Ontario Health Workforce Matching Portal - Training Guide For Organizations
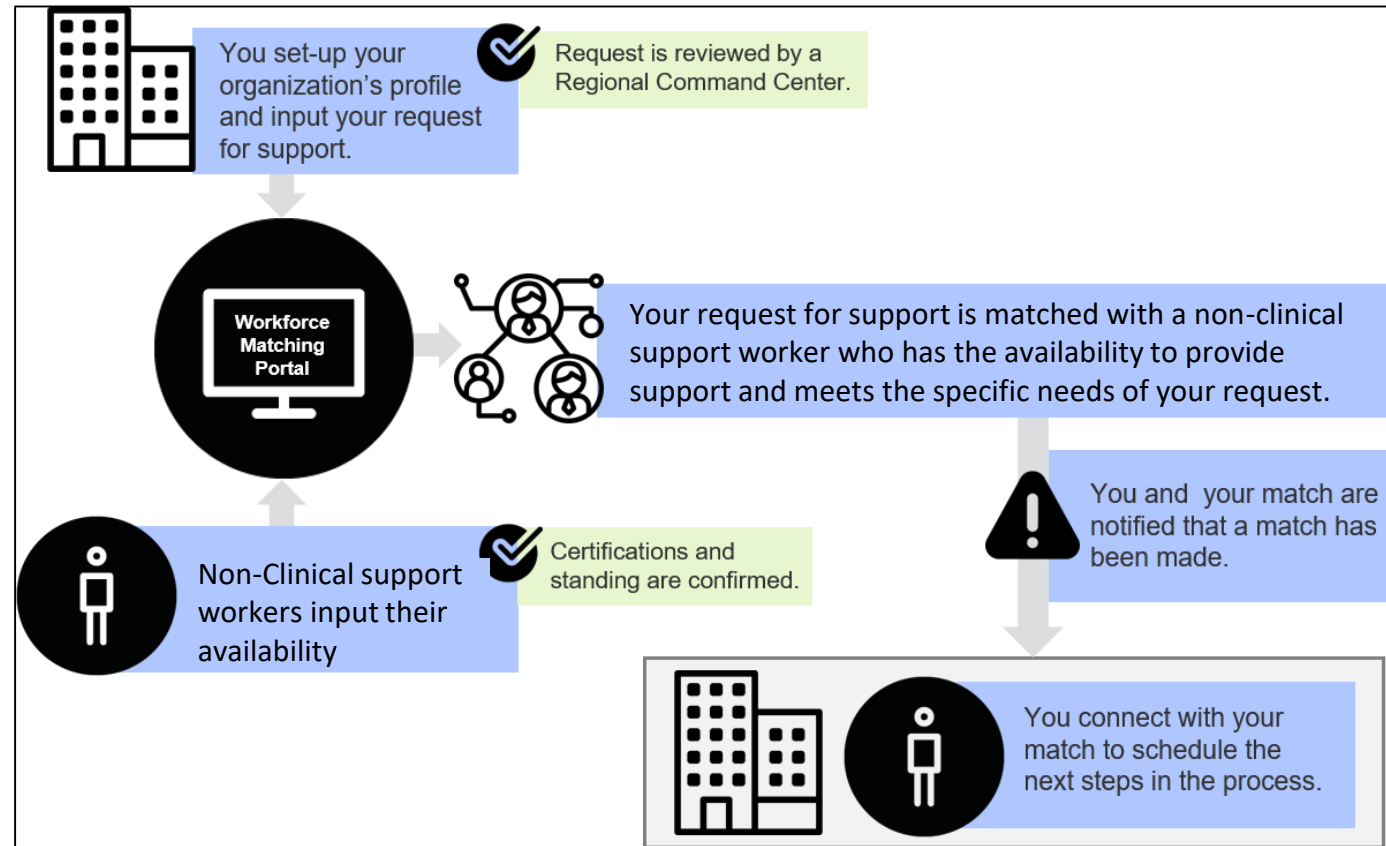

A portal to match organizations like yours with non-clinical support workers across Ontario who have availability to provide support.

Ontario

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...

You set-up your organization's profile and input your request for support.

Request is reviewed by a Regional Command Center.

Workforce Matching Portal

Your request for support is matched with a non-clinical support worker who has the availability to provide support and meets the specific needs of your request.

Non-Clinical support workers input their availability

Certifications and standing are confirmed.

You and your match are notified that a match has been made.

You connect with your match to schedule the next steps in the process.

Ontario

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
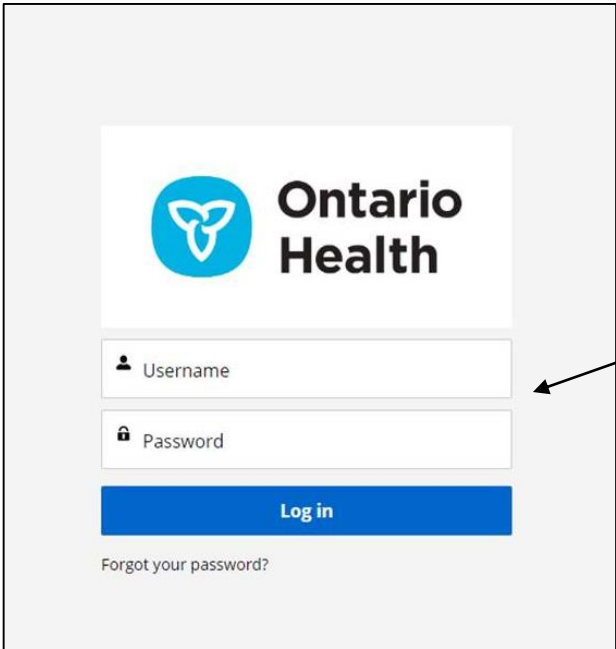
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There are two ways to access the portal:

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.

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

REGISTER

Select Register

Ontario

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"

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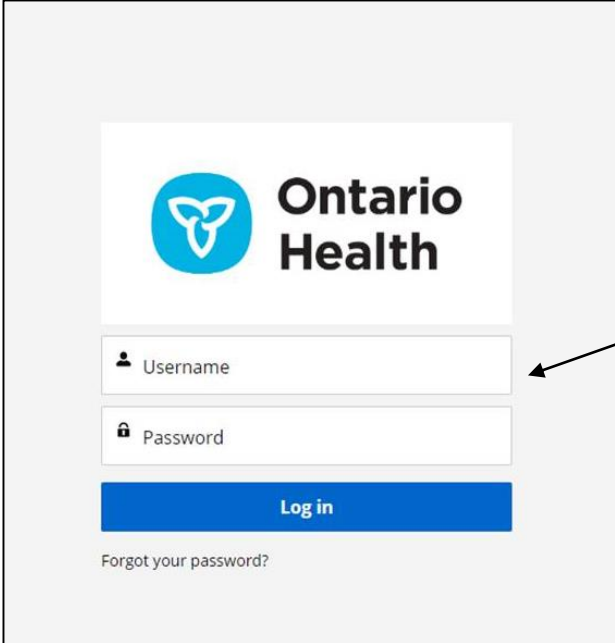
You should receive an email with your organization's username and a link to login. Please be sure to check your spam/junk folders if you do not see the email in your inbox.

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.

Ontario Health

Voir la version française ci-dessous.

Hi, Jane Doe

Welcome to Matching Portal! To get started, go to https://staging-healthcloudtrialmaster-15a4d-17117fe91a8.cs138.force.com/matchingportal/login?
c=9AA9kjvrOMvnq1dtTQgocdLO9Z4NgwQX_WgnHmqSOwhvbmu0dpUZWCd9rWi0gGI5ib8Be3OQDdBIizHCMyLDLk_OzxaEIZECazxsXUsNowTIffmmS1V7I45k7Nkr0w4yABZ9IHYXIzbUPRKlnGCh8fXuqFwcgIPRh_wWtg.akS1_NiMOoHN83GUOzd69S

Username: janedoe@email.com

Thanks,
Ontario Health, Regional Office

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.

Updating your account information

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

Click "Account Management" to verify your details

Updating your account information

Ontario

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.
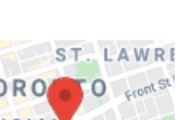
Click edit or the pencil icon next to specific field
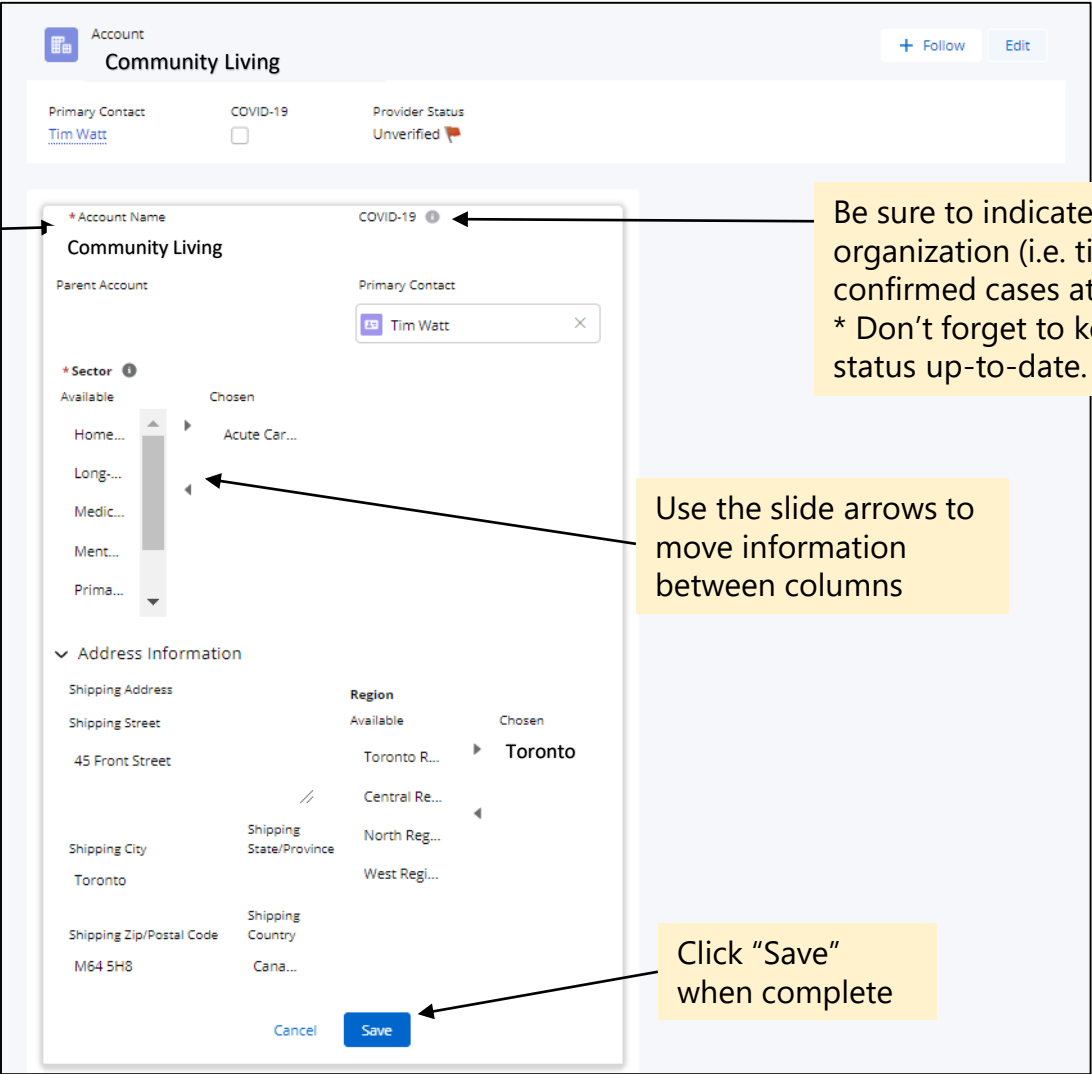
Updating your account information

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

Submitting your requests for support

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.

Click "New Request"

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 your organization

Use the slide arrows to move information between columns

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Submitting your requests for support
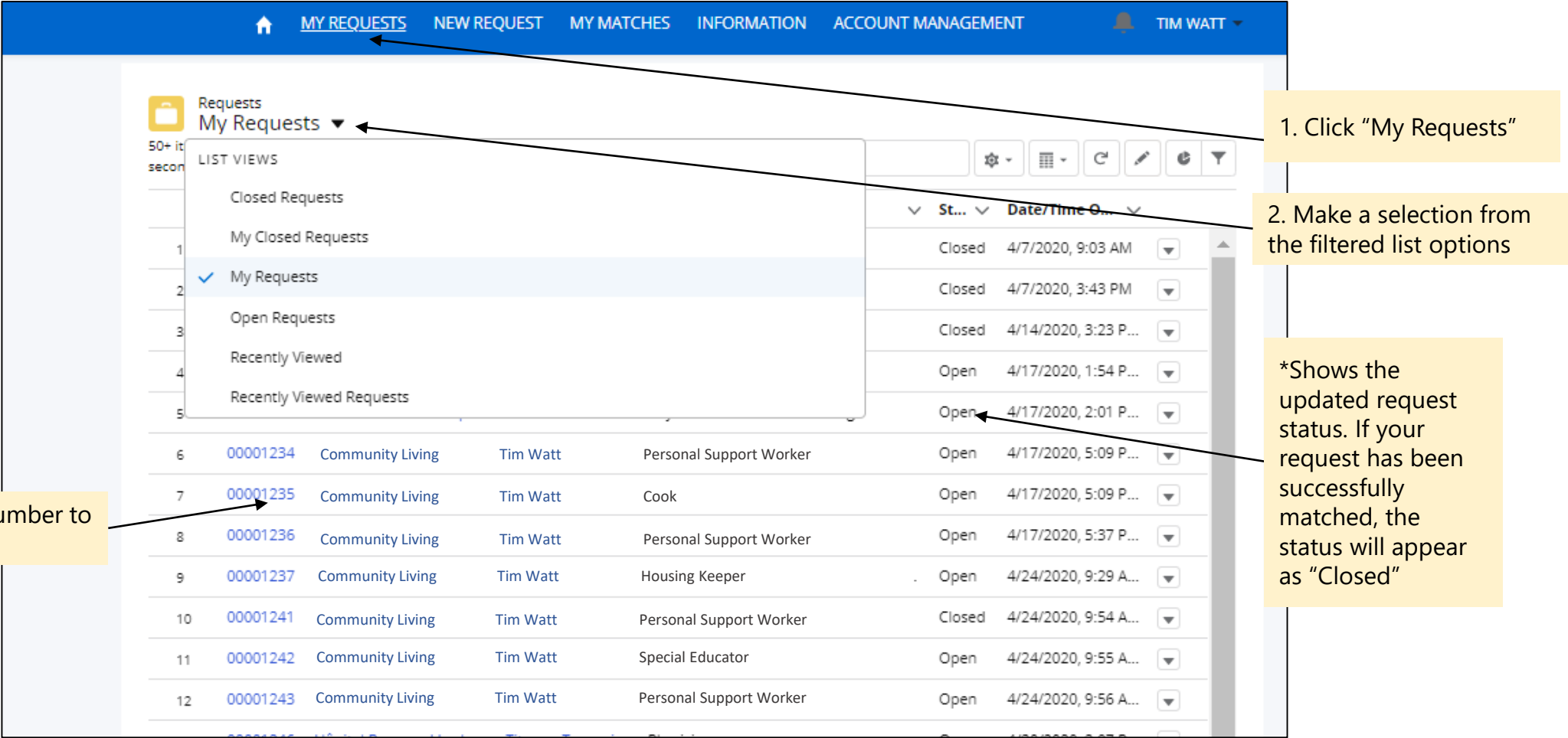
Your request record has now been successfully submitted!

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.

Updating your request records

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.

1. Click "My Requests"

2. Make a selection from the filtered list options

3. Click on the number to open a record

*Shows the updated request status. If your request has been successfully matched, the status will appear as "Closed"

Updating your request records

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.

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Updating your request records

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


Use the slide arrows to move information between columns

Click "Save" when you are done making changes

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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.

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

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Reviewing your matches

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.

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

Reviewing your matches

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"

Reviewing your matches

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.

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

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Ontario

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.

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.

Questions

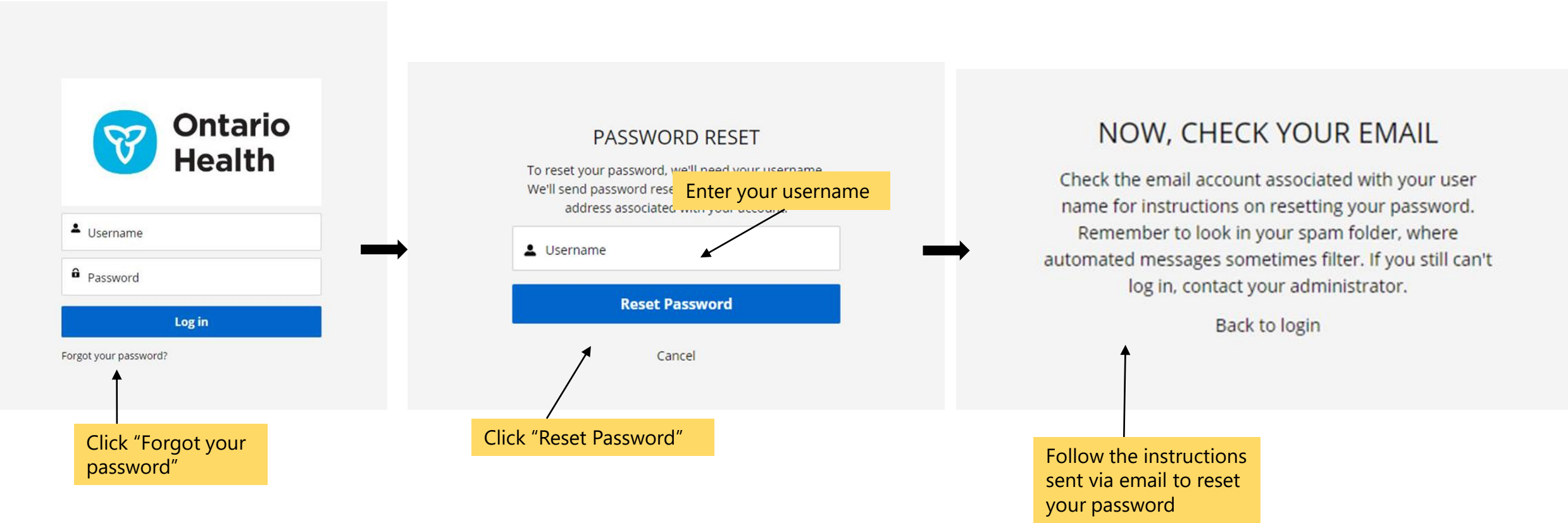Review the FAQs available on the portal under "Information" on the Home Page.

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

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

Appendix – Resetting Your Password

How to reset 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.

Ontario Health

- Username
- Password

Log in

Forgot your password?

Click "Forgot your password"

PASSWORD RESET

To reset your password, we'll need your username. We'll send password reset address associated with your account.

Enter your username

- Username

Reset Password

Cancel

Click "Reset Password"

NOW, CHECK YOUR EMAIL

Check the email account associated with your user name for instructions on resetting your password. Remember to look in your spam folder, where automated messages sometimes filter. If you still can't log in, contact your administrator.

Back to login

Follow the instructions sent via email to reset your password

How to reset your password

Ontario

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

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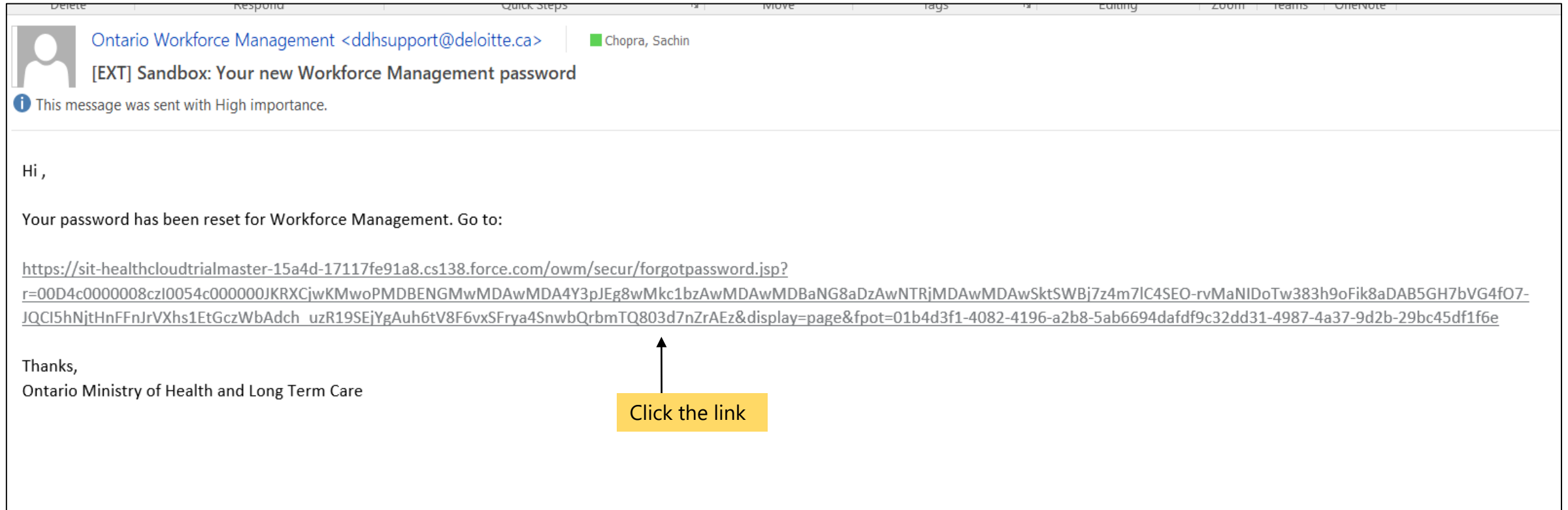
Answer the security question, click continue and enter the new password you would like to use. You're password has now been successfully reset.

Answer the security question

Click continue

Enter the new password you would like to use

Click change password