

About **ConnexOntario** Health Services Information

ConnexOntario Health Services Information, formerly the Ontario Drug and Alcohol Registry of Treatment, is funded by the Ontario Ministry of Health and Long-Term Care (MOHLTC) to provide Ontarians with access to the wide variety of government-funded addictions, problem gambling, and mental health services and supports available within the province. **ConnexOntario** is incorporated as a not-for-profit agency with charitable status. Members of its Board of Directors are drawn from all parts of Ontario.

Services

Toll-Free Telephone Services and Webchats

ConnexOntario operates the Drug and Alcohol Registry of Treatment, the Ontario Problem Gambling Helpline, and Mental Health Service Information Ontario. In consultation with a marketing firm, and after several focus groups held with staff, the public, and system users, two of **ConnexOntario**'s three services will be operating under new names as of June 17, 2011. New Web URLs will be launched on that date as well.

ConnexOntario's information and referral specialists (IRS) live-answer calls and Webchats 24/7/365, and service may be provided, via telephone interpreter, in over 170 languages. All IRS staff are certified with the Alliance of Information and Referral Systems and have Applied Suicide Intervention Skills Training. Most have an extensive background of front-line work in the mental health and/or addictions service sector.

Current Contact Information

Contact Information as of June 17, 2011

Drug and Alcohol Registry of Treatment

1-800-565-8603
www.dart.on.ca

Drug and Alcohol Helpline

1-800-565-8603
www.drugandalcoholhelpline.ca

Ontario Problem Gambling Helpline

1-888-230-3505
www.opgh.on.ca

Ontario Problem Gambling Helpline

1-800-230-3505
www.opgh.on.ca

Mental Health Service Information Ontario

1-866-531-2600
www.mhsio.on.ca

Mental Health Helpline

1-866-531-2600
www.mentalhealthhelpline.ca

Web-Based Service Directories

Each helpline has an extensive services directory – built, hosted, and maintained by **ConnexOntario** – available to the public. Health Data Liaisons working within the Data, Product, and Services Management Department are constantly updating information on more than 450 organizations and over 3200 Ministry of Health and Long-Term Care-funded programs that are featured in these directories. These funded organizations are obligated, through their Multi-Year Service Accountability Agreements, to provide **ConnexOntario** with updated information on their programs.



ConnexOntario Health Services Information
200 – 685 Richmond Street London ON N6A 5M1
(519) 439-0174 www.connexontario.ca

Data Services

The Health Data Liaison staff in the Data, Product and Services Management department not only collect information from the organizations on the **ConnexOntario** databases, but are also in contact with the Local Health Integration Networks (LHINs), government staff, researchers, system planners, etc., providing them with maps and other data relevant to the mental health and addictions services sector.

'eServices'

Several hundred stakeholders in Ontario have password-protected access to 'eServices', a web-based array of applications and tools. Users can log onto 'eServices' to update their program information and service availability as well as to generate a whole range of reports about their sector. The MOHLTC and the LHINs have higher levels of access to 'eServices', which they use extensively for planning purposes and for issues management. **ConnexOntario** configures all of its data to Ministry of Health and Long-Term Care standards. By using the Ministry Information System (MIS) definitions and Provincial Service Category (PSC) standards, data from **ConnexOntario** is instantly compatible with information held by the provincial government.

Other Services

Provincial Human Services and Justice Coordinating Committee (HSJCC) Website

ConnexOntario began operating and hosting this website, which has both public and password-protected areas, in 2007. The site is sponsored by the Ministries of Community and Social Services, Community Safety and Correctional Services, Attorney General, and Health and Long-Term Care.

Workinginmentalhealth.ca Website

In early 2009, the MOHLTC provided **ConnexOntario** with funding to redevelop and operate this website, which is a convenient, no-cost, place for employers in the mental health sector to post vacant positions. Individuals seeking employment in the sector are able to post their resumés and review the positions that are available.

Provincial Forensic Bed Registry

ConnexOntario operates and hosts this password-protected registry, which was redeveloped and launched on April 1, 2008. Eleven designated forensic inpatient units across Ontario provide daily updates of bed availability. This information is accessible to Judges and Crown attorneys in every courthouse in the province.

Problem Gambling Warmline Appointment Booking

ConnexOntario is working with several problem gambling treatment agencies in the province on a 'warmline' approach for individuals contacting the Ontario Problem Gambling Helpline. One of the newest features is that these treatment programs post available appointments using software developed by our organization. Helpline staff can then offer to book individuals directly into the available appointment times.

Local Health Integration Networks

ConnexOntario is working with Ontario's LHINs in order to provide them with extensive system navigation solutions and a range of other web-based tools.

Acquired Brain Injury Service Providers – South West Local Health Integration Network (LHIN)

Several service providers in the South West LHIN have signed a Memorandum of Understanding that will have **ConnexOntario** provide and host a centralized wait list for their sector.



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