

| Acronyms - General | |
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| AA | Authority and Accountability |
| ACTT | Assertive Community Treatment Team |
| AFHC | Alliance for Healthier Communities |
| AFHTO | Association of Family Health Teams of Ontario |
| AGM | Annual General Meeting |
| AHAC | Aboriginal Health Access Centre |
| AHTF | Aboriginal Health Transition Fund |
| AHWS | Aboriginal Health and Wellness Strategy |
| ALPHA | Association of Local Public Health Associations |
| AMA | Against Medical Advice |
| AMG | Anger Management Group |
| AODA | Accessibility for Ontarians with Disabilities Act |
| AOWG | Anti-Oppression Working Group |
| ARF | Addiction Research Foundation |
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| BI | Business Intelligence |
| BIRT | Business Intelligence Reporting Tool |
| BPS | Broader Public Sector |
| BPSO | Best Practice Service Organization |
| BSO | Behavioural Support Organization |
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| CACHC | Canadian Association of Community Health Centres |
| CAMH | Centre Addiction & Mental Health |
| CAPS | Community Annual Planning Submission |
| CARSA | Niagara Region Sexual Assault Centre, CARSA Inc. |
| CAS | Children's Aid Society |
| CASON | Community Addiction Services of Niagara |
| CBD | Cannabinoids |
| CCA | Canadian Centre for Accreditation |
| CCAC | Community Care Access Centre (see Home and Community Care) |
| CCC | Complex Care Clinic |
| CCIM | Canadian Care Information Management |
| CDC | Centre for Disease Control |
| CDPM | Chronic Disease Prevention & Management |
| CE | Community Engagement |
| CFHT | Community-governed Family Health Team |
| CHC | Community Health Centre |
| CHCISS | Community Health Centres Integrated Systems Support |
| CHRC | Canadian Human Rights Commission |
| CHSRF | Canadian Health Services Research Foundation |
| CHW | Community Health Worker |
| CI | Community Initiatives |
| CIC | Citizenship and Immigration Canada (CIC) |
| CIHI | Canadian Institute for Health Information |
| CIHR | Canadian Institute for Health Reform |
| CIW | Canadian Index of Wellbeing |
| CM | Change Management |
| CME | Continuing Medical Education |
| CMHA | Canadian Mental Health Association |
| CMPA | Canadian Medical Protective Association |

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| CMS | Clinical Medical System/Clinical Management System |
| CNO | College of Nurses of Ontario |
| CNPS | Canadian Nurses Protective Society |
| COA | Chart of Accounts |
| COAST | Crisis Outreach and Support Team |
| COHI | Community Organizational Health Inc. |
| COMSOC | Ontario Ministry of Community and Social Services |
| COW | Community Outreach Worker |
| CPI | Crisis Prevention Institute (non-violent crisis intervention training) |
| CPP | Canada Pension Plan |
| CPSO | College of Physicians and Surgeons of Ontario |
| CQI | Continuous Quality Improvement |
| CSC | Centre de santé communautaire (French CHC) |
| CSS | Community Support Services |
| CTS | Consumption and Treatment Services |
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| DC | Diabetes Canada |
| DMC | Data Management Coordinator |
| DPA | Data Protection Agreement |
| DSBN | District School Board of Niagara |
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| EAP | Exceptional Access Program |
| EBP | Evidence Based Practice |
| ED | Emergency Department |
| EHR | Electronic Health Record |
| EMR | Electronic Medical Record |
| EMS | Emergency Medical Services |
| ER | Emergency Room |
| ESI | Emotional System Index |
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| FACS | Family and Children Services |
| FFS | Fee for Service |
| FHG | Family Health Group |
| FHN | Family Health Network |
| FHO | Family Health Organization |
| FHT | Family Health Team |
| FTE | Full Time Equivalent |
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| GB | Group Benefits |
| GL | General Ledger |
| GLBITTTQQ | Gay, Lesbian, Bisexual, Intersex, Transsexual, Transgender, Two Spirited, Questioning & Queer |
| GRSP | Group Retirement Savings Plan |
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| H & S | Health & Safety |
| HCN | Health Card Number |
| HBHCP | Healthy Babies, Healthy Children Program |
| HIROC | Health Insurance Reciprocal of Canada |
| HOOPP | Healthcare of Ontario Pension Plan |
| HPRAC | Health Professions Regulatory Advisory Council |
| HR | Human Resources |
| H-SIP | Health System Improvement Pre-Proposals |

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| ICES | Institute for Clinical Evaluative Studies |
| ICF | Initial contact form/Intake form |
| ICL | Intergrated Community Lead |
| IHSP | Integrated Health Service Plan |
| IMC | Information Management Committee (of the AFHC) |
| IMG | International Medical Graduate |
| IMS | Information Management Systems |
| IPC | Information & Privacy Commissioner |
| IS | Information Systems |
| IT | Information Technology |
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| JHSC | Joint Health and Safety Committee |
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| LHIN | Local Health Integration Network |
| LHSIA | Local Health System Integration Act, 2006 (“LHSIA”). |
| LTC | Long-Term Care |
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| MAW | Migrant Agricultural Worker |
| MAWP | Migrant Agricultural Worker Program |
| MCRRT | Mobile Crisis Rapid Response Team |
| MCSS | Ministry of Community and Social Services |
| MD | Medical Doctor |
| MHART | Mental Health and Addictions Rapid Response Team |
| MOH | Ministry of Health |
| MOHLTC | Ministry of Health Long-Term Care |
| MOU | Memorandum of Understanding |
| MP | Member of Parliament (Federal) |
| MPP | Member of Provincial Parliament |
| MSAA | Multi-Sector Service Accountability Agreement |
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| NACHC | National Association of Community Health Centres (United States) |
| NCDSB | Niagara Catholic District School Board |
| NDHA | Niagara Peninsula Dental Association |
| NEMS | Niagara Emergency Medical Service (Ambulance) |
| NGO | Non-Governmental Organization |
| NH | Niagara Health (Hospitals) |
| NORA | Non-Operational Reporting & Analytics |
| NP | Nurse Practitioner |
| NPAO | Nurse Practitioners Association of Ontario |
| NPI | Niagara Prosperity Initiative |
| NPLC | Nurse Practitioner-led Clinic |
| NPRN | Niagara Poverty Reduction Network |
| NRH | Niagara Regional Housing |
| NRP | Niagara Regional Police |
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| OAM | Ontario Association of Midwives |
| OAPHD | Ontario Association of Public Health Dentists |
| OASW | Ontario Association of Social Workers |
| OCFP | Ontario College of Family Physicians |
| OCSA | Ontario Community Support Association |

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| ODB | Ontario Drug Benefits |
| ODSP | Ontario Disability Support Plan |
| OFCMHAP | Ontario Federation of Community Mental Health and Addictions Programmes |
| OHA | Ontario Hospital Association |
| OHIP | Ontario Health Insurance Program |
| OHQC | Ontario Health Quality Council |
| OHRS | Ontario Health Reporting Standards |
| OLIS | Ontario Lab Integrated Systems |
| OLWG | Ownership Linkage Working Group |
| OMA | Ontario Medical Association |
| OOHA | Ontario Oral Health Alliance |
| OPENN | Overdose Prevention Education Niagara Network |
| OPHA | Ontario Public Health Association |
| OPP | Ontario Provincial Police |
| OPS | Overdose Prevention Site |
| ORN | Outreach Registered Nurse |
| OT | Occupational Therapist |
| OTN | Ontario Telemedicine Network (a videoconferencing etc. provider) |
| OW | Ontario Works |
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| PA | Physician Assistant |
| PAIRO | Professional Association of Internes and Residents of Ontario |
| PC | Primary Care |
| PCN | Primary Care Network |
| PDG | Personal Development Group |
| PEM | Patient Enrolment Model |
| PERT | Psychiatric Emergency Response Team |
| PFLAG | Parents, Families & Friends of Lesbians & Gays |
| PHC | Primary Health Care |
| PHIPA | Personal Health Information Protection Act |
| PICU | Psychiatric Intensive Care Unit |
| PLG | Program Learning Group |
| PLN | Positive Living Niagara |
| PMC | Performance Management Committee (of the CHC-AHAC ED Network) |
| POA | Power of Attorney |
| PPT | Power Point Presentation |
| PR | Public Relations |
| PSG | Parent Support Group |
| PSW | Personal Support Worker |
| PT | Psychotherapist |
| PTE | Part-Time Equivalent |
| | |
| Q&A | Questions and Answers |
| Q-H' | Every - hrs |
| QI | Quality Improvement |
| QIP | Quality Improvement Plan |
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| RAAM | Rapid Access Addictions Medicine Clinic |
| RD | Registered Dietitian |
| RDSS | Regional Decision Support Specialist |
| RFI | Request for Information |

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| RFP | Request for Proposal |
| RHPA | Regulated Health Professionals Act |
| RLISS | Réseaux locaux d'intégration des services de santé (LHINs in French) |
| RMC | Resource Management Committee (of the CHC-AHAC ED Network) |
| RMT | Registered Massage Therapist |
| RN | Registered Nurse |
| RNAO | Registered Nurses Association of Ontario |
| ROI | Rural Ontario Institute |
| RP | Registered Psychotherapist |
| RPN | Registered Practical Nurse |
| RSW | Registered Social Worker |
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| S/A | Substance Abuse |
| S/D | Service Delivery |
| SADV | Sexual Assault Domestic Violence Treatment Program (NHS) |
| SASSI | Substance Abuse Subtle Screening Inventory |
| SAWP | Seasonal Agricultural Worker Program |
| SDoH | Social Determinants of Health |
| SIL | Supportive Independent Living |
| SIN | Social Insurance Number |
| SME | Subject Matter Expert |
| SMUN | Start Me Up Niagara |
| SOAP | Subjective, Objective, Assessment, Plan |
| SOS | Survivors of Stoke |
| SSAH | Social Services At Home |
| SSHA | Smart Systems for Health Agency |
| SSW | Social Service Worker |
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| TC | Therapeutic Community |
| TFWP | Temporary Foreign Worker Program |
| THAS | Telephone Health Advisory Service |
| TOR | Terms of Reference |
| TRANSCARE | Transgender Health Care |
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| UN | United Nations |
| USAT | Urgent Service Access Team |
| USS | Urgent Support Services |
| UW | United Way |
| | |
| VAC | Veterans Affairs Canada |
| VAC | Vacation |
| VM | Voice Mail |
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| WAC | Workers Advisory Council |
| WERS | Web Enabled Reporting System |
| White board | The board outside a consult room indicating provider inside and patients |
| White file | Quest emergency code for when Medical Staff assistance is requested |
| WHMIS | Workplace Hazardous Materials Information System |
| WHO | World Health Organization |
| WSIB | Workplace Safety & Insurance Board |
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