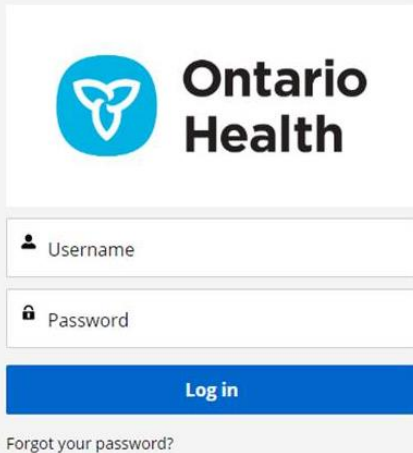


Ontario Health Workforce Matching Portal - Training Guide For Organizations

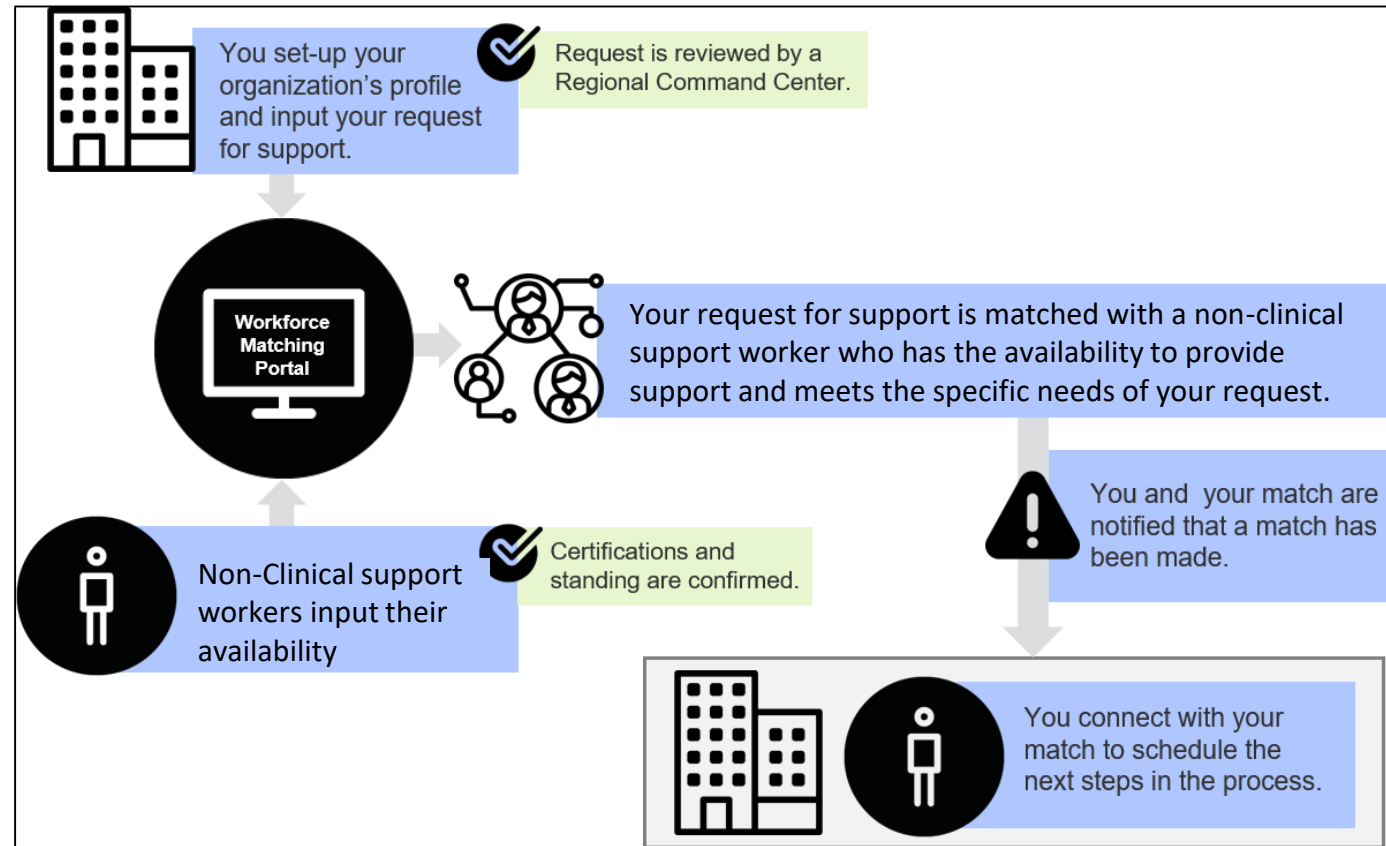


The screenshot shows the login interface of the Ontario Health Workforce Matching Portal. At the top left is the Ontario Health logo, consisting of a blue circle with a white stylized 'H' and the text 'Ontario Health' in bold. Below the logo are two input fields: the first is labeled 'Username' with a person icon, and the second is labeled 'Password' with a lock icon. A blue 'Log in' button is positioned below the password field. At the bottom left, there is a link that says 'Forgot your password?'.

A portal to match organizations like yours with non-clinical support workers across Ontario who have availability to provide support.

Matching organizations like yours that need additional non-clinical support workers across Ontario who have availability is critical for our congregate care settings to continue to deliver necessary services in the midst of the COVID-19 crisis.

Here's how the Ontario Health Workforce Matching Portal works...



The purpose of the Ontario Health Workforce Matching Portal:

- Connect non-clinical support workers who have availability, with organizations in need of support.
- The matching portal is intended to make that first connection between organizations in need of non-clinical support workers with availability to provide support. Once a match has been made, the organization is responsible for reaching out to the individual it has been matched with to arrange next steps in the process and discuss details of the assignment, including onboarding, scheduling shifts, payment etc.

What the Ontario Health Workforce Matching Portal does not do:

- Schedule shifts
- Arrange onboarding
- Coordinate payment for service rendered

What we need your organization to do:

- Set-up your organization's account on the portal
- Input your requests for support
- Review matches made for each of your requests and follow-up as appropriate
- Keep the status of your request records and matches up-to-date

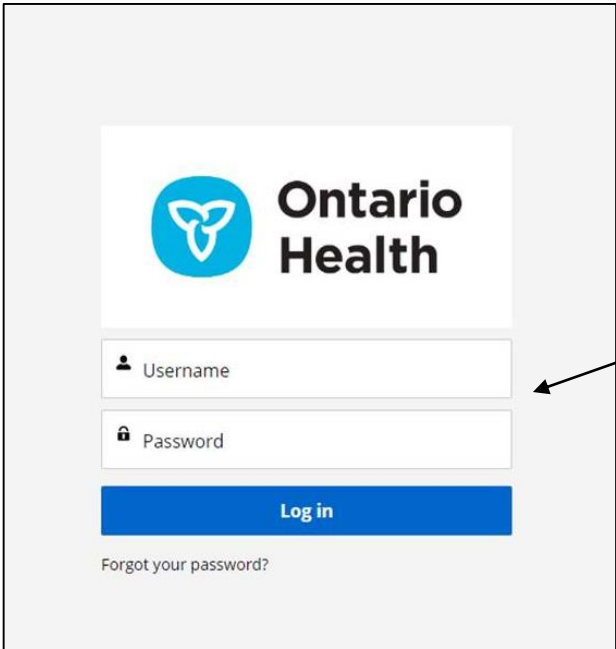
There are two ways to access the portal:

1. If you received a link to login via email you will be brought directly to a login page.

If accessing the portal this way skip ahead to page 7.

OR

2. If you did not receive a link to login via email, you will need to register your information in order to access the portal. Visit www.onhealthworkforcematching.ca to register.



Login using the credentials provided


WELCOME TO THE WORKFORCE MATCHING PORTAL

Ontario is seeking those with experience in providing health care or other non-clinical services who are available to help provincial efforts to prevent and control the spread of COVID-19, if required. We are looking for health care providers and non-clinical workers who are available and are prepared to come and work in a new location (could be part-time, those not currently employed, or former healthcare providers and workers who are retired, or on inactive status with their regulatory college). We are also registering individuals that are part of the Broader Public Sector voluntary redeployment initiative. If you are interested and you can help, please provide us with the following information to create a user profile. Your profile may be used to match you to positions and opportunities to use your skills and provide services where they are most needed.

Individuals

I want to help

If you are a health professional, or non-clinical worker with relevant experience in fields that could support the healthcare system or other congregate care settings and would like to help alleviate the strain put on healthcare or congregate care systems by the current COVID-19 outbreak. Please register by clicking on the Register button. If you have already registered, log in to update your availabilities.




REGISTER

Healthcare and Related Facilities

I need resources

If you are a representative of a healthcare or other congregate care facility located in the province of Ontario and would like to request help and be matched with available resources for additional worker support, create an account by clicking on Register. If you already have an account, log in to post a request or modify your information.



REGISTER

Select Register

Fill out the registration form to register your organization on the portal.

Health Care Institution Registration Form

Institution Information

Institution Official Name *

Test

Sector *

Acute Care/Hospital

Address

Address *

Test

City *

Test

Postal Code *

Test

Region *

Toronto Region

Contact Information

First Name *

Test

Last Name *

Test

Title *

Ms

Phone Number *

1233454554

Email *

test@tes.com

Ontario Health will collect and use my personal information on this registration form as necessary for the purpose of assessing my eligibility to participate in any government related efforts to support health human resources related to COVID-19. The Ministry and/or Ontario Health may disclose my personal information on my registration form to Regulatory Colleges for the purpose of assessing my eligibility to participate in and receive payment for the government-funded COVID-19 Health Care Provider Recruitment Program.

☒

I consent to such collection, use and disclosure of this information

Sign Up

Fields marked with an asterisks must be filled out to proceed

Click arrows to open up drop-down menu and make the selection that best suits you

Provide your consent

Click "Sign-Up"

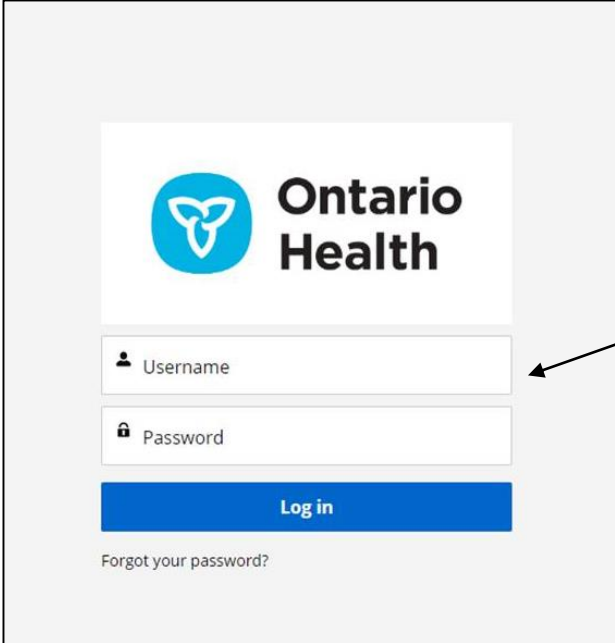
You should receive an email with your organization's username and a link to login. Please be sure to check your spam/junk folders if you do not see the email in your inbox.

For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.



Click to the link
in the email

Access the portal using the login information that has been provided to your organization via email or login using the credentials you have just created.



Enter your username and password and click "Login"

The URL for the Ontario Health Workforce Matching Portal is: www.onhealthworkforcematching.ca

If you need to reset your user name and password follow the instructions in the Appendix

For support contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear "You have reached the OPS IT Service Desk" enter prompt code 011 on your phone.

Select "Account Management" to begin filling out and/or verifying your information.

MY REQUESTSNEW REQUESTMY MATCHESINFORMATIONACCOUNT MANAGEMENTTIM WATT


WELCOME TO YOUR PORTAL!


This portal is being used to match individuals with experience providing health care and related services to the services you need related to the COVID-19 outbreak.


Once you create and submit a staffing request, a member of your regional office will match the request with (an) individual(s) profile who is able to provide service you need via an [available service offering](#).


As soon as a match has been approved, you will be notified via email and provided with the professional's contact information. You will then be responsible for contacting the professional and arranging next steps to secure their services.


Please update your request status to closed if the match is successful.

MY REQUESTS

NEW REQUEST

MY MATCHES

INFORMATION

ACCOUNT MANAGEMENT

Click "Account Management" to verify your details

8

Update your account with your organization's information to ensure you are matched with available non-clinical support workers that meet your needs. Please keep your account information up-to-date. You can edit your information anytime.

Account

Community Living

+ Follow

Edit

Primary Contact

COVID-19

Provider Status

[Tim Watt](#)

☐

Unverified

Account Name

Community Living

Parent Account

Sector

Acute Care/Hospital

Shipping Address

45 Front Street
Toronto, M64 5H8
Canada

Region

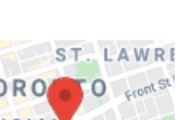
Toronto

COVID-19

Primary Contact

[Tim Watt](#)

Address Information



Click edit or the pencil icon next to specific field

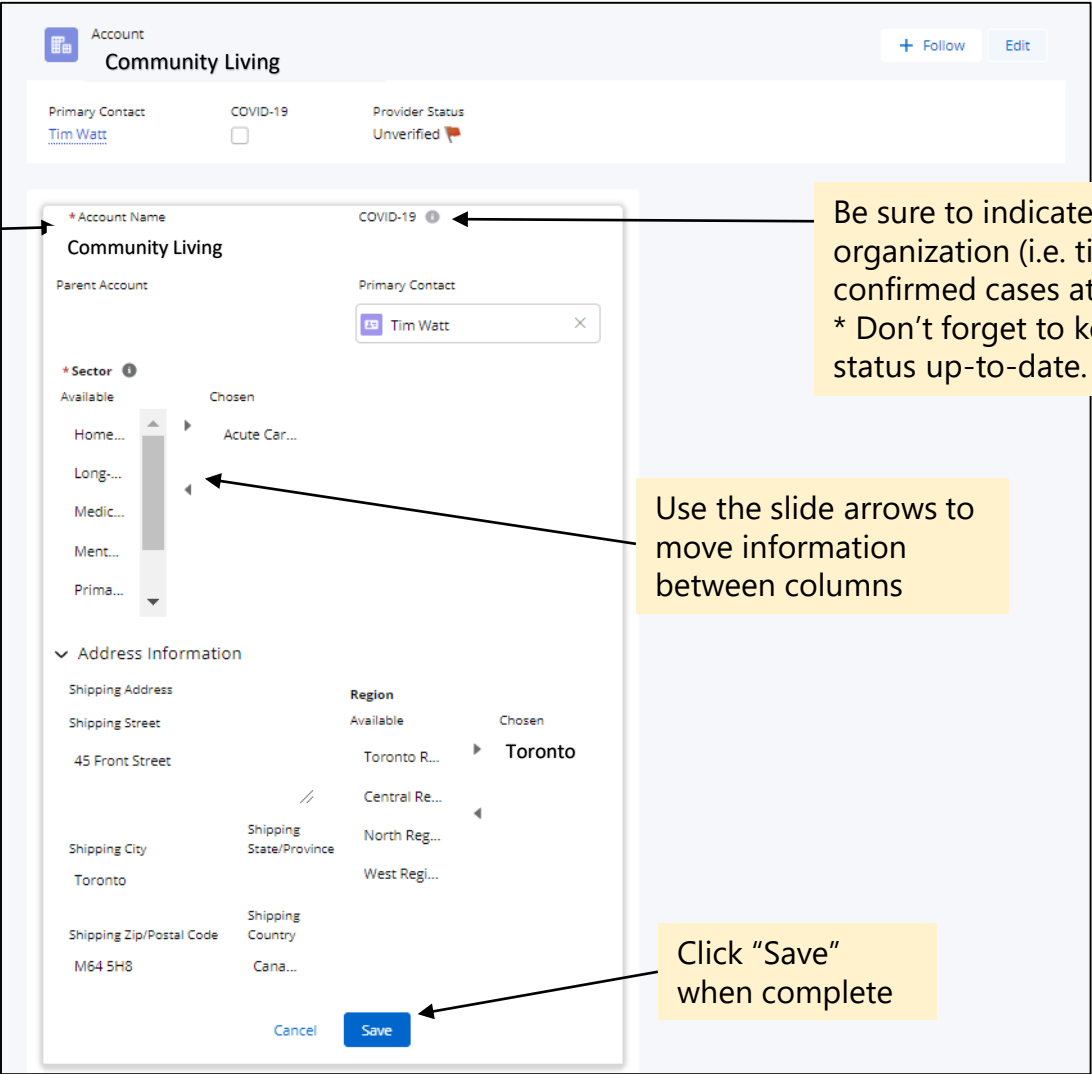
Update your account with your organization’s information to ensure you are matched with available non-clinical support workers that meet your needs.

Fields marked with an asterisks must be filled out to proceed

Be sure to indicate the COVID-19 status of your organization (i.e. tick box of there have been confirmed cases at your location).
* Don't forget to keep your organization's COVID-19 status up-to-date.

Use the slide arrows to move information between columns

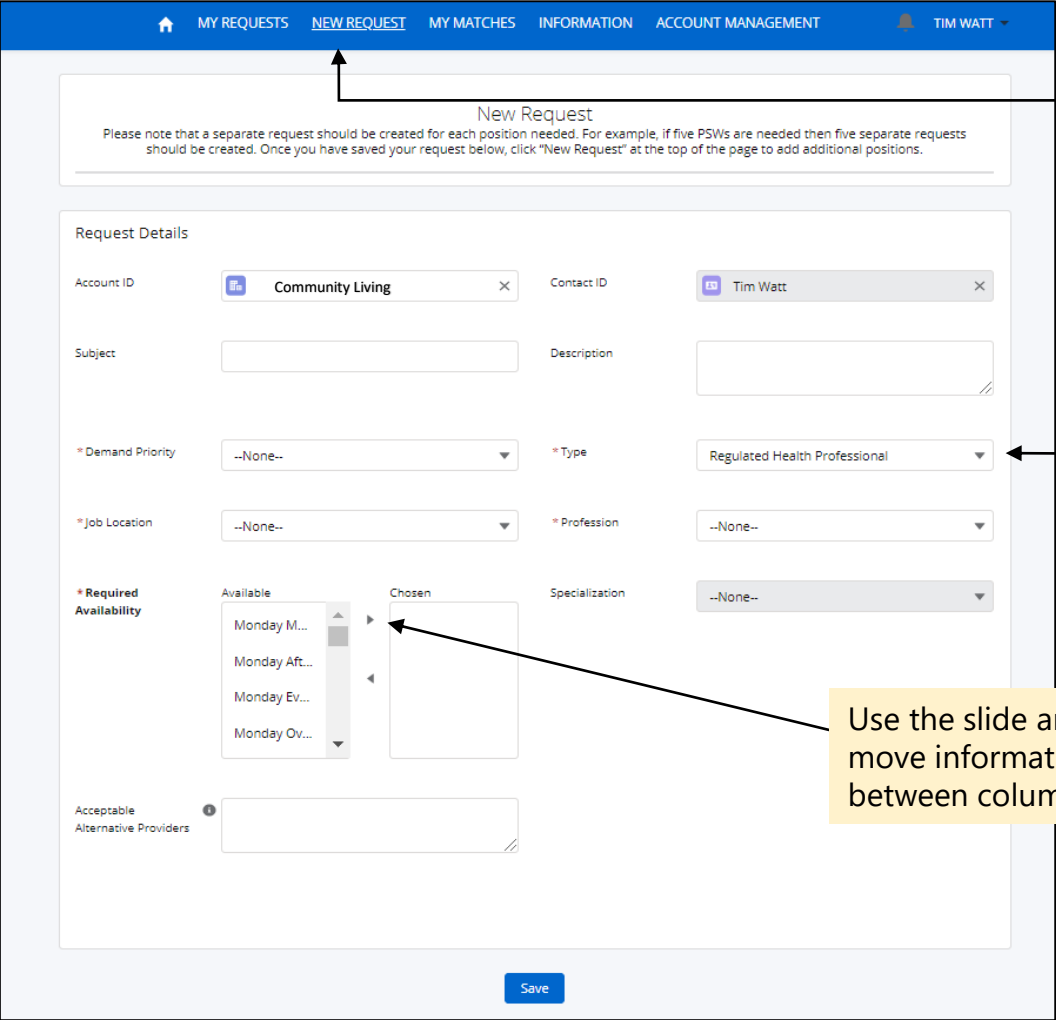
Click "Save" when complete



The screenshot shows a web form for updating an account named "Community Living". At the top, there are fields for "Primary Contact" (Tim Watt), "COVID-19" (checkbox), and "Provider Status" (Unverified). Below this is a modal form for editing the account. The modal has sections for "Account Name", "Parent Account", "Primary Contact", "Sector", "Address Information", and "Region". The "Sector" section has two columns: "Available" and "Chosen", with a slide arrow between them. The "Address Information" section has fields for "Shipping Address", "Shipping Street", "Shipping City", "Shipping Zip/Postal Code", "Region", "Shipping State/Province", and "Shipping Country". The "Region" section also has two columns: "Available" and "Chosen", with a slide arrow between them. The "Save" button is at the bottom right of the modal.

Field	Value
Account Name	Community Living
Parent Account	
Primary Contact	Tim Watt
Sector	Home...
Shipping Address	45 Front Street
Shipping City	Toronto
Shipping Zip/Postal Code	M64 5H8
Region	Toronto
Shipping State/Province	
Shipping Country	Canada

Select "New Request" and enter the necessary information to get matched with a non-clinical support worker that meets your needs. Scroll down to complete the entire form and click "Save" when complete. To note, you will need to create a request record for each of your resource needs. For example, if require support from 2 PSWs you will need to submit 2 separate request records.



The screenshot shows the 'New Request' form with the following fields and values:

- Account ID: Community Living
- Contact ID: Tim Watt
- Subject: (empty)
- Description: (empty)
- * Demand Priority: --None--
- * Type: Regulated Health Professional
- * Job Location: --None--
- * Profession: --None--
- * Specialization: --None--
- * Required Availability: (empty)
- Acceptable Alternative Providers: (empty)

A 'Save' button is located at the bottom right of the form.

Fields marked with an asterisks must be filled out to proceed

Click "New Request"

Click arrows to open up drop-down menu and make the selection that best suits your organization

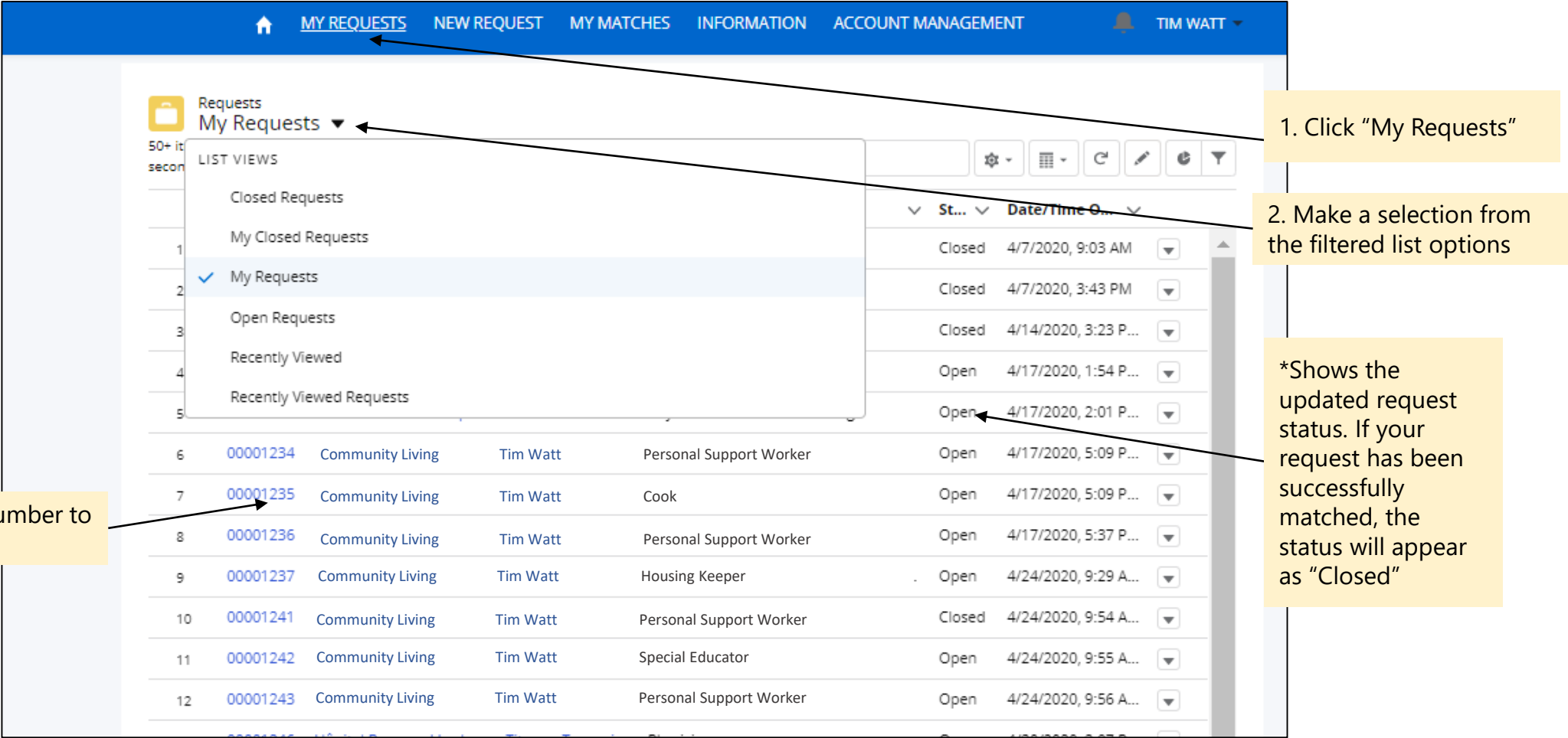
Use the slide arrows to move information between columns

Your request record has now been successfully submitted!

After you have submitted your request record the portal will match you with an available non-clinical support worker that meets the specific requirements of your request. Once a match has been approved you will be able to view the match under “My Matches” on the portal. Here you’ll find the contact details for the individual you have been matched with so that you can connect with them directly to arrange the next steps in the process.

If your need for support changes please update or close your request record as soon as possible as per the following instructions.

You can update your request records at any time by selecting "My Requests" and clicking the "Request Number" for the request record you would like to update.



The screenshot shows a web application interface for managing requests. The top navigation bar includes links for Home, MY REQUESTS, NEW REQUEST, MY MATCHES, INFORMATION, and ACCOUNT MANAGEMENT. The user is logged in as TIM WATT. On the left, a sidebar menu shows 'Requests' with a dropdown for 'My Requests'. The main content area displays a table of request records. Callouts provide the following instructions:

- 1. Click "My Requests"
- 2. Make a selection from the filtered list options
- 3. Click on the number to open a record

A note indicates that the status 'Closed' shows the updated request status, meaning the request has been successfully matched.

	St...	Date/Time O...
1	Closed	4/7/2020, 9:03 AM
2	Closed	4/7/2020, 3:43 PM
3	Closed	4/14/2020, 3:23 P...
4	Open	4/17/2020, 1:54 P...
5	Open	4/17/2020, 2:01 P...
6	Open	4/17/2020, 5:09 P...
7	Open	4/17/2020, 5:09 P...
8	Open	4/17/2020, 5:37 P...
9	Open	4/24/2020, 9:29 A...
10	Closed	4/24/2020, 9:54 A...
11	Open	4/24/2020, 9:55 A...
12	Open	4/24/2020, 9:56 A...

	Request Number	Category	Requester	Job Title
6	00001234	Community Living	Tim Watt	Personal Support Worker
7	00001235	Community Living	Tim Watt	Cook
8	00001236	Community Living	Tim Watt	Personal Support Worker
9	00001237	Community Living	Tim Watt	Housing Keeper
10	00001241	Community Living	Tim Watt	Personal Support Worker
11	00001242	Community Living	Tim Watt	Special Educator
12	00001243	Community Living	Tim Watt	Personal Support Worker

Once you've opened the record select "Edit" to make changes to your request or the pencil icon to change a specific field within the request.

Request
[Community Living](#)

Edit

Clone Request

Request Number	Profession	Status
00001235	Laboratory Assistant	Open

Request Number

00001235

Status

Open

Account Name

[Community Living](#)

Contact Name

[Tim Watt](#)

Close Reason

Close Details

Description Information

Subject

Description

Request Details

Demand Priority

Low

Job Location

Virtual

Type

Other Health Professional

Sector

Medical Laboratory

Profession

Laboratory Assistant

Required Availability

Tuesday Afternoon;Tuesday Evening;Tuesday Overnight;Wednesday Morning;Wednesday

Click edit or the pencil icon next to specific field

Update your request record to ensure the best match. Please keep your request records up-to-date. You can edit your request records anytime.

Request

Community Living

Profession
Cook

Status
Open

* Account Name

Community Living

Contact Name

Tim Watt

* Status

Open

Close Reason

--None--

* Demand Priority

Medium

* Type

Regulated Health Professional

* Profession

Cook

* Job Location

On Site

Sector

Acute Care/Hospital;Home and Community Care;Long-Term Care;Medical Laboratory;Mental Health & Addictions;Primary Care;Telehealth

* Required Availability

Available

Mon...

Mon...

Mon...

Tues...

Tues...

Tues...

Monday E...

Description

Specialization


Community Medicine

Save

Use the slide arrows to move information between columns

Click "Save" when you are done making changes

Please be sure to change the status of your requests from "Open" to "Closed" if you no longer require support for a reason other than a successful match being made. When a successful match has been made, and is noted under "My Matches", the status of the request will automatically update to "Closed" and there is no need for you to close the request record.



Request

Community Living


Profession
Cook

Status
Open

* Account Name


Community Living

Contact Name


Tim Watt

* Status

Open

Close Reason

--None--

Close Details

Request Details

* Demand Priority

Medium

* Type

Regulated Health Professional

* Profession

Cook

Specialization

Community Medicine

* Job Location

On Site

Sector

Acute Care/Hospital; Home and Community Care; Long-Term Care; Medical Laboratory; Mental Health & Addictions; Primary Care; Telehealth

* Required Availability

Available

Mon...

Mon...

Mon...

Tues...

Tues...

Tues...

Chosen

Monday E...

Description

Cancel

Save

Ensure the status of your request is accurately reflected

If you are closing the request, input the reason

If you are closing the request, input any additional detail you think is relevant

Select "My Matches" to view matches for your requests that have been generated by the portal. Here you'll see "Active" and "Approved" matches. Please review "Approved" matches to fulfill your requests for support.

Home

MY REQUESTS

NEW REQUEST

MY MATCHES

INFORMATION

ACCOUNT MANAGEMENT

Tim Watt

Active and Approved Matches

Name	Requested Profession	Organization Name	Professional Name	Status
M-000053	Personal Support Worker	Community Living ABC		Active
M-000261	Personal Support Worker	Community Living	Terri Test	Approved
M-000030	Personal Support Worker	Community Living ABC		Approved
M-000031	Personal Support Worker	Community Living		Approved
M-000032	Personal Support Worker	Community Living		Approved
M-000115	Personal Support Worker	Community Living		Approved
M-000155	Personal Support Worker	Community Living		Active
M-000109	Personal Support Worker	Community Living		Active
M-000154	Personal Support Worker	Community Living		Active
M-000140	Health Care Worker	Community Living		Active

Click "My Matches"

"Approved" – matches that have been reviewed and approved by your Regional Command Center (i.e. if you deem the match suitable you can reach out to the non-clinical support worker to determine next steps)

"Active" – successful matches where you've already made contact with the health care provider or non clinical worker and they are or will be providing support to your organization

View the details of the match by clicking the record number listed under “Name”. Please review “Approved” matches to fulfill requests for support.

Click the record number under “Name”

Active and Approved Matches					
Name	Requested Profession	Organization Name	Professional Name	Status	
M-000053	Personal Support Worker	Community Living ABC		Active	
M-000261	Personal Support Worker	Community Living	Terri Test	Approved	
M-000030	Personal Support Worker	Community Living ABC		Approved	
M-000031	Personal Support Worker	Community Living		Approved	
M-000032	Personal Support Worker	Community Living		Approved	
M-000115	Personal Support Worker	Community Living		Approved	
M-000155	Personal Support Worker	Community Living		Active	
M-000109	Personal Support Worker	Community Living		Active	
M-000154	Personal Support Worker	Community Living		Active	
M-000140	Health Human Resources S	Hôpital Raymond Leclerc		Active	

Here you can find the contact details for the non-clinical support worker you have matched with and reach out to them directly to determine the next steps in the process.

MY REQUESTSNEW REQUESTMY MATCHESINFORMATIONACCOUNT MANAGEMENTTIM WATT

Details

Decline MatchHired

Name
M-000153

Request Information

Requested Profession
Personal Support Worker

Organization Name
Best LTCH EVER

Organization Address
4841 Yonge St, North York, ON, M2N 5X2

Availability Information

Professional Name

Professional Email
hamidtest@example.com

Availability Profession
Respiratory Therapist

Availability Practice Status
Actively Practicing

The contact details for the health care provider or non-clinical worker you have matched with can be found here

19

Please review your "Approved" matches and update the details of the match to "Decline Match" or "Hired", as appropriate. When you update the details of the match to "Hired" your request will automatically be closed.

MY REQUESTSNEW REQUESTMY MATCHESINFORMATIONACCOUNT MANAGEMENTTIM WATT

Details

Decline Match

Hired

Name

M-000153

Request Information

Requested Profession

Personal Support Worker

Organization Name

Best LTCH EVER

Organization Address

4841 Yonge St, North York, ON, M2N 5X2

Availability Information

Professional Name

Professional Email

hamidtest@example.com

Availability Profession

Respiratory Therapist

Availability Practice Status

Actively Practicing

Select "Decline Match" or "Hired", as appropriate.

"Declined Match" – if you have deemed that the match is not suitable.

"Hired" - you've made contact with the non-clinical support worker and they will be providing support to your organization.

****To note, in the instance that you've been successfully matched with a non-clinical support worker, but they can only partially fulfill the requirements indicated in your request record, you'll need to open a new request record for your remaining requirements.**

For example you open a request record for a Personal Support Worker (PSW) on Mondays and Wednesdays, have been matched with a PSW who can work Mondays only, have decided to move forward with the match, and have updated the status of the match to "Hired", your request record will then automatically be closed, other matches associated with this request record will then automatically be closed, and you will need to open a new request record if you still require support on Wednesdays.

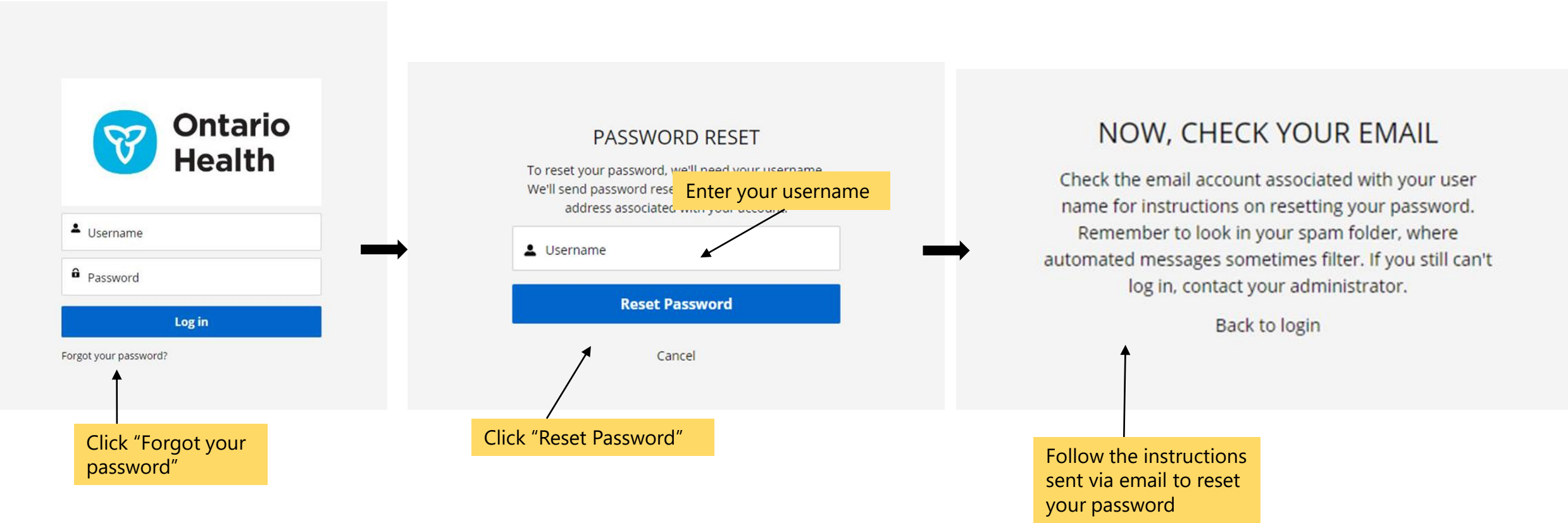
Review the FAQs available on the portal under “Information” on the Home Page.

Contact the Ontario Public Service (OPS) IT Service Desk at 1-888-677-4873 or 416-246-7171. Once you hear “You have reached the OPS IT Service Desk” enter prompt code 011 on your phone.

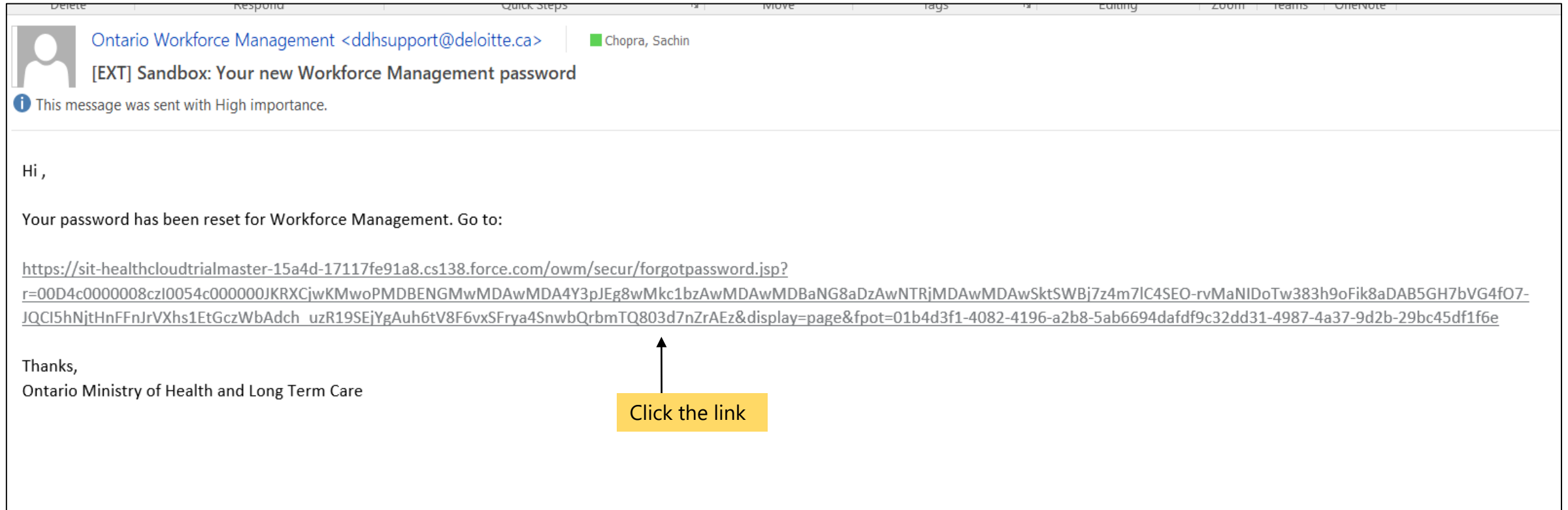
Thank you for everything that you are doing to help Ontario residents during this pandemic.

Appendix – Resetting Your Password

Reset your password by clicking "Forgot Password" on the login page. You'll then receive a link via email where you can reset your password.



Click the link received via email to reset your password. Check you spam folder if you do not see the email in your inbox.



Answer the security question, click continue and enter the new password you would like to use. You're password has now been successfully reset.



Answer Your Security Question

To verify your identity, answer the security question associated with your account.

Username
me@example.ca

Question
In what city were you born?


Answer

Continue

If you still can't log in, try the following: Contact your company's administrator for assistance.

Answer the security question

Click continue



Change Your Password

Enter a new password for **me@example.ca**
Make sure to include at least:

- ✓ 8 characters
- ✓ 1 letter
- ✓ 1 number

* New Password
 Good

* Confirm New Password
 Passwords don't match

Change Password

Password was last changed on 2020-04-04, 6:52 p.m..

Enter the new password you would like to use

Click change password