

CHAIR/S:		Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East	NOTE TAKER:	Reem Haddad
ITEM#		ITEM DESCRIPTION	ITEM NOTES / ACTION / OUTCOME	
1.0	WELCOME		Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East	
	1.1	Review of Agenda	Presentation_CSS Providers Ontario East_2026.10.14_EN.pdf	
2.0	LAND ACKNOWLEDGMENT		Monique Doolittle-Romas, CEO The Dementia Society of Ottawa and Renfrew County	
3.0	UPDATE FROM HEALTH SYSTEM PARTNERS (30 MIN)			
	3.1	Ontario Community Support Association (OCSA)	Patrick provided written updates that shared via chat box Share Your Input: OCSA's 2027 Pre-Budget Survey OCSA is gathering member input to help build an evidence-based case for investment in Community Support Services and Independent Living ahead of the 2027 Ontario pre-budget consultations. The 10–15 minute survey asks about service reductions, waitlists, staffing pressures and the impact of rising costs, helping OCSA demonstrate the gap between funding and growing demand. Findings will inform OCSA's pre-budget recommendations and advocacy with government. Please complete the survey by October 28. Complete the survey. OCSA will also host a member town hall on November 4, from 11:00 a.m. to 12:00 p.m., to validate survey findings and gather feedback on draft recommendations. Register for the town hall.	

OCSA Selects Cowan Benefits as Preferred Group Benefits Partner

As OASSIS prepares to wind up, OCSA has selected Cowan Benefits as its preferred group benefits partner to help members explore benefits options and navigate the transition.

Cowan is working with OCSA and a Canadian insurance carrier to develop a proposed program focused on comparable coverage, competitive pricing and a straightforward transition. Final coverage, pricing and rate guarantees are still being confirmed, with program details expected next week.

Participation will be voluntary. Members can contact Cowan directly to discuss their organization’s needs, meet the team at CommunityConnect 2026 or join an upcoming member webinar once details are finalized.

Contact: Adam Diamond, Vice President, National Benefits Consulting, Cowan Benefits Ltd. at adam.diamond@cowangroup.ca or 519-497-8491.

Help Shape OCSA’s Strategic Plan at Our October 20 Reception

Join OCSA’s Board of Directors on Tuesday, October 20, for a special reception to get a first look at OCSA’s new strategic plan and share your input before its formal launch.

Get a preview of the proposed strategic priorities, share what resonates with you and help identify anything that may be missing. It’s also an opportunity to connect with OCSA’s Board, leadership, fellow members, government leaders and health system partners. You do not need to be registered for CommunityConnect to attend.

 October 20, 2026

			🕒 7:00 to 9:00 p.m. 📍 Markham Foyer, Hilton Toronto/Markham Suites Conference Centre & Spa Register for the reception. A note: Monique advised that some survey questions using “Select all that apply” were not functioning correctly. Patrick was working to resolve the technical issue. Providers were advised to wait approximately one day before completing the survey.
	3.2	Ontario Health East (OHE)	Funding updates: No official 2026–2027 funding letter has been received from the Ministry of Health. Funding details, allocations, and timelines remain unconfirmed. Ontario Health East continues to advocate for funding and will communicate providers’ request for earlier funding decisions. Implementation will proceed once Ministry direction is received. Next Step: Suggested discussing funding advocacy strategies at the upcoming OCSA conference and contacting Monique Doolittle-Romas mdoolittleromas@dsorc.org to explore further collective action. One-Time Funding EOI: Deadline October 20. Eligible providers may submit multiple applications, each up to \$150,000, with separate submissions for each request. Previously, declined or pending proposals may be resubmitted. Funding may begin in December, with reviews continuing through March. Assisted Living Audit: Provincial and regional assessment reviews are underway to identify policy compliance gaps and develop provider support strategies. The process is non-punitive. Digital Health updates: Ontario Health East is updating its digital health inventory to understand the technologies and client

			information systems used by providers. Central East CSS providers will receive a short questionnaire by email to gather information about their systems and user experience. Providers are encouraged to respond within two weeks to support future regional planning for digital infrastructure, data sharing, and support. Ontario Health East will summarize findings and identify common systems and trends. Future discussions on regional digital health priorities can be arranged through Nathalie and her team, with AccessCSS represented on the Digital Health Advisory Group.
	3.3	Ontario Health at Home	No update.
4.0	Updates/ announcements from CSS Providers.		
			Nathalie took a min to welcome new leaders and providers. Nicholas Labine: Joined in August as the second Knowledge Mobilization Specialist, bringing experience in regional planning, quality improvement, service mapping, and system integration. He is bilingual and experienced in working with CSS providers and health system partners. Nasser Chams: Joined in September as Decision Support and Data Analyst, bringing approximately six years of experience in data science and analytics to identify trends and support evidence-based decision-making.
5.0	CSS Collaborative Ontario East.		
			Feedback was collected through a June 10 live poll (46 responses) and follow-up survey (22 responses). The Collaborative endorsed the four strategic directions on September 18, with support from Ontario Health East. • Top priorities: Sustainable funding and sector capacity, identified by 91% of follow-up survey respondents. Other

		themes included workforce sustainability, sector visibility, stronger health system partnerships, and data to demonstrate service impact.  Next Steps: CSS Shared Resources will develop practical activities aligned with the four directions to support sustainable investment and strengthen the sector’s ability to meet growing community needs.
6.0	Updates from Regional Service Network Tables.	
		Regional Service Network Tables Update – Nicholas Labine: • Attendant Care: Next meeting November 4; topics include Ontario Health atHome engagement, discharge protocols, and direct versus indirect service hours. • Transportation: Best-practice guidelines and self-assessment checklist are being finalized for approval. Fleet inventory findings will help identify provider challenges. Next meeting: December 10. • Meals on Wheels: Self-assessment tool in development; it will be translated and shared on the Knowledge Hub. Next meeting: December 10.

		• Respite: Discussed operational challenges, including substance use, unsafe home environments, and workplace violence. Next meeting: December 15. Chair position available. • Adult Day Programs: Discussed resources to improve referrals and engagement with non-CSS partners. Support is available for completing self-assessments and sharing resources. • Assisted Living Services and Homemaking: Discussions to resume in early December. Future meetings for other tables will be arranged as needed. Data and Knowledge Sharing: Nicholas and Nasser will explore opportunities to use CSS data to demonstrate sector impact, with input from providers. Potential New Tables: Congregate Dining and Caregiver Support received the most interest in the provider survey. Reem and Nicholas will contact relevant providers to assess interest in establishing new tables, including terms of reference, chairs, and work plans. Resources: Meeting minutes and documents are available on the Knowledge Hub.
7.0	CSS Shared Resources, East Region Updates.	
		Professional Development Updates – Reem Haddad: CSS Shared Resources offers training opportunities to build staff skills, encourage knowledge sharing, and support staff retention, based on the April 2026 training survey. Registration Link The 2026–2027 course calendar for interRAI CHA: Full courses, refresher and PS sessions are offered. Registration Link

		Communication Toolkit Feedback – Karim Khan: Requested feedback from CSS providers on the usefulness of communication toolkit and current communication efforts. The goal is to improve sector visibility and alignment while minimizing additional work and avoiding extra demands on providers’ existing workflows. Communications Evaluation Poll – Fill out form
		AccessCSS e-Referral Update – Chantal Jolicoeur: More than 80 providers are listed on the free AccessCSS platform. Eligible CSS providers are encouraged to join to improve service visibility and prevent referral gaps. Existing Caredove accounts can be connected, and AccessCSS will contact non-participating providers to offer support.
		Data and Analytics Update – Nasser Chams: • AccessCSS referrals: 6,167 referrals processed year-to-date, from 110 referring organizations, with 57 member agencies receiving referrals. Annual referrals increased from approximately 2,800 in 2019–2020 to over 9,600 last year. • Client needs: InterRAI data from over 2,500 clients across 35 agencies showed nearly one-third at risk of long-term care admission, over half with family caregivers needing support, about half experiencing poorly managed pain, and roughly one-third experiencing loneliness or relationship stress. • Agency-level data: Five years of ministry reporting can help analyze clients served, waitlists, and costs per client. Individual agencies can request confidential reviews of their data. Nicholas and Nasser will continue exploring existing data to help providers demonstrate their impact and support future funding advocacy.

		Have you or someone on your team referred a client through AccessCSS? We would love to hear from you! As part of our evaluation of AccessCSS, we are inviting referrers to complete a short survey about their experience using the eReferral platform. Whether you use AccessCSS regularly or have only submitted a few referrals, your perspective is valuable to us. We want to understand what is working well, where there may be opportunities to improve, and how AccessCSS can better support you as a referrer. Your feedback will help us better understand the referrer experience and guide future improvements to the service. Please click here to complete the survey Every response is valuable. Thank you for taking the time to share your experience and for your continued involvement with AccessCSS. We truly appreciate your feedback and partnership. If you have questions, please contact Chantal Vachon at (613) 858-6026 or cvachon@accesscss.ca
9.0	GENERAL FEEDBACK	CSS Providers Ontario East Meeting general feedback- Oct 14th, 2026 – Fill out form
	NEXT MEETING Date:	Dec 9 th @ 10:00 a.m.