

Community Arthritis Resource Guide – Ontario (CARGO)

Criteria for Inclusion

The *Resource Guide* is intended to provide both the general public and medical professionals with a comprehensive listing of resources available to those living with arthritis. In order to maintain the integrity of the website, each resource must adhere to criteria defined by The Arthritis Society. Failure to comply with the criteria may result in the removal of the listing from the CARGO website.

To submit a program to the CARGO website, please email mdiwan@on.arthritis.ca. Ensure your program meets the criteria, then include the information outlined in # 2, below.

A. Inclusion criteria for listings on the CARGO website:

1. General Criteria for all listings:

The listed service or program should

- Provide products or services to those with arthritis.
- Post contact information for the business including phone, email, mailing address (not just a P.O. Box) as well as the title of a contact person and extension if possible (preferably with the complete contact name as well).
- Clearly identify the program mandate, scope, objectives, and if relevant the status as a charity or for profit organization and clearly identify the sources of all written information pertaining to the quality of the program; e.g. author etc.;
- Provide contact details for users seeking additional information, wishing to provide feedback or trying to link up with other interested parties;
- Be complete and fully operational. No "under construction," incomplete or malfunctioning websites

2. Information for new listings:

To be included in the database, please provide:

- Name and type of organization;
- Contact Name or position;
- Physical and mailing address as well as hours of operation (No PO Box);
- Phone and fax number(s) and Email address for organization/programs;
- Web address for organization/programs (if applicable);
- Complete description of service(s)/program(s) provided;

- Geographic area served (if applicable);
- Eligibility requirements (if applicable);
- Fees for services, including information about sliding scale fees offered;
- For health and dental care services, the type of health coverage accepted; and
- Accessibility information.

3. Compliance with update requests:

- All listings in the resource database must respond to requests for updated information from The Arthritis Society or risk the possibility of removal from the site.

4. Preferred Criteria for Health Care Professional Services:

Programs should

- Be owned by a registered business and provide the city, state/province, and country where the business is registered;
- Be appropriate for individuals with arthritis; based on best practices in chronic disease self-management, patient safety, and/or evidence based medicine and collaborative inter-professional care;
- Demonstrate capacity to adapt and accommodate programs to the needs of people with arthritis;
- Undergo regular review and modification of program design and content with ongoing provision of clinical training as needed;
- Have received a positive review by independent evaluators (e.g accreditation, if applicable); and
- Cite relevant regulatory College licensing.

Failure to comply with any of the above noted requirements may result in the removal of the listing from our site. Listings may also be removed for the following reasons:

B. Criteria for removal of a resource from the site:

A site may be removed if it:

- Fails to provide services as described;
- Fails to notify The Arthritis Society of new or updated information during requests for updates;
- Does not provide a means of contacting a representative;
- Becomes dated or is no longer maintained;
- No longer meets its originally stated purpose;
- Contains numerous defunct links;
- Is found to contain inaccurate or misleading information;
- Is not regularly accessible
- Links to, or sponsors from:
 - Pornography sites.
 - Gambling/Casino/Sports Betting Sites.
 - Online Pharmacies or stores.
 - Sites that promote SPAM or redirects.
- Promotes hatred, violence or illegal activities or content in any form;

- Contains offensive language or hate speech;
- Is intended only for excessive advertising or affiliate sites with no real content;
- Is received or submitted through automatic submissions;
- Includes content that infringes on the intellectual property rights;
- Provides information that is inaccurate, misleading, biased;
- Lacks a privacy statement linked on their site; or
- Users complain about services.