

Home Care Centralized Scheduling Office (HCCSO) Training and Education Sessions

We are fast approaching the opening of the Home Care Centralized Scheduling Office. The Program Support Team and project team members will be providing education sessions on process updates between March 10 and March 28, 2025.

The following table identifies staff by their role. All staff must attend one of their respective role sessions. It's expected that Home Care Managers, Health Services, attend one session for each role they supervise. Note that training materials will be provided and shared after each session.

Training listed below will be held via MS Teams™

ROLE	TRAINING DATE	TIME
Senior Administrative Personnel (AY3)	March 10, 2025	1030am-1200pm
	March 12, 2025	1030am-1200pm
Administrative Personnel (AY2)	March 11, 2025	1100am-1200pm
	March 13, 2025	1100am-1200pm
Case Coordinators	March 17, 2025	130pm-230pm
	March 20, 2025	130pm-230pm
	March 25, 2025	1000am-1100am
Resource Coordinators	March 11, 2025	1030am-1200pm
	March 13, 2025	130pm-300pm
Nursing Resource Coordinators	March 12, 2025	1130am-1230pm
	March 13, 2025	1130am-1230pm
	March 17, 2025	1130am-1230pm
Direct Service Nurses	March 17, 2025	130pm-200pm
	March 18, 2025	130pm-200pm
	March 19, 2025	130pm-200pm
	March 20, 2025	130pm-200pm
	March 24, 2025	130pm-200pm
	March 25, 2025	130pm-200pm
	March 26, 2025	130pm-200pm

Outlook calendar invites will be sent to Managers, Health Services for distribution. Please select "Do Not Send a Response" when accepting the calendar invite.

IN PERSON Scheduling Clerk training at 80 Sutherland

Managers are to sign up each scheduling clerks to one session and advise scheduling clerks of their training day. Sign up link: [SC training sign up sheet](#)

ROLE	IN PERSON TRAINING DATE	TIME
Scheduling Clerks	March 17, 2025	0830am-445pm
	March 18, 2025	0830am-445pm
	March 19, 2025	0830am-445pm
	March 20, 2025	0830am-445pm
	March 24, 2025	0830am-445pm
	March 25, 2025	0830am-445pm
	March 26, 2025	0830am-445pm
	March 27, 2025	0830am-445pm

A voiceover Powerpoint™ presentation of each education session will also be available on Insite under “Program Support Presentations”.