



Ottawa Service
Collaborative

Dear Integrated Plan of Care (IPC) Lead:

Welcome to the Integrated Plan of Care process! This **onboarding package** is the “need to know” information designed to help orient you to your new role.

Let’s get started with some **frequently asked questions!**

What is the IPC process?

Very simply, the IPC process is a formalized process to bring together a number of different service providers in Ottawa to support the health, well-being and function of children and youth with complex needs and their families. The child/youth and family, and partners from multiple sectors, agencies and organizations and yourself will develop and execute a coordinated Plan of Care.

What is my role in all of this?

The IPC process is dependent on the lead. As the lead, you are the **central point** of contact for the child/youth and their families and the other partnering service providers. You will assume leadership of the IPC process, as well as facilitate and coordinate ongoing team meetings, and support the client and/or supporters in developing their Plan of Care.

What are the other roles and how can they support me?

Your Agency Implementation Lead (AIL): Every [participating agency](#) has an AIL – you do too! The AIL provides you with support throughout the IPC process. He/she also supports access to the unique services needed by the client, through advocating internally to their agency and, if necessary, externally. Additionally, he/she fosters communication and

collaboration between agencies involved in the Integrated Plan of Care process.

Coordinated Access Mental Health Committee:

This committee, facilitated by [Coordinated Access](#), determines if the child or youth meets the criteria for the IPC process. This committee is an excellent resource for you as they have experience making recommendations and/or service plans for children and youth with complex mental health needs, and determining eligibility for mental health flex funds. You and your team will be meeting with this committee for progress checks, and in the event of an IPC process termination.

Integrated Care Team:

The Integrated Care Team is composed of multi-disciplinary service providers, the client, the family and/or supporters who develop and implement the Integrated Plan of Care. You will play an instrumental role in bringing this team together.

Where can I find the IPC process Guide and why should I use it?

An IPC process guide has been created and provides a more thorough background on the process, guiding principles, a breakdown of the steps involved and useful appendices to support the work. It can be found here on the Coordinated Access website: <http://coordinatedaccess.ca/wp-content/uploads/2015/08/IPC-GUIDE.pdf>

Let's get started!

Here's a step-by-step guide to your new role » [Key Steps for IPC Lead](#)