

A portal to match organizations across Ontario requiring support with health care providers and non-clinical workers who have availability.

Frequently Asked Questions

Health Care Providers & Non-Clinical Workers

| Category | Question | Answer |
|----------|---|--|
| IT | What do I need to do to create an account? | The training video provided will take you through how to set-up your account. If you still have questions refer to the detailed training guide provided. |
| IT | Where do I go for support if the portal is not working or if I have questions about the portal? | 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. |
| IT | Does the platform work on any laptop, phone or tablet? | Yes, you can link to the portal from any device by visiting https://healthcloudtrialmaster-15a4d-17117fe91a8.force.com/matchingportal The portal works best if accessing via Chrome browser. |
| Portal | How do I reset my password? | You can reset your password by clicking the "Forgot Password" link on the portal login page. It's just below the fields where you would enter your username/password. You'll then be prompted to enter your username, click "Reset Password" and a link to reset your password will be sent to you via email. Be sure to check your junk/spam folder if you do not see the email in your inbox. Click the link in the email sent to you and follow the steps to reset your password. |
| Portal | How quickly can I expect to be matched with a request for support? | The matching system will match you based on where a need has been identified taking into account your background, experience, identified location and availability. This will determine how quickly you might be matched to a position. |
| Portal | How will I know when a match has been made? | Once a match has been approved it will appear under "My Matches" on the portal. |

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| Portal | What happens after a match is made? | Once a match has been made both the organization and the health care provider or non-clinical worker they have been matched with can view the details of the match under "My Matches" on the portal. The organization will be provided with individual's contact details so that they can reach out to set-up next steps in the process. |
| Portal | Can I decline a match? | The role of the portal is to match health care providers and non-clinical workers with availability to provide support with organizations where their support is needed. You do not need to accept a match. You can decline matches made under "My Matches" on the portal. To make sure you are matched with organizations where you are able to provide support, please make sure your profile and availability are up-to-date on the portal. |
| Portal | How will I know when I have a shift? | The organization you have been matched with will connect with you directly to schedule shifts. |
| Portal | Can I refuse a shift? | Yes, you can accept or refuse at your discretion. Please communicate directly with the organization you have been matched with regarding scheduling of shifts. |
| Portal | Can I be matched with an organization of my choosing? | No, requests to be matched with a specific organization cannot be made. The matching system will match you based on where a need has been identified taking into account your background, experience, identified location and availability. |
| Portal | I'm a retired registered health care professional, do I have to reactivate my registration to help? | In order to practice in your field of expertise (i.e practice your profession), it is very likely that you would need to reactivate your registration to be a practicing member. We recommend that you consult your health regulatory college for further information. |

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| Portal | Who can post availability to provide support? | Individuals in all sectors of the health care system and other Broader Public Sector employees may set-up a profile on the portal to be matched with an organization in need of support. Public sector organizations are looking for all types of support (e.g., health care providers, janitorial staff, food service staff, administrative staff etc.) |
| Providing/Receiving Support | How will onboarding of new resources be managed (i.e. understanding of specific location's policies/procedures)? | Once a match has been made both the organization and the health care provider or non-clinical worker they have been matched with will receive an email from the Ontario Health Region. The organization will be provided with the individual's contact details so that they can reach out to set-up next steps in the process. We recommend that the organization and health care provider or non-clinical worker work together to ensure all necessary onboarding and orientation happens as soon as possible. |
| Providing/Receiving Support | How will payment for support provided be made? | The matching portal is intended to make that first connection between organizations in need of support and health care providers or non-clinical workers with availability to provide support. Once a match has been made, the organization is responsible for reaching out to the available health care provider or non-clinical worker to arrange next steps in the process and discuss details of the assignment, including payment. |
| Providing/Receiving Support | I'm a registered health care practitioner coming out of retirement to provide support, how will I be paid? | The matching portal is intended to make that first connection between organizations in need of support and health care providers or non-clinical workers with availability to provide support. Once a match has been made, the organization is responsible for reaching out to the available health care provider or non-clinical worker to arrange next steps in the process and discuss details of the assignment, including payment. |

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| Providing/Receiving Support | How will Collective Agreements be managed? | The matching portal is intended to make that first connection between organizations in need of support and health care providers or non-clinical workers with availability to provide support. Once a match has been made, the organization is responsible for reaching out to the available health care provider or non-clinical worker to arrange next steps in the process and discuss details of the assignment, including payment. |
| Providing/Receiving Support | Can a health care provider or non-clinical worker work for multiple organizations? | Ontario's Chief Medical Officer of Health has directed that wherever possible, long-term care homes should work with employees to limit the number of work locations that employees are working at, to minimize risk to patients of exposure to COVID-19. We ask that you continue to keep up-to-date with and follow any further directives that are issued and use your professional judgement when determining whether or not you will support an organization you have been matched with. |
| Providing/Receiving Support | Will health care providers and non-clinical workers be covered by the insurance policy of the organization they will be providing support to, should they become injured while providing support? | Organizations should contact their workplace insurance provider about coverage related to the activities of volunteers and temporary staff in their workplace. |
| Portal | I'm a registered health care professional currently working for a school board or other Broader Public Sector employer. How do I register to be voluntarily redeployed? | Under "Type" you will register as a Registered Health professional. This does not have any impact on the voluntary redeployment framework that your employer has agreed to. |
| Portal | Do I need my employer's approval before I register for voluntary redeployments? | You do not need to contact your employer. There is a process in place to seek the employer's approval after you register. |
| Portal | I'm currently employed by a Broader Public Sector employer and want to sign up for a Broader Public Sector redeployment, but my employer is not listed. What should I do? | You are only eligible for a Broader Public Sector voluntary redeployment once there is an agreement from the Employer, and union (if applicable). |

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| Portal | How quickly can I expect to be matched with a health care provider or non-clinical worker who has availability? | The matching system will match your request with an available health care provider or non-clinical worker who meets the specific requirements of your request, including background, experience and your location. This will determine how quickly you might be matched with an available resource. |
| Portal | Will requests for support be prioritized and responded to accordingly? | Requests for support will be reviewed by a Regional Command Center that will prioritize requests for support prior to the request going into the matching system. Priority may be given to certain organizations and communities that have been identified as most in need (e.g., severe staff shortages resulting from COVID-19). |

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| Portal | Can I decline a match? | The role of the portal is to make it easier for you to find available health care providers and non-clinical workers to get the job done. So if you don't that feel an individual you have matched with can fulfill the requirements identified in your request you do not have to accept the match. You can decline a match under "My Matches" on the portal. |
| Portal | What types of organizations can sign-up on the portal and post requests for support? | Organizations that can sign-up for the portal and post requests for support include organizations in all sectors of the health care system, developmental services organizations, organizations involved in ending violence against women and anti-human trafficking organizations. Priority may be given to certain organizations and communities that have been identified as most in need (e.g., severe staff shortages resulting from COVID-19). |
| Providing/Receiving Support | How will onboarding of new resources be managed (i.e. understanding of specific location's policies/procedures)? | Once a match has been made both the organization and the health care provider or non-clinical worker they have been matched with will receive an email from the Ontario Health Region. The organization will be provided with the individual's contact details so that they can reach out to set-up next steps in the process. We recommend that the organization and health care provider or non-clinical worker work together to ensure all necessary onboarding and orientation happens as soon as possible. |

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| Providing/Receiving Support | How will Collective Agreements be managed? | The matching portal is intended to make that first connection between organizations in need of support and health care providers or non-clinical workers with availability to provide support. Once a match has been made, the organization is responsible for reaching out to the available health care provider or non-clinical worker to arrange next steps in the process and discuss details of the assignment, including Collective Agreements. |
| Providing/Receiving Support | Can a health care provider or non-clinical worker work for multiple organizations? | Ontario's Chief Medical Officer of Health has directed that wherever possible, long-term care homes should work with employees to limit the number of work locations that employees are working at, to minimize risk to patients of exposure to COVID-19. We ask that you continue to keep up-to-date with and follow any further directives that are issued and use your professional judgement when determining whether or not you will support an organization you have been matched with. |

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| Providing/Receiving Support | Is it necessary to track the number of hours a health care provider has worked across organizations? | Organizations should follow their existing practices for ensuring that staff are fit to provide quality care. We ask that health care providers follow existing practices and use their professional judgement to ensure they are fit to provide quality care. |
| Providing/Receiving Support | Will health care providers and non-clinical workers be covered by the insurance policy of the organization they will be providing support to, should they become injured while providing support? | Organizations should contact their workplace insurance provider about coverage related to the activities of volunteers and temporary staff in their workplace. |