

## ALS-HRS Providers Service Network

Meeting Notes  
27<sup>th</sup> June 2024

### Attendees:

Jennifer Lalonde (Chair- Ottawa West Community Support), Billie Jo Williams & Su'ad Ahmed (Ottawa West Community Support), Val Bishop de Young & Stacey Norris (VHA - Visitng Homemaking Association, Ottawa), Lindsay Selleck (J.W.MacIntosh, Winchester), Katrin Spencer (Perley Health, Ottawa), Michaela McClymont (Arnprior Regional Hospital), Monique Thibodeau-Laflamme (Montfort renaissance- Centre des Services Guigues, Ottawa), Kim Lu (Carefor Ottawa), Sara Hess (Carefor, Eastern Counties), Christine Wassing (Marianhill, Pembroke), Sylvie Lefebvre & Isabelle Lalonde (Service Communautaire Prescott-Russell), Augusta Goldie (Barry's Bay & Area Home Support), Heather MacArthur (VON), Marie-Claire Mayer (Bruyere, Ottawa), Isabelle Meunier (Ontario Health at Home), Michael Eden (Legion Village), Michelle Hamilton, Sandy Woodhouse (Thrive Housing & Support), Nathalie Lafreniere & Reem Haddad (CSS Shared Resources, East Region).

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Regrets: Chris Cobus

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### General topics discussed:

#### 1. Welcome and Introductions

Jennifer Lalonde, Chair, welcomed everyone especially since it was the first-time meeting with providers from all regions as Ontario Health East.

#### 2. Update on topics from HCCSS

Update from Isabelle Meunier.

The organization's name will change tomorrow to Ontario Health @Home.

A few months ago, the HPG access was removed. As of now, all patients remain active on the actual ALS referral platform. A list with patients' names will be circulated to providers in Champlain. If you get the list, please check to ensure that we are not missing any patients. Secondly, we will make sure that everyone has access to HPG, this will facilitate you having ongoing access to your patients and for us to see if these patients were admitted within your program. A request has been made to our IT department to tweak the vacancy form to make it simpler.

#### 3. OH's Webinar: Standard Clinical Assessments (27<sup>th</sup> June @ 10:00am)

**Details re: previous sessions and up come webinars and upcoming webinars can be found <https://hccinnovationcentre.ca/assisted-living-services-policy-2023-2-2/> :**

Jennifer asked if anyone has any comments or thoughts after attending the webinar.

There was a question about duplicate assessments. After CSS assesses a patient and determines a need for professional services, is there a need for two assessments within the short time period?

The answer was yes. There is a need to send a referral for professional services is needed.

Isabelle offered an offline call to clarify the question.

#### 4. Update from OH's working group on complaints process

This webinar has been rescheduled for September 2024.

We are looking forward to having clarity from the OH regarding the complaints process.

Jennifer mentioned that she sat on the working group but that there were outstanding questions not related to creating complaint process but around what urgency is, and what needs to be reported.

\*As we wait for the webinar agencies should be considering how best to create a template process & what is a complaint?

In the Champlain region, providers came together and agreed on a template for a complaint process. Jennifer offered to share that if anyone needs that.

**5. Further discussion re: Direct Hours of Care- how it is measured across OHE region**

Most of the participants attended that webinar. Jennifer asked if there is any thought coming out of that?

Many agencies are struggling to find a way to measure these hours of care. Almost all agencies were unclear how to calculate the \$3 an hour wage enhancement for PSW's and felt this was a decrease and not an increase.

Participants noted that both charting and training should be considered part of direct care. There was a recommendation that we look at this and draft a recommendation to OH.

**6. 2024-2025 Workplan- what does this group want to focus efforts on? Sub- committee?**

It was agreed that we will continue to come together as a group. Two short term subcommittees of the group would be created:

Direct hours of care and impact of \$3 wage enhancement on agencies both unionized and non-unionized

**Action:**

If you are interested in participating in this subcommittee please send an email to Nathalie Lafreniere: [nlafreniere@ccsn-rscc.org](mailto:nlafreniere@ccsn-rscc.org) or Jennifer Lalonde: [jennifer@owcs.ca](mailto:jennifer@owcs.ca). **NOTE:** A subcommittee meeting has been scheduled for: August 27<sup>th</sup> at 10am. Committee members include: Jessica Chong, Valerie Bishop de Young, Michael Eden, Sandy Woodhouse, and Jennifer Lalonde.

Another subcommittee will be struck to look at the impact of Bill 124 retro pay. If interested in participating in this committee please send an email to Katrin Spencer on:

[kspencer@perleyhealth.ca](mailto:kspencer@perleyhealth.ca) and Michael Eden Legion Village: [meden@legionvillage.ca](mailto:meden@legionvillage.ca)

\*Future discussions will include PSW registry & Bill 27 and the temp agency licensing requirements

**7. Onboarding Criteria:**

**Action:** will move this to another discussion around terms of reference and what we want the group to look like especially when we have future meetings with participants from all regions.

**8. Other?**

Sandy expressed her interest to support & to share experience for housing department as they have a lot of in-house expertise, so, if anybody ever would like a resource, a question about housing agreements or things related to Assisted Living, she is happy to be a resource person.

**Action:**

If you have any related issue, please reach out to Sandy Woodhouse : [sandy.woodhouse@thrivehs.ca](mailto:sandy.woodhouse@thrivehs.ca)

*Next Meeting: Wed Sep 25th @ 11:00 am.*