

<b>CHAIR/S:</b>		Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East	<b>NOTE TAKER:</b>	Reem Haddad
<b>ITEM#</b>		<b>ITEM DESCRIPTION</b>	<b>ITEM NOTES / ACTION / OUTCOME</b>	
<b>1.0</b>	<b>WELCOME</b>		Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East	
	1.1	Review of Agenda	<a href="#">Slides</a>	
<b>2.0</b>	<b>LAND ACKNOWLEDGMENT</b>			
<b>3.0</b>	<b>UPDATE FROM HEALTH SYSTEM PARTNERS (30 MIN)</b>			
	3.1	<p><b>Ontario Community Support Association (OCSA)</b></p> <ul style="list-style-type: none"> <li>➤ Lori Holloway- CEO Ontario Community Support Association.</li> <li>➤ Adrienne Scott - Director of Policy, Acting Ontario Community Support Association</li> </ul>	<p><b>Provincial Budget &amp; Funding Update</b></p> <ul style="list-style-type: none"> <li>• Provincial budget estimates show increased funding for CSS and Assisted Living. <ul style="list-style-type: none"> <li>○ CSS: ~\$971M</li> <li>○ Assisted Living: ~\$440M</li> <li>○ ABI: ~\$98M (no increase)</li> </ul> </li> <li>• Combined increase of approximately \$120M for CSS and Assisted Living.</li> <li>• Ongoing advocacy focuses on: <ul style="list-style-type: none"> <li>○ Sustainable base funding</li> <li>○ Earlier release of funding allocations</li> <li>○ Addressing inflation and rising operating costs</li> </ul> </li> </ul> <p><a href="#">Key Sector Pressures</a> Wage gap challenges, rising fuel costs, increased food costs impacting Meals on Wheels, cost of living pressures on organizations and clients, challenges keeping service fees affordable.</p> <p><a href="#">Workforce Challenges</a></p> <ul style="list-style-type: none"> <li>• Impacts of temporary foreign workers permit changes.</li> <li>• Immigration policy changes affect staffing.</li> <li>• OSAP policy impacts</li> <li>• Ongoing PSW recruitment and retention issues.</li> </ul>	

			<ul style="list-style-type: none"> <li>• OCSA continues advocacy efforts with government on workforce sustainability.</li> </ul> <p><b>Funding Allocation Concerns</b></p> <ul style="list-style-type: none"> <li>• Providers continue to experience delays in receiving funding allocation information.</li> <li>• OCSA is advocating for earlier funding announcements to support budgeting and staffing decisions.</li> <li>• No details available yet on: <ul style="list-style-type: none"> <li>○ Base funding increases</li> <li>○ New service volume funding</li> <li>○ Project-specific funding allocations</li> </ul> </li> </ul>
3.2	<p><b>Ontario Health East (OHE)</b></p> <ul style="list-style-type: none"> <li>➤ Kasia Luebke- System Strategy, Planning, Design &amp; Implementation.</li> <li>➤ Shannon Gesualdo – System Strategy, Planning, Design &amp; Implementation.</li> <li>➤ Navid Nabavi- Lead, Performance, Accountability, and Funding Allocation Ontario Health East.</li> </ul>	<p><b>Assisted Living Services</b></p> <ul style="list-style-type: none"> <li>• New Assisted Living compliance assessment tools are under development. Tools will be distributed via Microsoft Forms during the summer.</li> </ul> <p><b>CSS Data Strategy</b></p> <ul style="list-style-type: none"> <li>• Provincial CSS Data Strategy work continues. Three East Region providers and Nathalie Lafrenière are participating in the working group.</li> </ul> <p><b>Funding Updates</b></p> <ul style="list-style-type: none"> <li>• Ontario Health East has not yet received formal funding directions from the Ministry. Allocation methodologies cannot be finalized until funding letters are received.</li> </ul> <p><b>Reporting Reminder</b></p> <ul style="list-style-type: none"> <li>• Year-end reporting season is underway.</li> <li>• Providers are thanked for submitting reports and encouraged to complete outstanding submissions.</li> </ul>	
3.3	<p><b>Ontario Health at Home</b></p> <ul style="list-style-type: none"> <li>➤ Stefany Kawka - Director. Patient Services (Champlain).</li> <li>➤ Jennifer Loshaw - Director, Patient Services. (Southeast).</li> <li>➤ Dianne Low – Director, Patient Services. (Central Eat).</li> </ul>	<p>No update.</p> <p>Nathalie acknowledged:</p> <ul style="list-style-type: none"> <li>• Departure of May Young from participation at this table.</li> <li>• Presence of Dianne Lowe representing Ontario Health at Home, Central East .</li> </ul>	

<b>4.0</b>	<b>Updates/ announcements from CSS Providers.</b>		
		<p><b>New Participants Introduced</b></p> <ul style="list-style-type: none"> <li>• Debbie Fedy – Acting Executive Director, Parkway House</li> <li>• Emily Jones – Executive Director, Peterborough Brain Injury Association.</li> <li>• Emma Tibbo – CEO, Glebe Centre Long-Term Care &amp; Community Programs.</li> <li>• Helen Esselman – Administrator, North Renfrew Long-Term Care Services.</li> <li>• Frank Rockett – Executive Director, Seniors Community Services, Kemptville.</li> <li>• Jeannette Madden – Clinical Manager, St. Francis Memorial Hospital.</li> <li>• Kyah Dillon – Administrator, Lennox &amp; Addington County General Hospital.</li> <li>• Kimberly Lepine – Executive Director, Oshawa Senior Community Centers.</li> </ul> <p><b>Retirement Recognition</b></p> <ul style="list-style-type: none"> <li>• Nathalie recognized Tina Montgomery (Senior Support Services, Leeds, Grenville &amp; Lanark) for her upcoming retirement.</li> </ul>	
<b>5.0</b>	<b>CSS Collaborative Ontario East.</b>		<b>Interactive Poll.</b>
		<p><b>Collaborative Priorities Review</b></p> <p>The CSS Collaborative reviewed sector pressures and emerging trends and sought validation from providers through a live poll.</p> <p><b>Poll Results</b></p> <p>Top identified priorities:</p>	

		<table border="0"> <thead> <tr> <th data-bbox="1192 82 1549 110">Priority Area</th> <th data-bbox="1570 82 1654 110">Result</th> </tr> </thead> <tbody> <tr> <td data-bbox="1192 123 1549 199">Sustainable Funding &amp; Sector Capacity</td> <td data-bbox="1570 123 1654 199">22%</td> </tr> <tr> <td data-bbox="1192 207 1549 235">Workforce Sustainability</td> <td data-bbox="1570 207 1654 235">18%</td> </tr> <tr> <td data-bbox="1192 248 1549 276">Awareness &amp; Advocacy</td> <td data-bbox="1570 248 1654 276">18%</td> </tr> <tr> <td data-bbox="1192 289 1549 365">System Integration &amp; Partnerships</td> <td data-bbox="1570 289 1654 365">18%</td> </tr> <tr> <td data-bbox="1192 373 1549 449">Data Measurement &amp; Impact</td> <td data-bbox="1570 373 1654 449">15%</td> </tr> <tr> <td data-bbox="1192 457 1549 534">Shared Services &amp; Collaborative Solutions</td> <td data-bbox="1570 457 1654 534">8%</td> </tr> </tbody> </table> <p data-bbox="1192 542 1325 570"><b>Next Steps</b></p> <ul data-bbox="1234 583 2022 735" style="list-style-type: none"> <li data-bbox="1234 583 1902 610">• Additional survey to be distributed to providers.</li> <li data-bbox="1234 623 2022 651">• Results will be reviewed by the Collaborative in Fall 2026.</li> <li data-bbox="1234 664 1986 735">• Findings will help determine future priorities, strategic direction, and regional initiatives.</li> </ul>	Priority Area	Result	Sustainable Funding & Sector Capacity	22%	Workforce Sustainability	18%	Awareness & Advocacy	18%	System Integration & Partnerships	18%	Data Measurement & Impact	15%	Shared Services & Collaborative Solutions	8%
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6.0	<b>Updates from Regional Service Network Tables/ Interactive Poll.</b>															
		<p data-bbox="1192 919 1591 946"><b>Service Network Tables Update</b></p> <p data-bbox="1192 989 1990 1016">Overview provided of existing regional service network tables.</p> <ul data-bbox="1234 1029 1724 1214" style="list-style-type: none"> <li data-bbox="1234 1029 1633 1057">• Tables continue to support: <ul data-bbox="1329 1070 1724 1214" style="list-style-type: none"> <li data-bbox="1329 1070 1724 1097">○ Best practice development</li> <li data-bbox="1329 1110 1682 1138">○ Operational discussions</li> <li data-bbox="1329 1151 1717 1179">○ Service-specific challenges</li> <li data-bbox="1329 1192 1667 1219">○ Regional collaboration</li> </ul> </li> </ul> <p data-bbox="1192 1256 1612 1284"><b>Results Summary (41 Responses)</b></p> <ul data-bbox="1329 1326 1986 1474" style="list-style-type: none"> <li data-bbox="1329 1326 1986 1474">○ The poll results identified several priority areas where providers are interested in sharing best practices, discussing challenges, and learning from peers across Ontario East.</li> </ul>														

### *Most Requested Discussion Topics*

- CSS Resources within Healthcare Settings (Enhanced Care Coordinators, CSS Advisors, CSS Navigators, etc.) – 26 responses (63%)
- Hospital to Home Programs – 20 responses (49%)
- Caregiver Support – 17 responses (41%)
- Social & Recreational Activities / Congregate Dining – 14 responses (34%)
- Health Human Resources (recruitment, onboarding, training, succession planning, workforce capacity) – 13 responses (32%)
- Crisis Intervention & Support – 11 responses (27%)

### *Additional Areas of Interest*

- Case Management – 9 responses
- Adult Day Programs (ABI) – 9 responses
- Health Promotion & Education – 9 responses
- Friendly Visiting – Safety – 9 responses
- Foot Care – 8 responses

### *Emerging Insights*

The results demonstrate a strong interest in:

- Strengthening integration between community support services and healthcare partners.
- Improving transitions of care through Hospital-to-Home programs.
- Addressing workforce and staffing challenges.
- Enhancing caregiver support and engagement.
- Sharing effective approaches to community-based programming and social connection.

		<p><b>Key Takeaway</b></p> <p>The results suggest that future peer-learning opportunities should focus on health system integration, care transitions, workforce sustainability, caregiver support, and community-based service delivery, as these topics generated the greatest interest among respondents.</p>
<b>7.0</b>	<b>CSS Shared Resources, East Region Updates.</b>	
		<p><b>CSS Shared Resources Year-End Highlights</b></p> <p><b>Key Achievements</b></p> <ul style="list-style-type: none"> <li>• 51% increase in Access CSS e-referrals.</li> <li>• Approximately 80 active organizations are participating in the AccessCSS network.</li> <li>• Successful launch of Regional Coordinated Access (RCA) function in the Southeast region.</li> <li>• Continued growth in: <ul style="list-style-type: none"> <li>○ Training participation</li> <li>○ Regional collaboration</li> <li>○ Awareness activities</li> </ul> </li> </ul> <p><b>Service Network Successes</b></p> <ul style="list-style-type: none"> <li>• Meals on Wheels Best Practice Guidelines completed.</li> <li>• Transportation Best Practice work planned for the upcoming year.</li> </ul>
<b>8.0</b>	<b>CSS Shared Resources Updates:</b> <ul style="list-style-type: none"> <li>• <b>Communications Tool kit</b></li> </ul>	
		<p><b>Communications &amp; Knowledge Hub Update</b></p> <p>Presented by: Karim Khan</p> <p><b>Communications Toolkit Available</b></p> <p>Resources available through the Knowledge Hub include:</p> <ul style="list-style-type: none"> <li>• CSS informational handouts</li> <li>• Presentation materials</li> <li>• Trusted Partner logo</li> <li>• Physician testimonial videos</li> </ul>

		<ul style="list-style-type: none"> <li>• Fax auto-reply templates</li> <li>• Social media resources</li> </ul> <p><a href="#">CSS Communications Calendar</a></p> <p>New sector-wide communications calendar launched to:</p> <ul style="list-style-type: none"> <li>• Promote consistent messaging across the sector</li> <li>• Improve awareness of Community Support Services</li> <li>• Align monthly themes, taglines, and hashtags</li> <li>• Support coordinated advocacy and public education efforts</li> </ul> <p>Resources available in both English and French.</p>
<b>9.0</b>	<b>GENERAL FEEDBACK</b>	
	<b>NEXT MEETING Date:</b>	Oct 14 <sup>th</sup> @ 10:00 a.m.