

Adult Day Program Association | MINUTES

Meeting date | 24 November 2023 Time | 9:30 - 11:00 am

Meeting location | Zoom Teleconference

AGENCY REPRESENTED	PRESENT	REGRETS
Penny Bodnoff, The Good Companions – <i>Chair</i>	X	
Allan Cormier, Ottawa West Community Support – <i>Vice Chair</i>	X	
Sylvia Nicol, Carleton Lodge Day Program (City of Ottawa) – <i>Treasurer</i>	X	
Arnprior Regional Hospital – The Grove – Michaela McClymont		X
Abbotsford House at the Glebe Centre – Cassandra Ford	X	
Beth Donovan Hospice – Sue Walker		X
Bruyère - Résidence Saint-Louis – Anisha Mehreja		X
Carefor Health and Community Services – Eastern Counties – Natacha Brisson	X	
Carefor Ottawa (Perley Site) – Erica Miskiman Beaton, Tammy Doxtator		X
Carefor (Carling) – Cheryl Conway		X
Centre d'accueil Champlain (City of Ottawa) – Manon Geoffroy		X
Eastern Ottawa Resource Centre –		X
Good Companions – Sonia Movrin		X
Harmer House – Jenna Redman	X	
Hospice Care Ottawa - Kayla Savoie	X	
Jewish Family Services - Seniors Support Services - George Sladowski		X
J. W. MacIntosh Community Support Services – Sarah Speer	X	
Marianhill – Joanna Chisnell	X	
Montfort Renaissance – Guillaume Gervais	X	
The Olde Forge Community Resource Centre – Scott Roscoe		X
Vista Centre Brain Injury Services (VCBIS) – Suzanne Flaro	X	
Western Ottawa Community Resource Centre - Jessica Keating	X	
Rural Ottawa Support Services South (ROSSS) – Lyn Rorke		X
Royal Ottawa Geriatric Day Hospital – Greg Stenman	X	
PARTNERING AGENCY	PRESENT	REGRETS
Champlain Community Support Network (CCSN) – Chris Cobus	X	
Dementia Society of Ottawa and Renfrew County – Carole Green		X
Home and Community Care Support Services Champlain – Connie Coburn (ABI System Navigator)	X	
Para Transpo – Laura Anderson, Simon Harris	X	
SSO – Shared Services Organization, Karen Rainboth	X	

AGENDA ITEMS

1. Welcome and Introduction
Penny Bodnoff, ADPA Chair, opened the meeting and welcomed members.
2. a) Approval of agenda

The 24 Nov 2023 agenda was approved with the addition of Karen Rainboth providing an update from SSO and the deferral of an update from DSORC. Motioned by Allan Cormier, seconded by Natacha Brisson.

b) Approval of minutes

The 29 Sept 2023 ADPA Meeting Minutes were approved as circulated.
Motioned by Sylvia Nicol, seconded by Allan Cormier.

3. Update from Champlain Community Support Network (CCSN) – Chris Cobus

CCSN Connect, an in-person event took place on 15 November 2023 bringing together CSS leaders from across Champlain. It provided an opportunity for CCSN members across the region to enjoy meeting face-to-face, validate some historical and current information on CCSN, and generate some concrete next steps re: actions as the network moves forward. Communication and member engagement is high on the list of CCSN priorities. Afterwards, an email was circulated to the agency leads (both those who attended and those unable to do so) who had expressed interest in the event, to highlight key outcomes and next steps. More details will be circulated to the full CCSN membership through future Member Updates and the CCSN Insider Newsletter. **Action:** Chris to circulate more details to the ADPA group (via Penny) when available.

Chris also noted that the CCSN staff team is expanding, with two new hires starting this week: Chantal Jolicoeur and Paul Koval both Knowledge Exchange Specialists, and a new Network Administrator to start next week.

At the Regional ADP Service Network meeting held earlier this week (21 Nov 2023) Robin Meyers passed the torch as Chair to Colleen Taylor (Olde Forge) who is looking forward to working with this group to advance strategic directions related to ADP. **Action:** Colleen Taylor, Isabelle Meunier, and Chris Cobus are working on updating two former ADP documents: 1. an ADP Checklist that provides information on the various contacts/processes required to ensure referrals and necessary information flows with ease between ADP providers, HCCSS, and Ontario Health. 2. ADP Coordinated Access, a document that will provide information to enhance consistent practices where appropriate across programs.

Concern was raised about lack of access to the IAR for several weeks now. While individual agencies had attempted to get an answer as to why this was happening and when it would be remedied, they had not yet received any answers. The query was escalated to CCSN and Nathalie received a response which was circulated to the Regional ADP group in follow-up. A malware situation had shut down the IAR system and caution was being exercised to reinstate things to reduce the risk of this happening again as much as possible. No assessment information was compromised. **Action:** Penny to circulate the response received by CCSN to ADPA members and Chris to share it with Karen Rainboth, as requested.

4. Update from Para-Transpo - Laura Anderson & – Simon Harris

Laura Anderson indicated that Para Transit are currently coordinating a pilot to test a new system that would enable customers to book trips up to 14 days in advance with notifications/reminders at various intervals to support follow through. It is designed to reduce the number of *no shows* para have been experiencing. She presented a power point outlining the project and encouraged ADP providers to get in touch with either her or Simon if they had any customers interested in participating, to trial the system and provide feedback.

5. Update from SSO – Shared Service Organization – Karen Rainboth

Karen acknowledged that she has been working with Isabelle Meunier, HCCSS, on a training tool that would help new staff involved with ADP, ALS, and Respite programs to receive instruction related to SSO and to input waitlist information on client services into their Ministry reporting system. She noted that for some time, there has been a misunderstanding that when CSS providers report on waitlists to HCCSS (such as via HPG or the Teams Status Chart), that this information is shared with Ontario Health, when Ontario Health receives its CSS data from the OHRS reports submitted, which do not include waitlist numbers. SSO hopes that by developing content to add to the ADP Checklist

document Chris spoke of earlier, SSO can help to fill this gap and enable CSS providers to tell their full story in support of future investments in their programs/services. If Providers need assistance to ensure their current waitlist numbers are accurately reflected as this process rolls out (mid-Dec), Karen encouraged them to seek assistance from SSO.

6. Business Arising - ADPA Treasurer – Sylvia Nicol

6.1 Account balance: \$5,494.10.

6.2 ADPA Conference/Education Day – Monies currently in the ADPA account to be applied to costs related to the in-person day-long ADP training event to take place on May 10, 2024 at the Ron Kolbus Lakeside Centre in Ottawa. Save the date! **Action:** Allan, Penny, Sylvia, Cassandra and Anisha to meet in December to plan further. Others interested are welcome to join. Application has been submitted to CCSN to request assistance with the costs. Chris encouraged the planning committee to get in touch if running into any barriers in securing presenters on topics that day, as she may be able to help make connections with various resources. She encouraged representation from a Caregiver and/or ADP Participant on the panel of speakers, and suggested OCO (Ontario Caregiver Organization) may have resources to suggest.

6.3 ADPA Terms of Reference – deferred.

7. Round table discussion: News/ new updates from your program

Ottawa West – Allan Cormier

- 4 days/ week
- Still offering online exercise programming and Bingo (on phone).
- Referrals have increased.
- Staffing has stabilized.
- Connecting with clients on waitlist to assess their current need for ADP; thus far, waitlist has dropped to approximately 100 people.

Carefor Health and Community Services Eastern Counties – Natacha Brisson

- men's program now full, with 3 waiting.
- Lost a couple of clients to LTC admissions but expect these spaces to fill quickly.
- Virtual exercise classes still being offered on Zoom.
- Caregiver support and in house activation.

Carleton Lodge – Sylvia Nicol:

- Mon to Fri (Mon & Sat evenings)
- Approx. 30 people waiting.
- Revisiting Waitlist and finding some clients have moved on to LTC/hospital.
- Fully Staffed.

WOCRC – Jessica Keating:

- Programs Monday to Friday with a couple of evening sessions; 2 sites: Algonquin and Kanata
- No waitlists for their evening programs (Tues & Wed. 3 pm – 8 pm)
- Waitlist decreasing (approx. 37 in total)
- Virtual program Saturday afternoon; numbers dwindling.

Harmer House - Jenna Redman:

- Register 15+ people per day, as experiencing some 'no shows' due to weather/illness.
- 5 days a week.
- Staff masking, clients encouraged to do so.
- Transportation is still a challenge (van full), paratransit not an option for those unable to travel alone.

The Good Companions – Penny Bodnoff:

- Staff at full compliment.
- Onboarding/training underway.
- Referrals have increased (15 pending), but not always appropriate.
- 5 days per week
- LGBTQ2 programming offered 2 x's a month.

Abbotsford – Shirley Lee:

- 3 days per week (one shorter day)
- 54 on waitlist.
- Staff masking, participants encouraged to do so (attached to a LTC home).

Hospice Care – Kayla Savoie:

- Kanata 3 days per week
- Old Ottawa South - 3 days
- 1 French Program

J.W. MacIntosh – Sarah Speer:

- 3 days per week (a smaller group on Fridays)
- Waitlist low
- Staff and Clients masking (attached to an independent Living Residence that has experienced Covid outbreaks).

Montfort Renaissance – Guillaume Gervais:

- French Program
- Capacity to accept referrals.

Royal Ottawa Geriatric Day Program – Greg Stenman:

- 5 days (half day on Thursday)
- 75 participants
- Hired another Recreational Therapist, but busy as staff shared between Day Hospital and Out Patients.

Marianhill – Joanna Chisnell:

- Rural areas slightly lagging in numbers.
- Pembroke filling up, but some availability.
- Referrals are flowing well from HCCSS.
- No more virtual programming.

8. Adjournment

Meeting adjourned at: 10:35 am **Next Meeting:** 26 January 2024 at 9:30 am (*on Teams*).