

# Connector Resource

## Alternative Call Pathways



## Introduction

This resource document has been developed to support DSP Connectors in making informed decisions when handling calls that may require an alternative pathway or specific information, different than the typical call process and workflow. While majority of calls can be managed through standard procedures, there are certain situations that warrant a more immediate response. This document is intended to be a practical tool to ensure consistency, clarity, and timely response in managing complex or sensitive calls.

Specific categories of calls have been identified as requiring a different pathway than typical:

- Calls originating from a **hospital**
- Calls originating from the **Corrections System**
- Calls involving **Adult Protection**
- Calls coming from a **Member of the Legislative Assembly (MLA) office**
- Calls coming from an individual residing in **Long Term Care or on the waitlist**
- Calls originating from **Child and Family Wellbeing (CFW)**
- Calls regarding questions about **DFSC to DSP transitions**
- Calls from a parent/caregiver interested in **DFSC** supports for their child.
- Calls from participants, families, or service providers indicating an **urgent or critical situation**

The following sections provide guidance on recognizing situations that may require an alternative pathway, along with examples and the general steps to follow for each.

If a call appears to require specific attention but does not clearly fall within one of the identified categories, or if there are questions regarding the appropriate pathway, please consult your Team Lead for further direction.

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## Call Scenario Examples

The following are examples of calls scenarios requiring an alternative pathway...

- A hospital social worker is calling as they believe an individual preparing for discharge home would benefit from DSP support and requires additional services in place.
- A hospital occupational therapist (e.g., QEII, East Coast Forensics, Valley Regional) is calling on behalf of an existing DSP participant regarding supports needed for a safe discharge home.
- A correctional facility nurse is calling to coordinate community care for an individual receiving DSP support who is nearing transition back into the community.
- An Adult Protection Worker is calling to request immediate DSP involvement after determining that a supported adult is at serious risk due to confirmed protection concerns.
- A worker from CFW is calling regarding a child in care who is aging out of support through CFW.
- A representative from a local MLA office is calling on behalf of a constituent who reports that their DSP application has been unreasonably delayed and requires follow-up.
- An individual with a disability who is a resident of a Long-Term Care (LTC) facility, is waiting in hospital for LTC placement, or is on the waitlist for LTC is inquiring about a collaborative approach to support (DSP and NSH).
- A family member of a DFSC participant is calling as their child will be turning 18 next year and they are wondering about the process for applying to DSP.

## Key Questions and Answers

While these questions are consistent with standard procedures, the answers will assist in determining if an alternative call pathway is warranted:

**Who is the caller?** Name, title (if applicable), organization (if applicable).

*This will assist in determining if the call is coming from a hospital, Adult Protection, CFW or an MLA office.*

**What is their relationship to the participant, applicant, or individual they are calling on behalf of?**

*This will provide additional insight into the consent requirements for the call and may provide indicators as to if these call is regarding a DFSC participant or applicant.*

**Where does the individual currently reside?**

*If the individual currently resides in Long Term Care, their call will require an alternative pathway.*

**Is the individual currently on the waitlist for LTC?**

*If the individual is on the waitlist for Long Term Care, their call will require an alternative pathway.*

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## Hospital Calls / Adult Protection / Corrections / CFW

Determine if the call is regarding a current DSP Participant or not.

- a. Complete a Person search in ICM
  - a. If found, check notes to determine if the person has started to transition to IF. There may be a note indicating they are working with a Planner
  - b. If not found, search in CCM to confirm they are not a current DSP participant.

### *If **current** DSP or DFSC Participant*

1. Determine who their assigned worker is (CC/IPSC/LAC)
2. Check Outlook to see if the CC/IPSC/LAC has an automatic reply on indicating a leave of absence
  - a) If CC/IPSC/LAC does not have an automatic reply on
    - i. Provide the caller with the CC/LAC/IPSCs contact information and inform them that you will send an email as well
    - ii. Send email to the CC/IPSC/LAC to inform them of the call using the "Call Requiring Alternative Pathway" Template.
  - b) If the CC/IPSC/LAC has an automatic reply on determine who their Supervisor/Team Lead is. This can be done by looking at the CC/IPSC/LACs Contact Card in Outlook, which outlines who they report to.
    - i. Provide the caller with the Supervisor/Team Leads contact information and inform them that you will send an email as well
    - ii. Send an email to the identified Supervisor/Team Lead using the "Call Requiring Alternative Pathway" Template.

### *If **not** a current DSP or DFSC Participant*

1. Complete the online connection form.
2. Based on where the potential applicant resides, determine who the identified regional IPSC Team Lead and EFAC Team Lead are (*this can be found in the Key Regional Contacts document on the Connector Share Point page*).
3. Provide the caller with both individuals contact information and inform them that you will send an email as well.
4. Send an email to both the IPSC and EFAC Team Leads using the "Call Requiring Alternative Pathway" Template.

\*If the call is from a hospital or associated health professional, Adult Protection, or Corrections, but is a **general inquiry** and not directly related to a DSP participant or applicant, provide the caller with the contact information of **only the IPSC Team Lead** in the appropriate region.

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## Member of Legislative Assembly (MLA) Office

Determine if the call is regarding a current DSP Participant or not.

- a. Complete a Person search in ICM
  - a. If found, check notes to determine if the person has started to transition to IF. There may be a note indicating they are working with a Planner
  - b. If not found, search in CCM to confirm they are not a current DSP participant.

### *If **current** DSP or DFSC Participant*

1. Determine who their assigned worker is (CC/IPSC/LAC)
2. Determine who the associated Supervisor/Team Lead is. This can be done by looking at the CC/IPSC/LACs Contact Card in Outlook, which outlines who they report to.
  - a) Provide the caller with the Supervisor/Team Leads contact information and inform them that you will send an email as well
    - i. Send an email to the identified Supervisor/Team Lead using the "Call Requiring Alternative Pathway" Template.

### *If **not** a current DSP or DFSC Participant*

1. Complete the online connection form.
2. Based on the caller's region, provide them with the name and contact information of the identified IPSC Team Lead in that region (*this can be found in the Key Regional Contacts document on the Connector Share Point page*)
3. Inform them that you will send an email as well.
4. Send an email to the identified Supervisor/Team Lead using the "Call Requiring Alternative Pathway" Template.

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## Other Scenario Notes

### **DFFSC (New Applicant to DFSC)**

- If a call is regarding a new applicant to the DFSC program, you will complete the intake template form and email the template to the administrative staff (Sec 1 in Central). You can inform the caller that they will receive a letter shortly that outlines the documentation they need to submit (this will be completed by the Intake staff).

### **DFSC (Current DFSC Participant Approaching 18)**

- If a call is regarding a DFSC participant who will be turning 18 in the coming weeks/months/year, and there is question about the process for applying to DSP inform them that there is an existing process to support these transitions. They do not need to reapply, and they will work with their current Care Coordinator to connect to DSP.

### **Child and Family Wellbeing (CFW) – Transitioning to DSP**

- If a call is regarding a child supported by CFW who is aging out of care and is interested in applying to DSP, inform them that there is process for this transition and that they will be connected directly to an IPSC Team Lead to support them through the process.
  - Make note of the caller's name, applicant's name, place of residence, and their contact information.
  - Send an email to the appropriate IPSC Team Lead (based on region) using the "Call Requiring Alternative Pathway" template.

### **Long Term Care (LTC) or LTC Waitlist**

- *If the individual calling indicates that they currently reside in LTC or are on a waitlist for LTC, you can inform them that the next step is to speak with a planner to help in determining what their support needs are and that you will help connect them.* Based on where the potential applicant resides, determine who the identified IPSC Team Lead is in the region (*this can be found in the Key Regional Contacts document on the Connector Share Point page*).
  - Provide the caller with the IPSC Team Leads contact information and inform them that you will send an email as well.
  - Send an email to the IPSC Team Lead using the "Call Requiring Alternative Pathway" Template.
  - Complete the online connection form

### **Other Potentially Urgent Scenario**

- If you receive a call and aren't sure how to respond, please take the caller's name, contact information, and details of their request. Let them know you'll follow up, then connect with your Team Lead to discuss the best next steps before returning the call

# Connector Call Alternative Pathway Resource

## Email Template

- The below email template will be used to send the indicated emails to the CC/IPSC/LAC, or Supervisor/Team Lead
- Using a template will provide **consistency** for the CC/IPSC/LACs and Supervisor/Team Leads with regards to how these situations requiring specific attention show up in their inbox (inclusive of the **subject line and body of the email**)

### **"Call Requiring Alternative Pathway" Template**

**To:** <CC/IPSC/LACs or Supervisor/Team Lead>

**Subject Line:** Call Requiring Alternative Pathway – Time Sensitive

*Hello <Insert Name of CC/IPSC/LACs or Supervisor/Team Lead>*

*I have received a call that requires an alternative pathway of processing and a time sensitive response. The details of the call are outlined below:*

**Name of Caller:**

**Caller's Organization/Department/Office and Role/Relationship (If applicable):**

**Callers Contact Information:**

**Name of Individual call is regarding (DSP Participant or Potential Applicant):**

**Is this person a current DSP participant (yes or no):**

**Name of DSP Participants CC/IPSC/LAC (If applicable):**

**Details of call nature:** <any details gathered during the call>

*Thank you, and please do not hesitate to contact me directly if you have any additional questions.*

*<Insert Signature>*

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## Email Template

- An example of a completed email template is outlined below.

### **"Call Requiring Alternative Pathway" Template**

**To:** Betty.Green@novascotia.ca

**Subject Line:** Call Requiring Alternative Pathway – Time Sensitive

*Hello Betty,*

*I have received a call that requires an alternative pathway of processing and a time sensitive response. The details of the call are outlined below:*

**Name of Caller:** Joe Blue

**Caller's Organization/Department/Office and Role/Relationship (If applicable):**  
Social Worker, QEII Hospital

**Callers Contact Information:** 902-888-7777

**Name of Individual call is regarding (DSP Participant or Potential Applicant):** Donald Brown

**Is this person a current DSP participant (yes or no):** Yes

**Name of DSP Participants CC/IPSC/LAC (If applicable):** Mary Rose

**Details of call nature:** Donald has been in hospital for the past month with an acute illness. He is recovering and will be ready for discharge within the next few weeks. Joe has not been able to get ahold of Mary as she is currently on leave. Donald will require additional supports before discharge.

*Thank you, and please do not hesitate to contact me directly if you have any additional questions.*

Patty Purple  
DSP Connector



## Email Template – Outlook Instructions

The email template can be added to your Outlook using the following steps

1. Select all the content from the email template on page 7 (press **Ctrl + A**, then **Ctrl + C** to copy).
2. Open **Outlook** → click **New Email**.
3. Paste the content into the email body (**Ctrl + V**).
4. Make any formatting tweaks (fonts, spacing, etc.).
5. Click **File** → **Save As**.
6. In the **Save as type** dropdown, choose **Outlook Template (\*.oft)**.
7. Give it a clear name (e.g., “Alternative Pathway Template”) and click **Save**.
8. **Now it’s saved as an Outlook email template (.oft).**

### To use it later:

Go to **Home** → **New Items** → **More Items** → **Choose Form** → **User Templates in File System**,  
Select your saved template and click **Open**.