

ALS-HRS Providers Service Network

Meeting Notes

22 Jan 2025

Attendees:

Jennifer Lalonde (Co-Chair) & Billie Jo Williams (Ottawa West Community Support), Sandy Woodhouse (Co-Chair) & Michelle Hamilton (Thrive Housing & Support), Valerie Bishop de Young & Stacey Norris (VHA - Visitng Homemaking Association, Ottawa), Arvind Mohandoss, Krystal Whitford & Lindsay Selleck (J.W.MacIntosh, Winchester), Jessica Chong (Perley Health, Ottawa), Monique Thibodeau-Laflamme (Montfort renaissance- Centre des Services Guigues, Ottawa), Patrice Hall, Casey Dixon, & Kim Lu (Carefor Ottawa), Sara Hess (Carefor, Eastern Counties), Judith Gour (Groupe Action), Christine Wassing (Marianhill), Isabelle Lalonde (Service Communautaire Prescott-Russell), Diane Coulas (Barry's Bay & Area Home Support), Teresa Sheckel (Community Care City of Kawartha Lakes), Jenni Poulin (Carebridge), Helen Esilman (NRLTC), Samantha Crowley (VON), Veronica Racine (Bruyere), Isabelle Meunier (OH@H), Marie Claire Mayer (Bruyere), Michaela McClymont (Arnprior Regional Hospital), Reem Haddad and Chris Cobus (CSS Shared Resources, Ontario East).

General topics discussed:

1. Welcoming Remarks

Jennifer Lalonde, Co-Chair, welcomed everyone.

2. Introduction of new Co-Chair

Sandy Woodhouse from Thrive Housing and Support introduced herself and described the ALS-HRS services offered through her agency in support of high risk seniors, persons living with HIV, and persons living with an acquired brain injury.

3. Agenda – accepted as circulated.

4. Last Meeting notes (20 Nov 2024) – accepted as circulated.

5. Auditor General's Report (Dec 2021) - OCSA mtg. with Assisted Living Service Providers (Jan 21)

- approx. 110 CSS Assisted Living Providers at the meeting with OCSA.
- Assisted Living Services are delivered in many ways across the province, e.g., via Outreach, Supportive Housing, Attendant Care, and ALS for HRS, HIV, and ABI.
- was also evident that there is a lot of variance in data collected in light of the different target populations and hours reported.
- challenge of differentiating payment for direct and indirect hours of service surfaced again.
- Recent letter sent to OH and the Ministry from OHE ALS-HRS Providers acknowledged that CSS was the only health sector being asked to report direct hours and indirect hours of service separately.
- Unions picking up on this. OCSA to keep members posted as to the result of current arbitrations underway disputing this separation in working hours.

Messages in ALS-HRS Policy and Auditor General's report are confusing, as to how referrals are to flow. In Champlain, referrals flow from Ontario Health @Home to ALS-HRS Providers and there are no 'other' ALS services targeting clients with HIV or ABI. The ALS-HRS Policy (July 2023) seems to allow for self-referrals. Supportive Housing programs continue to receive referrals from anywhere as they always have.

Participant asked about the difference between Supportive Housing and Assisted Living? At Thrive the terms are interchangeable, with no dramatic distinction, other than SH is in a congregate setting, while ALS can be in either a congregate setting or within community. In

Champlain, different agencies offer the different services and the allowable average annual cost per client (as in Auditor General's report – pg. 50+) varies greatly. It is vital that these costs **NOT be standardized** due to the difference in needs re: target populations.

6. Update from Ontario Health at Home (OH@H) – Isabelle Meunier

Isabelle shared with the group a new 'Vacancy Form' that is to be used by ALS Providers in Champlain effective February 1, 2025. This form will tell OH@H that you have a vacancy in your program and are ready to fill that vacancy.

If ALS Providers have a question about a specific referral and want to connect directly with the Care Coordinator assigned, they can look in HPG and under the **Referral Details tab** and find a number indicating the extension of the Care Coordinator assigned to a specific referral. Even if Care Coordinators change, the caseload # should be re-assigned in the system to the correct Care Coordinator.

7. Future Agenda Topics to look at together:

- Follow-up on OCSA's message/action?
- Defining direct and indirect hours of care. Is there value in OHE ALS-HRS Providers aligning?
- Congregate ALS vs Community ALS.
- Urban vs Rural ALS programs.

8. Agency Highlights

None discussed.

Next Meeting – 26 March 2025 at 1 pm.