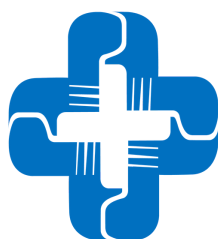


North East HCC Regional Network



Communication Framework



North East Ontario Home &
Community Care
United in our Commitment to Care

Soins communautaire et à
domicile du Nord-Est de l'Ontario
Unis dans notre engagement

Ontario 

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Communication Framework

Preamble

This document is intended for use within the North East Community Support Service sector, and its content will be drawn from reliable and authenticated sources. Any final product shared through the Innovation Centre will strive to achieve the standards outlined by Ontario Health (OH). We are committed to ensuring that our work is aligned with OH practices and standards, and we will continue to work toward meeting these key pieces.

Purpose

This comprehensive document outlines a collaborative effort involving key stakeholders in the North East Community Support Service sector. Emphasizing seamless communication among entities such as the North East HCC Regional Network, Ontario Health North East, Local Tables, Work Groups, and individual Health Service Providers.

The Communication Framework aims to enhance collaboration, optimize resource utilization, and strengthen partnerships by establishing an organized method for delivering information aligned with the objectives of the Regional Network, Local Tables, Workgroups, and individual CSS Health Service Providers.

As a guide, the framework ensures consistent, clear, and effective dissemination of information among stakeholders, with a specific focus on standardizing information flow between the Regional Network, Local Tables, Workgroups, and the Innovation Centre.

Source Of Information / Intended Audience



Ontario Health - North East



Leadership Council



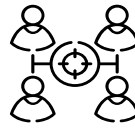
Regional Network



Health Service Providers



Local Tables



Work Groups

**OH HOME AND COMMUNITY
CARE REGIONAL PLANNING**

**NORTH EAST HCC REGIONAL
NETWORK**

**75 COMMUNITY SUPPORT
SERVICE AGENCIES**

Local Tables

Sud./Man./West PS
Shannon Ketchabaw

Algoma
**Terry Caporossi
Mara DeFazio**

Nipissing/East
PS/Timiskaming
**Mike Van Der Vlist
Monica Do Coutto Monni**

Cochrane
Carol MacKinnon (Interim)

**Regional HCC Working
Group**

Leadership Council
Marie Leon

Regional
Homemaking/Home Help
Work Group
Darlene Lemay

Self-Directed Caregiver
Respite Work Group
Terry Caporossi

Regional Operational Work
Group
**Darlene Lemay
Julie Huestis**

Temporary Work Groups
(E.G Communication, Data
and Reporting)

Regional Caregiver Respite
Collective
Deanna Chisholm Tullio

Reg. Post Stroke
Transitional Care
Marie Leon

Regional ALHRS/PSS LA
Collective
Paul McDowell

Enhanced Funding Work
Group
Paul McDowell

Sub Work Groups
(E.G Equity, Diversity, and
Inclusion)

Home & Community Support Innovation Centre

Determining Priority



Identification of Priority Levels

High Priority: Messages that are urgent and require immediate attention or action. These may include critical updates, time-sensitive information, or emergency announcements.

Moderate Priority: Messages of importance but without immediate urgency. These may include regular updates, progress reports, or information relevant to ongoing projects/activities.

Low Priority: Messages that are informational and can be communicated less frequently. These may include general announcements, non-urgent updates, or background information.

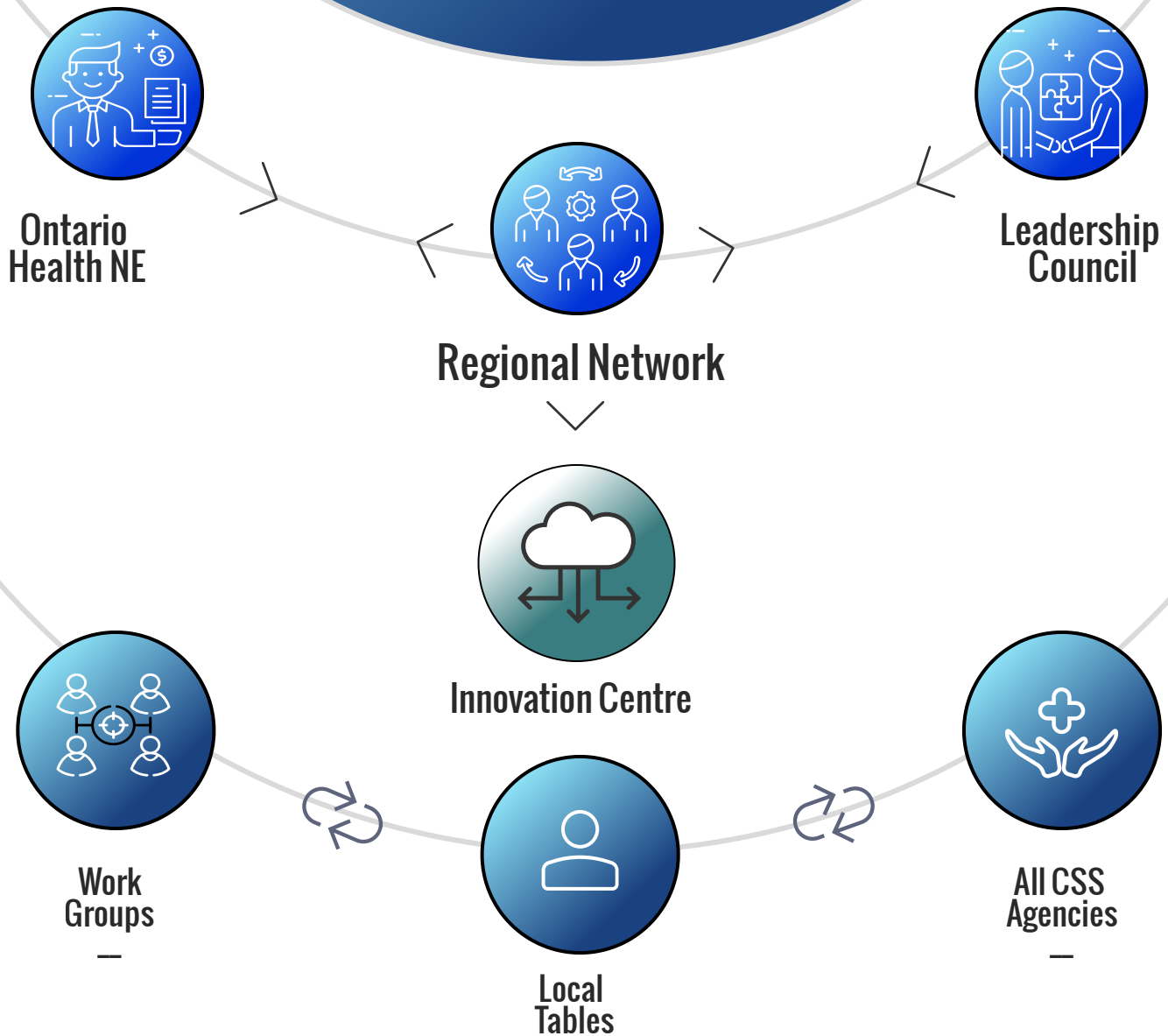
Frequency of Communication

High Priority: Communicate as soon as the information is available. Provide updates as needed until the situation is resolved or the urgency diminishes.

Moderate Priority: Follow a regular schedule based on the nature of the information (weekly, bi-weekly, monthly, quarterly, annually). Adjust the frequency based on feedback and engagement.

Low Priority: Communicate at a frequency that ensures the information remains relevant without overwhelming the audience. This could be quarterly or semi-annually.

Communication Strategy Information Flow



This graphic outlines the primary steps in the flow of information, highlighting the key interactions and communications between different stakeholders in the process.

Information disseminated by Ontario Health North East and the Regional Network will be channelled through the Innovation Centre to the relevant groups, utilizing standard templates and communication channels that align with the priority level of the communication. It is important to note that information may also flow from the relevant groups up to the Innovation Centre for distribution as needed.

Any Ontario Health-driven information will come directly from Ontario Health, the Innovation Centre will always be a secondary source sharing information on their behalf.

Communication Matrix

Communication Channel	Frequency	Content	Audience	Responsible
Email	<ul style="list-style-type: none"> • Monthly • As required based on priority level 	<ul style="list-style-type: none"> • Updates • Newsletters • Invitations • Reminders 	<ul style="list-style-type: none"> • Regional Network Members • Local Tables • Work Groups • All CSS Providers • Partners and supporters 	<ul style="list-style-type: none"> • Distributed through the Innovation Centre
Website/Portal	<ul style="list-style-type: none"> • As required based on priority level 	<ul style="list-style-type: none"> • Information • Success stories • Reports • Recorded Webinars, • Shared Resources 	<ul style="list-style-type: none"> • Regional Network Members • Local Tables • Work Groups • All CSS Providers • Partners and supporters 	<ul style="list-style-type: none"> • Managed through the Innovation Centre
Written Reports	<ul style="list-style-type: none"> • Bi-annually 	<ul style="list-style-type: none"> • Project/Activity Results • Project Updates • Recommendations • Lessons learned 	<ul style="list-style-type: none"> • Regional Network members • Funder Organization • All CSS Providers • Local Tables • Work Groups • Partners and supporters • Other Government agencies 	<ul style="list-style-type: none"> • Created by responsible lead • Distributed through the Innovation Centre
Webinars/In-Person Meetings	<ul style="list-style-type: none"> • Quarterly 	<ul style="list-style-type: none"> • Presentations • Discussions • Success Stories • Challenges • Training and Education Opportunities 	<ul style="list-style-type: none"> • Regional Network Members • Local Tables • Work Groups • All CSS Providers • Partners and Supporters 	<ul style="list-style-type: none"> • Delivered by appropriate leads • Created and Distributed through the Innovation Centre

Communication Framework Resources



**Innovation Centre Website -
Submit Information to be Shared**
www.hccinnovationcentre.ca



Information Sharing Guidelines -
(Who, What, When, Where, How)



Communication Templates -
(Work Group Annual Report, Local
Table Report Template)



Other Resources-
(Meeting Templates, TORs,
Working Together Document)



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Contact Information

Name	Role	Contact
Innovation Centre		
Caitlin Buck	Innovation Centre	cbuck@innovation-centre.ca
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Regional Network		
Marie Leon	Co-Chair Regional Network	marie.leon@ican-cerd.com
Deanna Chisolm Tullio	Co-Chair Regional Network	dchisholmtullio@marchofdimes.ca
Local Tables		
Mike Van der Vlist, Monica Do Coutto Monni	Co-Chairs - Nipissing Local	mvandervlist@phara.org ed@nnpcn.com
Terry Caporossi, Mara DeFazio	Co-Chairs - Algoma Local	terrycaporossi@alzheimeralgoma.org Mara.DeFazio@redcross.ca
Shannon Ketchabaw	Chair - Sudbury Local	Sketchabaw@alzheimersudbury.ca
Carol MacKinnon	Interim Chair - Timmins/Cochrane	Carol@accessbetterliving.ca
Ontario Health North East		
Russel DeCou	HCC Regional Lead, System Strategy, Planning, Design & Implementation	Russel.DeCou@ontariohealth.ca