

Adult Day Program Association | MINUTES

Meeting date | 27 September 2024 Time | 9:30 - 11:00 am

Meeting location | Teams Platform online.

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 – Karen Anne Blakley	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 – Spring Kozak & Ina Carmen		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) – Tammy Kuchynski	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
CSS Shared Resources, Ontario East – Chris Cobus	X	
Dementia Society of Ottawa and Renfrew County – Missia McCallum	X	
Home and Community Care Support Services – Isabelle Meunier	X	
Para Transpo – Laura Anderson & Simon Harris	X	

AGENDA ITEMS

1. Welcome and Introduction

Penny Bodnoff, ADPA Chair, opened the meeting and welcomed members.

2. a) Approval of agenda

The 24 May 2024 agenda was approved. Motioned by Allan Cormier, seconded by Karen Anne Blakley.

b) Approval of minutes

The 24 May 2024 ADPA Meeting Minutes were approved as circulated.
Motioned by Manon Geoffroy, seconded by Allan Cormier.

3. Dementia Society Update – Missia McCallum

Recent Fundraiser (Walk for Dementia) raised \$220,000 and donations related to this event continue to be received. The Daisy Cafes continue, with clients accessing this support earlier in their dementia journey. DSORC was successful in getting a grant for Café Margarite (French). The Café in Renfrew County (Arnprior) maybe postponed until the Spring, as recruitment of participants has slowed. While we have been receiving more calls for assistance than ever before the waitlist to see a Dementia Care Coach has gone down, as DSORC have streamlined their intake process.

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

It's been a very challenging 2 years for Para-Transpo services, as they have experienced quite a number of serious incidents with passengers riding their vehicles (e.g., violence, assaults, wrong drop-off locations, bio-hazards, and deaths). Clientele are becoming increasingly frail/vulnerable. 50 % of incidents were with clients living with dementia while the other 50% related to clients living with developmental challenges. As a result, they have had to reassess their clientele and add the requirement that several clients, based on inability to travel independently, must travel accompanied by a support person. The support person is not charged a fee for travel. Customers traveling on their own must be able to advocate for themselves and be independent re: care needs during travel.

New customers must be assessed for eligibility, to determine if accompaniment by a support person is required. Because it is now imperative to have a conversation with each client before assigning them a client #, there could be delays in service as Para- Transpo attempts to reach them for this assessment. False information provided by family/caregivers on the status of their loved one's ability to travel independently is causing some concern as are the changing needs of clients. Timelines will be established to reassess clients involved with the service over longer periods of time. **Action:** Para indicated they are open to collaborating with individual ADP Programs to address these concerns.

5. Ontario Health at Home Update – Isabelle Meunier

Isabelle acknowledged her organization's change in name, from Home and Community Care Support Services (HCCSS) to **Ontario Health at Home** effective July 2024. As one provincial entity, Ontario Health at Home are aligning processes to obtain consistency in services across Ontario. There should not be a lot of change for ADP Providers, as referrals will continue to flow through HPG and information be shared from the CHRIS (data base). She noted that there has been a change to the ADP Indicator Report to ensure that all ADP programs now show up on the waitlist, whether they have clients waiting or not. If they have no clients on their waitlist, it should indicate zero and thereby demonstrate there's capacity in those programs.

She asked for patience as forms are re-worked to address the new name/branding. She acknowledged an outage a few weeks ago re: CHRIS, that caused some grief, but that systems now are all working smoothly.

Isabelle asked ADP Providers if they would consider calling the client directly to acknowledge they are not admitting them to ADP, if they have established rapport with the client prior, as they assessed their eligibility for service? This is being suggested for clients whom Ontario Health at Home have no other established services with, other than having referred the client for ADP support at intake. Should Ontario Health at Home have other supports in place for the client, they would notify them through their Care Coordinator of their non-admission to ADP based on the reason the ADP provider stated on HPG.

Some programs indicated they already do so, while others simply send the reason for non-admission to Ontario Health at Home, leaving it with them to get back to the client. Isabelle noted that if ADP Providers receive the referral from one Care Coordinator in particular (Maria Desloges) then Ontario Health at Home have no other services in place

for the client, so contact from the ADP assessing eligibility would be preferred. Otherwise, they would continue to get back to the client via the Care Coordinator assigned, to acknowledge the reason for non-admission to ADP. If occasionally in doubt as to who should reconnect with the client, a phone call is always appreciated, to allow ADP providers and Care Coordinators an opportunity to assess this together. It was suggested that it may be beneficial to have a gathering between Care Coordinators and ADP Providers, perhaps once a year, to allow for inter-agency relationship building. Such would help with understanding one another's roles and in aligning efforts on behalf of clients. **Action:** Isabelle to take this back to her team for consideration.

The completion of Inter-RAI CHA's by ADP providers was raised, as some seem to be more involved in doing these assessments than others. It was explained that a standard Inter-RAI assessment is expected to determine eligibility for ADP services and to identify if more than ADP supports would be beneficial to suggest to the client. However, that assessment can be done by Ontario Health at Home (HC) or ADP providers (CHA) as both assessments provide the information required. When receiving a referral from Ontario Health at Home, the ADP Provider is expected to look at the IAR (integrated Assessment Record) platform to determine if there is already an assessment recently completed. If only a screener was completed, the expectation is that the ADP Provider would complete an Inter-Rai CHA for their records and upload it to the IAR. Reassessments are to be done once a year or as needed, based on the client's changing needs. Efforts are to be made, both by Ontario Health at Home and CSS ADP Providers, to avoid duplicate assessments in close proximity, by actively accessing the IAR.

6. CSS Shared Resources, Ontario East – Chris Cobus

Chris noted the following:

- CCSN's name change to: **CSS Shared Resources, Ontario East**. Support from this CSS Team is now being extended to CSS providers throughout the full OHE region (Champlain, South-East, and Central).
- as meeting time was running over, Chris asked if ADP Providers would email her afterwards to answer two questions: 1) Does your ADP program have PSW Staff attached to it?, and 2) if yes, was your organization impacted by recent changes to the employment legislation (Bill27) related to contracted employees? She explained that This topic was raised recently at the ADP regional meeting and another gathering of CSS providers, and she was asked to poll ADP providers to get a sense of the magnitude of concerns expressed. **Action:** Penny to circulate this ask to AD providers by email in follow-up to today's meeting and have them direct their answers to Chris ccobus@ccsn-rscc.org

7. Business Arising

7.1 Sylvia Nicol, ADPA Treasurer, indicated the current bank account stands at \$6618.95.

7.2 Follow-up re: ADP Conference Committee – tabled until the next meeting.

7.3 ADPA Terms of Reference – Penny, Allan, and Sylvia working on the document.

8. Round Table Discussion

ROSSS – Lyn Rorke

- still running a caregiver and ADP program once per week as well as regular ADP program once per week.
- lower numbers than usual as several clients referred don't seem to want an ADP program.
- a lot of time taken dealing with these referrals.

EORC – Kristine McGaffey

- 18 clients per day Monday, Tuesday, Thursday and Friday, and 12 clients on Wednesdays
- 80 spots filled (4 spots need to be filled, in order to be at full capacity)
- have 39 clients on our waitlist.
- employ 3 full-time workers in our ADP (2 Community Support Workers and 1 Recreation Technician)
- have 1 PSW per day; 1 to 2 volunteers per day; 1 full-time college student (placement) and one half-time high school coop student.
- welcome entertainers 1-2 times per month as well as a therapy dog twice per month

The Good Companions – Penny Bodnoff

- 32 people on waiting list.
- program does have vacancies, however, working short staffed and volunteers, regularly.
- transportation will be an issue with further restrictions by Para Transpo.
- 2SLGBTQIA+ program has 3 vacancies.

Centre d'accueil (City of Ottawa)– Manion Geoffroy

- have 6 people on the waiting list.
- 2 spots for the French program on Tuesday.

WOCRC – Jessica Keating

Kanata Day Program:

- 40 clients on waitlist
- Runs Monday – Friday (Friday 1/2 day)
- Virtual program Friday afternoon

Kanata Evening Program

- Issues providing transportation
- 2 clients on waitlist
- Runs Tuesday & Wednesday night

Algonquin Day Program

- 35 clients on waitlist
- Runs Thursday – Saturday (Saturday 1/2 day)
- Virtual program Saturday afternoon
- Moving in new year, location TBD

J.W MacIntosh – Sarah Speer

- Waitlist is at 8
- Changed platform to Google Meet for virtual programming
- Trying a new system for scheduling volunteer drivers

10. Adjournment

Meeting adjourned at: 11:15 am **Next Meeting:** 22 November 2024 at 9:30 am via *Teams*.

Penny reminded the group to make it a habit to update their program status monthly on Teams. Any questions about access to the ADP Status Chart, contact Chris Cobus ccobus@ccsn-rscc.org