

The Ontario Association of Independent Living Service Providers (OAILSP) ALS Toolkit

Building a common language for Assisted Living Services (ALS) across Ontario

A foundation for stronger data quality, better decision-making, more consistent sector advocacy and a fuller picture of Assisted Living Services work across Ontario.

WHAT IT IS

The OAILSP ALS Toolkit is a sector-facing resource that helps Assisted Living Services organizations classify, collect and report service hours in a consistent, meaningful way. It establishes a shared approach to Direct Care/Service Hours, Indirect Hours, and Care Coordination so members no longer interpret or report these categories differently.

WHY IT MATTERS

Member organizations across Ontario deliver similar Assisted Living Services, yet often capture, define, and categorize that work differently. Those inconsistencies make it harder to compare data, identify operational pressures, and demonstrate the full scope of ALS work to funders and decision-makers.

The toolkit creates a common language and structure for reporting work that organizations are already doing without changing how care is delivered.

BUILT WITH THE SECTOR, FOR THE SECTOR

The toolkit was developed through collaborative working sessions with OAILSP members. Organizations contributed by sharing current reporting practices, refining draft definitions, surfacing practical challenges and shaping a framework that is operationally realistic across diverse settings.

WHAT'S INSIDE

Standardized definitions for **Direct Care/Service Hours**, **Indirect Hours**, and **Care Coordination**.

A practical framework for organizing paid staff time into clearer reporting categories.

Guidance designed to reflect how ALS work is delivered across diverse member organizations.

STRATEGIC IMPACT

- Standardization and stronger sector alignment across OAILSP members.
- A clearer foundation for future reporting to Ontario Health.
- A stronger evidence base for sector advocacy and decision-making.
- A shared way to demonstrate the full scope of ALS work in Ontario.

WHAT'S NEXT

An Excel-based reporting template is in development, alongside a longer-term vision for a platform where organizations could upload activity-level data and generate standardized outputs – positioning the sector for confident, data-driven storytelling and advocacy.

ACKNOWLEDGEMENTS

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