7 | Office: 519-660-5910