Ministry of Health and Long-Term Care	**Ministère de la Santé et des Soins de longue durée**	✳ Ontario
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December 17, 2015

MEMORANDUM TO: Health workers, health sector employers and other health system partners

FROM: Honourable Dr. Eric Hoskins, Minister of Health and Long-Term Care

RE: Health System Action Plan: Syrian Refugees

In response to the Syrian refugee crisis, the Ministry of Health and Long-Term Care has been working with provincial and federal and health system partners to prepare Ontario's health system for a large influx of refugees to ensure supports are available. Using the Action Plan placemat that has already been shared with partners as our guide, we have developed the attached plan to support the system in wrapping health services around refugees at each stage of their resettlement journey in Ontario. This plan is meant to guide preparedness activities at both the provincial and local levels. This plan will also support health system integration with other key sectors and partners, recognizing that health is but one component of Ontario's larger Syrian refugee settlement and integration planning.

Additional guidance, in the form of annexes to this plan, is included and addresses the following subject areas:
- Airport Health Services
- Health Insurance Coverage
- Infectious Disease and Health System Surveillance
- Infectious Disease Case and Contact Management
- Interim Lodging Sites
- Immunization
- Local Health System Coordination
- Worker Health and Safety and IPAC Practices in Clinical Care Settings

This document will be posted on the Ministry website in both English and French. As more information is made available, we will communicate with stakeholders across the health system to ensure that we can provide appropriate quality care and support to the incoming refugees.

Recognizing the need for local health coordination, the ministry has asked LHINs to engage local providers across sectors to assess capacity and coordinate access to care for these individuals as communities are identified and addressing particular needs such as translation and psychosocial support.

A key element of our plan was to develop a mechanism to connect health service providers with refugees as seamlessly as possible. I am very pleased to announce that the ministry has established a **Refugee HealthLine** that will play a key role in connecting refugee patients with health service providers, and will be developing and maintaining an active registry of providers able to accommodate refugee patients.

Providers interested in participating can contact **1-866-286-4770** to add their name, practice, location, service and the number of prospective patients they are able to take on. Refugees and/or their sponsors can also call this number and can be connected with an available provider in their local community from the registry.

The ministry will be providing regular updates and conducting regular teleconferences with LHINs, health sector associations, colleges and many others and will endeavour to provide up-to-date information on incoming flights and final destination communities so that health providers can be ready on the ground to meet refugees' health needs.

Health system partners may direct any questions to the ministry's Health Care Provider Hotline by phone at 1-866-212-2272 or by email at emergencymanagement.moh@ontario.ca.

The outpouring of support from Ontarians from all walks of life has been truly inspiring. I am committed to working together with all of Ontario's health care providers, settlement agencies and other sectors to provide the support they need to ensure that we will look back on this important moment in history with pride.

Yours truly,

Dr. Eric Hoskins
Minister of Health and Long-Term Care

c: Deputy Minister Dr. Bob Bell

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