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# Family Health Teams

*Advancing Primary Health Care*

## Guide to Community Funding Partnerships and Program/Service Integration

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## Purpose

This guide provides information to Family Health Teams (FHTs) about possible local-level funding sources as well as potential community partners, programs and services that may assist FHTs in providing comprehensive care to their patients. It is one of a series developed to assist those in the process of forming FHTs. The information is intended only as a guide. Any group establishing a FHT should consider obtaining independent advice as necessary.

It is important to be aware of the broad possibilities available to you of linking community partners with your FHT to assist patients to access needed programs and services. As well, developing funding partnerships within your local community is also an important component of planning your FHT. Opportunities exist for both.

General information on FHTs can be found on the Ministry of Health and Long-Term Care (MOHLTC) website at [www.health.gov.on.ca/familyhealthteams](http://www.health.gov.on.ca/familyhealthteams).

If your FHT has not already received funding to support the development of your business and operational plan, you are invited to consult the Guide for Development Grant Application and Family Health Team Development Grant Agreement. It can also be found on the FHT website, or contact your FHT Coordinator.

## Background

### Funding Partnerships: General Principles and Possible Funding Sources

The purpose of this section is to highlight the importance of developing funding partnerships within your local community and to identify the types and potential sources of funding that may be available for your FHT.

There are some general principles that underscore the concept of funding partnerships, which your FHT should keep in mind. These include:

- Development of innovative approaches to community program co-ordination and service integration is a key element of the FHT initiative
- Community support and buy-in for FHTs and primary health care service delivery in general may take numerous forms: for example – in-kind or direct funding to FHTs by the community or a sponsor within the community
- Partnerships should be developed that support a FHT's vision, goals and objectives outlined in the FHT's *Business and Operational Plan*
- Corporate support and partnerships are encouraged; however, such partnerships must operate without real or perceived conflicts of interest between the supporting corporation or individual(s) and the FHT

Local community support for your FHT can manifest itself in many different ways. In forming your FHT, please keep these general funding objectives in mind, should you be seeking funding partnerships:

- Funding received from community partners must be complementary to – and not duplicate – ministry funding;
- Partnerships that can support **capital** and/or **operating** costs are encouraged;
- **Direct grants** and **in-kind supports** are two primary forms of expected support.
  - **Direct grants** from community partners may take the form of capital contributions or general operating support. Capital grants may include items such as the supply of new clinical equipment or renovation costs. Operations support can include direct grants for one-time or on-going administrative expenses and/or support for individual health care providers.
  - **In-kind grants** can be accepted for items identified as necessary in the *Business and Operational Plan*. They can include subsidized rent, reduced property taxes, program staff support, administrative services, and use of office space. In-kind grants that have conditions attached must be accompanied by the

appropriate contracts and be reported in accordance with the terms and conditions of the *Funding Agreement* that FHTs will enter into.

The table below provides a summary of examples for each kind of community partnership:

	<b>Capital Needs</b>	<b>Operating Needs</b>
<b>Direct Support</b>	<ul style="list-style-type: none"> <li>• Equipment</li> <li>• Renovation costs</li> </ul>	<ul style="list-style-type: none"> <li>• Direct operating grant</li> <li>• Health professional</li> </ul>
<b>In-Kind Support</b>	<ul style="list-style-type: none"> <li>• Use of existing medical building</li> <li>• Donation of office or clinical equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Seconded staff positions [must not already be funded by other ministry programs]</li> <li>• Subsidized rent, property tax</li> <li>• Access to case management services</li> <li>• Use of office space</li> </ul>

Some Family Health Team proposals may be sponsored by an organization that will have engaged the public and a broad base of community health agencies/coalitions and other stakeholders in the process and have already indicated in their Information Request Form opportunities for collaboration and funding.

There are many possible partners and sources of funding support within your local community. Subject to prior ministry approval, categories of possible partners may include:

- Other levels of government (municipal, regional)
- Publicly funded community agencies
- Local community or provincial foundations
- Local hospitals
- Local CCAC
- Individuals with a non-profit interest
- Public/Private corporations

There are terms, conditions and conflict of interest issues that need to be kept in mind when seeking possible sources of funding support within your local community:

- Some grants may have conditions attached (such as those directed for a specific purpose). Family Health Teams should not engage in any partnership arrangement that would require allocation of resources in a manner that would unduly constrain its future operations or its ability to provide necessary and relevant services to clients
- Family Health Teams must not agree to any conditions attached to support agreements that might potentially compromise its operations without first receiving approval from the ministry, e.g., you should notify the ministry of your proposed arrangements before they are finalized and provide updates as part of your regular reporting requirements to the ministry
- Family Health Teams must ensure that potential partnerships do not place the Team in a conflict of interest
- Providers may want to also check with their relevant Colleges or Associations to ensure that none of these arrangements inadvertently breach their own regulatory requirements. For example, physicians may wish to contact the Ontario Medical Association and/or the College of Physicians and Surgeons of Ontario

**In particular, Family Health Team physicians may wish to contact the Canadian Medical Protective Association (CMPA) before they enter in any contractual arrangements with potential funding partners with respect to conflict of interest.**

## **Community Integration: Programs and Services**

Both patient-care navigation and coordinated access to care are becoming time-consuming and confusing tasks for patients and caregivers alike. The Family Health Team can play a key role in assisting its patients to access needed resources. Developing formal and informal relationships between your FHT and key service providers in your local community can help accomplish this.

Some of the services available in communities might include:

Children and Youth Services	Homelessness Programs
Community Health Services	Hospitals
Community Care Access Centres	Information and Referral Services
Counselling Services	Independent Health Facilities
Crisis Intervention Services	Long-Term Care Homes
Developmental Services Information and Referral for Individuals with a Developmental Disability and their Families	Mental Health and Addictions Programs
Diabetes Programs	Midwifery Practice Groups
Disability Programs	Public Health Programs
Employment and Financial Programs	Recreation Programs
Health Promotion/Education Programs	Seniors Health
Home Care and Community Support Services	Supportive Housing
	Telephone Advice Services
	Women's Health

This section does not represent an exhaustive review of potential community programs, services and partners, with which a FHT might want to associate. It offers only suggestions and some contact information that may assist those forming FHTs to seek out collaborative opportunities with local service providers. These providers may themselves be funded by the ministries of Health and Long-Term Care, Children and Youth Services, and Community and Social Services.

What follows is a more specific overview of the types of key service providers in your local community that your emerging FHT could approach to develop formal and informal relationships. The objective of partnering would be to assist your patients in accessing needed resources.

## **Key Service Providers in Your Community**

### **Home Care and Community Support Services**

In Ontario, home and community support services are made up of visiting health professional services, personal care and support, homemaking and community support services. These services are provided through Community Care Access Centres and Community Support Services.

Their goals are to:

- Provide access to the services Ontarians need, when and where they need them
- Continue developing a modern, comprehensive home care system to meet future community health services needs for people of all ages
- Serve a growing and ageing population with community-based services

### **Community Care Access Centres**

The Ministry of Health and Long-Term Care established Community Care Access Centres (CCACs) in 1996, to offer a single point of access for government-funded home and community services and long-term care homes.

Community Care Access Centres services are available to eligible Ontario residents of any age and are fully funded by the Ministry of Health and Long-Term Care.

The CCAC is responsible for:

- Coordinating access to home and community care, as well as coordinating delivery of home care services in the community
- Assessing an applicant's requirements and determining eligibility for professional health services, personal support and homemaking, medical equipment and supplies provided at home, for children in schools and children receiving in-home schooling
- Making arrangements for the delivery of home care services to people in their homes (e.g., single/multiple dwelling residences, supportive housing projects, and retirement homes), schools and communities
- Assessing and authorizing admissions to Long Term Care homes, and adult day programs
- Purchasing home care services from local service providers through a procurement process
- Providing information and referrals to the public about other community agencies and services available to them

### **FHTs Working Together with CCACs**

Family Health Teams can work with Community Care Access Centres as important partners in providing services to patients and to improve patient care. Some examples of collaboration could include:

- Engagement between the CCAC and the Family Health Team with outcomes aimed at developing awareness and acceptance of each other's roles and functions, establishing methods of effective and efficient communication, developing joint protocols for unattached patients and FHTs providing improved information to the local CCAC concerning a patient's condition, thereby enhancing the CCAC's ability to determine the necessary patient services required
- CCAC Case Manager attachment to the FHT where the Case Manager could work with the FHT as a system navigator to produce a seamless health care experience for the patient; provide co-ordination of early discharge for patients from hospital programs; delay the need for patients to be placed in long-term care homes; decrease the frequency with which CCAC care is required for patients both acutely and chronically; avoid inappropriate hospital admissions and ER visits, and provide intense case management to special patient groups
- Potential service and program alignment resulting in integrated and client-specific populations programs, coordinated care, coordinated early discharge from hospital programs, and more clients avoiding hospitalization
- Participation of a CCAC on the FHT Governing Board, if partnered with a community-based or mixed community/provider-based FHT

Further details on the work of the CCACs can be found by visiting the website below:

[http://www.health.gov.on.ca/english/public/contact/ccac/ccac\\_mn.html](http://www.health.gov.on.ca/english/public/contact/ccac/ccac_mn.html).

### **Community Support Services**

Community Support Services (CSS) are partially funded by the MOHLTC and are generally delivered by community-based, not-for-profit agencies that rely heavily on volunteers. Historically, services were developed locally in response to local needs and vary from community to community. Clients can access services directly through self-referral.

Services under the CSS umbrella range from supportive housing services, acquired brain injury services, meal programs, caregiver support, respite to Alzheimer strategy initiatives, homemaking, adult day programs, home maintenance and repair, and pain and symptom management.

There are also specific seniors' programs. The Ontario Seniors' Secretariat, under the Ministry of Citizenship and Immigration, focuses on a wide range of seniors' issues. The secretariat influences and supports policy development across all government activities on behalf of Ontario's seniors and conducts specific policy activities with a multi-ministry focus aimed at improving the lives of Ontario seniors. It responds to a large volume of requests for information for seniors on a wide range of topics.

Background information on CSS can be found at:

[http://www.health.gov.on.ca/english/public/program/ltc/11\\_community.html](http://www.health.gov.on.ca/english/public/program/ltc/11_community.html) and seniors' information: the Ontario Seniors' Secretariat website can be accessed at <http://www.citizenship.gov.on.ca/seniors/english/about.htm>.

### **Public Health Units**

Public health is concerned with the health and well-being of the whole community rather than the treatment of illness and disability. In Ontario, 37 Public Health Units – a Public Health Unit is an official health agency – deliver public health programs efficiently through full-time, specially qualified staff, ranging from public health nurses, public health nutritionists, health promoters, epidemiologists, environmental health specialists, and dental public health professionals.

Public health focuses on three areas:

- Preventing conditions that may put health at risk (health protection)
- Early detection of health problems (screening)
- Changing attitudes and practices regarding lifestyle choices (health promotion)

Public Health Units administer health promotion and disease prevention programs to inform the public about healthy lifestyles, communicable disease control, immunization, healthy child growth and development, parenting education, family visiting, prenatal classes, and health education for all age groups, and selected screening services.

### **FHTs Working Together with Public Health Units**

Some areas in which Family Health Teams and Public Health Units could collaborate include:

- Delivering coordinated health promotion and disease prevention programs, (e.g., FHTs could distribute materials developed by Public Health on diabetes and/or refer patients to a community-based nutrition program sponsored by Public Health)
- Referring patients to Sexual Health Clinics for information on birth control and sexually transmitted diseases, and HIV/Hepatitis B testing
- Coordinating initiatives to inform the public concerning public health issues
- Improving two-way communication (through information technology opportunities) on reportable medical conditions, enhancing the efficiency of obtaining the necessary data to decrease risk to the patients and the community
- Referring patients to the Tobacco Use Prevention Program in the Public Health Units to find out more about smoking cessation programs

Local public health unit locations can be found at: [www.health.gov.on.ca/english/public/contact/phu/phuloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/phu/phuloc_mn.html).

### Hospitals

There are 228 hospital sites in Ontario of five different types, Public Hospitals, Provincial Psychiatric Hospitals, Private Hospitals, Federal Hospitals, and Cancer Care Ontario Hospitals.

A total of six Academic Health Science Centres (AHSC) operate in the province. These represent alliances between hospitals, university and medical staff that are both referral centres and centres of excellence in specialized clinical services. They teach medical students and conduct medical research.

### **FHTs Working Together with Hospitals**

Family Health Teams and hospitals may have opportunities to work together around the following issues:

- Coordinating after-hours service and emergency department coverage
- Collaborating and coordinating for various programs such as chronic disease prevention and management, palliative care; rehabilitation, and mental health [beginning in 2006, Community Networks of Specialized Care will coordinate specialized resources and services for individuals who have a developmental disability as well as a mental health issue and/or challenging behaviour (dual diagnosis)]
- Utilizing Information Technology to allow the FHT and the hospitals to communicate effectively, resulting in high quality care to patients while simultaneously reducing costly duplication of testing
- Addressing issues such as early discharge for patients (with the aid of CCACs) in the context of seamless service delivery
- Working with Academic Health Science Centres on educational opportunities and placements for training and education of interdisciplinary practitioner teams

For more information about Ontario's hospitals visit: [http://www.health.gov.on.ca/english/public/contact/hosp/hosp\\_mn.html](http://www.health.gov.on.ca/english/public/contact/hosp/hosp_mn.html).

### **Local Health Integration Networks**

There are 14 community-based organizations called Local Health Integration Networks (LHINS). They have a unique mandate to plan, coordinate, integrate, manage, and fund care at the local level within their defined geographic areas.

LHINs will be governed by an appointed Board of Directors and bound by accountability agreements with the Ministry of Health and Long-Term Care. They will be responsible for:

- Managing health system planning, coordination and funding at the local level
- Engaging the community in local health system planning and setting of priorities, including establishing formal channels for citizen input and community consultation
- Improving the accessibility of health services to allow people to move more easily through the health system through greater integration of services
- Bringing economic efficiencies to the delivery of health services, promoting service innovation, improving quality of care, and making the health care system more sustainable and accountable

Family Health Teams and Local Health Integration Networks may discover opportunities to work together. LHINs shall engage the community of providers in their local geographic area while establishing priorities and this planning process would include Family Health Teams. Family Health Teams will continue to receive funding from, and have a direct accountability relationship with, the Ministry of Health and Long-Term Care.

For more information on LHINs and how to reach the LHIN in your area please refer to [http://www.health.gov.on.ca/transformation/lhin/lhin\\_mn.html](http://www.health.gov.on.ca/transformation/lhin/lhin_mn.html).

### **Mental Health and Addiction Programs**

The mental health and addiction sectors work closely together to provide a full range of services for clients presenting mental health and/or addiction issues. Some agencies/organizations provide both mental health and addiction services.

#### Mental Health

Mental health services ensure that there are a range of community and hospital programs and supports for people with serious mental illnesses available across the province.

Many public hospitals have psychiatric units that provide a range of inpatient and outpatient services. There are three provincial psychiatric hospitals and four specialty psychiatric hospitals in Ontario (which generally only accept patients by referral).

There are 334 community-based mental health programs across the province, as well as outpatient mental health departments associated with hospitals. Services may include:

- Intensive Case Management – provision of supports to meet a person’s perceived and changing needs (assessment, advocacy, outreach functions, monitoring and evaluation)
- Assertive Community Treatment Teams – comprehensive treatment, rehabilitation and support from a self-contained 10–12 member multi-disciplinary team (psychiatrist, registered nurse, occupational therapist, social worker, peer support worker)
- Crisis Service – a range of services and supports for clients and families to assist in crisis prevention and on-going support, e.g., medical intervention, counselling, referral and advocacy
- Court Support Services – treatment and support services to minimize future contact with criminal justice system
- Short-term Residential Crisis Support Beds – provision of temporary emergency housing
- Supportive Housing – housing units for clients with serious mental illness, substance abuse, or for homeless people or people at risk of becoming homeless with serious mental illness
- Consumer Initiatives – mutual support, knowledge development and skills training
- Family Initiatives – family self-help groups are resources in planning, evaluation and governance of care delivery

Mental health programming also includes specialized services:

- People with a diagnosis of developmental disability and mental health issues and/or challenging behaviour (dual diagnosis)
- Adolescents or young adults with first episode psychosis

A Family Health Team physician or other health care provider can refer patients to such services; however most accept and, in fact, encourage self-referral. [See section below on Mental Health Service Information Ontario, the directory of mental health services.]

For more information on Mental Health programs and services please visit  
[http://www.health.gov.on.ca/english/public/program/mentalhealth/mental\\_services/services\\_mn.html](http://www.health.gov.on.ca/english/public/program/mentalhealth/mental_services/services_mn.html) and  
[http://www.health.gov.on.ca?english/public/contact/psych\\_mn.html](http://www.health.gov.on.ca?english/public/contact/psych_mn.html).

### Addictions

The main goal of the addiction program is to reduce addictive behaviours, including substance abuse and problem gambling.

There are 150 substance abuse treatment agencies. Services include withdrawal management, community counselling, residential treatment and residential support. Forty-nine problem gambling agencies in local communities offer non-residential treatment and local prevention activities. There are four pilot residential problem gambling treatment programs and a number of services providing specific programming to older adults, women and ethno-cultural groups.

### **FHTs Working Together with Addiction and Mental Health Programs**

Information and referral resources are available to Family Health Teams regarding mental health and addiction agencies. These resources provide an opportunity for collaboration with a wide range of mental health and addiction services. The portal to these services is through a convenient telephone and web-based resource.

#### **Substance Abuse**

- FHTs can access a toll-free, province-wide treatment-information and referral service called the Drug and Alcohol Registry of Treatment (DART) on a 24-hours-a-day, 7-days-a-week basis. DART links professional callers with a range of suitable treatment options tailored to their individual clients and members of the general public with local assessment and referral, withdrawal management, and other treatment resources for themselves or someone they know. DART is operated by **ConnexOntario** Health Services Information.

#### **Problem Gambling**

- FHTs can also access a toll-free, province-wide problem gambling information and referral service available to members of the public, problem gamblers, family/friends of problem gamblers and service providers working with problem-gambling related clients. The Ontario Problem Gambling Helpline (OPGH) is also operated by **ConnexOntario**.

#### **Mental Health**

- FHTs can access a toll-free, province-wide treatment-information and referral service called the Mental Health Service Information Ontario, (MHSIO) on a 24-hours-a-day, 7-days-a-week basis. This service provides a critical link to community-based mental health resources. Launched in December 2005, it is also operated by **ConnexOntario**.

For more information on either addiction or mental health, contact:

Drug and Alcohol Registry of Treatment Information and Referral Line - 1-800-565-8603  
<http://www.dart.on.ca>

Ontario Problem Gambling Helpline – 1-888-230-3505  
<http://www.opgh.on.ca>

Mental Health Service Information Ontario – 1-866-531-2600  
<http://www.mhsio.on.ca>

The Canadian Mental Health Association, Ontario – 416-977-5580  
<http://www.ontario.cmha.ca>

The Centre for Addiction and Mental Health – 416-535-8501  
<http://www.camh.net>

The Ontario Federation of Community Mental Health and Addiction Programs – 416- 490-8900  
<http://www.ofcmhap.on.ca>

Addictions Ontario (the Alcohol and Drug Recovery Association of Ontario) – 519-772-0113  
<http://www.addictionsontario.ca/>

Ministry of Health and Long-Term Care – INFOLine at 1-800-268-1154  
[http://www.health.gov.on.ca/english/public/program/addict/addict\\_mn.html](http://www.health.gov.on.ca/english/public/program/addict/addict_mn.html)

## **Diagnostic Medical Laboratories**

The Ministry of Health and Long-Term Care regulates medical laboratory services in Ontario. These are currently provided by:

- Hospital-based laboratories
- Community (private) laboratories
- Public Health Laboratories
- Private physician offices (where some testing is allowed)

FHTs may access laboratory services for their patients. One future goal is to link FHTs and the laboratory system electronically.

### **FHTs Working Together with Diagnostic Medical Laboratories**

There are several ways in which Family Health Teams and Diagnostic Medical Laboratories could collaborate:

- The future introduction of Information Technology Systems into FHTs may allow for opportunities to improve patient care through:
  - On-line ordering of testing and adding additional tests when required
  - Ongoing uploading and notification of results by the laboratories with the ability to highlight abnormal results potentially requiring action by the FHT (particularly helpful in rural areas where access to test results can be less than optimal)
  - Integration of the test results into the Electronic Health Record, allowing FHT members to instantly access a patient's historical record (improving both efficiency and decision-making)

Contact:

Laboratory Licensing and Inspection Service

Telephone: 416-235-6054

Public Health Laboratories of Ontario

Toll Free: 1-800 640-7221

[http://www.health.gov.on.ca/english/public/contact/phl/phl\\_mn.html](http://www.health.gov.on.ca/english/public/contact/phl/phl_mn.html)

## **Health Promotion and Disease Prevention**

### **Cancer Screening and Diabetes Programs**

#### Cancer Services

Cancer Care Ontario offers information on three specific cancer screening programs, which are of interest to physicians and other health professionals: Ontario Breast Screening Program; Cervical Screening Program, and Colorectal Screening Program.

#### **Ontario Breast Screening Program**

The Ontario Breast Screening Program (OBSP) is an organized breast screening program administered by Cancer Care Ontario. As of February 2003 there are over 91 OBSP sites in operation. Service is provided through dedicated breast screening centres, affiliate sites in hospitals and independent health facilities, as well as a mobile coach in northwestern Ontario.

The OBSP helps family doctors by:

- Inviting eligible patients to come for breast screening
- Booking mammograms
- Providing patients with their screening results
- Arranging follow-up tests or referrals when needed, in consultation with the family doctor

Family Health Team physicians are invited to participate in the OBSP. In addition to assisting family physicians in enrolling all eligible women in their practice, OBSP provides physicians with statistics about the patients they refer. OBSP covers all costs associated with this program.

FHTs can find more details on the Ontario Breast Screening Program by visiting the following web site:  
[http://www.cancercare.on.ca/index\\_breastScreening.htm](http://www.cancercare.on.ca/index_breastScreening.htm).

### **Cervical Screening Program**

The Cervical Screening Program works with a variety of stakeholders to ensure that Ontario women have access to a comprehensive, coordinated system that supports high-quality cervical screening. The program's key components are:

- Education and communication
- Recruitment
- A provincial cervical screening information system
- Recall and follow-up
- Quality assurance and improvement
- Evaluation and research

More information on the Cervical Screening Program is available at:  
[http://www.cancercare.on.ca/index\\_cervicalScreening.htm](http://www.cancercare.on.ca/index_cervicalScreening.htm).

### **Colorectal Screening Program**

FHTs can find details of the Colorectal Screening Program are available from Cancer Care Ontario at the following web site link: [http://www.cancercare.on.ca/index\\_colorectalScreening.htm](http://www.cancercare.on.ca/index_colorectalScreening.htm).

### **Diabetes**

The provincial diabetes strategy is focused on diabetes education, early intervention and effective prevention of diabetes-related complications. The Diabetes Program ensures the provision of basic-level diabetes education services through a needs-based model. It facilitates community-level integration of diabetes programs and services, ensures equitable distribution of resources, and encourages coordination with other community-based services.

The program funds a number of initiatives to address diabetes and prevent complications. These include:

- Northern Diabetes Health Network – Funds 39 adult diabetes programs throughout northern Ontario, ensuring that an accessible, evidence-based, standardized model of care is in place across programs
- Aboriginal Diabetes Strategy – Includes funds for the Southern Ontario Diabetes Initiative and the Aboriginal Diabetes Education Project
- Diabetes Complication Prevention Strategy – Funds 49 transfer payment agencies to provide needs-based, basic level diabetes education programs in southern Ontario
- Pediatric Diabetes Initiative - Funds 34 regional pediatric diabetes programs throughout Ontario that provide education, treatment and follow-up resources to children and their families

### **FHTs Working Together with Cancer Screening and Diabetes Programs**

Family Health Teams working in collaboration with the cancer screening and diabetes programs may have opportunities to meet the special medical needs of their patients quickly and efficiently. These will be addressed effectively by:

- Understanding the options, process and criteria by which these programs and others operate in Ontario
- Directing their patients appropriately
- Determining specific services to be provided

**Contact:**

Cancer Care Ontario | Action Cancer Ontario  
620 University Avenue  
Toronto, Ontario, Canada  
M5G 2L7  
Phone: 416-971-9800  
Fax: 416-971-6888  
Toll Free: 1-800-668-9304  
<http://www.cancercare.on.ca>

**Contact:**

Diabetes Program  
393 University Avenue, Suite 2100  
Toronto ON M5G 1E6  
Phone: 416-327-8450

**Children and Youth Programs**

There are a number of programs and services aimed at children and youth that fall under eight categories:

1. Best Start and Early Years
2. Children with Autism
3. Children and Youth with Special Needs
4. Children's Rehabilitation Services
5. Child and Youth Mental Health Services
6. Family Supports – Respite Services, Assistance for Children with Severe Disabilities, Special Services at Home
7. Residential Services
8. Youth Justice Services

**FHTs Working Together for our youngest children through Best Start children’s programs like Healthy Babies Healthy Children (HBHC) or Preschool Speech and Language (PSL).** Family Health Teams can be one of the implementers of screening and assessment to identify risk to healthy development through participation in development screening clinics, monitoring early child development, helping to establish a community environment that supports healthy child development, and persuading others to participate.

Family Health Teams could offer cooperation in a number of the following specific areas related to the health of babies and children. These include:

- Aggregate service and referral data collected through the Integrated Services for Children Information Systems (ISCIS) may be used by Family Health Teams in planning for services. ISCIS contains aggregate information about the families in Preschool Speech and Language and/or in Healthy Babies Healthy Children, services provided to these families, and referrals to other services and programs in the community
- Family Health Teams can partner with the Healthy Babies Healthy Children program in conducting universal prenatal screening and referring to HBHC for home visiting or service coordination as required. The program works with prenatal clinics, primary care physicians, community health centres, nurses, midwives, nurse practitioners, pre-birth clinics in hospitals and other service providers in prenatal care to ensure that all pregnant women are offered screening
- Family Health Teams can partner with the Healthy Babies Healthy Children program in implementing a universal 18-month Immunization and Well Baby Visit. By combining universal screening with the immunization schedule, primary care providers will have a critical checkpoint for monitoring children’s ability to achieve developmental milestones and identifying any problems.

For background on Healthy Babies Healthy Children, a prevention/early intervention initiative, please visit [http://www.health.gov.on.ca/english/public/contact/phu/phuloc\\_mn.html](http://www.health.gov.on.ca/english/public/contact/phu/phuloc_mn.html) to find your local Public Health Unit, which offers this initiative. Details on Aboriginal Healthy Babies Healthy Children services, administered through the Aboriginal Healing and Wellness Strategy, are located at <http://www.ahwsontario.ca>.

### **Links for more details on the broad range of Children and Youth programs**

#### **1. Best Start and Early Years**

A number of other programs provide screening, prevention and early intervention services. These include but are not limited to the Ontario Early Years Centres (OEYCs), Infant Hearing Program, Infant Development and Preschool Speech and Language. You can find information on these programs at <http://www.children.gov.on.ca>. To locate an Early Years Centre in your community, visit the Ontario Early Years Centre website at <http://www.ontarioearlyyears.ca> and clicking on the Locations Map.

Best Start is an umbrella, or framework, for all early years programs: By using an integrated approach to the provision of service at the community level, Best Start will help create a comprehensive system of services that supports children, including francophone, aboriginal and children with special needs, from birth through to the transition into school. Some services, such as parenting programs, health services, infant development services and Preschool Speech and Language will be available to families and children at any time in the early years (i.e., from the prenatal stage through to Grade 1); other, such as screening services or certain learning programs, are provided at specific ages and stages of young children’s lives. Best Start includes services for young children, regardless of circumstances.

You can find information on Best Start at <http://children.gov.on.ca> and an Ontario Early Years Centre or Best Start hub in your community by visiting the Ontario Early Years Centre website at <http://www.ontarioearlyyears.ca> and clicking on the Locations Map.

As for the Infant Development Program, part of a continuum of early intervention services for children up to five years of age who have a developmental disability or are at risk of developmental delay and funded by the Ministry of Children and Youth Services, more information can be found at your local MCYS/Ministry of Community and Social Services (MCSS) Regional Office, <http://www.children.gov.on.ca/CS/en/regOffices/default.htm> .

## 2. Children with Autism

The Ministry of Children and Youth Services also funds regional service providers to deliver an autism intervention program for children with autism or an autism spectrum disorder considered to be towards the severe end of the autism spectrum disorder, and the School Support Program: Autism Spectrum Disorder (ASD). For details, contact the regional service provider in your area: <http://www.children.gov.on.ca/CS/en/autismRecruitment/Contacts/default.htm>.

## 3. Children and Youth with Special Needs

There are a number of programs and services provided for children and youth with developmental disabilities, including specialized community supports and family support workers. For more information, contact a local MCYS/MCSS Regional Office at <http://www.children.gov.on.ca/CS/en/regOffices/default.htm>.

## 4. Children's Rehabilitation Services

As for children's rehabilitation services, there are 21 government-funded Children's Treatment Centres across the province providing a range of children's rehabilitation services to children up to age 19 who have physical disabilities and multiple special needs. A list of centres can be found on the Ontario Association of Children's Rehabilitation Services (OACRS) website at <http://www.oacrs.com/treatmentcentres.htm>.

## 5. Child and Youth Mental Health Services

The Ministry of Children and Youth Services is the lead ministry for the delivery of child and youth mental health services in Ontario. For eligibility, scope of services and other information, please visit <http://www.children.gov.on.ca/CS/en/programs/SpecialNeeds/childrensMentalHealth.htm>.

MCYS services are currently delivered by:

- About 250 children's mental health and other social service agencies
- 17 hospital-based outpatient services
- Two directly-operated child and youth mental health centres (Thistleton and the Child and Parent Resource Institute)
- 10 youth justice centres; five dedicated to youth only and five integrated into adult institutions
- A range of youth justice transfer payment facilities and services

Some child and youth mental health services are also provided by the Ministries of Health and Long-Term Care and Education.

## 6. Family Supports

The government also funds a range of family supports for families of children with special needs:

- Special Services at Home provides time-limited direct funding to support families caring for children with developmental and physical disabilities up to age 18
- Respite services are available to families of children with developmental disabilities and multiple complex needs
- Assistance for Children with Severe Disabilities provides direct funding to assist low and moderate income families caring for a child at home with a severe disability up to age 18

More information on the above programs is available at <http://children.gov.on.ca/CS/en/programs/SpecialNeeds> and through MCYS/MCSS regional offices.

## 7. Residential Services

Residential services for children with special needs are available under a number of programs in the event that the child is not able to live at home. Contact the MCYS/MCSS regional office for more information at <http://www.children.gov.on.ca/CS/en/regOffices/default.htm>.

## 8. Youth Justice Services

The Youth Justice Services Division provides services and supports to youth in conflict with the law – from funding and operating custody facilities to operating probation services. It also funds community-based programs and services that support youth in conflict with the law to address issues that brought them into conflict with the law, to foster youth rehabilitation and to enable youth reintegration/integration into their communities.

Youth Justice Services funds programming in the community to support Policing Services (MCSS) and the Ministry of the Attorney General to appropriately divert youth in conflict with the law from the formal justice system.

Ministry of Children and Youth Services  
Youth Justice Services – Regional Offices

Central Region  
171 Judson St., Bldg C  
Etobicoke, ON M8Z 1A4  
(P) 416-314-0520  
(F) 416-314-8388

Northern Region  
200 First Ave. W., 4<sup>th</sup> Flr.,  
North Bay, ON P1B 9M3  
(P) 705-494-3430  
(F) 705-494-3212

Eastern Region  
23 Beechgrove Lane, 2<sup>nd</sup> Flr.,  
Kingston, ON K7M 9A6  
(P) 613-536-7391  
(F) 613-536-7377

Western Region  
600 Sanatorium Road, 1<sup>st</sup> Flr.,  
London, ON N6H 3W7  
(P) 519-858-2774  
(F) 519-838-874

You can find more information on the broad range of programs, services and support provided by the Ministry of Community and Social Services at: <http://www.mcscs.gov.on.ca/CFCS/en/default.htm> or by contacting one of the Ministry's regional offices.

## Developmental Services for Adults

The Ministry of Community and Social Services provides services and supports to adults who have a developmental disability and their families, primarily through a network of community-based, board-operated, non-profit transfer payment agencies.

Services and supports are provided to meet the individual needs of adults who have a developmental disability and their families to allow them to live, work and participate in a wide range of activities within the community.

Services include:

- In-home and out-of-home respite
- Specialized resources and community supports that assist people who have a developmental disability to remain in the community
- Community participation supports that provide people with a developmental disability support for both competitive and non-competitive employment opportunities
- Community living supports and residential services which include supports to assist individuals to live independently in the community, as well as 24-hour group living situations and family home arrangements where a placement is located in a family home, and care, support and supervision are provided by a family home provider
- Special Services at Home (SSAH), a program focused on supporting families in caring for a family member within their home

## Other Resources

There are many other community agencies and groups that provide information, education and support related to all kinds of diseases and health conditions. The HealthyOntario.com web site provides Ontario residents with a world-leading web destination for trusted health information, services and advice for healthier living. You can find a list of community resources related to most health conditions on this site.

Family physicians and health teams have clients who need support and information about more than just diseases that are related to their health. As such, there are a variety of other information sources that may be very helpful to

FHTs to support their patients and families, including additional valuable services on HealthyOntario.com not mentioned in this guide:

From HealthyOntario.com:

- Drug database – reliable, easy-to-read and easy-to-print information on prescription drugs  
<http://www.healthyontario.com/Sites/4/templates/page971.aspx>
- OHIP – link to the MOHLTC OHIP page with comprehensive information, e.g., eligibility questions for new immigrants' relatives wanting to qualify for care, lost cards, drug benefit plans, office locations and hours  
[http://www.health.gov.on.ca/english/public/program/ohip/ohip\\_mn.html](http://www.health.gov.on.ca/english/public/program/ohip/ohip_mn.html)

Life Events link on the Ontario Government website:

- The Ontario Government has organized information and links to assist people with various life events that are very useful to help FHTs refer patients and families in difficult situations like separation or divorce and spousal abuse:  
[http://www.gov.on.ca/ont/portal!/ut/p/.cmd/cs/.ce/7\\_0\\_A/.s/7\\_0\\_252/\\_s.7\\_0\\_A/7\\_0\\_252/\\_l/en?docid=EC001080](http://www.gov.on.ca/ont/portal!/ut/p/.cmd/cs/.ce/7_0_A/.s/7_0_252/_s.7_0_A/7_0_252/_l/en?docid=EC001080)

Community Information:

- Many communities have online community information (e.g., online "red" and "blue" books such as 211toronto.ca). These sites are referral sources for community programs and supports for patients and list the different languages that they provide services in. Ontario's Community Information Online Consortium links the existing community information databases:  
<http://gateway.cioc.ca/>

Hospital and Library-based consumer health information services:

- There are a number of consumer health information services throughout the province, most often located in hospitals, libraries or specialized community agencies, but serving the wider community. Members of the Consumer Health Information Provider's Interest Group are listed with links to their websites and services through their website at:  
[www.chipig.ca](http://www.chipig.ca)

Contact:

Client Services Unit  
Ministry of Health and Long-Term Care  
Suite M1-57, Macdonald Block  
900 Bay Street  
Toronto ON M7A 1N3

Toll free: 1-877-234-4343

TTY: 1-800-387-5559

FAX: 416-314-8721

<http://www.healthyontario.com>

## **Where to Get More Information**

All potential Family Health Teams will be assigned a Ministry of Health and Long-Term Care Family Health Team coordinator. This Ministry contact person will be your guide to assist you to work through the details and options of establishing a Family Health Team.

If you have not yet been assigned a coordinator, please contact the Ministry at:

E-mail: FHTinquiry@moh.gov.on.ca  
Address: Primary Health Care Team  
Ministry of Health and Long-Term Care  
1075 Bay Street, 9<sup>th</sup> Floor  
Toronto, ON M5S 2B1  
Telephone: 416-212-6155  
Toll Free Phone: 1-866-766-0266

For more information on Family Health Teams in general, please refer to the Family Health Team Fact Sheets or the Ministry of Health and Long-Term Care website at: <http://www.health.gov.on.ca/familyhealthteams>.

