

Sector Pandemic Planning Initiative (SPPI) – Expert Help Line

What is it? The SPPI Expert Help Line has been created for staff, management, families, and caregivers in the developmental services sector so that we can easily direct your pandemic-related questions to the appropriate expert.

What is it NOT? This is not an emergency/crisis resource. If you are in need of assistance for a medical emergency, please call 911 or go to your nearest hospital.

How does it work? To submit a question to the help line, please use one of the following channels:

Webform: <https://mycommunityhub.ca/sppi>

E-mail: support@mycommunityhub.ca

Voicemail: 647-725-1382



Areas of Expertise:

- Occupational Health & Safety
- Infection Prevention/Control
- Notice of Occurrence, WSIB, Disability Case Management
- Public Health Guidance
- Risk Identification & Management
- Mental and Physical Wellbeing
- Behavioural Supports



A member of our triage team will forward any inquiry to the appropriate Subject Matter Expert (SME) or contact you if we need any clarifications.

Shortly thereafter, the assigned SME will connect with you to provide support & respond back to your inquiry within 48 hours.