

SmartStart Hubs Meeting Notes

May 15, 2025 | 12:00 pm – 1:00 pm | Location: Virtual Meeting

Attendees: Lindsay McDonald, Angie Cascone, Heather Collins, Alissa Shuker, Lindsay Bray, Laura Zajicek, Gabrielle Shiry, Mileva Vuletic, Sarah Pilskalnietis, Marilyn Kingsley, Christine Curran, Karolina Styrzula, Amelia Morrison, Laura Conchie, Kathleen Muldoon, Karen Faragher, Danica Cross, Joshua Theodore, Mallory Dopson, Lanna Coletti

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- **Introductions:**
 - Laura introduced herself as a new manager with the development and rehabilitation team at CHEO. She expressed her excitement about being part of the group and briefly mentioned her role.
 - Sarah introduced herself as the new director of clinical and client services at Grandview. She mentioned that she started two months ago and is working with Christine Curran. Sarah expressed her enthusiasm about being part of the community of practice for the Smart Start hub.
 - **Access OAP Update:** Marilyn Kingsley, Kathleen Muldoon, and Karolina provided updates on Access OAP, with Marilyn explaining that the region is split into five and they will discuss what the RSNs are currently working on.
 - **Marilyn's Role:** Marilyn Kingsley introduced herself as the regional service network manager for Access OAP for the North region, based in Sudbury. She mentioned that the region is split into five and they will discuss the current activities of the RSNs.
 - **Kathleen's Role:** Kathleen Muldoon introduced herself as the regional service network manager for the East region, based in Ottawa. She briefly mentioned her role and passed the introduction to Karolina.
 - **Karolina's Role:** Karolina introduced herself as the regional service network manager for the Central region, based in Burlington. She briefly mentioned her role and the absence of two other regional managers.
 - **RSNs' Activities:** Marilyn mentioned that it has been a year since the launch and they will discuss what the RSNs are currently working on. She indicated that they have a brief presentation to share.
 - **Presentation:** Marilyn mentioned that they have a brief presentation to share and requested to pause the recording while they present.
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 - RSNNorth@accessoap.ca - Marilyn Kingsley
 - RSNEast@accessoap.ca - Kathleen Muldoon
 - RSNCentral@accessoap.ca - Karolina Styrzula
 - RSNWest@accessoap.ca - Lyndsay Petica

- RSNToronto@accessoap.ca - Bethany Brewin

Form to request an RSN presentation to your teams: [REQUEST FORM](#)

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- **AccessOAP website:** <https://accessoap.ca/>
- What's New page: <https://news.accessoap.ca/>
- FAQs: <https://accessoap.ca/faqs/>
- Link to application form download: <https://accessoap.ca/downloads/>
- Registration Page: <https://accessoap.ca/for-families-new-to-the-oap/>
- New Families Handout ENG [AccessOAP New Families Hand-out - ENG.pdf](#)
- New Families Handout FRE [AccessOAP New Families Hand-out - FR.pdf](#)
- Who is **AccessOAP Video** - [AccessOAP video ENG](#) [AccessOAP video FRENCH](#)
- These can be shared with your teams as well as with families.
- We have **handouts** that you can order to have on hand, that can be shared with families.
- These can be ordered through this link and sent to you at no cost:
<https://linktr.ee/AccessOAP>
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- **Ontario Autism Program MCCSS** – all programs offered under OAP:
<https://www.ontario.ca/page/ontario-autism-program>
- Finally, if you aren't already subscribed - AccessOAP sends out a **Connections newsletter** with updates and information, a few times per year to Providers. You can subscribe [here](#).
- This is the same list we use to share information about upcoming webinars.
- Following the presentation, Q and A with RSN reps:

Q how to assist families unable to reconcile expenses

A- CTC staff can flag concern and email RSN

- RSN action involves connection between care coordinator and expense teams
- Coming soon- new support for families struggling with financial literacy

Q how to support out of province diagnoses

A- families can reach out directly (ie call 188#) to connect with care coordinator

- Families are responsible for fees associated with translation and notarization (but we can flag for RSN if payment is a barrier and they maybe able to assist)
- Community Ped can verify

Q how can we support approved expenses

A- Access OAP does not offer pre-approvals for expenses, please see website above for list of ineligible expenses

Follow departure of guests- team discussion continued:

- Team Agreed- we are not aware of a formal MOU connecting Access OAP and CTCs at this time

Agenda item Request from Five Counties to review current intake forms (esp alayacare)

- **TVCC** has an elaborate excel tool with decision making algorithm
- **Kidsability** has several intake forms via alayacare and using caredove for e-referrals completed by families
 - o Smart logic built into forms and templates
 - o Using AMC for most (exceptions: transfers, SBRS)- same in Hamilton
- **Amelia** shared all new get brief triage by discipline associated with primary need, if family is uncertain- service navigator completes the call
- Use of one note with referrals also in Alayacare
- **GVCC**- alayacare and referrals via Oceans
 - o Complete AMC for 90% of new via SSH or ASQ/AMC with transfers
- **LCC**- using PHIPPA compliant jotform \$\$

Team identified next topic of discussion for July 17/2025:

1. Report up on current practises at each CTC please see attached template chart-items for discussion at next CoP meeting with a small sample from lb