

Request for Services from Community Clients

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Revised Date	<i>March 25, 2026</i>	Approved Date	<i>June 25, 2008</i>

Introduction

Community partners may contact the health unit with general public health questions, to consult on an issue or request participation at events. This policy ensures that all requests for services are received, documented, assessed, and responded to in a consistent and timely manner.

Purpose

The purpose of this policy is to outline how request for services from community clients are received, documented, assessed and processed by the health unit.

Legislative Authority

Health Protection and Promotion Act

Policy Definitions and Interpretation

Request For Services (RFS): A request for the delivery of service and/or public health programming initiated by businesses, community groups, agencies, organizations and partners to the health unit.

Community Client: A business, community group, agency, organization, or partner in receipt of or requesting the delivery of services and/or programming by health unit staff.

Cross Program: A request for service that pertains to more than one program.

Policy

Request For Services (RFS) from community clients are assessed and prioritized based on the Ontario Public Health Standards, agency’s strategic priorities, identified community needs and program capacity.

The health unit accepts RFS from community clients. Community clients may submit an RFS electronically using the approved online Request for Services form. All RFSs must be documented in an approved client record system in accordance with agency documentation standards. Community clients will be contacted within seven business days of their request.

The decision on whether an RFS can be accommodated is made at the program level. Vice Presidents are responsible to ensure that a process for tracking incoming RFS exists within their departments to ensure follow-up.

Procedures

1. **Documentation:** Programs must comply with the agency's documentation policy and record all RFSs using approved software, databases or forms.
2. **Community Client Requests:** Requests for public health participation or support in community events e.g. presentations, health fairs must be submitted through the [Request for Services online form](#). Where there is an existing relationship between the program and the community client and/or it is a recurring request the community partner does not need to submit using the online form. In these instances, the community partner can work directly with their program contact.
3. **Receiving and responding to a Request for Services:**
 - Submitted RFSs are routed to an outlook account managed by departmental Administrative Coordinators (ACs).
 - Responsibility for processing RFSs using the online form is shared by the ACs.
 - The assigned AC checks the inbox daily and forwards any submitted RFS to the appropriate Program Manager(s) based on topics of interest selected on the form.
 - Community clients are notified within 7 business days of submitting their RFS whether health unit staff are able to support their request or not.
4. **Cross Program Requests:**
 - For cross-program RFS, the assigned AC sends an email to the appropriate Program Managers.
 - The cross-program email to Program Managers includes the submitted RFS form and requests that programs indicate whether they can support the RFS, identify a lead program and ensure a response is provided to the community client.
 - If a lead program is identified, that program coordinates the health unit's response and communicates with all other participating programs.
 - If all programs indicate they are unable to support the RFS, the assigned AC will reply and inform the client that the health unit is unable to fulfill their request at this time.

Related Policies

IM0109 Documentation

Department/Program level RFS Policies & Procedures

Nursing Documentation Manual

Related Forms

[Request for Services - Online Form](#)

Final Approval Signature: _____

Review/Revision History:

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