



RESOURCE
COORDINATOR,
A NEW CAREER PATH

PAM CASEY,
RESOURCE COORDINATOR
KIDSHELPPHONE

AGENDA

- Kids Help Phone / Good2Talk
- General Concepts
- Standards/Taxonomy/Hierarchy
- Building Records
- Resource Coordinator
- Conclusion

Kids Help Phone



Celebrating
25 Years

<http://www.kidshelpphone.ca>

Good2Talk



1.866.925.5454
or connect through 2-1-1

Post-Secondary Student Helpline

<http://www.good2talk.ca>

General Concepts

- Human Services
- Information & Referral



Human Services

What is Human Services?

- Service providers who meet human needs through focusing on prevention as well as remediation of problems, and maintaining a commitment to improving the overall quality of life of service populations.
- These services usually consist of community, health, social and government related services.

<http://www.nationalhumanservices.org/what-is-human-services>

Human Services Organizations

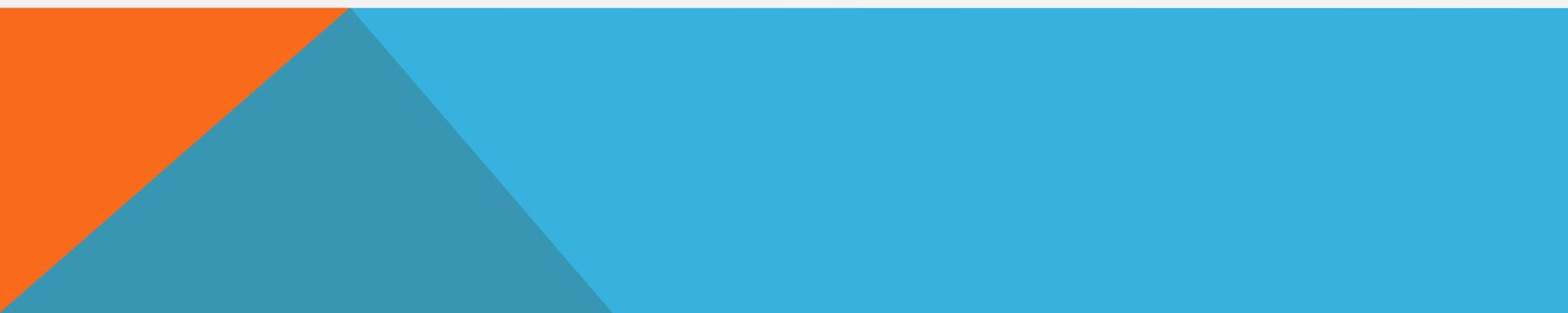
Examples:

Off-Campus: Goodwill Industries – is an organization that provides job training, employment placement services and other community-based programs for people who have disabilities.

<http://www.goodwill.on.ca/>

On-Campus: Seneca College - With campuses across the Greater Toronto Area, Seneca offers degrees, diplomas and certificates renowned for their quality and respected by employers

<http://www.senecacollege.ca>



Information and Referral Services

What is Information and Referral (I&R)?

- I&R is the branch of Library and Information Science that manages human service content for a target community
<http://www.airs.org/i4a/pages/index.cfm?pageid=3500>
- AIRS defines I&R as community information and referral provision that connects people with resources that can help them.
- Community Information Centre (CIC)
http://211canada.typepad.com/informontario/about_informontario/

What is 211?

How is 211 different from 311, 411 & 911?

- 211** Information & referral helpline to **community, social, government and health services.**
- 311** Customer service & municipal information hotline for the following regions/cities. (Toronto, Halton, Windsor, Peel, Ottawa, Greater Sudbury)
- 411** Telephone directory and **business listings.**
- 911** Emergency number for **police, fire and ambulance help.**



**Make the
Connection**

Call 2-1-1
www.211ontario.ca



Free | Confidential | 24/7 | 150+ languages | Live answer
TTY: 1-888-340-1001



Ontario 211 @211Ontario · Sep 26
Please retweet and help prevent non-emergency calls to 911. #dial211

↩ Reply ↻ Retweeted ★ Favorite

Industry Standards

I & R Industry Standard Organization

AIRS

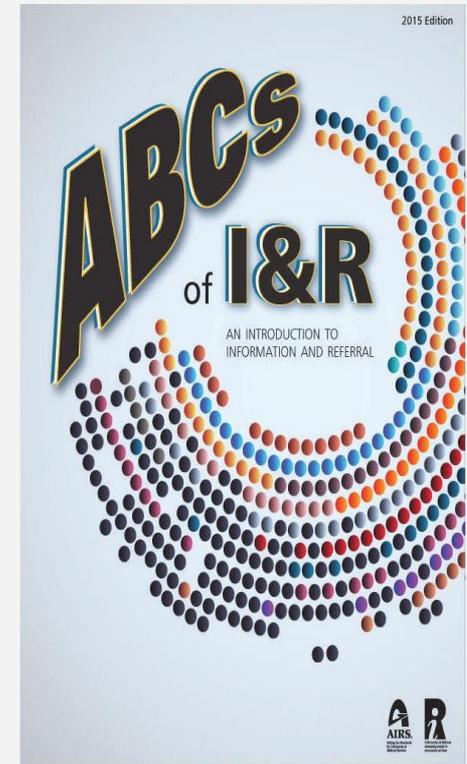
The **Alliance of Information and Referral Systems** is the professional membership association for community Information and Referral (I&R) and Information and Referral/Assistance (I&R/A) providers

www.airs.org



AIRS

- Membership
- Certification
- Accreditation
- Standards - Taxonomy
- Resources and Supports



AIRS/211 LA County Taxonomy

Taxonomy for indexing and accessing human services resource databases.

- Hierarchical System
- Over 9,000 terms includes U.S. English, Canadian English and Canadian French

www.211taxonomy.org

Level 1 Taxonomy Terms

B Basic Needs

D Consumer Services

F Criminal Justice and Legal Services

H Education

J Environment and Public Health/Safety

L Health Care

N Income Support and Employment

P Individual and Family Life

R Mental Health and Substance Abuse Services

T Organizational/Community/International Services

Y Target Populations



College/University Students (YG-8000.1500)

Term	College/University Students
Code	YG-8000.1500
Definition	Individuals who are enrolled in classes or courses of study in colleges or universities that are part of the formal education system.
Created	10/30/00
Changed	2/4/13
Use References	College Students Higher Education Students University Students
See Also References	Graduate Students (YG-8000.2500) Undergraduates (YG-8000.9100)
External Classification Terms	
Related Concepts	
Facet	Target
Comments	
Bibliographic References	

Tax Term Game

Service #1

Programs that enable students who demonstrate financial need to obtain the financial assistance they require to meet their educational and living expenses while in school.

- Student Financial Aid

Service #2

Teams established on college and university campuses that prepares them to train as first responders following a major campus emergency

- Campus Emergency Response teams

Service #3

Programs that offer therapeutic sessions to help two individuals who are having a problem with their interpersonal relationship identify and resolve their differences and improve their

- Conjoint Counselling

Building Records

The background features abstract geometric shapes. A large light blue triangle occupies the upper right portion. An orange triangle is positioned in the lower left. A teal triangle is located at the bottom left, overlapping with the orange one. The remaining background area is white.

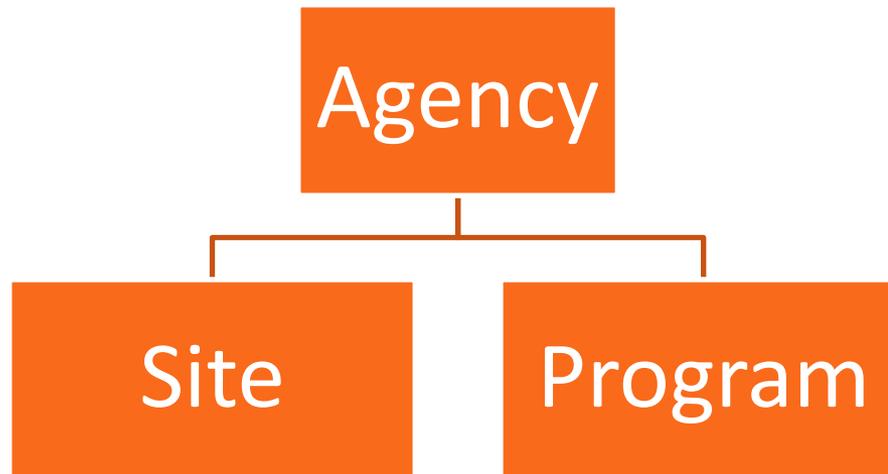
Data Quality

Data quality consist of four items:

- Accuracy
- Completeness
- Consistency
- Timeliness

Hierarchical Records

- Parent/Child Relationship



Agency

An agency can be incorporated, a division of government, or an unincorporated group that offers, for example, a food pantry or support group. The agency is the main location of the resource where the administrative functions occur, where the organization's director is generally housed and where it is licensed for business.



Site

Sites are the physical locations (sometimes called branches) from which clients can access programs that are provided by the agency. An agency must have at least one site but can have several.



Program

A program record describes the types of assistance an agency delivers to its clients.

Sometimes agencies will provide a group of services (some primary and some secondary) and organize them as a “program”.



Program: Algonquin College Safety, Security and Emergency Management

[Agency: Algonquin College](#)

[Return to main Resources page](#)

Edit

Resource Num: **12677629**

Description

Provides services to ensure the security and protection of staff, students and College assets.

Print to PDF

Include any private fields

Include categories

Make PDF

Program Phones:

613-727-4723 ext 5000

Emergency

613-727-4723 ext 5010

Business Line

(Main contact info is private.)

Recommended referrals

Frequently referred with this resource:

none to recommend yet

[Website: www.algonquincollege.com/safety-security-services](http://www.algonquincollege.com/safety-security-services)

[Email: security@algonquincollege.com](mailto:security@algonquincollege.com)

Attachments

(None)

Location information

[Algonquin College Safety, Security and Emergency Management](#)

Location:

1385 Woodroffe Avenue, Room C128

Nepean, ON, K2G 1V8 ([Map](#))

Program Hours:

24/7

Mailing Address:

1385 Woodroffe Avenue, Room C128, Nepean ON, K2G 1V8

Program Delivery

Eligibility: Algonquin College students and staff

Languages: English

Answer

Verification of Information

- **Canada Revenue Agency's Charities Listing Database**

<http://www.cra-arc.gc.ca/chrts-gvng/lstngs/menu-eng.html>

- **Record Verification**



News and Online Research

Colleges Ontario - Colleges Ontario is the advocacy and outreach association of Ontario's 21 Colleges of Applied Arts and Technology and three College Institutes of Technology and Advanced Learning.

Ontario Ministry of Transportation, Colleges and Universities – lists all the publicly funded Colleges and Universities in Ontario.



Kids Help Phone database

iCarol Pam / Kids Help Phone / Friday, April 24

Resources

Found in 406 resources.

English

Home
Vols - Staff
Calls
Resources
Chatboard
Statistics
Admin Tools
ISIS CALL
Profile
Change Password
Help
Exit

Search
Clear

Taxonomy
 Name of Resource
Filters

Geographic filters

Resources within
Canada
Ontario
(All regions)
(All cities)
Postal code: Go
Phone: - -XXXX Go

Saved searches
Manage Resources
 Search Verify

Highlighted terms

- 911 Services
- Children's Protective Services
- College / University Students
- Community Health Centres - CLSC
- Community Mental Health Agencies
- Distress Lines
- Domestic Violence Shelters
- Financial Aid
- Gay / Lesbian / Bisexual / Transgender Support Groups
- Grief and Loss Counselling
- Hospitals
- In Person Crisis Intervention
- Individual Counselling
- Legal Aid
- Medical Information Lines
- Mobile Crisis Intervention
- Poison Control

More about "College/University Students" (click here)

Show on map

1 2 3 4 5 6 7 8 9 10 Next

Algoma University Academic Advising Program [Details...](#)
From: Algoma University
Sault Ste Marie
Eligibility: Algoma University students.
Hours: Drop-in advising also available between 2pm and 4pm. Appointments outside the drop-in hours can be made by phone.
Fees: Free
Mon: 10:00am to 12:00pm
Tue: 10:00am to 12:00pm
Wed: 10:00am to 12:00pm
Thu: 10:00am to 12:00pm

Algoma University Anishinaabe Students Program [Details...](#)
From: Algoma University
Sault Ste Marie

Filters
If any item below is selected, then a resource must have all selections to appear in results.

Eligibility by Age

- <5
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14
- 15

Kids Help Phone database – cont'd

iCarol Pam / Kids Help Phone /

Program: Algoma University Academic Advising
[Agency: Algoma University](#)

[Return to main Resources page](#)

Description
Student Service Advisors are available to assist students throughout the year with academic advising.

Program Phones:

705-949-2301 ext 4216	Business Line
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(Main contact info is private.)

Website: www.algomau.ca/student_life/student_services/academic_advising
Email: advising@algomau.ca

Location information

Sites offering this program

+ Algoma University Sault Ste. Marie Campus ->	Algoma University Sault Ste. Marie Campus Location: 1520 Queen Street East Sault Ste Marie, ON, P6A 2G4 (Map)
---	---

Site Phones:

1-888-254-6628	Toll free
705-949-2301	Business Line
705-949-6583	Fax

[Edit](#)

Resource Num: 1283118

Print to PDF

Include any private information
 Include categories

[Make PDF](#)

Recommended referrals

Frequently referred with resource:
none to recommend yet

Attachments

(None)

Home
Vols - Staff
Calls
Resources
Chatboard
Statistics
Admin Tools

RISIS CALL
[My Profile](#)
[Change Password](#)

Help
Exit

Who is a Resource Coordinator?

The background features a large, light blue triangle on the right side, pointing towards the top right. On the left side, there is a smaller orange triangle pointing towards the bottom left, and a teal triangle pointing towards the bottom right. The text is positioned in the white space at the top left.

Resource Coordinator

- Manages Human Service Information
- Supportive role to information providers
- Outreach and Continued Education
- **PASSION!**

Manages Human Service Information

“The database includes resources that support the inquirer’s right to **accurate, comprehensive and unbiased** information...”

AIRS Standards, Section II



Group Discussion

Can you think of a similar contract/position?

- Managing Resources
- Supportive Role
- Outreach
- What are you passionate about?

Information Sources

The background features abstract geometric shapes. A large light blue triangle occupies the upper right portion. An orange triangle is on the left side, overlapping with a teal triangle at the bottom left. The remaining background is white.

Attaining Resources

- Decide on your focus
- Gather your reliable sources
- Develop search strategies



Information Source Examples

On Campus - Durham College Services for International Students

<http://www.durhamcollege.ca/info-for/international-students>

Off Campus - COAST Halton Mobile Support

<http://www.haltonpolice.ca/SPECIALIZEDUNITS/COAST/Pages/default.aspx>



Program Site – On Campus

The screenshot shows the Durham College website's International Students page. At the top left is the Durham College logo with the tagline "SUCCESS MATTERS". To the right are "DC Connect Login" and "MyCampus Login" buttons. A navigation menu includes "PROGRAMS & COURSES", "ADMISSIONS", "STUDENT EXPERIENCE", and "FINANCIAL". Below the navigation is a breadcrumb trail: "HOME > INFO FOR > INTERNATIONAL STUDENTS". The main content area features a large image of three international students. Overlaid on the left side of this image is a dark box with the text "INTERNATIONAL STUDENT BLOGS" in yellow, followed by the text "Take a glimpse into the lives of an International Student by visiting our [International Student Blogs](#)." Below the image is a sidebar with a "International Students" heading and three links: "International student blogs", "How to apply", and "Programs for International students in May 2015". To the right of the sidebar, the heading "INTERNATIONAL STUDENTS" is displayed in large blue letters, with the tagline "AN INTERNATIONAL REPUTATION FOR EDUCATION" below it.

DURHAM COLLEGE
SUCCESS MATTERS

DC Connect Login MyCampus Login

PROGRAMS & COURSES ADMISSIONS STUDENT EXPERIENCE FINANCIAL

HOME > INFO FOR > INTERNATIONAL STUDENTS

INTERNATIONAL STUDENT BLOGS

Take a glimpse into the lives of an International Student by visiting our [International Student Blogs](#).

International Students

- International student blogs
- How to apply
- Programs for International students in May 2015

INTERNATIONAL STUDENTS

AN INTERNATIONAL REPUTATION FOR EDUCATION

Program: Durham College International Office

[Agency: Durham College](#)

[Return to search results](#)

Description

Services include:

- A diversity office
- Academic advice
- Assistance with disabilities through the Centre for Students with Disabilities
- Campus library
- Employment services through Career Services
- Financial aid and one-on-one budgeting through the Financial Aid and Awards office
- First-year student experience
- Help with study skills and exam preparation through our Student Academic Learning Services
- Peer tutoring

Program Phones:

905-721-2000 ext 2355

Business Line

Main Contact

Larissa Strong
Manager, International Student Support
905-721-2000 ext 7609
larissa.strong@durhamcollege.ca

Senior Administrator

Fiona Richards
Executive Director, International Education
905-721-2000 ext 3365
fiona.richards@durhamcollege.ca

Website: www.durhamcollege.ca/info-for/international-students

Email: international@durhamcollege.ca

Location information

Sites offering this program

+ **Durham College Oshawa Campus** ->

Durham College Oshawa Campus

Location:

2000 Simcoe Street North, Room SSB210, Student Services building
Oshawa, ON, L1H 7K4 ([Map](#))

Site Phones:

905-721-2000 Business Line

Program Site – Off Campus

Crisis Outreach and Support Team (COAST)

The Halton Regional Police Service Crisis Outreach and Support Team (COAST) provides Halton Region residents aged 16 and over with mental health issues in crisis with outreach and support. It is comprised of health care workers and HRPS officers trained in mental health and crisis intervention, and is funded by the Canadian Mental Health Association of Halton and by the Ontario Ministry of Health.

Halton's COAST crisis line is **1-877-825-9011**. It is answered by a COAST mental health crisis worker **24 hours-a-day, seven days a week**.

Intake assessments are completed for each call and workers will provide support and advice regarding next steps.

Anyone can make a referral to the COAST team.

To learn more about COAST, **[click here](#)**.



Halton Crisis Outreach and Support Team (COAST)

COAST Halton Mobile Support

[Return to Managing Resources](#)

This record is in **English**. [Click here to edit the French translation](#)

Agency: Halton Crisis Outreach and Support Team (COAST)

Manage Sites at this agency

(Select a site)

Manage another program at this agency

COAST Halton Mobile Support

[Change agency to which this program belongs](#)

Program Information

Program Name

French Name

Alternate Name

Description [Modify this description](#)

Provides mobile crisis intervention to individuals living in the Halton region.

Internal notes for resource editors only

Internal notes for editors and viewers



Becoming a Resource Coordinator

Job Description

- Education and Knowledge
- Experience
- Responsibilities

Soft Skills

- Database Maintenance
- Research
- Classification & indexing

Summary

- Human Services and I&R
 - Defining Resource Coordinator
 - Industry Standards
 - Resources
 - Becoming a Resource Coordinator
- 

Conclusion

- It is an industry that does exist
 - Need to check other sources such as Charity Village for jobs
 - You have the skills you need to do the job
- 

Questions??



Thanks for Attending

Pam Casey, LIT, CTT+
Resource Coordinator
Kids Help Phone
pam.casey@kidshelpphone.ca