

CSS Providers Ontario East Meeting Notes

Wednesday Feb 12th, 2025

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 Lafrenière, Regional Director for the CSS Shared Resources, Ontario East opened the meeting and welcomed everyone.	5 min.
2. Land acknowledgment	Gillian Barrie, Chief Executive Director Alzheimer Society of Durham Region		
4. Updates from Health System Partners			25 min.
▪ Ontario Community Support Association (OCSA) Patrick Boily - Director of Policy. (10 min)		<p><u>Focused on election-related efforts and candidate engagement:</u></p> <ul style="list-style-type: none">• Strong PC (Progressive Conservative) lead in polling (~40%).• Liberals in second, NDP third, but may win fewer seats due to regional dynamics. <p><u>Association Campaign Phases:</u></p> <p>In Feb:</p> <ul style="list-style-type: none">• Build local connections with candidates. Toolkit provided to help with outreach. <p>In Mar:</p> <ul style="list-style-type: none">• Public relations campaign post-election. Targeting public, media, and elected MPPs. Social media campaign and public polling data to emphasize continued investment in home and community care. <p>In Apr:</p>	

	<ul style="list-style-type: none"> Engage new cabinet and political staff to ensure advocacy efforts reach decision- makers. Focus efforts at Queen’s Park to advocate for home and community care investment. <p><u>Campaign Pledges:</u> Candidates are encouraged to take two pledges:</p> <ul style="list-style-type: none"> Expand the home and community care sector. Close the wage gap to build a strong workforce. <p>Campaign materials and a toolkit are available to assist with outreach, including templates, social media messages, and press releases.</p> <p><u>Future Candidate Engagement:</u> Important to meet candidates now, even if they may not win, as they might run and win in future elections.</p> <p><u>Other Ways to Get Involved:</u></p> <ul style="list-style-type: none"> Join the conference planning process (review abstracts, give feedback on themes). Nominate for the Community Connect Advisory Committee & CoP Advisory Committee. (email reminder coming). Participate in shaping a new <i>Community of Practice</i> online space launching next year. <p>Please click to find more about Election 2025, Pledge & Everyone Needs Home and Community Care.</p>	
Ontario Health East (OHE)	Ontario Health has sent their regrets	
<ul style="list-style-type: none"> Home and Community Care Support Services (Ontario Health at Home) Kevin Babulic - <i>Director, Patient Services (Champlain)</i> (5 min) Jennifer Loshaw - <i>Director, Patient Services. (Southeast)</i> May Jiang / (Will join in future) - <i>Director, Patient Services (Central East)</i>. 	Ontario Health at Home is working towards standardization efforts and uniformity across the regions. Additional efforts are underway due to hospital occupancy pressures, particularly in Ottawa, Kingston, and Peterborough.	

	<p>Long-Term Care Updates: New openings and returning beds in Champlain Stittsville & Prescott-Russell, with additional redevelopments planned in Southeast and Central East regions. Bally Cliffe in Ajax is set to open soon.</p> <p>Update from Jennifer Loshaw, Director of Patient Services for the Southeast part of the East region (Brighton to Brockville, Smith Falls, and northern Lennox, Addington, and Hastings).</p> <p><u>Hospital Pressures:</u> Hospitals across the region are under strain, with no available capacity.</p> <p><u>Long-Term Care:</u> Construction is ongoing across the region to add long-term care capacity, which is positive news.</p> <p><u>Ontario Health Team Project:</u> The project in Frontenac, Lennox, and Addington launched last Monday.</p>	
<p>4. Regional Service Network Tables (15 min)</p> <p>Please refer to the slides</p>		
<ul style="list-style-type: none"> Summary of Updates on Regional Provider Service Network Tables: <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> A best practice guidelines subcommittee was formed, with a document from Champlain under review for presentation in March. Taste testing events are planned with a new frozen meal provider and Apetito.</p> <p><u>ALS HRS:</u> Discussions are ongoing about changes to assisted living providers, especially regarding policy changes in July. The group will explore urban vs. rural program differences and how care hours are counted.</p> <p><u>ADP:</u> An updated checklist was shared for accessing various services. A new best practice guidelines document is nearing release and will be shared soon.</p> <p><u>Homemaking Services:</u> Challenges exist due to diverse groups using different staffing models. Future meetings will focus on structure and shared challenges like in-home risks and referrals.</p> <p><u>Respite and Attendant Care:</u> These groups are currently on hold, but upcoming data collection will provide insights into how services are being delivered across the region.</p>	

<ul style="list-style-type: none"> CSS inventory/MSAA Schedule D2A 	<p>Nathalie discussed challenges and proposed solutions for improving regional service networks. To ensure the right people are involved when creating the best service guidelines, with a clear understanding of service delivery models and partnerships.</p> <p><u>Data Strategy:</u> The goal is to create a clear, standardized view of services across agencies. (an email will be sent out)</p> <p>- To Request CSS-funded agencies to provide Schedule D2A documents (excluding monetary details if preferred) to compare functional centers.</p> <p>-To Conduct interviews with agency representatives to understand how services are provided and how statistical data is captured, aligning with OHRS definitions.</p>	
<ul style="list-style-type: none"> Survey/Providers' Contact list update. 	<p>For successful partnerships and coordination & to update the provider, contact list, a survey link was sent out on January 30th. Providers were reminded that the survey will expire on February 14th.</p> <p>Providers were encouraged to complete the survey and share any future update with Reem Haddad: rhaddad@accesscss.ca .</p>	
5.CSS Shared Resources, East Region Updates (10 min)		
Privacy & Cybersecurity Trainings. Poster .	<p>The upcoming privacy and cybersecurity training sessions, which were organized quickly in response to providers' needs. Simon Kanev, a privacy officer, will lead two rounds of training on topics such as information access, consent, privacy obligations, the use of new technologies like AI, cybersecurity best practices, and more.</p> <p>The sessions will be offered twice to accommodate various schedules. An email will be sent out for registration.</p> <p>Nathalie acknowledged the need for privacy and cybersecurity training in French for francophone providers and staff. We are working on exploring options like resource sheets or finding a suitable facilitator.</p>	

Advanced Privacy and Cyber Security Awareness Training



Simeon Kanev, Privacy Officer and Business Lead at the Alliance for Healthier Communities, will return to deliver advanced privacy and cyber security awareness training once again in 2025. Simeon delivered very engaging privacy training and cyber security awareness training sessions in 2023 and 2024. This time, he will address the latest in both privacy and cyber security awareness on a more advanced level while still ensuring a brief refresher on key concepts. Knowing how to make rather dry topics a bit more interesting and exciting, we invited Simeon to provide training on best practices in relation to:

- Information access, use, and disclosure.
- Consent and information sharing.
- Privacy and confidentiality obligations for providers.
- Considerations regarding the introduction and use of new technologies (including AI).
- Cyber hygiene and best practices.
- Cyber security awareness.

Training will be done virtually via Zoom. Privacy training will be done in a 2 hrs. long session while the cyber security awareness will last for 1.5 hrs. Both of those will be offered twice to better accommodate different schedules. You only need to sign up for one of each:

Privacy

Option 1: March 18, 2025, 1:00 pm – 3:00pm

Option 2: April 2, 2025, 10:00 am – 12:00 pm

Cyber security awareness

Option 1: March 20, 2025, 10:00am – 11:30 am

Option 2: April 3, 2025, 1:30 pm – 3:00 pm

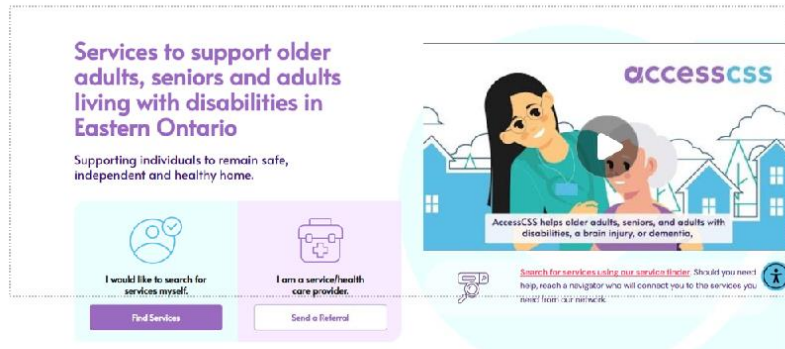
Also, if you want to have your questions addressed, feel free to email Simeon ahead of time at privacy@allianceon.org.

Looking forward to having you all there.

You can register via this
[link](#).

CSS Shared Resources Website / ACCESSCSS network (5 min) (Chantal Jolicoeur)

CSS Shared Resources - Website



Website: Encouragement to explore the website, especially the service search functions.

CareDove Service Search: Ensure your agency is listed correctly; contact for assistance if needed.

Providers Section: a work in progress.

Focus Areas:

- E-referral access to community support services.
- Storing training recordings, meeting minutes, and agendas.
- Sharing resources like best practice guidelines and upcoming training announcements.

Future Development: Building out the section with more tools and resources to increase efficiency.

Call for Suggestions: Providers encouraged to share insights or tools to enhance the website.

Welcome to the CSS Shared Resources, Ontario East!

Providers include Community Support Service providers across Eastern Ontario.

See all of our providers!



Explore resources in our Knowledge Hub



AccessCSS Support Network Learning Centre



How to Become a Member

Providers Portal: Aiming to centralize marketing materials.
YouTube Channel: Marketing materials like "My Story of Community Support" campaign videos are available on the Access CSS YouTube channel.
Resources: Videos feature service users and providers, showcasing the impact of various functional centres.
Sharing & Customizing: Materials are non-branded and can be used by providers, who can add their own branding for social media campaigns or link them to their CareDove listings.
Prince Edward County Example: Shared videos on CareDove to highlight service impact.
Future Development: These resources will be housed under the provider section of the website for easy access.

6.Member Highlight (20 min)

James Meloche, Chief Executive Officer of Community Care Durham.

[Slides /PDF](#) & [CEO OneConnect](#).



The purpose of the presentation is to propose an alternative model for supporting adults living with frailty, with the goal of reducing reliance on long-term care facilities.

The speaker outlines the challenges facing this population, such as the lack of integration between healthcare and social services and introduces the "One Connect" program to provide coordinated, integrated care. This approach includes community support services (CSS), nursing, occupational therapy, social work, and other resources, aiming to improve the well-being of those living with frailty while reducing caregiver stress and isolation. The speaker also discusses potential cost savings compared to long-term care and emphasizes the scalability of this model across Ontario.

James Meloche is taking a leadership role in coordinating efforts to advance the proposed model. James encourages the audience to contact him for further collaboration, as he plans to organize meetings and gather support. James Email: jmeloche@communitycaredurham.on.ca

James highlights the political backing the initiative has gained in Durham region, with local councils expressing support before approaching Ontario Health.

James also mentions plans for a media campaign during the upcoming election to secure funding for expanding adult day programs and supporting integrated care solutions.

Interest expressed to create a group of interested CSS providers to further discuss the model and scalability elsewhere in the Ontario East.

7.General feedback is appreciated via the [link](#).

8.Adjournment : 11:30am.

Next All Members Meeting Date: Apr 09th, 2025 @ 10:00am.

Note Takers: Reem

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