



# Access to Resources in the Community

June 2019 Newsletter

## What is ARC?

A research study that aims to optimize equitable Access to Resources in the Community for primary care patients.

## Where is the study being conducted?

### Eastern Ottawa region

8 Primary care practices  
36 Primary care providers



### Greater Sudbury region

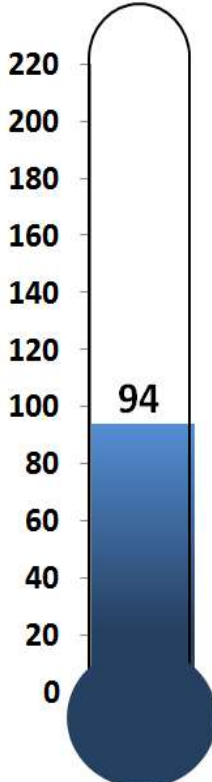
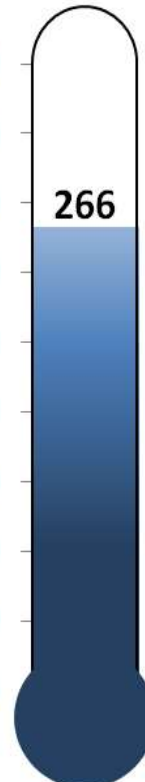
4 Primary care practices  
21 Primary care providers

## How many referrals do we need to reach our target sample size?

### Referral Goal

#### Ottawa

#### Sudbury



580 referrals will enable us to reach our target sample size.

**Achieving our referral goal means your patients are more likely to access the services they need!**

## How are your patients benefiting from navigation services?

Navigation services **SUPPORT** patients to **IDENTIFY**, **REACH**, and **USE** health and social resources in the community best suited to meet their needs.

This is what some patients told us about their experience with the navigation services they accessed:



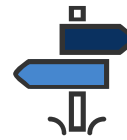
### SUPPORT

*"If I needed to talk to her [the ARC Navigator] I could pick up the phone and call her."* - Nancy, 45 years old, accessed **ARC navigation**



### IDENTIFY

*"I had been looking for a physiotherapist for a while. 211 gave me a number of names and the second one I called said they would take ODSP"* - Robert, 50 years old, accessed **Ontario 211**



### REACH

*"It was hard to reach the resource staff, so I went back to the ARC Navigator. She called and made an appointment for me, and the day I went there everything was easy"* - Diane, 35 years old, accessed **ARC navigation**



### USE

*"She set me up with a community centre just down the road from me. She helped me fill out paperwork, which was really great."* - Julie, 25 years old, accessed **ARC navigation**



## Questions? Contact us:

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Visit our website:  
[www.arcnavigatorproject.com](http://www.arcnavigatorproject.com)



Access to Resources in the Community  
Accès aux Ressources Communautaires

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Welcome to the ARC Research Project!

