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## Integrated Coordinated Access (ICA) Community of Practice Terms of Reference

### Background

Communities of practice are groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly.<sup>1</sup>

### Objectives

The purpose of the community of practice is to build capacity amongst Tier 2 & 3 System Navigators and Population Supports Navigators and share knowledge related to being a part of Integrated Coordinated Access (ICA).

Members of the community practice will achieve this through:

- Sharing successes, challenges, and barriers
  - Collectively addressing challenges and barriers through networking, problem solving, supporting each other, providing information etc.
- Information sharing
  - Updates and changes to the Lethbridge Integrated Coordinated Access System
  - Introduction of new navigators, new services
  - Contributing to databases or living documents regarding service changes/updates (programs, staff etc.), ICA successes, upcoming events etc. in real time
  - Discussing opportunities to build and recruit more individuals to become System Navigators and participate in the Lethbridge ICA through identifying who needs to be represented and use a recruitment strategy
  - Providing clarification of eligibility criteria and access to services
  - Participating and/or promoting the ICA Service Fair
- Understanding the ICA Referral Pathways and when to refer to a higher tiered System Navigator or Population Supports Navigator

### Structure

The Community of Practice will occur on a monthly basis (second Thursday of every month) for 60 minutes.

Meetings will be structured to allow for System Navigators to share and seek support for any challenges or barriers. Along with sharing information on any community trends. Members will provide success stories, staff changes, service changes on a living document prior to the meeting.

Between meetings System Navigators will be able to continually communicate through the MS Teams platform:

- Information Database/Living Document
  - Staff Changes
  - Program Changes
  - Upcoming Events

### Membership

The members of this Community of Practice will consist of:

- ICA Program Lead – CMHA
  - Responsibilities: Schedule and chair meetings, facilitate discussion, provide information on ICA
- System Navigators
  - Responsibilities: Support other members in exploring solutions for any barriers/challenges, provide information regarding services in real time
- City of Lethbridge, Community & Social Development representative
  - Responsibilities: Providing information and support to members

### Sustainability

The Community of Practice will be formally reviewed annually in October, as well as informally based on seasonal and societal trends. Additionally, for the first year, there will be a six-month check-in.

This will consist of an annual survey that is circulated to all members of the CoP that is then reviewed by ICA Planning Team/Ad-Hoc Working Group.

<sup>1</sup> Etienne and Beverly Wenger-Trayner, 2015, "Introduction to communities of practice: A brief overview of the concept and its uses"

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Admin Support for Lethbridge ICA provided by

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