

Peterborough County Hubs User Manual

July 11, 2023

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A. Introduction to the Hubs

People living in rural and remote communities in the County of Peterborough have historically had challenges accessing services they need. This challenge has often been a result of their inability to afford transportation, the lack of transit options, and the prohibitive cost for agencies to establish satellite locations outside the City of Peterborough.

To reduce these obstacles, service Hubs have been established across the Peterborough County. The purpose of these Hubs is to provide free office and meeting space for agencies who deliver services in Peterborough County to meet with clients and conduct rural outreach.

By making these offices available, the goal is to improve the ability for agencies to deliver services to people living in rural and remote locations. Agency staff can meet with clients in a private office and reduce the burden on clients to find transportation to the City of Peterborough.

Limited rural bandwidth and the high cost of smartphones can restrict the ability of clients to have online virtual meeting with agencies. For this reason, some Hub are equipped with a laptop that allow agencies to book appointments for clients to visit a Hub and have an online virtual meeting if staff are unable to travel to a Hub.

This User Manual outlines the amenities, terms of use, and process of registering and accessing the Hubs.

These Hubs have been established through a partnership between the City of Peterborough, County of Peterborough, Community Care Peterborough, Agilec, and the Townships of Otonabee-South Monaghan, Douro-Dummer, Asphodel-Norwood, Havelock-Belmont-Methuen, North Kawartha, Selwyn, and Cavan Monaghan.



B. Locations

Havelock Hub

Community Care:

17 Smith Dr, Havelock, 705-778-7831.

Community Care Contact: Tammy Ross, tross@commcareptbo.org.

Bookable Hours: Monday – Thursday 9:00 a.m. – 3:00 p.m.
Friday 9:00 a.m. – 12:00 p.m.

Space description: Medium office with option to have 3-4 others seated.

Internet Access: Plug-in with ethernet cable. Public Wi-Fi available.

Privacy: Private office with door. Staff and clients enter through common reception area where other staff, clients, volunteers, and the public may be found. Community Care operates a thrift store at this location.

Technology: A laptop is available for staff or client use.

Printing available: Yes, ask Community Care, Havelock office staff.

Photocopying available: Yes, ask Community Care, Havelock office staff.

Accessible: Yes

Parking: Large lot at location.

Other amenities: Large board room available for booking. Contact Community Care, Havelock office staff for details.

Parking is available for mobile units and vans if such space is needed to deliver service outside. Contact Community Care, Havelock office staff for details.

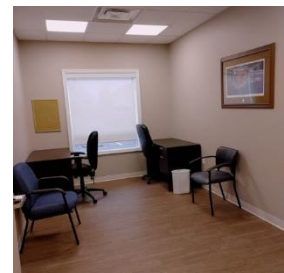
Location images:



Entrance



Reception



Outreach Office



Meeting Room

Apsley Hub

<u>Community Care:</u>	126 Burleigh St, Apsley , 705-656-4589.
Community Care Contact:	Katie Bryck, kbryck@commcareptbo.org
Bookable Hours:	Monday – Friday 9:00 a.m. – 3:00 p.m.
Public Hours:	Community Care is open to the public Monday to Friday from 10:00 a.m. to 1:00 p.m. Access key in lockbox during Bookable Hours outside Public Hours.
Key:	<p>A key is in the lockbox for appointments outside Public Hours. The lockbox code will be made available after the Registration Form is completed. This code is confidential.</p> <p>Only In-Person meetings can be booked outside Public Hours. Do not provide the lockbox code to clients.</p> <p>Key must be returned to lockbox when leaving.</p>
Space description:	Small office with option to have 2-3 others seated.
Internet Access:	Public Wi-Fi
Privacy:	Private office with door. Staff and clients enter through common reception area where other staff, clients, volunteers, and the public may be found. Community Care operates a thrift store at this location.
Technology:	A laptop is available for staff or client use.
Printing available:	Yes, ask Community Care, Apsley office staff.
Photocopying available:	Yes, ask Community Care, Apsley office staff.
Accessible:	Yes
Parking:	Available at rear of building.
Other amenities:	Large board room available for booking. Contact Community Care, Apsley office staff for details.

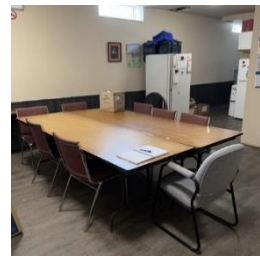
Location images:



Office Location



Outreach Office



Meeting Room



Lockbox



Stairs to Office



Elevator\Lift



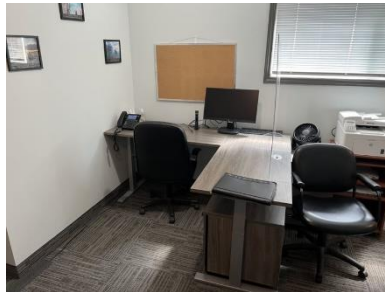
Lane to Parking

Lakefield Hub

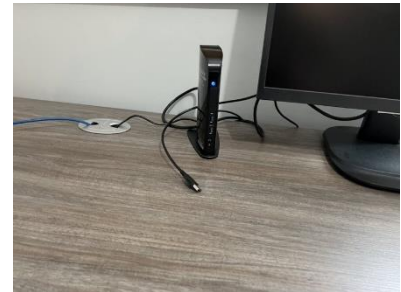
<u>Agilec:</u>	<u>14 Queen St., Lakefield</u> , 705-652-1935.
Agilec Contact:	Devon Porter, <u>dporter@agilec.ca</u>
Bookable Hours:	Tuesday - Friday 9:00 a.m. – 4:00 p.m.
Space description:	Small office with option to have 2-3 others seated.
Internet Access:	Plug-in with ethernet cable. Public Wi-Fi available.
Privacy:	Private office with door. Staff and clients enter through common reception area where other staff and clients may be found. Agilec delivers their employment services at this location.
Technology:	A laptop is available for staff or client use.
Printing available:	Yes, ask Agilec staff.
Photocopying available:	Yes, ask Agilec staff.
Accessible:	Yes, rear door is wheelchair accessible.
Parking:	Available at rear of building off Burnham Street. Street parking is free on Queen Street.
Other amenities:	Computers available for clients. Contact Agilec for details.
Location images:	



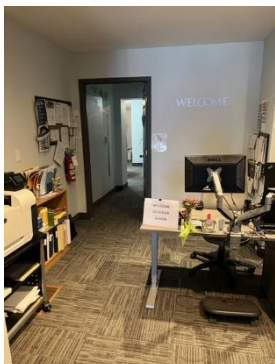
Office Location



Outreach Office



Internet Access



Entrance to
Outreach Office

Keene Hub

[Otonabee-South Monaghan Township Office & Fire Hall](#)

[20 Third Street, Keene](#) (Office)
[21 Third Street, Keene](#) (Fire Hall)

Township Contacts:	Kate Burke, kburke@osmtownship.ca , 705.295.6852 x213 Heather Scott, hscott@osmtownship.ca , 705.295.6852 x223
Bookable Hours:	Monday – Friday 9:00 a.m. – 4:00 p.m.
Public Hours:	Monday – Friday 8:30 a.m. to 4:30 p.m.
Space description:	Outreach desk is located in the Council Chambers with ample room for a family if needed. If there are booking conflicts, agencies may be asked to use the Fire Hall across the street from the Township Office.
Internet Access:	Wi-Fi (Password available at Township office and Fire Hall)
Privacy:	The Council Chamber is separate from the Township office and is a private space. There is also an outside door so clients do not need to enter the Township office.
Technology:	A laptop is available for staff or client use.
Printing available:	Yes. Agency staff must connect with Township staff with files on USB memory stick.
Photocopying available:	Yes, Agency staff must connect with Township staff.
Accessible:	Yes
Parking:	Available along Third Street.
Other amenities:	Township Office and Fire Hall both have ample space to accommodate large groups. Contact Township staff for more details.

Location images:



Township Office



Entrance



Council Chamber
Entrance



Outreach Desk



Keene Fire Hall



Fire Hall Mtg Rm



Training Room

Warsaw Hub

Douro-Dummer Township Office

894 South Street, Warsaw, 705-652-9392

Township Contacts:	Peggy Reyner, PeggyR@dourodummer.on.ca , x.200 Tara Lember, TaraL@dourodummer.on.ca , x.204
Bookable Hours:	Monday – Friday 9:00 a.m. – 4:00 p.m.
Public Hours:	Monday – Thursday 8:30 a.m. - 4:30 p.m. Friday 8:30 a.m. - 4:00 p.m.
Space description:	Medium sized meeting room with multiple tables for work and meeting clients
Internet Access:	Public Wi-Fi
Privacy:	Yes, private meeting room.
Technology:	A laptop is available for staff or client use.
Printing available:	Yes, by emailing staff file(s) upon request
Photocopying available:	Yes, ask township staff.
Accessible:	Yes
Parking:	On South Street or in Township parking lot across from office.
Other amenities:	Large auditorium and additional meeting room available by contacting township staff for more details.

Location images:



Township Office



Entrance



Outreach Office



Township Parking Lot



Auditorium



Larger Meeting
Room

Douro Hub

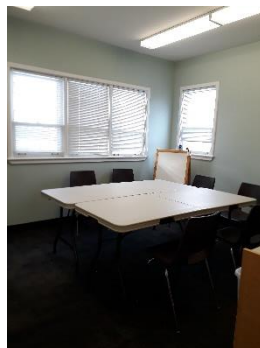
Douro- Dummer Public Library

435 Douro 4th Line, Douro, 705-652-8599

Contacts:	Maggie Pearson, maggiep@dourodummer.on.ca Catherine McInnis, catherinem@dourodummer.on.ca
Bookable Hours:	Monday 10:00 a.m. – 2:00 p.m. Wednesday 4:00 p.m. – 7:00 p.m. Tuesday, Thursday & Friday 10:00 a.m. – 3:00 p.m.
Public Hours:	Tuesday, Thursday to Saturday 10:00 a.m. – 3:00 p.m. Wednesday 1:00 p.m. – 7:00 p.m.
Space description:	Medium sized meeting room with table and seating for up to eight people.
Internet Access:	Public Wi-Fi
Privacy:	Yes. Meeting room has door to close.
Technology:	Library computers are available but are not private
Printing available:	Yes, ask library staff.
Photocopying available:	Yes, ask library staff.
Accessible:	Yes
Parking:	Free parking in library lot.
Other amenities:	Access to library collection and services during public hours; ask library staff for membership details.
Note:	Only in-person appointments are bookable at this location.
Location images:	



Library Entrance



Outreach Office



Public Computer

Norwood Hub

[Asphodel-Norwood Township Office](#)

[2357 County Road 45, Norwood](#), 705-639-5343

Contact:	Melanie Hudson, Administrative Assistant/Deputy Clerk Adrienne Buchanan, Deputy Treasurer/Tax Collector		
Bookable Hours:	Monday	9:00 a.m. – 4:00 p.m.	
Public Hours:	Monday – Friday	8:30 a.m. – 4:30 p.m.	
Space description:	Large meeting room with ample seating for families if needed.		
Internet Access:	Public Wi-Fi. Option to plug in using ethernet cable.		
Privacy:	Meeting room is private. There is a private entrance to the meeting room from outside is clients wish to use this access. Otherwise, entry is through main office.		
Technology:	A laptop is available for staff or client use.		
Printing available:	Yes, ask township staff.		
Photocopying available:	Yes, ask township staff.		
Accessible:	Yes		
Parking:	On street parking on County Road 45 and at rear of building on Victoria Street		

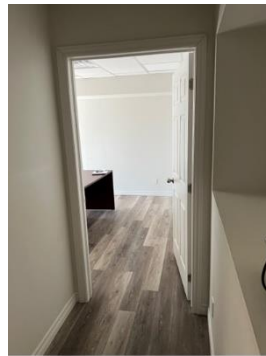
Location images:



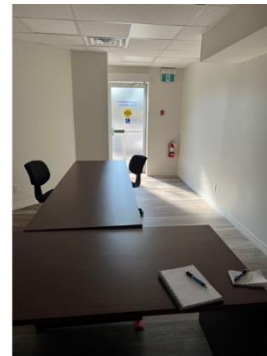
Office Entrance



Walkway from
County Rd 45



Outreach Office
Entrance



Outreach Office



Private Client
Entrance

Millbrook Hub

[Old Millbrook School](#)

[1 Dufferin Street, Millbrook](#), 705-932-9314

Contact:	Chris Alison, Parks and Facility Manager
Bookable Hours:	Tuesday 10:00 a.m. – 7:00 p.m. Wednesday – Friday 10:00 a.m. – 5:00 p.m. Saturday 10:00 a.m. – 3:00 p.m.
Public Hours:	Same as Bookable Hours
Space description:	Large meeting room located on the second floor. Access is through the Millbrook Public Library. The Bookable Hours coincide with the hours of the library. Note: Library staff are not responsible for managing the Hub Office.
Pass Code Lock:	The Township staff will supply the pass code to unlock the office door when the Bookings link is provided.
Internet Access:	Library public Wi-Fi.
Privacy:	Meeting room is private.
Technology:	No laptop at this location.
Printing available:	Yes, must ask library staff.
Photocopying available:	Yes, must ask library staff.
Accessible:	Yes. Key to the elevator is in the Outreach Office desk.
Parking:	Yes
Location images:	



Old Millbrook School



Library
Entrance



Access through
Library



Door to stairs



Hub Office



Door Lock

Buckhorn Hub

Buckhorn Medical Centre

18 William St, Buckhorn

Contact:

Jessica Sears, 705-738-3800 ext. 221
1-800-374-4009 ext. 221

Jessica is not located at the Medical Centre but manages the online Bookings Calendar. All inquiries about appointments are directed to Jessica.

Medical Centre phone number is 705-657-7933, however, staff have minimal involvement with managing the Hub.

Bookable Hours:

Wednesday 9:00 a.m. – 4:00 p.m.
Thursday 9:00 a.m. – 4:00 p.m.

Space description:

Small office located off the main lobby. Not suitable for large groups. Staff and client enter through the main entrance of the Health Centre.

Internet Access:

Health Centre Wi-Fi. Staff must request password from Health Centre staff.

Privacy:

Office is private.

Technology:

No laptop at this location.

Printing available:

No

Photocopying available:

No

Accessible:

Yes

Parking:

Yes, at rear of building.

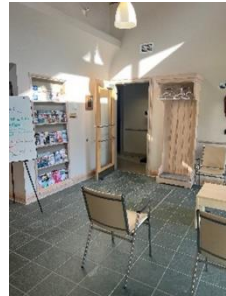
Location images:



Medical Centre



Lobby



Lobby to Hub



Hub Office



Rear Parking

C. Registration Process and Online Calendar

The Registration Form must be completed prior to accessing a Hub. This is an online form found at www.peterborough.ca/hubs. The completed form will be sent to selected Hub(s) and the City of Peterborough when it is submitted.

Once the completed Registration Form has been accepted, the agency will receive a link to the online calendars they selected for booking appointments. Each Hub has a separate calendar.

The Agency Contact listed on the Registration Form must have the authority to represent the agency as they will be the primary contact for all communications related to the Hubs.

Once the calendar link is provided to an agency, they are able to share it **internally** with staff who could use the space for outreach work, i.e. front-line staff, outreach workers, case managers, etc.

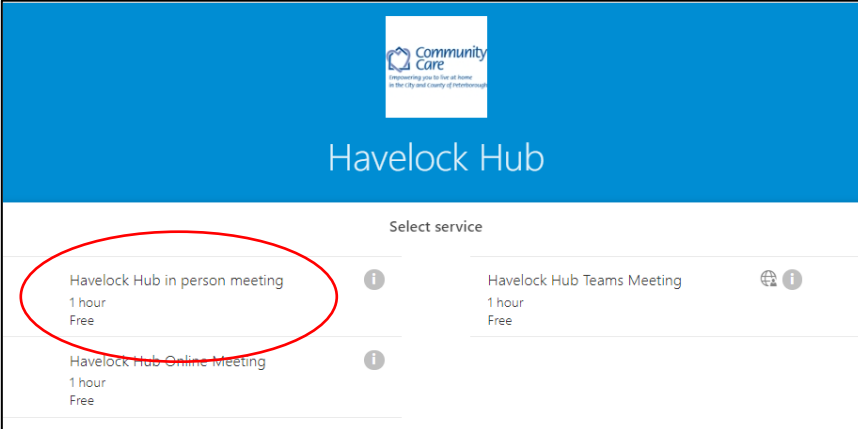
The calendar link is **not** public. Agencies are not to share it with anyone outside the organization listed on the Registration Form. This is critical for Community Care and Agilec to manage and track access to their offices through the Hub program.

D. Hub Booking Process

Following the link mentioned above provides access to a Microsoft Booking Calendar.

There are 3 types of meetings:

1. **In-Person meeting** books the Hub for a face-to-face meeting with a client or family.

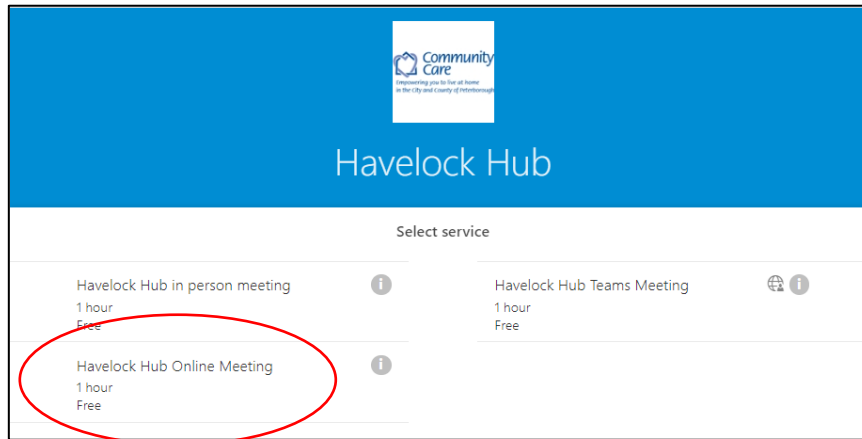


The screenshot shows the 'Havelock Hub' booking interface. At the top, there is a blue header with the 'Community Care' logo and the text 'Havelock Hub'. Below the header, there is a section titled 'Select service' with three options listed in a table-like format. The first option, 'Havelock Hub in person meeting', is circled in red. It specifies '1 hour' and 'Free'. The second option is 'Havelock Hub Online Meeting', also specifying '1 hour' and 'Free'. The third option is 'Havelock Hub Teams Meeting', specifying '1 hour' and 'Free'. Each option has an information icon (i) to its right.

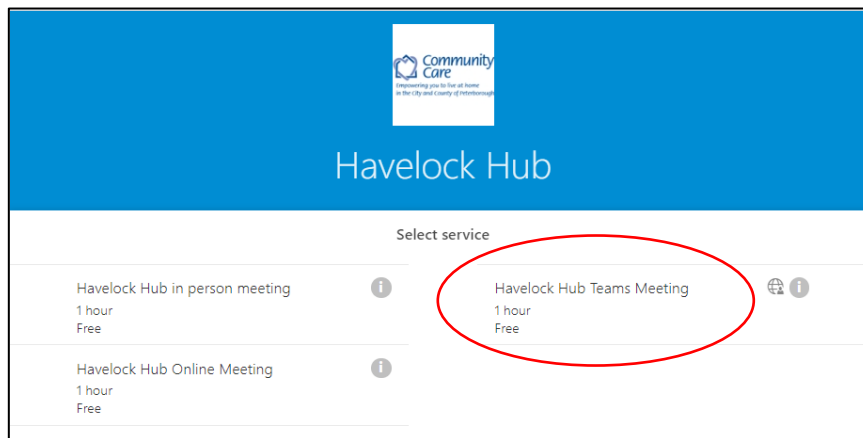
Select service	
Havelock Hub in person meeting 1 hour Free	Havelock Hub Teams Meeting 1 hour Free
Havelock Hub Online Meeting 1 hour Free	

2. **Online Meeting** books an online meeting using a virtual platform (other than Teams). This meeting requires the client to visit the Hub and use the office for an online meeting with agency staff located in Peterborough (or another location, i.e. working from home). A field is available for the agency to insert a meeting link (i.e.

Zoom). The meeting link will appear in the Outlook Calendar on the laptop located at the Hub. Staff at the Hub manage this calendar. **Note: This option is not available in all locations. Only in-person meetings are bookable.**



3. **Online Teams Meeting** can be booked. This meeting requires the client to visit the Hub and use the office for an online Teams Meeting with agency staff located in Peterborough (or another location, i.e. working from home). The online calendar will generate a Teams link when the appointment is booked and appear in the Outlook Calendar on the laptop located at the Hub. **Note: This option is not available in all locations. Only in-person meetings are bookable.**



Once the type of meeting is selected a time slot will be chosen. Once a time slot is chosen, it is no longer able to be booked by other agencies. These options may be different between Hubs.

November 21

< > November 2022

Su	Mo	Tu	We	Th	Fr	Sa	9:15 am	10:15 am	11:15 am
		1	2	3	4	5	12:15 pm	1:15 pm	
6	7	8	9	10	11	12			
13	14	15	16	17	18	19			
20	21	22	23	24	25	26			
27	28	29	30						

All times are in (UTC-05:00) Eastern Time (US & Canada) ▼

After choosing a time slot the agency details need to be provided. These details are the **agency staff details**. **Do not include client details**. Agency Name must also be filled in. These details will allow Community Care and Agilec to know the agency staff contact completing the booking. Once the “Book” button is selected, staff at the Hub and the agency staff person will receive an email notification and calendar appointment.

Add your details

Name _____

Email _____

Phone number _____

Please let us know if you have any special requests.
Thank you.

Notes (optional)

Provide additional information

Agency Name _____

Book

Additional fields are provided when booking an Online Meeting through services such as Zoom. To complete the booking, the Meeting Link, Meeting ID, and Passcode need to be copied into the booking. This information will be included in the email notification and calendar appointment received by Hub staff. This information is important for clients to use the Hub laptop for the online meeting.

Provide additional information

Agency Name

Online Meeting Link

Meeting ID

Passcode

Book

All meetings are currently set for 1-hour intervals. If you wish to have a 1.5-hour meeting, you need to book two consecutive 1-hour time slots.

If you would like to book longer blocks of time, i.e. a full day, please connect with the Hub contact person listed above in **Section B**.

E. Canceling and Rescheduling Appointments

When an appointment is booked, the agency staff will be directed to a new webpage that confirms the booking details and contains information as shown below for rescheduling, canceling, and making a new booking, as shown below.

Upcoming booking for
Test Booking

Havelock Hub Online Meeting

Free

Friday, October 28, 2022
9:15 am (1 hour)

17 Smith Dr, Havelock ON

Reschedule


Cancel booking

New booking

All times are in (UTC-05:00) Eastern Time (US & Canada)

Agency staff will also receive a confirmation email that gives an option for rescheduling the meeting, as shown below. When staff select “Reschedule” they will be redirected to the

Booking details	
Service Name	Havelock Hub Online Meeting
When	Friday, October 28, 2022 9:15 AM - 10:15 AM (UTC-05:00) Eastern Time (US & Canada)
Location	17 Smith Dr, Havelock ON
Price	Free



same webpage as shown above.

Note: The calendar references the Price of these bookings as “Free”. This field is a standard setting in Microsoft Bookings that could not be removed. Please ignore.

F. Terms of Use

Community Care Peterborough (CCP) and Agilec are committed to conducting business in an open and ethical manner. Community Care and Agilec foster a positive and supportive environment and adheres to this code of conduct by supporting and actively participating in the process. CCP and Agilec strive to protect all employees, clients, volunteers and visitors and will not tolerate any wrongdoing or misconduct. CCP and Agilec will immediately take appropriate action to correct any problem. Retaliation against employees who use reporting mechanisms to raise genuine concerns will not be tolerated.

The Code of Conduct is a set of rules and guidelines that support and promote respectful and ethical behaviour.

Expectations

Community Care Peterborough will:

- Set a prime example, demonstrating honesty and integrity in their actions and behaviours at all times.

- Be open and compassionate about each person's unique experiences and work toward establishing a trusting and respectful relationship.
- Respect and maintain privacy and confidentiality
- Maintain an open-door policy that allows for free discussion of suggestions and concerns from Community Hub users;
- Report any conflicts of interest, as defined in the agency Conflict of Interest policy, regarding their position at CCP; and
- Report any suspected violations of agency policy.

All Community Hub users and visitors will adhere to the following Guiding Principles:

- Work cooperatively with Community Care. Act with honesty and integrity.
- Treat others with respect and value differences.
- Maintain a professional, safe and supportive working environment.
- Acknowledge conflicts and manage them responsibly and bring to Community Care staff for timely resolution.
- Be accountable for my actions, decisions and behaviour.
- Respect and maintain privacy and confidentiality.
- Be responsible and ethical in my non-work related internet, social, media, and email use.
- When Hub facilities and computers are used, ensure they are logged out of any personal accounts, and no sensitive or personal information is left for others to view or access.

Community Care and Agilec may need to adjust the hours that the Hubs are available due to internal pressures. Every effort will be made to avoid disruption in Hub availability.

The City of Peterborough and County of Peterborough are not responsible for activities at the Hubs. Community Care Peterborough and Agilec are independent organizations and manage the Hub locations. The City and County are assisting to make the Hubs available with logistical support.

G. Contacts

Questions about the User Manual or the Peterborough County Hubs Program can be directed to:

Chris Kawalec
 Community Development Program Manager
 City of Peterborough
ckawalec@peterborough.ca
 705-748-8830 x.3834

Questions about physical hub locations should be directed to staff at those locations:

Havelock

Tammy Ross
Community Development Coordinator
Community Care
tross@commcareptbo.org
705-778-7831

Apsley

Katie Bryck
Community Development Coordinator
Community Care
kbryck@commcareptbo.org
705-656-4589

Lakefield

Lakefield Office
Agilec
lakefield@agilec.ca
705-652-1935

Keene

Heather Scott
Township of Otonabee-South Monaghan
hscott@osmtownship.ca
705-295-6852

Warsaw

Peggy Reyner
Township of Douro-Dummer
peggyr@dourodummer.on.ca
705-652-8392 x200

Douro

Maggie Pearson
Douro Library
maggiep@dourodummer.on.ca
705-652-8599

Norwood (Township Office)

Melanie Hudson
Township of Asphodel-Norwood
mhudson@antownship.ca
705-639-5343

Millbrook

Chris Allison
Township of Cavan Monaghan
callison@cavanmonaghan.net
705-932-9314