

ADP Providers Service Network

Meeting Notes

28 January 2025 at 10 am

Attendees: Monique Thibodeau-LaFlamme (Montfort Renaissance), Penny Bodnoff (ADPA Chair & The Good Companions), Erin Wilson (Bonnechere Manor ADP), Joanna Chisnell (Marianhill), Della Hart (ROSSS), Chris Hughes (The Good Companions), Laurie Legue (GIAG), Denise Rousseau (Bruyere), Tammy Doxtator (Carefor), Sylvie Nicole (City of Ottawa), Isabelle Meunier (Ontario Health at Home), Chris Cobus, Reem Haddad and Paul Koval (CSS Shared Resources).

1. Welcome and Introductions

Chris Cobus welcomed everyone and invited a round of introductions, noting she was filling in for Colleen Taylor, Chair who was unable to attend today.

2. Agenda Review and Acceptance

Accepted with two additional topics:

Increased demand for CHA's, and

Should Palliative Care ADP's be part of the same ADP structure/process in receiving referrals from OH@H?

3. Acceptance of last meeting notes (26 Nov 2024)

Accepted as circulated.

4. Old business, if any?

None.

5. OHE ADP Sub-Committee Update

Sub-Committee met on the 12 Dec 2024 to review feedback on ADP Guidelines from Providers at Champlain, SE, and CE tables. Suggestions incorporated in final draft. Document currently being formatted and prepared for translation and eventual circulation among ADP providers across OHE.

Action: Sub-Committee to reconvene on February 7, to explore future topics of interest to each group and resources to share.

6. ADP Checklist document updated

Chris acknowledged that an updated copy of the ADP Checklist had been circulated to the group to share with their staff and reminded Penny Bodnoff, ADPA Chair to please share it with the members of ADPA. ADP providers have found this document helpful to support staff in making the necessary connections to access/use HPG, the IAR, the ADP Status Chart, the Champlain Healthline, and SSO, by housing instructions all in one place.

7. Support needed for ADP staff/Caregivers

Amy Bevilacqua reported that, OWCS were seeking a motivational speaker to support staff during challenging times (long waitlists, stressed Caregivers, limited resources), and they have recently received some suggestions to look into. Caregiver burnout and compassion fatigue among staff are topics all too familiar among service providers across agencies. Chris acknowledged the possibility that there may be a small amount of year-end funds to assist,

asking if an initiative to extend support to Caregivers/ADP staff would be of interest to the group. Something in support of Caregivers was of interest to the group, but the group found it challenging to come up with something to help support Caregivers across such a large geography. **Action:** Participants were encouraged to share ideas by emailing ccobus@accesscss.ca on how, within the short time frame now available before yearend, Caregivers may be supported.

8. Increased demand on ADP Providers to complete CHA's?

Several Providers indicated that they were beginning to feel more pressure to complete CHA's at the onset of ADP service, as more clients are being referred to their programs without a RAI-HC completed, i.e., that many referrals are arriving accompanied only with a Contact Assessment, with much less detail on client needs. Staff Capacity to address this need is of concern. **Action:** Chris to bring this to the attention of the ADP Provider Service Network Chair (Colleen) and Director of CSS Shared Services (Nathalie).

9. Should palliative care ADP's be part of the same ADP structure/process in receiving referrals from OH@H?

Jennifer was posing this question to other ADP Providers, as currently, palliative ADP's are not on the same ADP Indicator Chart as others. It was noted that other ADP services have been 'mandated' to receive referrals from OH@H, and although they are approached with other referrals (self referrals/referrals from other providers in community) they must secure the support of OH@H to extend services. **Action:** Jennifer encouraged to connect with Isabelle Meunier at OH@H to discuss capacity and determine how best to secure referrals.

10. Future Topics: care planning template, data sharing, measuring success.

Chris acknowledged that CE have a care planning template to share with other regions and will follow-up on this at the next meeting of the OHE ADP Sub-Committee. As well, the topic of frailty screening has been raised in other regions, and remains a topic of interest warranting further discussion.

Best Practice guidelines, data sharing, and evaluation (measuring success) are topics expected to be brought to all regional service networks for group discussion. Having completed work on ADP Best Practices at this time, the group was asked if data sharing and evaluation should now be the focus at future meetings. Vista noted they are currently undergoing an evaluation process with an evaluation specialist from Ottawa University. Montfort Renaissance is also accessing university students to take on evaluation projects. There was enthusiasm expressed to learn what tools and processes exist that can be shared amongst the group to strengthen the voice of ADP providers across the region. **Action:** Monique T-L to share information on the program available with the group.

The need for ADP services to address Young Onset Dementia clients was also noted as a future topic of interest. While there are specialized programs responding to this need in other regions, there is nothing operating currently in Champlain.

11. Agency Highlights

Montfort Renaissance (Monique Thibodeau-LaFlamme) – Currently undergoing a Caregiver support and palliative services evaluation.

Maxville Manor (Margaret Loeb) – due to redevelopment happening at Maxville Manor, they are currently seeking a new offsite location for their ADP program.

Carefor (Tammy Duxtator) – have established an 'Intake team' for all of their ADP's that has been a huge success. Intake staff make calls to clients who have been on their waitlist for months, to ensure they are ready to participate in ADP's as spaces become available at different locations. This has saved ADP staff at various sites a lot of time and streamlined the process of clients coming readily aboard as spaces become available.

- 12. ADPA (Penny Bodnoff)** – acknowledged that plans are underway to organize another spring conference. Last year's was a great success. Anyone interested in assisting with the effort can contact her: pbodnoff@thegoodcompanions.ca

Next Meeting: 25 March 2025 at 10 am.