

CAMBRIDGE
NORTH DUMFRIES

OHT



Cambridge North Dumfries Ontario Health Team News & Updates

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- **Hospice Navigator Program:** Learn about the newly launched Hospice Navigator Program supporting earlier access to hospice and end-of-life care education and coordination.
- **Community Paramedicine Program:** An updated Community Paramedicine Referral Form introduces new pathways to support coordinated, patient-centred care.

...and More!



CND OHT All Members Meeting – Highlights & Next Steps

Thank you to everyone who joined us for our CND OHT All Members Meeting on May 29 at the Cambridge Hotel and Conference Centre. It was a full and engaging day of meaningful dialogue, collaboration, and shared learning across our network.

The day began with updates on our Governance Model Refresh and a presentation of the CND OHT Annual

Business Plan, grounding participants in our current priorities and direction.

A key part of the morning had participants join working tables and rotating through discussions, allowing everyone to contribute across multiple focus areas. We had thoughtful discussions at each table focused on key priorities, including Primary Care, Integrated Clinical Priorities, and OHT Capacity Building. The insights gathered are being consolidated alongside notes, agenda discussions, and evaluation feedback to help inform next steps.

Key Themes from Round Table Discussions:

- Primary Care table explored cancer screening and prevention, underserved populations, targeted short and long-term strategies, supporting unattached patients, and primary care engagement.
- Integrated Clinical Priorities table discussed risk identification, patient outreach, improving awareness of existing services, and strengthening transitions from hospital to community; scale and spread Heart Failure and COPD programs, strengthening and expanding self-management supports.
- OHT Capacity Building table considered meaningful Indigenous engagement, identifying representation gaps, opportunities for PFAC, strengthening communication and feedback loops, flexible and targeted engagement, and systems integration and collaboration.

Over lunch, attendees had the opportunity to connect and engage with partners at the Health Care Innovation Expo, highlighting programs and services across the community and strengthening cross-sector relationships.

In the afternoon, we launched the 2026 Strategic Framework Process, followed by a highlight session on Elgin OHT's Neighbourhood Home Model. Thank you to Deanna Huggett (Elgin OHT) and Connor Cleary for sharing insights and sparking important conversations about what this model could look like in Cambridge and North Dumfries. We will move forward using insights from the Neighbourhood Home Model to inform next steps with a consultant.

What we heard:

- Interest in the Neighbourhood Home Model and its local application
- Value of collaboration and cross-sector connection
- Importance of strengthening access to community and home-based care
- Desire for continued engagement and clarity on OHT priorities and direction

Evaluation Highlights:

- Most valued aspects included networking, collaboration, and learning from Elgin OHT
- In-person engagement was seen as important for building relationships and trust
- Participants identified opportunities to share learnings, strengthen partnerships, and apply insights within their organizations
- Suggestions for improvement included shorter sessions, earlier notice, and expanded opportunities for participation

Next Steps:

The CND OHT will submit our Operating Plan to Ontario Health by the end of June, with TPA targeted for submission by June 26, and we will continue to share updates through our newsletter and preparing for our next All Members Meeting in Fall 2026.

Thank you again to all who attended, contributed, or sent a representative, your input is helping shape the future of integrated care in our community.



Ontario Health

System-Wide Implementation: eReferral Ontario & Central Intake

Ontario Health has released operational direction regarding the system-wide implementation of eReferral Ontario and Central Intake. This initiative supports improvements in coordination, efficiency, and access to care across the region.

Onboarding support and inquiries:

Primary Care / Community Care, Community Specialists, Mental Health & Addictions (MH&A):

- westregion@amplifycare.com

Local Delivery Group (LDG) Lead Organization Specialists:

- Hamilton Niagara (HN) LDG: HNLDDGeReferral@hhsc.ca
- South West (SW) LDG:

swldg-ereferral@lhsc.on.ca

Other Hospital Specialists:

- HN LDG: HNLDDGeReferral@hhsc.ca
- SW LDG: swldg-ereferral@lhsc.on.ca

Please review the operational direction [HERE](#).

If you have any questions, please reach out to Wendy Lang, Change Management and Practice Facilitation Lead at Wendyl@cndoht.com.



Warm Welcomes!

The CND OHT is pleased to welcome Crystal Usher.

Crystal Usher joined CND OHT on June 10, 2026 as Coordinator, Performance Monitoring and Quality Improvement. She brings experience in epidemiology, stakeholder engagement, health promotion, performance measurement, and program evaluation. Prior to joining CND OHT, Crystal worked as a Performance and Evaluation Advisor at Ontario Health and as an Epidemiologist with the Public Health Agency of Canada, Brant County Health Unit, and Southwestern Public Health. Earlier in her career,

she was a Health Promoter with the Haldimand-Norfolk Health Unit. Crystal holds a Master of Public Health with a specialization in Epidemiology, a Post-Graduate Certificate in Infection Prevention and Control, and an Honours Bachelor of Health Sciences.

The CND OHT is pleased to welcome Emilyn Fudge.

Emilyn Fudge joined CND OHT on March 9, 2026, as Communications Coordinator. She recently completed her Master of Business Administration in April 2026 and previously earned a Bachelor of Commerce in Marketing Management from the University of Guelph, graduating the year prior. During her undergraduate studies, Emilyn gained hands-on experience through two co-op placements in digital marketing at Intuit TurboTax. Early in her career, Emilyn brings a strong foundation in communications and digital marketing and is eager to continue growing and developing in her role.



Amplify Care – West Region Updates

The Amplify Care West Deployment Team continues to support onboarding to eReferral Ontario across the region, helping clinicians streamline referral processes, reduce administrative burden, and improve coordination of care.

Recent updates include new services accepting eReferrals, expanded onboarding of specialists through the eFax initiative, and increased use of standardized eReferral forms to support more consistent and efficient workflows.

There are also new opportunities to engage, including access to webinar resources, input into expanding the eReferral network, and participation in a Chronic Kidney Disease screening initiative aimed at supporting earlier identification and improved patient outcomes in primary care.

Learn more and access resources from the [full newsletter HERE](#).

From our Networks



Hospice Navigator Program Launch

Lisaard & Innisfree Hospice has introduced a new Hospice Navigator Program to support earlier connection to hospice and end-of-life care.

The program provides education, consultation, and transition support to help individuals, families, and care teams better understand options and navigate care planning.

Hospice Navigators can be engaged when:

- Exploring end-of-life care options
- Seeking hospice or palliative care education
- Needing support with care planning or transitions
- Looking to learn more about available regional resources

In addition to residential hospice care, a range of supports are available, including bereavement care, spiritual care, music therapy, and caregiver support. Navigators can also help connect individuals to appropriate community services.

[News Release](#)



INTRODUCING OUR Hospice Navigator Program

GUIDING EARLIER.
CONNECTING CARE.



You're not
alone on this
journey.



Our new Hospice Navigator Program helps individuals and families explore end-of-life care options earlier, with clear information, compassionate support, and seamless connection to the right care at the right time.



WHAT IS THE HOSPICE NAVIGATOR PROGRAM?

Our Hospice Navigators are experienced nurses who partner with healthcare providers, individuals, and families to offer education, guidance, and support before and after a hospice referral—helping ensure informed choices and a smoother transition into care.

HOW WE HELP



EARLIER ENGAGEMENT

We connect with individuals and families earlier to help explore options and answer questions.



EDUCATION & CLARITY

We provide clear, compassionate information about hospice care, eligibility, and what to expect.



STRONGER CONNECTIONS

We partner with healthcare teams and community providers to strengthen communication and coordination.



SMOOTHER TRANSITIONS

We help reduce crisis and support a seamless transition to hospice services.



COMMUNITY PARTNERSHIP

We are here to educate, collaborate, and build strong relationships across our community.

Let's work together.



Connect with us when someone is exploring end-of-life care options.



Invite us for education about hospice and palliative care.



Learn more about our programs beyond residential care.



Partner with us to enhance care for your clients and our community.

CONNECT WITH OUR HOSPICE NAVIGATORS



EMAIL
intake@lisaardandinnisfree.com



PHONE
519-208-5055 ext 253



Community Paramedicine Program Update

A new Community Paramedicine Referral Form is now available, supporting more coordinated, patient-centered care.

The form includes five enrollment pathways:

- Chronic Disease Management
- High User
- Specialist
- Low to Moderate
- Short Stay (specific interventions)

These pathways support early identification of needs, coordinated care planning, connections to community resources, and improved self-management. Referrals are reviewed for enrollment, with updates provided to primary care and re-enrollment available as needed.

[Referral Form](#)

Please share this information with your teams.



Fairview Mennonite Homes Opens New Long-Term Care Home

Fairview Mennonite Homes has officially opened the redeveloped Ed and Karen Nowak Long-Term Care Home, expanding capacity from 84 to 192 beds to better support seniors in Waterloo Region.

Completed ahead of schedule and under budget, the new home features modern, resident-focused design to enhance comfort, dignity, and quality of care. The expansion reflects strong collaboration between Fairview, the Province of Ontario, and community partners.

Read the full announcement [HERE](#).



WRHN
Waterloo Regional
Health Network

Upcoming Changes to Cancer Screening and Programs

We're pleased to share several important updates to cancer programs across our region, aimed at expanding access, improving early detection, and supporting seamless care for patients and providers.

Colorectal Cancer Care (CCC)

- Exciting news for colorectal cancer screening—effective July 1, 2026, the screening age will be lowered to 45, helping us detect more cancers earlier in our communities. A new laboratory will support test processing going forward, and an updated requisition will be distributed to practices soon.

High Risk Ontario Breast Screening Program (HR OBSP)

- As of April 1, 2026, a new High Risk OBSP site is now operational at Guelph General Hospital, expanding access for high-risk patients across the region. Patients in the Guelph catchment area currently followed at the WHRN Chicopee site are being seamlessly transitioned to Guelph General Hospital, with no additional action required by primary care providers.

Ontario Lung Screening Program (OLSP)

- The Ontario Lung Screening Program officially launched in our region on March 30, 2026, marking a significant step forward in lung cancer detection. Patients aged 55–80 with a 20 pack-year smoking history are now eligible for referral.
- The referral form is available [HERE](#)

For more details on these updates and how they may impact your practice or organization, please watch for upcoming communications or reach out with any questions.

CND OHT Members & Affiliate Members

To learn more about the Cambridge North Dumfries Ontario Health Team Members & Affiliate Members, visit our Member Directory.

[Member Directory](#)

Connect With Us

Have an update, event, or opportunity you'd like to share with our network?



We'd love to hear from you, email emilynf@cndoht.com to be included in an upcoming newsletter.

If you have any questions, or would like to learn more about the Cambridge North Dumfries OHT, please reach out to info@cndoht.com

www.cndoht.com

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