

# systems for success

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## Letter from the Editor

2009 was a busy year for the Business Systems projects with many organizations trained on both the MIS and HRIS software solutions and many who have finally implemented or who are implementing these solutions within their organizations. In addition, two new sectors joined the project; the Small & Complex Continuing Care MIS/HRIS project will provide standardized Ontario Healthcare Reporting Standards (OHRS)/Management Information Systems (MIS)-compliant software solutions to SCCH across Ontario and the Community Health Centres OHRS/MIS project will support the development and implementation of

CHC specific OHRS into these organizations. As you will read in this issue, organizations are seeing the benefit of both the MIS and HRIS software solutions and we are confident that many more organizations will join the project in 2010.

A special note must be made of the March 31st deadline for **CMH&A** organizations to take advantage of the cost-free offer of MIS software. If you haven't already done so, please see the details, **specific to the**

**CMH&A MIS project only**, on this page.

We would like to thank the project teams and all the Community Care sector organizations who continue to show commitment to our project and who continue to reap the benefits of the more streamlined and integrated approach to their financial and statistical and HR and payroll needs.

We are confident that continuing on this path will help to enhance the health care that Ontarians receive.

“Organizations are seeing the benefit of both the MIS and HRIS software solutions”

## Time is Running Out

The Ministry of Health and Long-Term Care has provided one-time funding to the Community Mental Health & Addictions (CMH&A)

**The CMH&A MIS project is now nearing completion and Microsoft Dynamics GP will be available at no cost to the sector until March 31, 2010.**

On adoption of the software, organizations receive a lifetime license, comprehensive hands-on training and implementation support.

sector for the financial and statistical software solution consisting of **Microsoft Dynamics GP**. Through the Community Care Information Management CMH&A Management Information Systems (CMH&AMIS) project, organizations across the sector have taken this opportunity to adopt the software.



Organizations that still plan to adopt the software need to sign a Letter of Commitment and submit it to the CMH&A MIS project before **March 31, 2010**. They will then have until **September 30, 2010** to implement and “Go Live” with the software.

Organizations that have not yet decided to implement Microsoft Dynamics GP should speak to a member of the **CMH&A MIS project team** through the **MIS Support Centre** at [miscmhanda@ontario.ca](mailto:miscmhanda@ontario.ca) or call **416-314-7365 / 1-866-909-5600**.

**NOTE:** This deadline relates only to the CMH&A MIS project. The Human Resources Information Systems (HRIS) project will continue to rollout the human resources and payroll software solution, Quadrant, across the Community Mental Health & Addictions sector until the project end date, scheduled for March 2012.

## Bridging Solution Simplifies Trial Balance Submissions

Wouldn't you like to save time and effort when preparing your Trial Balance submission?

For Long-Term Care Homes (LTCH) participating in CCIM's LTCH Ontario Healthcare Reporting Standards Management Information Systems (OHRS/MIS) project, the answer to this question is a resounding 'yes' and a great tool to do it, is the project's Bridging Solution - Microsoft Dynamics GP with the MIS module provided by QHR.

The Bridging Solution automatically converts the financial files you prepare, into an ASCII file, which is OHRS compliant.

"The Bridging Solution is a great addition to the whole process," notes Suzanne Gaulton of **Tufford Nursing Home** in St. Catherine's, Ont. "It was very easy to use once all the work on my end was completed."

Suzanne notes that she received good training on the application, as well as helpful support from the LTCH OHRS/MIS project team during the submission process.

"I knew the support team was there at the end to see me through any difficulties I ran into," she relates.

Likewise, the experience of assisting Suzanne and other homes with the solution has enabled the project team to enhance training material and other elements of the application, for successful future submissions.

"Providing support to the homes has helped us learn what we need to do to improve things for the next submission," explains Altaz Hemani, Implementation Analyst with the LTCH OHRS/MIS team.

"As homes gain more experience using the application, it will continue to simplify the process for them."

The LTCH OHRS/MIS project team will be providing a refresher training course for homes that use the Bridging Solution on April 6, 14, 22 and 30.

To sign up, please email

[OHRSLTCH.moh@ontario.ca](mailto:OHRSLTCH.moh@ontario.ca) or call us at 416.314.7365 or toll-free at 1.866.909.5600.



Tufford Nursing Home in St. Catherine's, Ont.



Business Systems says ...

## Think Green

We have come a long way since we were introduced to environmental concerns and educated on recycling programs and the influences of global warming. Recycle bins have been a standard presence in office cubicles and green is the new black when it comes to consumer goods.

Saving the planet-a task originally perceived as too mighty, has become more and more accessible as daily changes in our lives have made going green part of our modern culture. That's great news! New brave ideas continue to come to the forefront but accumulative change is still the most powerful force we can muster! Where there are groups of people, there is a powerful opportunity to influence change. The office is a prime example of this.

Below are some environmental office tips that individually don't seem like much, but collectively influence a positive change for the planet:

- Set "double-sided" as your default print setting
- At meetings offer printed copies of PowerPoint presentations on a request basis only
- Ask your local telephone company to cancel your phone book copies and use online resources instead
- Equip your kitchen with reusable dishes and cutlery
- Don't print on virgin paper-Instead ask your supplier to update you on recycled paper options
- Try to incorporate alternative transit at least one day a week. Carpooling, public transit or cycling are great alternatives
- Use reusable mugs for your hot beverages as this will reduce packaging waste and keep your coffee hot longer

Email us if you have any great "green" suggestions and we will select the best ones for our next issue!





## Making Time for a Solution that Saves Time: One Organization's Implementation Experience

Fran Kane joined the **Schizophrenia Society of Ontario (SSO)** as Manager of Administration & Human Resources over a year and a half ago and she noticed they relied on manual processes for tracking vacations, sick days, lieu time and emergency contact information. Human resources information was being tracked on spreadsheets and employee information was in multiple locations.

When CEO, Mary Alberti, forwarded the announcement offering the Human Resources Information Systems (HRIS) solution, Quadrant, funded through the Ministry of Health and Long-Term Care, Fran took the leap without any hesitation.



Afroz Eghbali (L), Sr. Finance Officer,  
Sandra Forster, Admin. Assistant and  
Fran Kane, Manager of Admin. & HR

In September 2009, the SSO went "live" with the HRIS solution, offered through the HRIS Community Mental Health & Addictions (CMH&A) project. When the SSO started their implementation and data finding, the HRIS implementation team went onsite to learn more about their specific business requirements.

Fran says they felt engaged in a collaborative implementation process, which involved an understanding of their specific needs and services. "What was really

interesting too, was that it wasn't just about the HRIS software; they became really interested in our organization, what we do and what support we provide in the community. It was much more than just implementing a HRIS system."

Fran outlined the implementation: "It was a staged process; they would gather information, do some configuration and work to review the information. There were never any gaps. It was a very smooth and well thought out process."

Like any change to a business process or transition to new software, there is a learning curve. With thoughtful planning and hands-on training, Fran was able to lead the SSO's implementation successfully. "I knew in December of last year (2008) that a good chunk of my year was going to be spent implementing and rolling this out across the agency. I put it in my operating plan and made it a priority," she says. "I knew that moving into a new operating year, if I dedicated the man-hours to something this important, the gain would be well worth the pain." The SSO currently has two staff members working on payroll and two on the human resources side.

The HRIS solution offers considerable benefits that vary from organization to organization. "The solution saved a considerable amount of money," Fran says. "Now, we do payroll in-house as opposed to outsourcing and it has also saved me a lot of man-hours in tracking vacation, sick time and flow days."

Fran acknowledges that there will be a certain amount of fine-tuning, for example, "we just changed a policy, but we have the support of the HRIS team, so when we change something they help us do it. There is a lot of flexibility. You know, as with any system, it is great that you can continue to tweak it."

**"If I dedicated the man-hours to something this important, the gain would be well worth the pain"**

The SSO is now also implementing the financial software solution, Microsoft Dynamics GP, offered through CCIM's CMH&A Management Information Systems (MIS) project. Fran sees many benefits of using both the HRIS and MIS/Ontario Healthcare Reporting Standards (OHRS) compliant solutions. "It is going to be a lot easier to upload the payroll journal entry and the OHRS

Trial Balance reports. I believe this, again, is also going to save us a lot of man-hours."

Fran says using the software for the first time was great. "I found it user-friendly and easy to manoeuvre around. I never really had any previous experience using other HRIS solutions and I have never in my life done payroll and I can now do payroll!"

Fran's advice to other CMH&A organizations: "They absolutely have to get on board. It's a great way to track and report. It offers huge dollar and man-hour savings compared to other software that they may be using."

The Schizophrenia Society of Ontario (SSO) is a small non-profit with approximately 30 staff in regional offices across the province. The SSO's mission is to improve the quality of life for those affected by schizophrenia and psychosis, through education and support programs, public policy and research.

## Small and Complex Continuing Care Hospitals (SCCH) Don't Delay!

A few spaces remain for hospitals to participate in **Phase 1 of the SCCH MIS/HRIS project** being led by the Community Care Information Management (CCIM) program with support from the Ontario Ministry of Finance through the OntarioBuys Initiative and the Ministry of Health and Long-Term Care. This exciting project will implement Ontario Healthcare Reporting Standards (OHRS)-compliant Management Information Systems (MIS) and Human Resources Information Systems (HRIS) software suites in up to 25 SCCH across Ontario.

The MIS suite is called Quadrant Financials and is built on a Microsoft platform consisting of **Microsoft Dynamics GP Release 10.0** in conjunction with Quadrant's Materials Management (Mat Man) and MIS suite. The HRIS suite is called Quadrant Workforce and consists of a variety of different modules, including **Quadrant's Human Resources,**

**Payroll, Scheduling and Self Service** (including QHRnet).

If you are a hospital that meets the following criteria CCIM would like to hear from you as soon as possible:

- Have less than 100 patient beds
- Senior executive within the organization willing to sign a Letter of Commitment for the process
- OHRS compliant
- Can demonstrate the ability to implement the software solution within the agreed timeframe (December 31, 2010).

Please note these spaces are available for a **limited time only**. To **accept this invitation** to participate or for further information hospitals can **contact the SCCH Project Support Centre at SCCH.MOH@ontario.ca**.

## CCIM Project Enhances Transparency and Reporting Within the CHC Sector

The ability to generate standard information within each individual Community Health Centre (CHC) and across the sector is one of the anticipated benefits of implementing CHC-specific Ontario Healthcare Reporting Standards (OHRS), expressed by Anita Jean, Program and Systems Manager at the **NorWest CHC**. Anita recently discussed the implications of participating in the CHC OHRS/Management Information Systems (MIS) project being led by CCIM. She provided an overview of the NorWest CHC and her perspective of the road that lies ahead on the journey to OHRS compliance; as CHCs align with the financial and statistical reporting standards currently utilized in other sectors.

The NorWest CHC is comprised of 3 centralized sites: **Armstrong, Longlac and Thunder Bay** and 15 outreach locations, with an eclectic mix of programs on offer to approximately 10,000 clients. Programs and services are chosen based on:

- Determinants of Health (set out by Health Canada e.g., income, social status, individual capacity and coping skills, gender etc.)
- Priority populations determined by the CHC Board of Directors; and
- A particular community's needs.

Partnerships with youth correction facilities; a mobile primary health care unit and outreach urgent care clinics are just some of the innovative approaches NorWest has utilized to meet client needs. "CHCs are different as they are structured and designed to eliminate system-wide barriers to accessing health care, such as poverty and geographic isolation," commented Anita.

According to Anita, NorWest became aware of the CHC OHRS/MIS project through their Executive Director. She was eager to be engaged with the project as they lead the development and implementation of CHC-specific OHRS into approximately 70 CHCs, so she signed on as a member of the Advisory Working Group (AWG). "We took a step back as an Advisory Working Group to identify what a CHC is," says Anita, "so that we could determine what type of financial and statistical reporting system would be suitable."

In addition, the AWG felt that the project team should conduct site visits to CHCs across the province to see what makes them unique.



Anita Jean, Program and Systems Manager at the NorWest CHC

To date 4 site visits have been conducted with an additional 7 scheduled throughout March/April 2010 and Anita noted that the "real effort to ensure that the standards being developed were suitable, is absolutely phenomenal."

CHCs build interprofessional teams working in collaborative practice. In these teams, salaried professionals work together in a coordinated approach to address the health needs of their clients. Anita noted that "the client sees the most appropriate provider

for their care, resulting in the effective use of resources." In addition, the redirection of primary care on an outreach basis and working to keep people out of hospital, potentially saving healthcare dollars; ensuring participation in coalitions and committees, as well as engaging in partnerships are some of the ways in which NorWest is spreading awareness of the CHC model of care within their LHIN.

OHRS-compliance has been mandated for CHCs across Ontario. Therefore the CHC OHRS/MIS project will assist these organizations

by leading the development and implementation of CHC-specific OHRS and supporting them as they submit their Trial Balances. According to Anita, by following implementation of this financial/statistical framework "everyone will be reporting in a similar way and they will be able to compare and benchmark within the Community Health Centres (CHC) sector." She also noted that, "initially it may be more work, but it will increase transparency and accountability, which I think is needed in this day and age."

For more information regarding the CHC OHRS/MIS project please contact the project Support Centre at [chc.moh@ontario.ca](mailto:chc.moh@ontario.ca).

“Everyone will be reporting in a similar way and they will be able to compare and benchmark within the Community Health Centres (CHC) sector”

# Human Resources Information Systems Project Launches Successful Webinar Sessions

Since launching the Human Resources Information Systems Community Mental Health & Addictions and Community Support Services (HRIS CMH&A and CSS) projects in August 2008, finding innovative ways to engage **new** organizations has been a priority for both project teams.



After input from organizations, the HRIS CMH&A and CSS projects recently launched a webinar series geared towards giving organizations an opportunity to learn more about the HRIS projects and the software offering, Quadrant.

Three successful webinars were held during January, February and March, with over 80 participants registering for the February webinar, nearly double that of the first one. Feedback from participants about the webinar has been overwhelmingly positive. "It is a terrific way to learn!" said one organization.

The interactive webinar sessions are led by two presenters who take participants through an introduction to the HRIS project and the four Quadrant software modules: Quadrant HR, Quadrant Payroll, Quadrant Scheduling and QHRnet (Quadrant Self Service). Participants are also taken through the software implementation process, so they know what to expect if they decide to join the project.

## Want to Know What Participants Have Been Asking at the Webinar Sessions?

### How long does it take to implement the Quadrant software?

Implementation varies from organization to organization. The length of time it takes to fully implement the software solution can range from **one to six months**, but it depends on a number of factors such as: number of employees, employee groups, position, presence of collective bargaining agreements, etc.

All organizations will work closely with a dedicated HRIS implementation specialist assigned to their organization throughout the process.

### If I join the project, what costs can I expect to incur?

There is no cost associated with the implementation of the Quadrant software.

Costs to an organization will be in the form of time spent by their staff on implementation and training activities; there may also be costs incurred for any related travel expenses to and from a training facility.

### Is the Quadrant Payroll module compatible with other accounting software?

Yes, Quadrant has the ability to export data in many formats that can then be imported into other commonly-used accounting software applications.

For more information contact: **CMH&A organizations:** [cmh\\_a.hris.moh@ontario.ca](mailto:cmh_a.hris.moh@ontario.ca) or **CSS organizations:** [css.hris.moh@ontario.ca](mailto:css.hris.moh@ontario.ca)



## Spotlight on: Quadrant Staff Scheduling

### What is Quadrant Staff Scheduling?

Quadrant Staff Scheduling, offered by the Human Resources Information Systems (HRIS) project, is a robust, accurate and proven module that will help an organization effectively manage its staffing and scheduling demands.

It provides organizations with the ability to maximize productivity, track employee absenteeism and meet budgetary requirements, while improving employee morale, which translates to improved business performance.

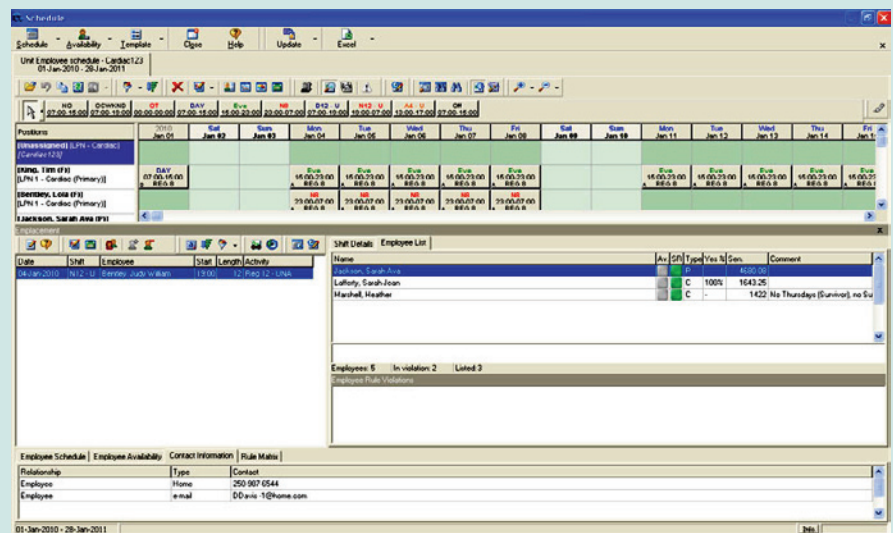
The Quadrant Staff Scheduling module also integrates with the Quadrant HR and payroll modules to effectively manage staff scheduling.

### How does it work?

Quadrant Staff Scheduling puts organizations in control of the entire scheduling process and enables managers and administrators to set a schedule and then provides the ability to adjust staffing levels, reallocate resources and send accurate data to payroll all with the click of a mouse.

### What are the benefits of implementing Quadrant Staff Scheduling?

The benefits include the ability to streamline the scheduling activities through the removal of manual labour, resulting in reduced time and cost spent completing activities. Quadrant Staff Scheduling also provides a standardized and consistent application of collective agreements for union employees, which may help to reduce grievances.



### Where can I get more information about Quadrant Staff Scheduling?

For more information on the Quadrant Staff Scheduling module or any of the Quadrant software modules offered by the HRIS project, contact the HRIS Support Centre:

**CMH&A organizations:**  
[cmh\\_a.hris.moh@ontario.ca](mailto:cmh_a.hris.moh@ontario.ca)

**CSS organizations:**  
[css.hris.moh@ontario.ca](mailto:css.hris.moh@ontario.ca)



## Pilot Hospitals Attend Training and Achieve Major Milestone

"Live" status was realized by four Pilot hospitals engaged in the Small and Complex Continuing Care Hospitals (SCCH) Management Information Systems (MIS)/Human Resources Information Systems (HRIS) project on February 1, 2010, right on schedule. **The McCausland Hospital, Atikokan General, Dryden Regional Health Centre and Wilson Memorial General Hospital** were the first four hospitals to attend training and then cut over to the Ontario Healthcare Reporting Standards (OHRS)/MIS software suite, Quadrant Financials; one half of the software solution being offered by the project.

To facilitate going live the project's training teams have been fully engaged since November 2009. Initially, staff from six Pilots attended upgrade Microsoft Dynamics GP version 10 and Materials Management training courses in preparation for using Quadrant Financials. Selected feedback from these courses included:

- Bank reconciliations, MIS rollups, smart lists and generally getting to know the system better, were noted by participants as some of the most interesting and helpful aspects of the Microsoft Dynamics GP version 10 training.
- Those who attended the Materials Management course listed physical count, contract management, learning with peers and hands-on discussion as the highlights.

There was a general feeling of excitement from the participants in the courses and they appeared eager to complete the steps in the implementation process so they could start using Quadrant Financials.

Subsequently, three of the Pilot hospitals attended the Human Resources (HR) and payroll training in preparation for the next step; a cut over to use the HRIS Software suite, Quadrant Workforce, scheduled to take place in the coming months. This will provide them with the second half of the software solution being offered by the project. Improving accuracy, reducing time and updating software were some of the benefits anticipated by Charlene Schintz, Payroll Administrator from Wilson Memorial General Hospital who attended this training.

Recently, Charlene commented that she arrived for training with few



**Charlene Schintz, Payroll Administrator from Wilson Memorial General Hospital**

expectations. "I really expected that the training would be long and quite boring, but it was interesting and the trainers were excellent. I was very impressed."

"An abundance of reports, Excel compatible features and an online time card entry function," are some of the features that Charlene highlights as beneficial to her role and responsibilities at Wilson Memorial General Hospital. Specifically, she notes that, "I have to do manual vacation accruals for Full-time/Part-time, so a computer-based option would be more accurate and reduce the chance for errors."

Training with peers is an additional benefit, which is "very helpful because people who are using the same system as you and doing the tasks that you do, may have come across issues that they can help and support you with," comments Charlene. She acknowledges that, "there will be a learning curve, but I think we will

be happier with the new system; I think it will meet our needs as an organization."

When asked to advise hospitals on how to prepare for their HR/payroll training, Charlene provided the following insight: "think about the time in advance of implementation; don't leave it too long between training and implementing the software."

Charlene was optimistic about her hospital's participation in the project, which was reflected in her final comments "that the transition process will work very well, as there is lots of support for us, which is great."

To find out more about this project please contact the SCCH MIS/HRIS Project Support Centre at [SCCH.MOH@ontario.ca](mailto:SCCH.MOH@ontario.ca).



## CCIM Business Systems Project Stats

### Community Support Services (CSS) Sector

#### CSS Management Information Systems (MIS)

- 131 organizations have implemented Microsoft Dynamics GP
- 81 organizations are in the process of implementing the software

#### Human Resources Information Systems (HRIS) CSS

- 99 organizations are implementing or have implemented the HRIS software solution, Quadrant across all 14 LHINs
- Of these, approximately 42 CSS organizations are "live" with the software

### Community Mental Health and Addictions (CMH&A) Sector

#### Community Mental Health and Addictions (CMH&A) MIS

- 90 organizations have implemented Microsoft Dynamics GP
- 48 organizations are in the process of implementing the software

#### HRIS CMH&A

- 85 organizations are implementing or have implemented the Quadrant software solution.
- Of these, 38 CMH&A organizations are 'live' with the software.

### Long-Term Care Homes (LTCH) Sector

#### LTCH Ontario Healthcare Reporting Standards/MIS (LTCH OHRS/MIS)

- OHRS/MIS has been implemented in 60 Pilot Homes
- 120 homes have completed OHRS/MIS training

#### Small and Complex Continuing Care Hospitals MIS/HRIS

- Implementing MIS/OHRS & HRIS suites in up to 25 SCCH across Ontario

#### MIS/OHRS Suite (Quadrant Financials)

- 4 Pilot hospitals achieved "Live" status on February 1, 2010

- 2 additional hospitals will go live in April 2010

#### HRIS Suite (Quadrant Workforce)

- 3 Pilot hospitals underwent HR/Payroll training in Toronto in November 2009
- 6 Pilot hospitals participated in HR training in Thunder Bay in January 2010

Planning and Requirements Gathering is underway with the remainder of the participating hospitals for both the MIS and HRIS project streams.

#### CHC MIS project

- 13 CHCs have volunteered to participate in the Pilot and will implement & test the CHC-specific OHRS

## Dundas Community Services sees the Value in the MIS and HRIS Software Solutions

It's no surprise that Finance Manager, Theresa Korber was pleased when her Community Support Services (CSS) organization, **Dundas Community Services**, made the decision to replace the Microsoft Word and Excel documents that she had been using to manually prepare her financial, HR and payroll data, with two automated solutions being offered by Community Care Information Management's (CCIM) CSS Management Information Systems (MIS) and Human Resources Information Systems (HRIS) projects.

Dundas Community Services, a small agency with only six staff and a limited budget, took advantage of CCIM's offer of the Microsoft Dynamics GP and Quadrant solutions and Theresa, the only finance person in the organization, took on the implementation of both solutions in stages.



**Theresa Korber, Finance Manager for Dundas Community Services**

"A few months after taking the training for Microsoft Dynamics GP, I took the training for the HR and payroll software and went live in September 2009," explains Theresa.

Not only was this offer a relief because using Microsoft Dynamics GP, which is offered by the CSS MIS project and Quadrant, which is being offered by the HRIS CSS project, has meant that Theresa no longer has the daunting task of manually preparing her financial, statistical, human resources and payroll information, but also because it would save her time.

According to Theresa, "Our first trial balance submission took three weeks to prepare. Each quarter was mapped to the agency's accounting system and then to OHRS and then transferred to the trial balance Excel sheet

for submission. The payroll portion alone took three to four days to prepare and now as soon as you input the payroll information, it automatically goes into all of the accounts and it's done. Our last trial balance (Q3-Dec 2009) took only a few hours to prepare."

Theresa went on to explain that, "I wouldn't be surprised to find that eventually every organization will have to switch to using these solutions."

**"I wouldn't be surprised to find that eventually every organization will have to switch to using these solutions"**

It was nearly impossible for us to meet the reporting requirements without having these software solutions. It was just too horrendous before, now it's so much easier, a huge time-saver."

Experiencing the challenge of being the only staff member at her organization implementing both solutions without having a previous solution from which to import data, Theresa remains optimistic stating that, "there have been many challenges and frustrations along the way, but I definitely

feel it was worthwhile, as all reporting in the future will be much easier to produce. As we become more experienced with using both solutions and all they have to offer, I'm confident that using the solutions will be very rewarding."

## UPCOMING EVENTS

**Long-Term Care Homes (LTCH) OHRS/MIS training dates are as follows:**

| DATE          | LOCATION         |
|---------------|------------------|
| April 6-8     | Toronto          |
| April 13-15   | Thunder Bay      |
| April 20 - 22 | Markham          |
| April 27 - 29 | Orillia          |
| May 4 - 6     | Kitchener        |
| May 11-13     | Toronto          |
| May 18 - 20   | St. Catharines   |
| May 26 - 28   | Ottawa           |
| June 1 - 3    | London & Sudbury |
| June 8 -10    | Dryden           |
| June 15-17    | Hamilton         |
| June 15-17    | Toronto          |
| June 22 - 24  | Peterborough     |



**Smile  
OF THE  
Day**



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