

accesscss



# Agenda

1. Welcome.
2. Land acknowledgment (5 min).
3. Intro to Caredove
4. What's Next





## Land Acknowledgment



# Why E-Referral?



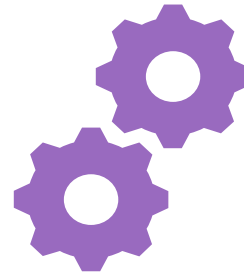
OH's Patients Before  
Paperwork &  
Strategic Priorities



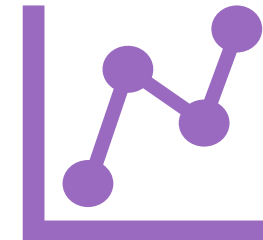
Secure & efficient



Improved cross  
sector collaboration  
and transitions of  
care



System integration  
opportunities



Better data (tracking  
and analytics)



Improved navigation

# What is Caredove?

Caredove is a referral management and service navigation platform designed to make it easy for individuals, caregivers, and professionals to find services, book appointments, and send referrals securely—online.



## What is a Caredove Network?

A group of health/ community organizations that have come together to facilitate access to services.

Networks can be based on geography (OHTs), sector or need.



# How much does it **cost**?



It is free to create a basic Caredove account add service listings and accept e-referrals

Costs are incurred when and Organization is added to a Network when they are exposed to referral traffic.



# accesscss

# accèsSC



One public facing website focused on providing access to CSS services to the public, partners and Health Care Providers

- **accesscss** provides access to Community Support Services across OHE through Caredove e-referral (public search and clinician search)





- Participants were presented various scenarios for which CSS might be appropriate. In 26% – 71% of scenarios participants indicated that they would ask their family physicians for help.
- “Physicians were much more likely to refer patients with dementia to home health agencies (83%) and nursing homes (82%) than to CSS...”
- “Many physicians noted that they lacked knowledge about or confidence in community resources for their patients”



# What we're hearing



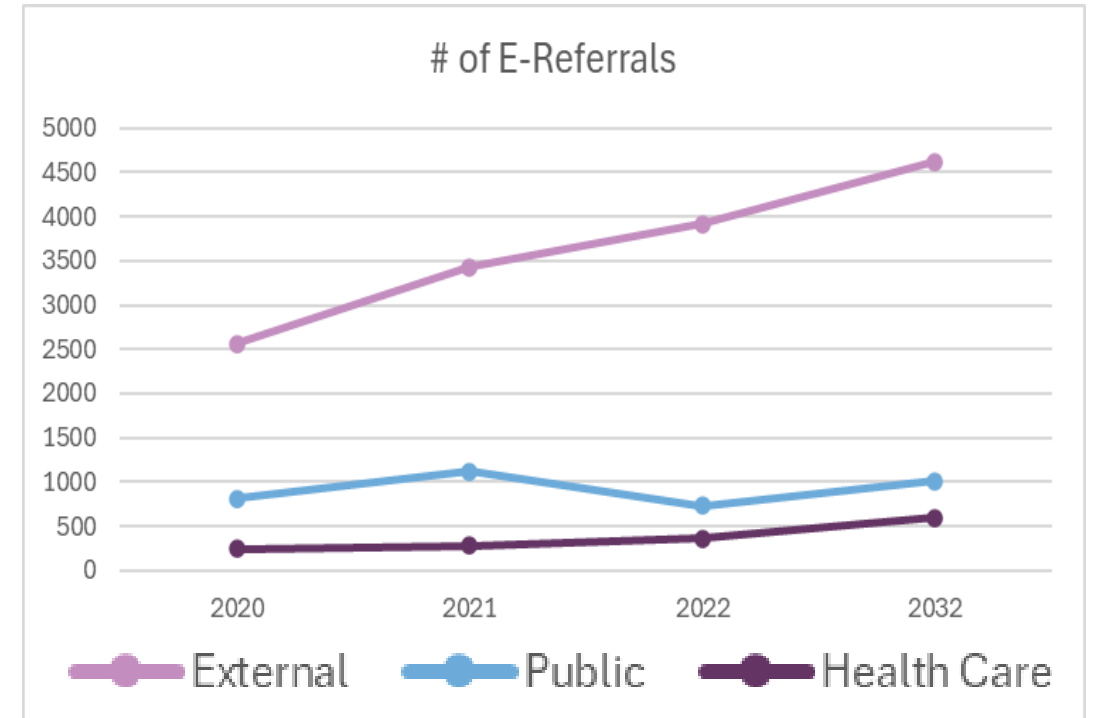
# E-Referral

Regional E-Referral platform of 64  
Community Support Service providers  
and growing across Ontario Health East

## Total Referrals Received

<b>2020</b>	<b>3617</b>
<b>2021</b>	<b>4831</b>
<b>2022</b>	<b>5011</b>
<b>2023</b>	<b>6226</b>

**72% increase**



# Services to support older adults, seniors and adults living with disabilities in Eastern Ontario

We make it easier to find community based support services and programs.



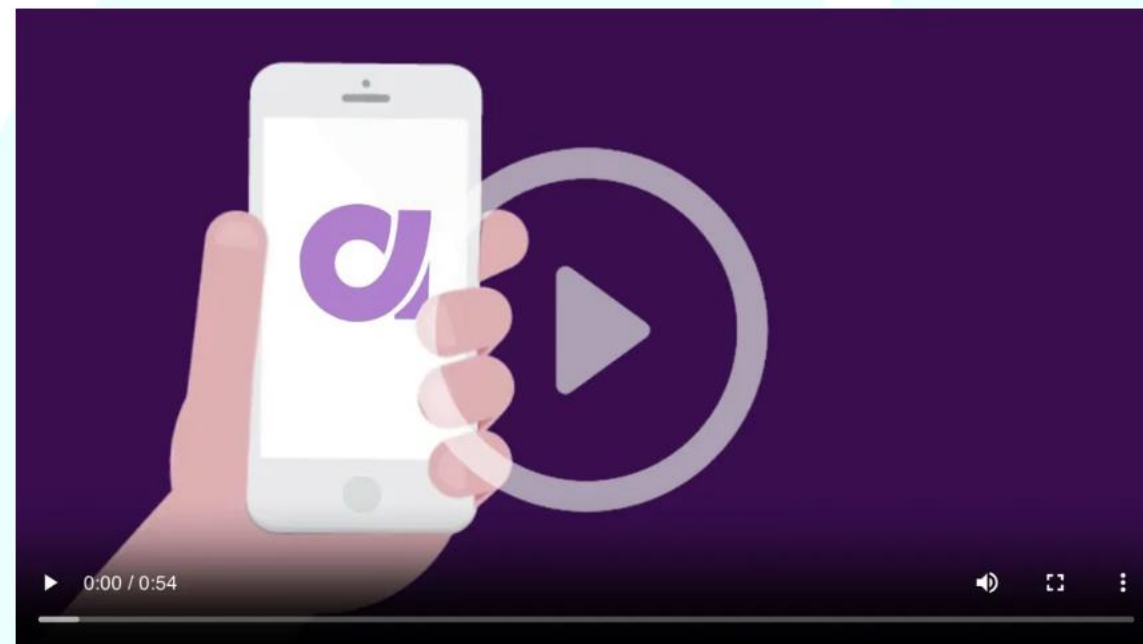
I would like to search for services myself.

[Find Services](#)



I am a service/health care provider.


[Resources for Providers](#)



[Search for services using our service finder.](#) Should you need help, reach a navigator who will connect you to the services you need from our network.










# Find Services

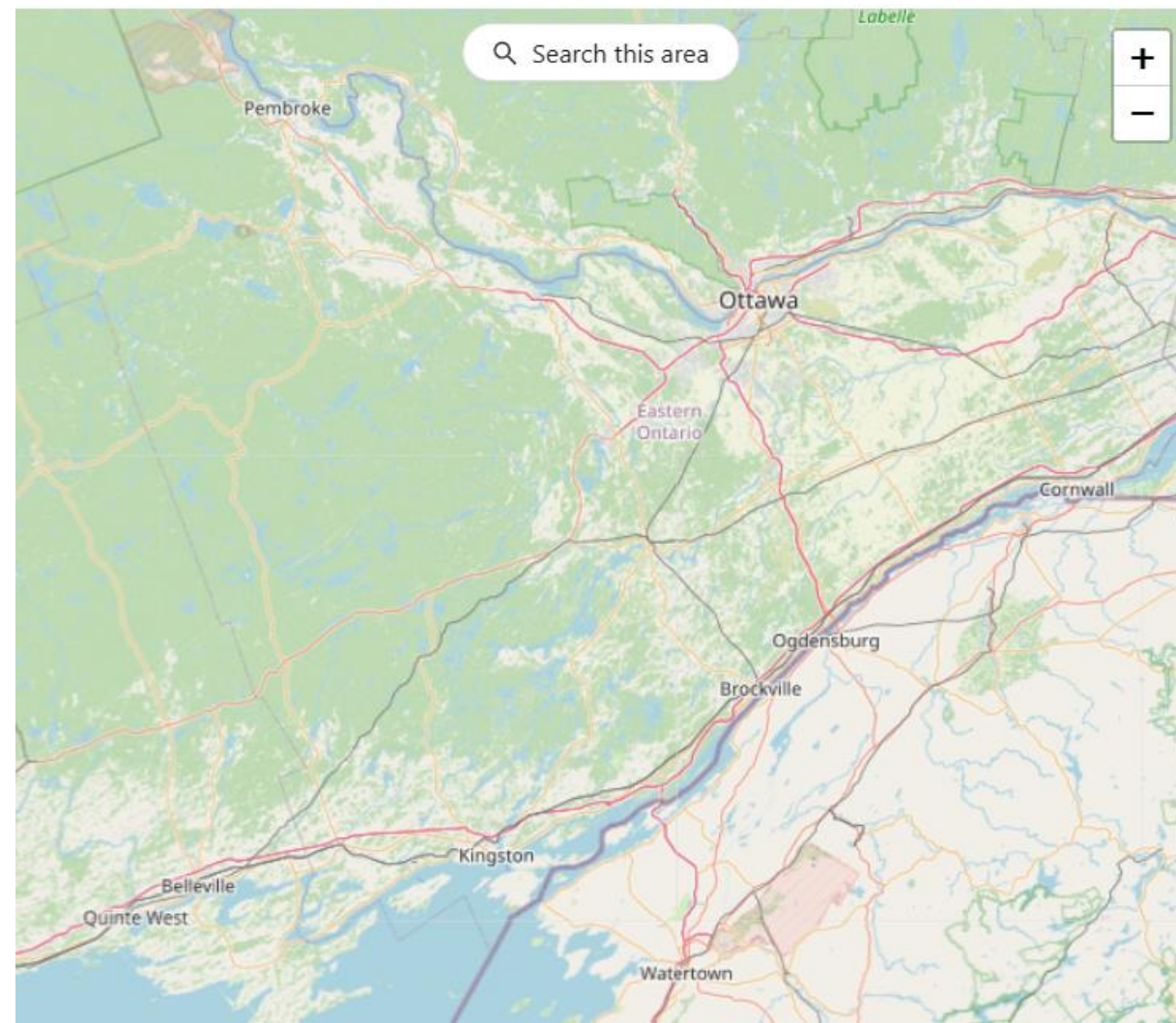
Enter a Home Address

 Enter your home address



advanced filters

-  Adult Day Programs & Respite
-  Caregiver Support
-  Condition Specific Supports
-  Food & Meal Programs
-  Foot Care
-  Health Promotion & Education
-  Home Help & Maintenance
-  Palliative Care
-  Recreation, Fitness & Social Activities



- 75 Bruyere St Ottawa, ON K1N 5C7

1.2 km

More info
- 3

Adult Day Program

**Good Companions**

♥

The Good Companions

670 Albert Street, Ottawa, ON, Canada

1.7 km

More info

Book Now
- ♥

LGBTQ2+ Adult Day Program (Saturdays)

**Good Companions**

670 Albert Street, Ottawa, Ontario, Canada

1.7 km

More info

Book Now
- 4

The Day Away - Dementia Program

**Glebe Centre**

♥

950 Bank St., Ottawa, ON, Canada

2.6 km

Currently programs are offered in-person. There is a waitlist.

More info

Book Now
- ♥

The Luncheon Club

**Glebe Centre**

Abbotsford House

950 Bank St., Ottawa, ON, Canada

2.6 km

Currently a waitlist and referrals are accepted through Ontario Health at Home

More info

Book Now
- 5

Adult Day Program - Centre D'accueil Champlain/  
Frail Day

**City of Ottawa - Community Services**

♥

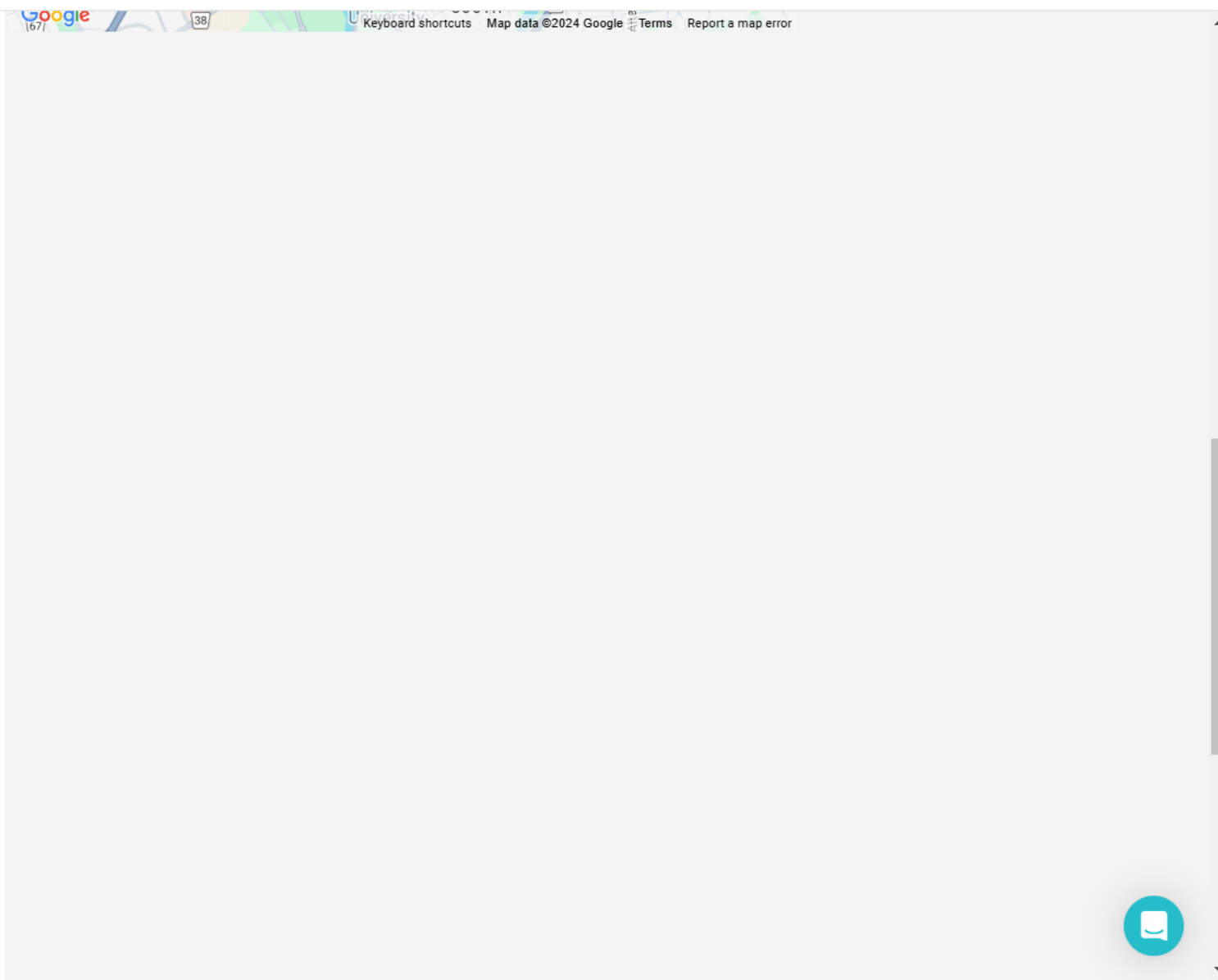
275 Perrier St., Vanier, ON, Canada

3.4 km

Tuesday and Friday 9:30am to 2:30pm

More info

Book Now





# Services to support older adults, seniors and adults living with disabilities in Eastern Ontario

We make it easier to find community based support services and programs.



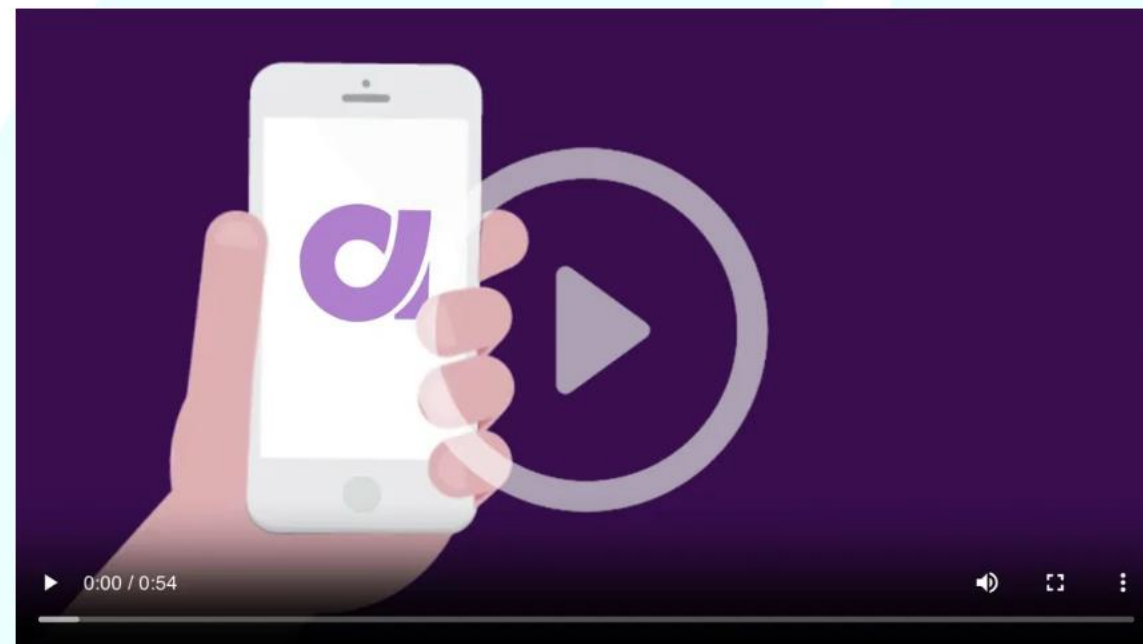
I would like to search for services myself.

[Find Services](#)



I am a service/health care provider.

[Resources for Providers](#)



[Search for services using our service finder.](#) Should you need help, reach a navigator who will connect you to the services you need from our network.

# How to send a referral

Health care and service providers in the Champlain and South East Regions of Ontario can take the guesswork out of referrals with Regional Coordinated Access for Community Support Services.

AccessCSS – Regional Coordinated Access is a simple tool for clinicians to refer their patients to Community Support Services. AccessCSS is a coordinated access point for services for older adults, seniors, adults with disabilities and their caregivers. A navigator will assess your patient’s situation and will match them to appropriate services. If an appropriate service does not exist within our network, the AccessCSS navigators will help connect them with other local services that might be a better fit.

Caredove	—
<hr/>	
Send a Regional Coordinated Access referral using the links below or click <a href="#">here to search and refer</a>	
Champlain Region: <a href="https://www.caredove.com/service/detail/sid/31390/refr/org">https://www.caredove.com/service/detail/sid/31390/refr/org</a>	
South East Region: Coming Soon	
<hr/>	
Ocean	+
<hr/>	
E-Fax: Oscar	+
<hr/>	
E-Fax: Accuro	+
<hr/>	
E-Fax: Telus	+
<hr/>	
Central East Region	+
<hr/>	



## Search

powered by Caredove

AccessCSS > Select a service

[advanced search](#)

### Daytime Activities & Respite

Adult Day Programs

Caregiver

Palliative

Recreation

Respite

#### Adult Day Programs

Select a Category

- ☐ All Programs & Services
- ☐ Acquired Brain Injury
- ☐ Alzheimer's & Dementia
- ☐ Central Intake
- ☐ Palliative
- ☐ Stroke

Enter

### Targeted Health Support & Services

Counselling & Support

Foot Care

Health Education & Promotion

Safety, Security & Isolation Checks

Search by Condition

### In-Home Support & Care Services

Care Coordination

Food & Meal Programs

Home Help & Maintenance

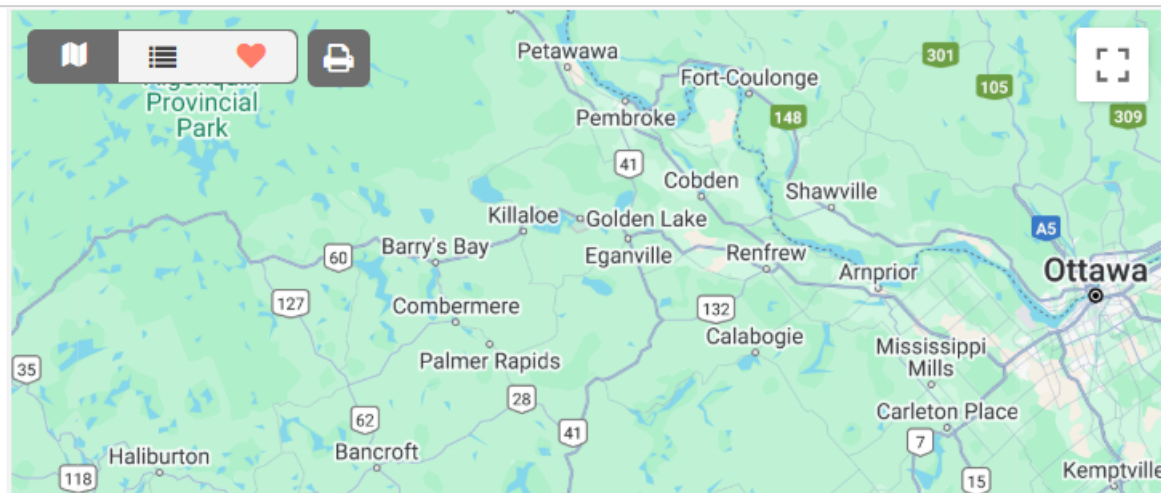
Hospital Transition to Home Support

Support & Care at Home

Transportation

Find and book community health referrals online with Caredove.

To begin, specify your location, then select a search category.



Listings - Organization Name

Listings

Configure service listings provided at this organization

Last updated 2.5 mos ago by Kristine McGahey

Organization Name

LOGO

Address:

Phone:

Fax:

Contact Email:

Website:

Caredove Page:

Listings Management:

CSS Admin [+10 more](#)

Manage Permissions

Listings Catalog (35) [\[-\] Collapse All](#)

All Listings ▾

Service Title ▲	Service Address/Area	Inquiry Phone	Status	Updated ▾
<div>Adult Day Program ▾ 1 listing</div>				
<div> Adult Day Program zzzChamplain Community Support Network, AccessCSS <b>Target Population:</b> Alzheimer/Dementia, Frail Elderly <a href="#">view</a>   <a href="#">edit</a></div>	Address	1 (613) 741-6025		11 mos ago by Tina Krliu
<div>Foot Care (In-Home) ▾ 1 listing</div>				
<div> Foot Care (In-Home) AccessCSS, zzzChamplain Community Support Network <b>Target Population:</b> Foot</div>	East Ottawa, Ottawa East	1 (613) 741-6025	Pending nurse availability	3.2 yrs ago by Chantal Jolicoeu



# Searchability

Search

powered by Caredove

AccessCSS > Select a service

Advanced search

Daytime Activities & Respite	Targeted Health Support & Services	In-Home Support & Care
Adult Day Programs	Counselling & Support	Care Coordination
Caregiver Support	Foot Care	Food & Meal Programs
Palliative Care	Health Education & Promotion	Home Help & Maintenance
Recreation	Safety, Security & Isolation Checks	Hospital Transition to Home Support
Respite	Search by Condition	Support & Care at Home
		Transportation

Enter

Home

Map

List

Heart

Print

Provincial Park

Petawawa

Fort-Coulonge

Pembroke

Cobden

Shawville

Killaloe

Golden Lake

Renfrew

Arnprior

Ottawa

Barry's Bay

Eganville

Combermere

Calabogie

Find and book community health referrals online with Caredove.

To begin, specify your location, then select a search category.

- Adult Day Programs**
- Select a Category
- ☐ All Programs & Services
  - ☐ Acquired Brain Injury
  - ☐ Alzheimer's & Dementia
  - ☐ Central Intake
  - ☐ Palliative
  - ☐ Stroke

Service Details

Active

Translation

Fr

CANCEL



SAVE



Service Classification

Last updated by Tina Kriiu 11 mos ago  
Created by Caredove Administrator 12.9 yrs ago

Service Title

Adult Day Program



Category\*

Adult Day Program



Target Population

Select a Category



Accessibility Audit

Addictions Clinic

Adult Day Program

Adult Day Program (Virtual)

Adult Skills Training



Adult Skills Training (Virtual)

Anesthesiologist

Angiography

AquaFit Programs

Art Therapy

Assertive Community Treatment

Assistive Equipment

Attendant Service (In-Home)

Audiologist

Behaviour Consultation (In-Home)

Contact

Organization

Address



# Service Details

Active

TranslationFr

CANCEL

SAVE

## Service Classification

Last updated by Tina Kriiu 11 mos ago  
Created by Caredove Administrator 12.9 yrs ago

Service Title

Adult Day Program

?

Category\*

Adult Day Program

?

Target Population

Alzheimer/Dementia

Frail Elderly

?

Social Communication Disorder

Socially Isolated

South East Asian

Spanish

Spirituality

Stress

Stroke

Student Vaccine

Stuttering/Dysfluency

Subspecialty - Ankle

Service Status Message

?

Contact

Organization

3

Adult Day Program

Good Companions

The Good Companions

670 Albert Street, Ottawa, ON, Canada

1.7 km

More info

Book Now

?

LGBTQ2+ Adult Day Program (Saturdays)

Good Companions

670 Albert Street, Ottawa, Ontario, Canada

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More info

Book Now

4

The Day Away - Dementia Program

Glebe Centre

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Currently programs are offered in-person. There is a waitlist.

More info

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?

The Luncheon Club

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Book Now

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Adult Day Program - Centre D'accueil Champlain/ Frail Day

City of Ottawa - Community Services

275 Perrier St., Vanier, ON, Canada

3.4 km

Tuesday and Friday 9:30am to 2:30pm

More info

Book Now

# Comprehensibility ➡ Simple

## Service Details

---

### Service Description

Provides supervised programming in a group setting for clients. Programming includes therapeutic, social and recreational activities for seniors and respite for caregivers. Involves activities such as exercise, board games, crafts and current events.

characters remaining: 550

### Personnel Security

Select all that apply

### Languages

English x

### Cultural Affiliations

Select all that apply

### Safety Features

Select all that apply

**Transportation**

What transportation service available to/from this service

☒ Available from this organization, **Eastern Ottawa Resource Centre**☐ Available from public transit☐ Available from other organizations**Meal Options**

Meal Service Type

Special Diets Available

Cultural Cuisine Adaptability

☐ Yes ☐ No

Food Allergy Adaptability

☐ Yes ☐ No**Special Accommodation**

Wheelchair Accessible

☐ Yes ☐ No

Other notes

**How to Apply****Cost to Client**



# Eligibility

## Eligibility Criteria


Age Range



☒ Years

☐ Weeks

Eligibility Criteria

 [Learn more](#)

Describe the eligibility criteria that must be met to be eligible for this service

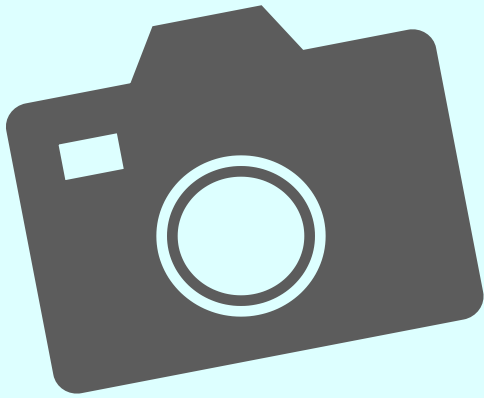
Older adult or adult with disabilities, who need physical, social, or emotional support.



Eligibility:\* Are these eligibility requirements met?

Lives alone? ☒ Yes      No/Unsure





# Don't just tell them show them!

## Media

### Photos

[Add Photo](#)[Edit Photos](#)

### Videos

[Add Video](#)[Edit Videos](#)

 <https://www.youtube.com/watch?v=-X7FIsSHdrE>

### Documents

[Add Document](#)



# Referral Form

## eReferral Information

Referral Form

C6 - CORE - Community Support Request

[preview](#)

Service Options

List any additional [service options](#) that can be requested

Show Other Services



Show list of other services offered by this organization

Handout/Email Footer  
Text

Email Highlight Section



Include Highlight section in confirmation & reminder emails

Listing History

[View History](#)

CANCEL



SAVE



[Preview](#)

DELETE





# To book or not to book?

CSS Shared Resources - Ontario East ▾

[Home](#) [Search ▾](#) [Listings](#) [Calendar](#) [Referrals ▾](#) [Permissions](#) [Reports](#) [Settings ▾](#)

English ▾ [Chantal Jolico...](#) ▾

## Calendar

[Appointments](#) [Recurrences](#) [Holidays/Breaks](#) [Services](#) [External Referrers](#)

### Appointments

Manage appointment timeslots

Provider: All ▾

Search



Service: All ▾

[advanced search](#)

[+ New Entry](#)

[<](#) [today](#)

Nov 05, 2025

[print](#) [month](#) [week](#) [day](#) [list](#)

Date	Timeslot	Status	Providers	Services	Options	Registrant	Files
------	----------	--------	-----------	----------	---------	------------	-------

WED  
05





# User Permissions

## Administration

**Organization Administrator(s)** : [Chantal Jolicoeur](#), [Nathalie Lafreniere](#), [Paul Koval](#)

**Network Administrator(s)** : [Chantal Jolicoeur](#), [Nathalie Lafreniere](#), [Paul Koval](#)

**# Users:** 5 (1 Standard + ★ 4 Premium)

**Referral Network(s)** : [Champlain Referrers](#), [AccessCSS](#)

**Outgoing eReferrals** : [Enabled](#) [Disabled](#)

**Allow Forgot My Password** : [Enabled](#) [Disabled](#)

[+ Add User](#)

[Active](#) [Deactivated](#)

#	Name	Permissions	Who Added	Last Login
1	★ <a href="#">Chantal Jolicoeur</a> , Knowledge Mobilization Specialist	<a href="#">Organization Administrator</a> <a href="#">Referral Delegate</a> <a href="#">Network Referrer: Champlain Referrers</a>	by Tina Krliu by Kay Nutt by Tina Krliu	
2	★ <a href="#">Chris Cobus</a> , Capacity Developer	<a href="#">Referral Delegate</a> <a href="#">Network Referrer: 2 Networks</a> <a href="#">Organization Administrator</a>	by Tina Krliu by Tina Krliu by Tina Krliu	

Quick Menu

[Change Permission](#)

[View Full Account](#)

[Edit Account Profile](#)

[Change Password](#)

[Reset Password](#)



# User Permissions

Permissions - Chantal Jolicoeur

**Organizational:** Organization Administrator

**Referrals:** Referral Delegate

**Calendar:** Contact Us  
None

**Networks:**

None

Calendar Delegate  
Provide & book appointments, create & edit for anyone

Calendar Provider  
Provide & book appointments

Calendar Book Only  
Book appointments from within appointments calendar and Caredove search

Save Cancel

Permissions - Chantal Jolicoeur

**Organizational:** Organization Administrator

**Referrals:** Referral Delegate

**Calendar:**

None

Referral Delegate  
Can view all personal health information for referrals incoming and outgoing from this organization, and assign providers to referrals.

**Networks:** Can refer to services in the following networks:

✓ AccessCSS

✓ Champlain Referrers

Save Cancel

Permissions - Chantal Jolicoeur

**Organizational:** Organization Administrator

**Referrals:**

None

Organization Administrator  
Edit/invite users, add/edit services, edit listing settings

**Calendar:**

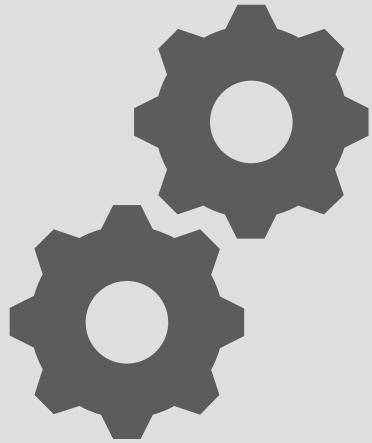
Listing Manager  
Add/edit services

**Networks:** Can refer to services in the following networks:

✓ AccessCSS

✓ Champlain Referrers

Save Cancel



# Settings

CSS Shared Resources - Ontario East ▾

Home

Search ▾

Listings

Calendar

Referrals ▾

Permissions

Reports

Settings ▾

English ▾

Chantal Jolico... ▾

## Settings

Organization Profile

Calendars

Contact Us

Referrals

Workflow

Organization Webpage

5 Users

## General

### Manage Referral Process

Enable Referrals

✓ Enable INCOMING referrals to this organization.

This will enable the 'My Referrals' module, both for the organization and the user, and add the 'My Referrals' link to the calendar booking, and online submission in the booking wizard.

Enable Routing

✗ Enable routing to this organization.

Enable PHI Reports

✗ Enable PHI reporting at this organization.

Enable External Invites

✗ Accept direct Ocean referrals as invites.

Organization Profile

Calendars ▾

Contact Us

Referrals

Workflow

Organization Webpage

last updated by Kay Nutt 1.5 yrs ago

No-Provider Notifications

Send notifications for referrals without an assigned provider to the following users:

Calendar: Contact Us

☐ Referral Delegates

☒ Users

Chris Cobus x

Reem Haddad x

Calendar: None

☒ Referral Delegates

☐ Users

Select Some Options

Referral Service Defaults

Set the default for new service:

Booking Enabled?

YES

NO

Sign Ups Enabled?

YES

NO

Non-Booked Enabled?

YES

NO

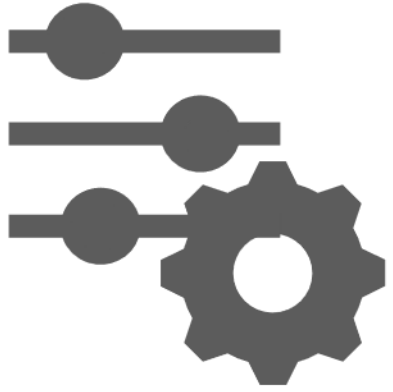
Calendar?

Select Default

Service Table [-] Collapse All

	Service Title	Service Abbreviation	Referral Form	Referrals (Non-Booked) Enabled	Booking Enabled	Sign Ups Enabled	Actions
	Central Intake						
	<div><div></div><div>**DEMO** Champlain Support for Seniors Living At Home</div></div>	C-Intake	Central Intake Form	<div>YESNO</div>	Not Bookable	<div>YESNO</div>	<div></div>





# Customization

- Client/referrer notifications
- Referral options
- Outcome options
- Referral status categories
- Workflows
- Etc.



