

CSS Providers Ontario East Meeting Notes

Wednesday Dec 11th, 2024

10:00 a.m. to 11:30 a.m.

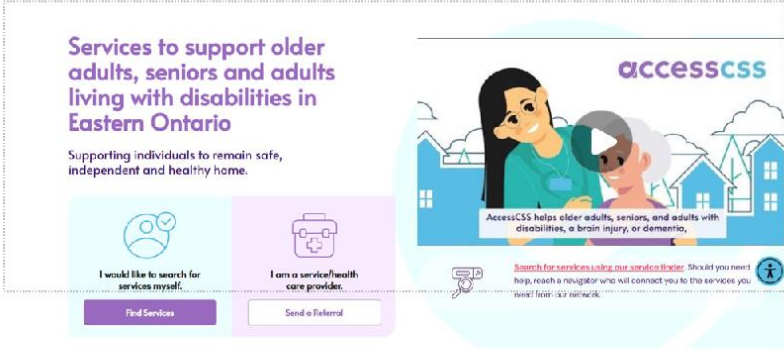

Join Online: [Click here to join the meeting](#)

Agenda Items	Lead	Information/Discussion/Action(s)	Time
1. Welcome		Nathalie opened the meeting and welcomed everyone.	5 min.
2. Land acknowledgment	Louise Moody, Executive Director Rural Frontenac Community Services		
3. Presentation – Mohawk Medbuy Ann van Herpt, Director, Supply Chain Services Denis Potvin, Director, Acquisitions and Customer Onboarding			(15 min)
Please refer to the slides & Associate Program Agreement .			
4. Updates from Health System Partners			50 min.
<ul style="list-style-type: none">Ontario Community Support Association (OCSA) Patrick Boily - Director of Policy. (10 min)		<p><u>Key Updates from the Association</u></p> <ul style="list-style-type: none">Pre-Budget Advocacy:<ul style="list-style-type: none">Encourage members to present to the Standing Committee on Finance and Economic Affairs; details available here.Presentations include a 7-minute speech followed by Q&A from all-party members.Locations: Peterborough and Ottawa (New Year).Advocacy Committee Applications:<ul style="list-style-type: none">Call for applications in preparation for a potential spring election.Goal: Provide strategic advice and guide advocacy priorities.Application: Simple five-question form to ensure balanced regional and sector representation.Home First Implementation Committee:	

	<ul style="list-style-type: none"> ○ Committee launch and mandate details expected in the New Year. <p><u>Government Updates Summary:</u></p> <ul style="list-style-type: none"> • Seniors Programs: \$17M reaffirmed for expanding Seniors Active Living Centers (from Fall Economic Statement). Details pending on \$20M each for adult day programs and dementia-focused respite services. <p>Bill 231 – Temporary Health Staffing Agencies:</p> <ul style="list-style-type: none"> • New public reporting requirements for temporary health services pay rates. • Sector concerns about definitions and contracting relationships. • Ministry meeting on Friday; analysis to come. 	
Ontario Health East (OHE) (15 min)		
Shannon Gesualdo -System Strategy, Planning, Design & Implementation Ontario Health East,	<p>Key Updates</p> <ul style="list-style-type: none"> • Expression of Interest Invitation: <ul style="list-style-type: none"> ○ Invitations sent Monday to submit EOI for one time funding proposals; contact Shannon if not received. ○ Financial cap per proposal: \$150,000. ○ Submission process: <ul style="list-style-type: none"> ▪ Use the new MS form (one form per proposal). ▪ Resubmit existing HSFP or urgent one-time forms into this funding bucket. ▪ Priority given to requests addressing short-term service increases to alleviate patient flow and ALC pressures. ○ Timeline: <ul style="list-style-type: none"> ○ EOI closes next Friday. ○ Funding flow anticipated by mid-January. <p>Communication on Personal Support Services (PSS):</p> <ul style="list-style-type: none"> • End of November: CSS agencies received a communication from Karen O'Brien, Ontario Health East's Director of Communications. • The communication detailed changes to the adult personal support services framework for moderate-needs adult patients was sent from Ontario Health at Home. 	

	<ul style="list-style-type: none"> Agencies impacted by these changes should contact Ontario Health at Home for support. <p>Assisted Living Updates:</p> <ul style="list-style-type: none"> Work continuing on the ALS policy updates. There will likely be a policy update (s) expected in early 2025. Biweekly ALS capacity reporting to start, potentially expanding to other services. A webinar learning session is planned for the New Year in collaboration with the ALS service network table. 	
<p>Paul Caines, Director, Performance, Accountability and Funding Allocation (Community Care/Primary Health Care) Ontario Health East</p>	<p>CAPs Funding:</p> <ul style="list-style-type: none"> CAPs deadline has passed; no official notice, but it's unlikely CAPs will be issued this year. <p>Budget Forecasts:</p> <ul style="list-style-type: none"> Anticipation of provider budget forecasts in February or early May 2025-2026. <p>Quarterly Reports and Surplus Recovery:</p> <ul style="list-style-type: none"> Appreciation extended for submitting quarterly reports. Surplus recovery: 90% of surplus funds to be recovered after consultation with organizations. Recovered funds redirected to support programs like the CSS expression of interest. <p>Funding Reallocation:</p> <ul style="list-style-type: none"> Goal: Reallocate 99.5% of recovered funds back into the healthcare system. Reallocation focused on one-time initiatives to maximize system support. <p>Next Steps:</p> <ul style="list-style-type: none"> Focus shifting to budget projections for the next fiscal year. Considering February-March or April-May timelines for projections. 	

Leah Bartlett, and Lacey Embacher- Capacity Access and Flow (ALC/Update)	<p>Staffing Changes:</p> <ul style="list-style-type: none"> Leah and Lacey, former members of the Capacity, Access, and Flow (CAF) team, have left Ontario Health East. Internal efforts underway to appoint a new representative for the CSS table. <p>CAF Team Surge Season Monitoring:</p> <ul style="list-style-type: none"> Surge season expected to peak in early January. Decreases in ALC volumes noted, with several hospitals meeting their targets. CAF representative expected to provide further updates in February. 	
<ul style="list-style-type: none"> Home and Community Care Support Services (Ontario Health at Home) Kevin Babulic - <i>Director. Patient Services</i> (5 min) Isabelle Meunier 	No one joined us from Ontario Health at Home.	
4. Regional Service Network Tables (5 min) - Please refer to the slides	5 min	
<p>Summary of Updates on Regional Provider Service Network Tables</p> <p>Regional provider service network tables have been meeting across Central East, Southeastern, and Champlain regions to discuss functional centres and services.</p>	<p><u>Meals on Wheels:</u></p> <ul style="list-style-type: none"> Reviewed and updated best practices and guidelines. Planning taste-testing events for a new frozen food provider in the new year. <p><u>Adult Day Programs:</u></p> <ul style="list-style-type: none"> Nearing completion of best practice guidelines document. Final stages include translation and preparation for distribution. <p><u>Homemaking Services:</u></p> <ul style="list-style-type: none"> Trialing new meeting formats with breakout rooms for targeted discussions on care models and service guidelines. <p><u>Respite and Attendant Care:</u></p>	

	<ul style="list-style-type: none"> ▪ Ongoing discussions to refine services and delivery models. • CSS Inventory Validation: <ul style="list-style-type: none"> ○ Team aims to update and validate the CSS inventory tool created over a year ago. ○ Outreach planned to verify information and ensure all relevant providers are invited to the network tables. • Action Items: <ul style="list-style-type: none"> ○ Providers may receive calls or emails requesting sections of their MSOs for validation and inclusion in network planning. ○ Collaborative work to enhance service network tables and ensure meetings are meaningful and productive. ○ Contact Nathalie Lafrenière: nlafreniere@accesscss.ca with any questions or clarifications. 	
6.CSS Shared Resources, East Region Updates (15 min)		
<p>CSS Shared Resources Website / ACCESSCSS network (5 min) (Chantal Jolicoeur)</p> <p>CSS Shared Resources - Website</p>  	<p>New Website Launch:</p> <ul style="list-style-type: none"> • The new shared resources website, focused on CSS, went live in November. <p>Website Content:</p> <ul style="list-style-type: none"> • About CSS Section • Service and Healthcare Providers Page • CSS Providers Page: <ul style="list-style-type: none"> ○ Future home for shared resources, documents, training, and meeting minutes (e.g., today's meeting). <p>Key Addition:</p> <ul style="list-style-type: none"> • A video on the homepage introducing CSS services and e-referral, designed as a standalone resource for outreach and marketing efforts. • The video was successfully played during the meeting. 	

The website promotion will happen in conjunction with the readiness of the regions and communities. Continue to provide an opportunity for agencies to join the AccessCSS network and/or submit their Organization name and logos to appear on the website in the about section.

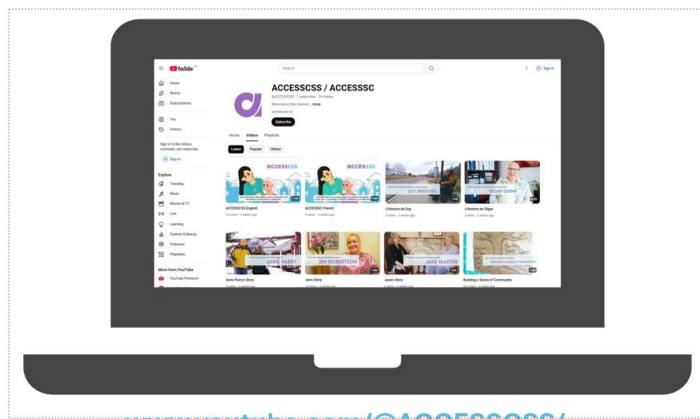
CSS Shared Resources – Marketing Tools



Shared Tools Development:

- [Postcards](#) and other materials to boost CSS visibility across Ontario East.
- Customizable tools (e.g., postcards, promo rack cards) with agency logos or URLs.
- CSS shared resources website (accesscss.ca) to distribute these tools.

CSS Shared Resources – Marketing Tools



Social Media & Marketing:

- Ongoing social media posts (Facebook, Instagram) to promote CSS services can be used by CSS agencies
- Focus on functional centers and service-based tools for organizations.

My Story of Community Support Campaign:

- Relaunched and rebranded videos originally released in 2019.
- Videos now available for broader use, useful for presentations or sharing with service providers and partners.
- Access through the YouTube channel for anyone wanting to incorporate these resources.

Newsletter content (5 min) (Nathalie)

Monthly Newsletter:

- French and English versions available for all recipients circulated to ensure delivery to the correct inboxes.
- Encourage providers to submit content in the related sections for distribution Showcase accomplishments and inspire collaboration across regions. Ensure all organizations can contribute and benefit from shared insights.

CSS Shared Resources - Newsletter



GENERAL INFORMATION



NAVIGATION AND
REFERRAL



EMPLOYMENT
OPPORTUNITIES



COMMUNICATION



FUNDING
OPPORTUNITIES



CSS PROVIDER
HIGHLIGHT



HEALTH SYSTEM
PARTNER UPDATES



TRAININGS AND WEBINARS

Content Categories:

- Highlights and achievements from CSS organizations (e.g., Peterborough Community Care's 60th anniversary for Meals on Wheels).
- Employment and funding opportunities shared to ensure all members are informed. Open to feedback if newsletter doesn't meet organizational needs.

8.Adjournment

Next All Members Meeting Date: Feb 12th, 2024 @ 10:00am.

Note Takers: Reem