

MOBILE CARE PARTNERSHIP ROADMAP

A guide to developing and implementing a mobile care program with multiple partners.

STEP 3: PREPARE STAFF, PARTNERS & COMMUNITY

Project Playbook

The playbook is an information guide for the partnership, including staff roles and responsibilities, policies and procedures, and scheduling. It is beneficial to store information in one place when partnering with multiple organizations to ensure consistent information is shared and referenced. An annual review of the playbook is recommended to be conducted with partners.

Staff Orientation

To facilitate a smooth program launch, it is essential to bring frontline staff together for orientation. The agenda template provides a list of topics to cover, including an overview of Ontario Health Teams, an overview of the project (e.g., governance, schedules, roles and responsibilities), safety and risk considerations, license and insurance, and communications.

Co-location Town Halls

Hosting town halls with the co-location partners helps familiarize location staff with the project and provides an opportunity to discuss details and answer questions. The agenda template provides a list of topics to cover, including an overview of mobile care models, objectives, scheduling and logistics, and contact information.

Media Release

Once approval to proceed with the project is obtained by Municipal Council (if required) it is time to operationalize the communication plan from Step 2. The media release template helps shape messaging to the community at large ahead of the official launch of the project.

