



# Access to Resources in the Community

February 2019 Newsletter

## What is ARC?

A research study that aims to optimize equitable Access to Resources in the Community for primary care patients.

## Who is participating?

8 Primary care practices



36 Primary care providers



## What does ARC do?

ARC offers your patients **navigation services** that can connect them to health and social resources available in their community.

## What navigation services can patients receive?

211

ONTARIO

- Accessed online or by telephone
- Available in over 150 languages
- Repertoire of over 60,000 community resources in our region
- Informs and orients individuals to the available resources in their community



PATIENT NAVIGATOR

- Accessed in person, by telephone, e-mail, or text
- Available in French and English
- Uses existing navigation tools (e.g., Ontario 211)
- Informs and orients individuals to the available resources in their community
- Helps individuals overcome barriers and access community resources :
  - Arranges transportation
  - Makes appointments
  - Provides/organizes translation
  - Provides administrative support (e.g. completing forms)
  - Helps patients access funding
  - Identifies culturally appropriate resources
  - Arranges caregiver services
  - Accompanies patients to the service or program



## What types of health and social resources exist in our region?

### Mental Health

- Anxiety & depression
- Trauma & fear
- Grief/bereavement
- Anger management
- Separation/divorce

### Self-Management

- Smoking cessation
- Chronic disease management
- Weight management
- Pain management

### Men's Health

- Single parenting
- Counselling
- Social support
- Anger management

### Senior's Health

- Falls prevention
- Foot care & chiropody
- Blood pressure & screening checks
- Respite/Personal support care

### Physical Activity

- Aquafit classes
- Group fitness classes
- Chronic disease fitness classes
- Yoga and Tai chi

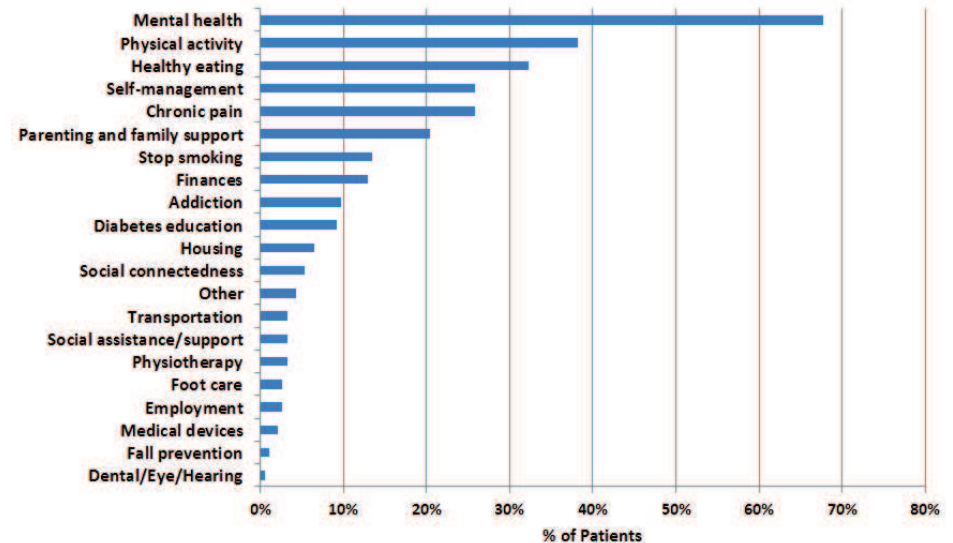
### Health services

- Physiotherapy
- Massage therapy
- Dietician and nutrition counselling
- Chiropractic care
- Orthopedic services

### Social Services

- Housing
- Employment
- Finances
- Interpretation & translation
- Social assistance

## What are the most common needs of patients referred thus far?



## Questions? Contact us:

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