

ALS-HRS Providers Service Network

Meeting Notes

25 Sept 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), Krystal Whitford (J.W.MacIntosh, Winchester), Jessica Chong (Perley Health, Ottawa), Monique Thibodeau-Laflamme (Montfort renaissance- Centre des Services Guigues, Ottawa), Kim Lu, Casey Dixon, & Patrice Hall (Carefor Ottawa), Sara Hess (Carefor, Eastern Counties), Christine Wassing (Marianhill, Pembroke), Isabelle Lalonde (Service Communautaire Prescott-Russell), Joanne King & Augusta Goldie (Barry's Bay & Area Home Support), Michael Eden (Legion Village), Michelle Hamilton (Thrive Housing & Support), Emily Hamilton (Renfrew Victoria Hospital), Jennifer Burns (Haliburton Highlands), Helen Esilman (NRLTC), Samantha Crowley (VON), Chris Cobus, Reem Haddad, Chantal Jolicouer, and Paul Koval (CSS Shared Resources, Ontario East).

General topics discussed:

1. Welcoming Remarks

Jennifer Lalonde, Chair, welcomed everyone and participants were encouraged to put their name, agency, and OH East sub-region (Champlain, SE, CE) in the chat.

2. Update from Sub-Committee on “Wage Enhancement/Direct Hours of Care”:

A draft letter, outlining concerns related to the implementation of the wage enhancement funding for PSW's was circulated to the group prior to the meeting. Kudos were extended to the working group that pulled the information together. It was acknowledged that OCSA had representation at the sub-committee table. **Action:** Letter to move forward as proposed by the sub-Committee with no opposition expressed by the group.

3. Update from sub-Committee on “Impact of Bill 124”

No one from the group stepped forward to form a sub-Committee related to this topic. It was suggested that this topic be left for individual agencies at this time; however, if anyone in the group wants to revisit it on a future agenda, please know it can be put back on.

4. PSW Registry:

HSCPOA (Health and Supportive Care Providers Oversight Authority) is a body that currently exists to oversee a registry in Ontario, focused on unregulated health care providers (at this time, PSW's). PSW's can currently register voluntarily at no cost. Employers of PSW's can decide to only hire PSW's who are on this registry, but it is not mandated that they do so. At this time, several agencies are educating their PSW's of the registry's existence, should they wish to pursue their options. No agencies indicated they are restricting their hiring to 'registered PSW's only', as recruitment of PSW's is already a challenge across health sectors. A webinar was held about the registry, but there remain a lot of questions about how it will impact on both employees and employers, particularly related to how service complaints will be handled. OCSA is aware of this body and monitoring its development.

5. Bill 27 – impacting temporary agency licensing requirements. This topic was put on the agenda simply to ensure that any agencies providing PSW's temporarily to other organizations and any agencies accepting temporary PSW's from other organizations have these changes to requirements on their radar to ensure compliance. This topic was also raised at yesterday's ADP

Providers Service Network Meeting, and it was suggested it be brought forward to the CSS Collaborative table. It has presented quite a challenge for some ADP programs. It was suggested that before it is brought forward to the CSS Collaborative table, that there be assessment of the “magnitude’ of CSS ADP programs affected.

6. Caredove:

Chantal Jolicouer joined the meeting to acknowledge work underway by CSS Shared Resources, Ontario East to review and update service descriptions on Caredove and the network’s website. While customization per agency is respected, the goal of this effort is to make CSS services on easier to access by the public as they search for help needed, therefore, to land on several consistent words to describe each area of service. A similar request is being tabled at other regional service networks. A plain language tool is being used to keep the wording as straightforward as possible. Chantal shared the current wording being considered and accepted feedback from the group. **Action:** Val Bishop de Young, Jessica Chong, Kristal Whitford, and Jennifer agreed to meet with Chantal to work on the wording for ALS, to make it as useful as possible for those seeking help. Anyone wishing to assist with this effort can email Chantal by early next week, so that a brief meeting can be arranged to focus specifically on this topic. cjolicouer@ccsn-rscc.org **Please note** - work on updating these sites is currently in progress, but there will be opportunity make changes to any service descriptions should recommendations come forth from the regional service networks.

7. Transitions in Chair:

Jennifer Lalonde acknowledged that while she is the current Chair of the ALS-HRS Provider Service Network, she is hoping that another ALS-HRS Provider will step forward to take on this role. Interested persons are welcome to email Jennifer or Chris Cobus ccobus@ccsn-rscc.org

8. Pre-scheduling future ALS-HRS Provider Service Network meetings:

Action: proposed dates were noted on the agenda. Action: CSS Shared Resources (Reem Haddad) will be circulating invitations to future meetings to get them in peoples’ calendars. Proposed times, dates may change if response to attendance is low/agenda content not sufficient.

9. Agency Updates: None.

Next meeting date: Wednesday, November 20th, 2024 at 1 pm.