



## School-Based Rehabilitation Services (SBRS) Program: Instructions for Viewing Student Reports and Statuses online

As of January 1, 2019, CHEO became accountable for the School-Based Rehabilitation Services (SBRS) Program, which includes the provision of occupational therapy, physiotherapy, and speech-language pathology services in publicly funded schools in the Champlain region. CHEO partners with the Home and Community Care Support Services Champlain and CommuniCare Therapy to deliver the program.

To foster timely access to SBRS information for schools and school boards, the Home and Community Care Support Services Champlain has established an online service called “Sync.com” which CHEO continues to use.

Through “Sync.com”, schools and school boards are able to look up SBRS program information about their students who are part of, or have been referred to, the SBRS program, such as: service status, types of services being received, and date of last service. For more information, please refer to the **Appendix** section of this document.

It is simple to register for “Sync.com” and the reports are easy to use. It provides an efficient and convenient way for schools and school boards to obtain information about active students and those who have been referred.

### What is Sync.com?

Sync.com is an online file storage, synchronizing and sharing service, similar to Dropbox, Google Drive, iCloud or OneDrive. The key difference between Sync.com and these other services is that it is a **secure system**, which enables the storage and sharing of student's personal health information while maintaining high privacy standards. Its servers are located in Ontario.

Sync.com's unique, "zero-knowledge" storage platform enables privacy because:

- The information is encrypted both where it is stored and while it is in transit;
- Sync.com personnel do not have access to the “keys” needed for decryption. They cannot read customer files even if they are asked to do so by some authority.

Each school and school board can have designated contacts who can be registered to get access to Sync.com. The designated contacts will be notified by email when a new report about the students is available. You will only receive an email containing a link to a report **if at least one of your students has a change in their status or a change in the SBRS services** arranged for them. The designated contacts will not receive an email if none of the school's or school board's students have had a change in status. However, the last received report will still be available in Sync.com for the designated user to be able to access and review.

Both CHEO and the Champlain Local Health Integration Network Privacy Offices have completed Privacy Impact Assessments (PIAs) regarding the use of Sync.com as part of this program, and have approved its use.

### Instructions – Initial registration of designated contact

To register for SBRS Sync.com access, the designated contact will need to email [ITSupport-CH@lhins.on.ca](mailto:ITSupport-CH@lhins.on.ca) and provide the following:

- Their name and email that will be used for the login.

- Which school or school board they need to be registered for.

A unique password will be sent to the designated contact once registration has been completed.

**Occasionally, a new password will be sent to the designated contact's email.** The designated contact will need to use the most recent password sent to access all reports. Do not share this password with anyone. Please note that as a user, you are responsible for following your school/school board's privacy and confidentiality policies as it relates to collection, use, storing, disclosure and sharing of information.

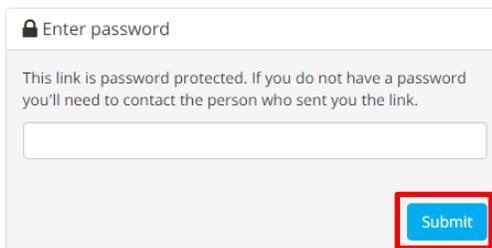
If the links to the reports for the school/school board needs to be sent to a new user, please contact [ITSupport-CH@lhins.on.ca](mailto:ITSupport-CH@lhins.on.ca) and follow the instructions above, and request to de-register the previous designated contact.

## Instructions – Accessing reports as a designated contact

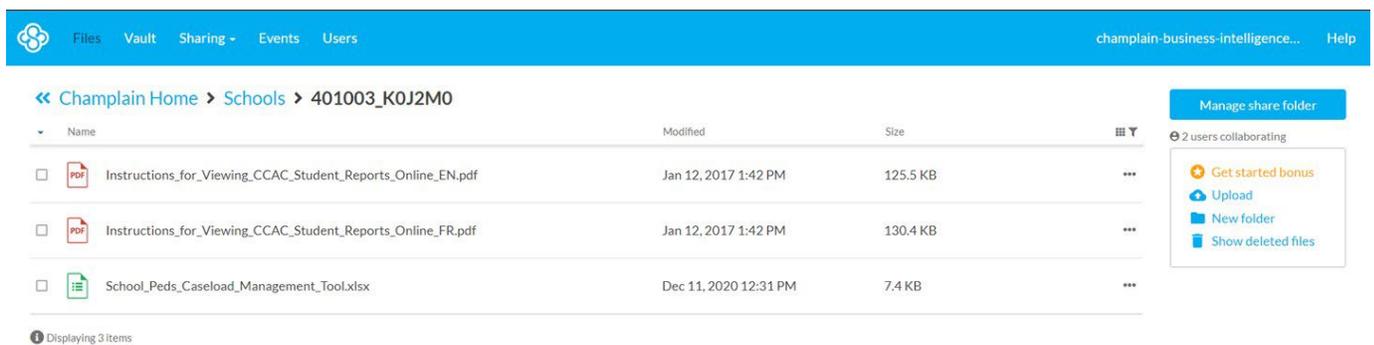
The designated contact will receive an email that indicates that a new report is available, along with a link to the report. Below is **an example** of what the link will look like: which will look like this:

<https://ln.sync.com/dl/90ec132f0#n7gwp8cs-t6qesarp-vnu3kcjf-iy57tstx>

Click the link and enter the password and click the “Submit” button.



The computer's default web browser will open (e.g., Internet Explorer, Google Chrome) to the school or school board's folder.



Name	Modified	Size
Instructions_for_Viewing_CCAC_Student_Reports_Online_EN.pdf	Jan 12, 2017 1:42 PM	125.5 KB
Instructions_for_Viewing_CCAC_Student_Reports_Online_FR.pdf	Jan 12, 2017 1:42 PM	130.4 KB
School_Peds_Caseload_Management_Tool.xlsx	Dec 11, 2020 12:31 PM	7.4 KB

Click on the “School\_Peds\_Caseload\_Management\_Tool” link to access the report. The Excel report will be downloaded prior to viewing. The report will be replaced weekly with the latest generated report.

## Frequently Asked Questions (FAQ):

1. I forgot my password, how can I retrieve my password?

Email [ITSupport-CH@lhins.on.ca](mailto:ITSupport-CH@lhins.on.ca) or call and leave a message at 613-745-1190 or 1-855- 226-1066.

2. I think that my school or school board had access to this before, but the password has been lost. How can I retrieve the password for my school or school board?

Email [ITSupport-CH@lhins.on.ca](mailto:ITSupport-CH@lhins.on.ca) or call and leave a message at 613-745-1190 or 1-855- 226-1066.

3. I registered as the designated contact but I am not receiving the email message in my Inbox, what do I do?

Please check the “Junk Email” folder for the email. If the emails are getting directed to the “Junk Email” folder, then please change the settings in the email to allow LHIN senders/emails to get directed to the Inbox. If the issue persists, please contact the school’s/school board’s I.T. department for support.

4. I clicked on the link but it will not open, how can I fix this?

The computer’s internet browser may be blocking pop-ups from opening. Copy and paste the URL/links below to read the instructions for how to disable pop-up blocking for 4 common internet browsers:

- **Firefox:** <https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>
- **Google Chrome:** <https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en>
- **Internet Explorer:** <https://support.microsoft.com/en-us/topic/change-security-and-privacy-settings-for-internet-explorer-11-9528b011-664c-b771-d757-43a2b78b2afe#:~:text=To%20turn%20Pop%20Dup%20Blocker,box%2C%20and%20then%20select%20OK.>
- **Microsoft Edge:** <https://support.microsoft.com/en-us/microsoft-edge/block-pop-ups-in-microsoft-edge-1d8ba4f8-f385-9a0b-e944-aa47339b6bb5>

If the issues persist after troubleshooting the issue by using the links, or if you do not have administrative permissions to fix the issue, then please contact the school’s or school board’s I.T. department for support. Explain that someone sent you a link to a document located on Sync.com and that your internet browser does not allow you to enter a password and open it.

5. I have a question about the instructions provided in this document, who can I speak to?

For any questions **about the instructions**, please email [ITSupport-CH@lhins.on.ca](mailto:ITSupport-CH@lhins.on.ca) or call and leave a message at 613-745-1190 or 1-855- 226-1066.

6. I have a question about the contents of the report after I have reviewed it, who can I speak to?

For any questions **about the contents of the report or about a student** after the report has been reviewed, please call the SBRS program at 613-737-7600 ext. 1794 or email [integratedcaredelivery@cheo.on.ca](mailto:integratedcaredelivery@cheo.on.ca). Business hours are Monday-Friday, 8:00 AM – 4:00 PM.

## Appendix

- School summary tab: this will show all the schools in the school board's district that have students referred to or receiving services. This tab shows the following:
  - School information: name, address, phone number, name of principal, company and name of therapists providing services
  - School student demographics: number of students referred or receiving services, number of students with active services (i.e., being seen), number of students discharged in the last 240 days, number of non-admit students in the last 240 days, and number of students for each type of service.
- Specific school tabs: this will show more detailed information about the school, including:
  - School name and address
  - Service status – discharged in the last 240 days, active, non-admit clients in the last 240 days
  - Students information: client number, name, service language, age, caseload and status for each referred or active services (e.g., waitlisted for PT as of 03/03/2020)