

ALS-HRS Providers Service Network
Meeting Agenda/Minutes
24 September 2025

CHAIR/S:	Jennifer Lalonde (Chair) Sandy Woodhouse (Co-Chair)	NOTE TAKER:	Nathalie Lafrenière
ATTENDEES:	Sandy Woodhouse (ThriveHS) (Chair), Jennifer Lalonde (OWCS), Valerie Bishop de Young (VHA), Krystal Whitford (JWMAACCSS), Sandi Bench (Cheshire HPE), Billie-Jo Williams and Suad Ahmed (OWCS), JoAnn Shotton (Providence Care), Helen Esilman (NRLTC), Stacey Martin and Christine Wassing (Marianhill), Sara St-Louis (Carefor), Stacey Norris (VHA), Michelle Hamilton (ThriveHS), Melissa Mustard Marie-Claire Mayer-Leclair, Véronique Rollin and Veronica Racine (Bruyère Health), Emily Hamilton (Renfrew Hospital), Michaela McClymont (Arnprior Health), Teresa Scheckel (Community Care), Ayaan Mohamed (Community Care Durham), Augusta Goldie, Isabelle Meunier (Ontario Health atHome) Sylvie Lefebvre & Monique Lefebvre (Service Communautaire PR), Mathew Cole (Carleton University), Diane Coulas (BBAHS), Monique Thibodeau-Laflamme & Adelyne Adonis (MRI), Rachelle Levesque, Caroline Kooistra (HHHS)	REGRETS:	
Guests	Gesualdo, Shannon (Ontario Health East), White, Samantha (Ontario Health East – Epidemiology/BI)		

ITEM#		ITEM DESCRIPTION	ITEM NOTES / ACTION / OUTCOME
1.0	WELCOME		
	1.1	Review of Agenda	No additions
	1.2	Review of last meeting Notes	No corrections noted
2.0	REVIEW ACTIONS FROM LAST MEETING		
	2.1	Scheduled Direct Hours of Care	Do we have agreement to count scheduled hours of care

			• Clarification sought on whether <i>scheduled</i> vs <i>actual (delivered)</i> hours should be counted in reporting. • Most agencies present currently submit scheduled hours; • Shannon noted Ontario Health's "inclusions/exclusions for hours of care" chart indicates hours are included only when care was provided (i.e., not simply scheduled). She will re-circulate the chart
3.0	NEW BUISINESS		
	3.1	Presentation- Ontario Health regarding Capacity Reporting.	• Bi-weekly assisted living capacity reporting to understand pressures, flow, and available capacity at site level across OH East. Highlights (latest cut: Sept 15, 2025) • Vacant spots open for admission (anonymized view): ○ Champlain: 54 ○ Central East: 51 (<i>after correcting a data entry error; previously showed 66</i>) ○ South East: 6 • Unavailable but funded spots remain material across the region (e.g., HHR constraints; unit not ready; spouse still occupying unit). • Admissions trend: Higher in spring; slowed over summer; hospital-origin admissions proportion varies widely by period. • Participation: >90% completion rate across cycles (allowing for vacations). • Data sharing: Individual HSP snapshots (graphs/PDF) can be shared upon request/consent; OH East has begun targeted follow-ups with HSPs with higher vacancies/unavailable funded spots to co-develop timelines to fill. Table Q&A / Suggestions • Consider segmenting congregate vs community ALS in dashboards (different stories, e.g., unit turn-over/reno delays) and add reasons for open spaces plus wait-list

			context. → Shannon/Sam to explore filters and next-step data elements. Next-Step Focus (OH East) • Validate “funded spots per site” to enable occupancy views (not just raw vacancies). • Clarify wait-list collection approach/frequency (bi-weekly may be heavy; consider monthly/bi-monthly/quarterly). • Continue targeted check-ins with HSPs (quarterly cadence on timelines to open/fill). • Share results internally with OH East leadership and externally with OHaH/partners where appropriate/consented. Actions • All providers interested in an agency snapshot: email Shannon to request your graphs/PDFs and/or a brief review meeting. • Shannon & Sam: Assess feasibility of filters (e.g., congregate vs community) and capturing reason codes + wait-list views; bring proposal back to table.
	3.2	Apples to Apples update	• Voluntary project to map providers’ Schedule D2A (OHRs functional centres) to how services are actually delivered, data capture practices, partnerships/region-wide models, and alignment/interpretation issues—so the table can speak consistently to value, gaps, and definitions across ALS and related programs. Status • 13 (almost 14) ALS providers interviewed to date; additional interviews pending where D2A schedules are still outstanding.

			- Deliverables will combine narrative and data (no Power BI at present) to support common definitions, interpretation guides, and messaging to OH East/partners. Actions - Providers outstanding: Please email Nathalie your Schedule D2A (no dollar figures—functional centres only) and set up a 30–45 min interview if not yet completed. - Nathalie/team: Bring back a synthesized view (and proposed definition/interpretation clarifications) once remaining interviews complete.
	3.3	Agency updates/ questions to bring the group.	- Thrive Housing & Support: Successful amalgamation with a seniors building (Northminster Court → “Sunset Court,” 40 units); lengthy process now finalized. - No additional updates or issues raised at the table
	3.4	Other	
4.0	NEXT MEETING : <i>Nov 26,2025 @ 1:00pm.</i>		