

Halton Information Providers Information Oakville

December 8, 2022



HIP Usage Update

Monthly Overview - 2021					
Month	Page views	Unique Page Views	Sessions	Pages / Session	New Visitors
January	100,795	79,159	53,763	1.87	44,405
February	105,736	81,978	52,641	2.01	42,248
March	116,260	91,990	60,459	1.92	49,719
April	118,339	94,617	66,598	1.78	55,798
May	107,340	84,820	56,618	1.90	46,965
June	132,983	104,534	66,903	1.99	54,685
July	119,566	95,386	62,804	1.90	51,038
August	113,726	91,018	60,643	1.88	49,658
September	109,964	88,340	59,572	1.85	49,127
October	108,618	86,636	57,067	1.90	46,447
November	111,456	89,505	57,507	1.94	46,320
December	100,462	84,299	63,057	1.59	52,063
Total	1,345,245	1,072,282	717,632	1.88	588,473

Monthly Overview - 2022					
Month	Page views	Unique Page Views	Sessions	Pages/Session	New Visitors
January	95,058	76,960	49,777	1.91	40,172
February	95,007	77,549	50,253	1.89	40,534
March	111,872	92,100	59,961	1.87	48,320
April	104,316	84,937	56,051	1.86	45,287
May	105,301	85,055	54,752	1.92	44,048
June	104,331	84,588	52,139	2.00	41,526
July	102,889	81,793	48,469	2.12	39,158
August	103,373	84,491	55,154	1.87	45,050
September	102,357	82,652	50,897	2.01	41,280
October	99,317	80,276	50,270	1.98	40,884
November					
December					
Total	1,023,821	830,401	527,723	1.94	426,259

Yearly Overview					
Year	Page views	Unique Page Views	Sessions	Pages/Session	New Visitors
2015	1,801,635	1,394,612	872,178	2	669,681
2016	1,531,465	1,174,221	724,927	2.12	554,422
2017	1,368,958	1,044,438	618,695	2.21	478,941
2018	1,398,338	1,023,090	557,363	2.51	422,692
2019	1,396,934	1,034,731	584,390	2.39	449,911
2020	1,078,833	861,212	611,064	1.75	501,868
2021	1,345,245	1,072,282	717,632	1.88	588,473
2022					

Information Oakville Usage Update

2021	Sessions		2022	Sessions
January	7,064		January	8,251
February	7,966		February	8,196
March	9,268		March	9,556
April	7,833		April	9,262
May	9,127		May	8,894
June	11,250		June	6,822
July	9,625		July	5,978
August	9,176		August	6,145
September	10,043		September	6,187
October	9,684		October	6,302
November	9,745		November	0
December	10,126		December	0
Total	110,907		Total	75,593

TOP Searches Oakville	
Oakville. Recreation and Culture, Seniors Programs	65
Thrive Counselling, Oakville Office	59
Oakville. Recreation and Culture, Oakville Trafalgar Community Centre, Recreation Facilities & Programs	54
Oakville. Recreation and Culture, Queen Elizabeth Park Community and Cultural Centre, Recreation Facilities & Programs	53
Used Appliances, Clothing, Furniture, and Household Goods - Where to Donate, Oakville	51
Oakville. Recreation and Culture, Iroquois Ridge Community Centre, Recreation Facilities & Programs	50
Information Oakville	47
Oakville Trafalgar Badminton Club	41
How to Find - ESL, FSL and LINC Classes, Halton	39
Oakville Beaver	38
Oakville. Recreation and Culture, Indoor and Outdoor Swimming Pools	38
Pediatric Urgent Care, Walk-in Medical Clinic	36
Burlington. Recreation, Community and Culture, Tansley Woods Community Centre	35
Halton Healthcare, Oakville Trafalgar Memorial Hospital, Mental Health - Outpatient Services	35
Diagnostic Imaging, Oakville	32
Oakville. Recreation and Culture, Aquatics Programs	31
Salvation Army, Lighthouse Emergency Shelter	30

Strategic Plan 2020-22

Halton Information Providers Strategic Plan 2023 (extended from 2020/22)

Excellence in Data Management

1. Continue to use CIOC for data maintenance purposes
 - a. Expand scope of data records to include for-profit services providers that extend beyond regular inclusion/exclusion policies
 - b. Investigate new Server options with KCL

Customization Strategy

1. Become a Community of Interest (COI) provider improving access and navigation for marginalized and vulnerable populations
 - a. Information Oakville lead custom solution strategy

Community Engagement Strategy

1. Become a Community of Interest (COI) provider improving access and navigation for marginalized and vulnerable populations
 - a. HIP lead a region-wide community engagement strategy
 - b. HIP offers fee-for-solution on custom views/navigation solutions to address priority community issues
 - c. Standardize marketing and outreach collateral
 - d. Expand training and outreach activities

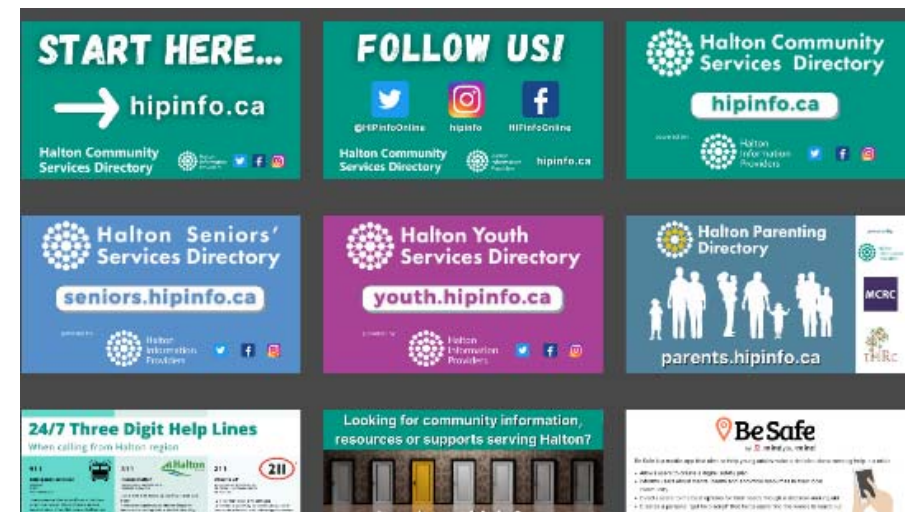
Increase Access Strategy

1. HIP focuses on on-line/internet channels for the delivery of service and navigation solutions
 - a. Development of a HIP mobile app
 - b. Investigate how HIP can power the 311 mobile app at the Region of Halton
 - c. Contextualize understanding of marginalized and vulnerable populations.

HIP Online Media Kit



- Promotes HIP resources
- Online graphics for Twitter, FB, Instagram
- Curated social service themed posters (Mental Health, Newcomers, Indigenous)
- www.hipinfo.ca/go/mediakit



- 396 - New users
- 7 - Directly from OPL site
- 145 - Directly from directory
- 607 - Sessions
- 326 - Engaged sessions

Information & Referral Day – November 16

I&R Day

Special OCYNC Meeting

Wed Nov 16, 2022

1:30 pm-3:00 pm

at Oakville Public Library,
Woodside Branch, 1274 Rebecca St.

Agenda

- 1:00 pm-1:30 pm - Arrival/ Meet & Greet
- 1:30 pm-1:40 pm - Marcus Logan, President, InformOntario
- 1:40 pm-1:50 pm - Deborah Melmer, Manager of Crisis Services, ROCK
- 1:50 pm-2:00 pm - Speaker - TBA
- 2:00 pm-2:10 pm - "Light" Refreshments
- 2:10 pm-3:00 pm - Roundtable Agency Updates

Questions, or need more info? Contact: andrew.needham@oakville.ca



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PROCLAMATION INFORMATION & REFERRAL DAY November 16th, 2022

WHEREAS, Information and Referral Day (I&R Day) is celebrated annually to recognize the importance of Information and referral agencies and professionals; and

WHEREAS, every day, people find the help they need quickly, conveniently, and free of charge because of Information and Referral services throughout Ontario; and

WHEREAS, Information Oakville, a service of Oakville Public Library, is the lead agency for the Halton Information Providers (HIP), who work passionately to maintain the Halton Community Services Directory (hipinfo.ca) and share vital information with the Town, Region and Province; and

WHEREAS, all too often, people in search of critical services such as financial assistance, food, shelter, child care, jobs, or mental health support often do not know where to begin, I&R professionals help connect those people with the services they need; and

WHEREAS, this is an opportunity to celebrate success stories and raise public awareness of the critical and rigorous work of information and referral organizations - both big and small, enabling people to participate more fully in the life of their community; and

WHEREAS, all citizens are encouraged to engage in and promote activities supporting the overall health and well-being of our town's residents,

NOW THEREFORE, I Rob Burton, Mayor of the Town of Oakville, DO HEREBY PROCLAIM November 16, 2022 as "INFORMATION & REFERRAL DAY" in the Town of Oakville of the Province of Ontario.

A handwritten signature of Rob Burton.

Rob Burton, Mayor
Town of Oakville

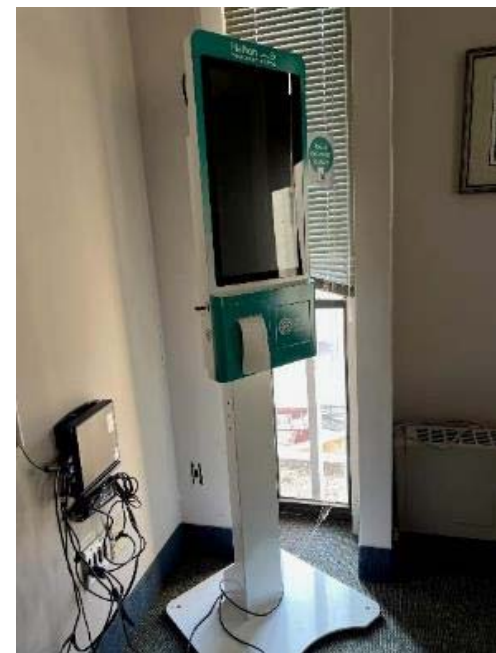
Halton Newcomer InfoPod

- Through funding from the IRCC grant, HIP will install (week of November 28) 10 Halton Newcomer InfoPods within the community
- Locations for the devices will be:
 - OPL Sixteen Mile Branch
 - OPL Glen Abbey Branch
 - Iroquois Ridge Recreation Centre
 - QEP Community Cultural Centre
 - ACHEV- Newcomer Centre
 - BPL New Street Branch
 - Halton Hills Public Library (both branches)
 - Milton Community Resource Centre (EarlyON Centres)
- Software, setup and experience was designed by HIP to provide Newcomers with easy access to local community and human services information, in 24 languages.
- The platform can be accessed on the devices or through: <https://newcomers.hipinfo.ca/>

Printable Receipt from Unit




InfoPod Unit




*** Installation to take place after this presentation is made and before board meeting.
Photos will be updated for the board meeting

Halton Newcomer InfoPod



SEARCHDIRECTORIESLIBRARY RESOURCESTOPICS



Welcome to Halton

Community Bulletin

Support for Ukraine

Volunteer Opportunities

- Volunteer Halton - Opportunities for Newcomers
- City of Burlington
- Town of Milton Hill
- Town of Milton
- Town of Oakville
- Halton Connects Program

Welcome to the Halton Newcomer InfoPod!

Help in other Languages

How to Use the Halton Newcomer InfoPod Site and Find Information in Other Languages:

English	Français (French)	46 (Arabic)
한국어 (Korean)	Javali (Croatian)	Jazyk (Czech)
普通话 (Chinese - Traditional)	Српски (Serbian - Simplified)	taal (Dutch)
Tagalog (Filipino)	Sprache (German)	9040 (Gujarati)
हिन्दी (Hindi)	nyelv (Hungarian)	556 (Japanese)
한국어 (Korean)	język (Polish)	język (Polish)
اگرچه (Persian)	idioma (Spanish)	Guzong (Tamil)
Українська (Ukrainian)	język (Ukrainian)	русский (Russian)


Find Services by Category

Select a location and a category to find Organizations and Services in Halton Region

Serving: Select a Community

Community Programs	Education & Employment
Emergency / Crisis	Financial Assistance
Government / Legal	Health Care
Mental Health & Addictions	Settlement Services

Find Services by Keyword



SEARCHDIRECTORIESLIBRARY RESOURCESTOPICS

Select Language

This site was created to help newcomers to Halton Region find community services in the area. Categories have been created to make it easier to find helpful programs and services. You can start searching now using these categories. All information on the site is written in English but can be translated whenever the Google Translate icon is available on a page. Click on the arrow to find your language in the list. If you would prefer to talk to someone in your own language to receive help finding resources, just dial 2-1-1 on any phone. When you hear the recorded message, press '1' and when you are connected to a Community Navigator, try to say the name of your language in English and an interpreter will be connected to the call so you can speak freely in your language of preference.

Search Categories

The search function for resources in a specific community is currently only available in English on the front page of the site. Search results can be translated whenever the Google Translate icon is available on a page.

Guides on Getting Settled in Ontario (Guides on Getting Settled in Ontario) -

Community Programs (Community Programs) -

Education & Employment (Education & Employment) -

Emergency / Crisis (Emergency / Crisis) -

Financial Assistance (Financial Assistance) -

Government / Legal (Government / Legal) -

Health Care (Health Care) -

Mental Health & Addictions (Mental Health & Addictions) -

Settlement Services (Settlement Services) -

1

Information Burlington

2

Information Halton Hills

3

Information Oakville

4


Information Milton

5

The Halton Resource Connection, Child Care Directory and Information Line

6

Volunteer Halton



HALTON INFORMATION PROVIDERS

Halton Information Providers (HIP) holds the intellectual property rights for the information on this site. You must credit HIP as the source on each copy of any information that originates from this site. If you have questions about linking to the website on the Halton Community Services Directory, or using information from the directory, please see our [Terms of Use](#) or email HIP@oakville.ca.

Information Oakville Virtual Community Board

Virtual Community Board

Event Postings

Upcoming events, programs & workshops happening in Oakville, or available virtually to residents of Oakville.

Oakville Information

Community information, and links to official government sources of information, for residents of Oakville.

Supports & Resources

Posters, info graphics, brochures, guides, community services & online links.

Halton Region	Halton Community Services Directory	Town of Oakville	Oakville Public Library
COVID-19 Service Impacts	COVID-19 Resources	COVID-19 Service Impacts	COVID-19 Service Impacts
COVID-19 Information and Guidance	Vaccination Receipt Printing	Online Services	Online Resources
Public Health	Crisis and Distress Services	Recreation and Culture Programs	Books + Movies + Music
Need Help in Oakville?	Emergency Food Programs - Oakville	Services for Seniors	Programs + Events
Online Waste Collection Schedule	Walk-In Medical Clinics - Oakville	Oakville Transit	Library Services

- Promotes Oakville resources
- Community events, information, posters, links to agency brochures
- Quick Links to Region, OPL, Town and HIP
- www.oakvilleinfo.ca

- 1,198 - New users
- 70 - Directly from OPL site
- 1,760 - Sessions
- 1,232 - Engaged sessions

Our Collective/Social Impact

Taped to the Glen Abbey Food Shelf

If you have a place for me to stay for the night, please let me know. I cannot go to the halton lighthouse shelter because I have no documentation of residence. So I have no where to go.

[redacted] November 5, 2022
- male
- 22
- no drug or alcohol use.

Call or text
↓
[redacted]