CSS Providers Ontario East Meeting Notes

Wednesday Apr 09th, 2025

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

Agenda Items	Lead	Information/Discussion/Action(s)	Time
1. Welcome 2. Land acknowledgment	Monique Doolittle – Romas CEO, Dementia Society of Ottawa and Renfrew County	Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East opened the meeting and welcomed everyone.	5 min.
4.Updates from Health System Partners			30 min.

Ontario Community Support Association (OCSA)
➢ Patrick Boily - *Director of Policy.*
		<u>*Sector Engagement and Advocacy Updates:*</u>
		
		• A Member discussion session is scheduled for April 15th, 1:00–2:00 PM, to address concerns about economic changes and tariffs.
		    o Registration includes a brief survey to help tailor the session content.
		    o Early registration is encouraged to support more informed responses.
		    o Contact the team if you did not receive the invitation.
		• An upcoming "Omnibus Bill" is expected to focus on:
		    o Investments for industries affected by tariffs.
		    o Reducing interprovincial trade barriers, similar to Nova Scotia's approach.
		• **Advocacy Reach Expanded**:
		    o Engaged with 26% more ridings than in 2022.
		    o Reached over 100 MPPs and candidates in 76 ridings.	

- **Launching Public Engagement Campaign**:
    - Includes a letter-writing campaign and video series showcasing the impact of home and community care.
    - One video features a family physician emphasizing the value of home and community care for patients.
    - Resources will be shared in advance for participation.

Cross Border Costs, Community-Based Solutions - Talking Tariffs at the OCSA Townhall

"Story" videos

- A reminder for OCSA Conference Community Connect 2025

Ontario Health East (OHE)	

➤ Shannon Gesualdo **-**_System Strategy, Planning, Design & Implementation Ontario Health East._
 ➤ Navid Nabavi- _Lead, Performance, Accountability, and Funding Allocation Ontario Health East._
 ➤ _Abigail Pineda- Digital Health Lead._
	➤ The Restricted Information Period is over and once again we will be able to engage fully with providers.
	 ➤ Providers are encouraged to reach out with any questions, concerns, or comments moving forward.
	 ➤ An email was sent to Assisted Living Services providers on April 4th regarding the implementation of biweekly capacity reporting, two identical information sessions have been scheduled on April 22nd & April 30th. The sessions will include:
	    – An overview of the biweekly capacity reporting process.
	    – A demonstration of the Microsoft Forms submission process.
	    – The new reporting process is expected to be launched in early May, with the official start date to be confirmed during the information sessions.
	
	 **Funding Timeline Update:**
	
	 ➤ The majority of community funding is expected to flow by **June 1st**.
	 ➤ There is a possibility that some allocations may be delayed until **July 1st**. The overall aim is to ensure funding begins on **June 1st**.

	Digital Health Update: ➢ No immediate updates at this time. ➢ Continuing to collaborate closely with Nathalie and Chantal on initiatives related to client information systems. The focus remains on forward planning and strengthening sector-wide collaboration.
Home and Community Care Support Services (Ontario Health at Home) ➢ Kevin Babulic **-** *Director. Patient Services (Champlain)* ➢ *Jennifer Loshaw - Director, Patient Services. (Southeast)* ➢ *May Jiang - Director. Patient Services (Central East).*	**_Provincial Integration and Communication – Key Considerations_** • Highlighted the region's strong history of collaboration and recent interest from CSS in enhancing communication integration. • Expressed support for innovation but noted that, as part of a large provincial organization, initiatives now require more rigorous approval processes. • Communication-related efforts must go through provincial IT authorization. The shift from local agility ("motorboat") to broader coordination ("ocean liner") means slower implementation timelines. • Local proposals must be well-rationalized and aligned with provincial strategies before proceeding. Southeast representation was not there & there is no update form Central East.
4. Regional Service Network Tables (5 min)	
• Summary of Updates on Regional Provider Service Network Tables: Regional provider service network tables have been meeting across Central East, South East, and Champlain regions to discuss functional centres and services.	**_Meals on Wheels_**: *(*Co-chaired by Meredith Woods and Kerri Daley): • Updated best practice guidelines & reviewed by 7 members. Finalization expected by mid-April, followed by translation and formatting. • Taste-testing events underway to explore frozen meal options; recent success in Nappanee, with another planned in Ottawa. • Next meeting: **May 15th, 2025**. **_ALS HRS:_** (Co-chaired by Jennifer Lalonde and Sandy Woodhouse):

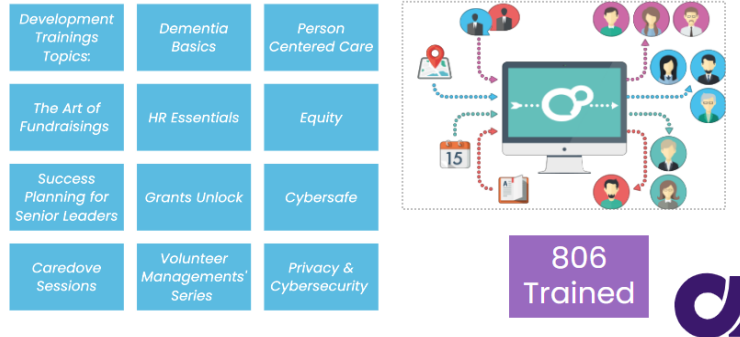|	
	- Discussion on legal consultation and tracking of direct vs. indirect hours of care. - Subcommittee formed to explore impacts across different settings (urban/rural, community/congregate, union/non-union). - Ongoing analysis ahead of next meeting in **May28th, 2025.** _ADP_: (Chaired by Colleen Taylor): - First regional meeting of all ADP providers scheduled for **April 24, 2025**. - New best practice guidelines to be presented, developed in collaboration with providers. - Includes presentation of current ADP-focused research and discussion on using a frailty scale to measure client changes over time. - Next meeting: **May 27th, 2025**. _Homemaking Services_: (Chaired by Jennifer Lalonde): - Group to be restructured into two networks based on service model: - One for brokered workers. - One for paid staff. - New chairs and co-chairs needed; expressions of interest welcomed. - Next meeting planned for **June 2025** (date TBD). _Respite and Attendant Care_: (Chaired by Val Bishop de Young): - Activities paused pending results from the Apples-to-Apples project. - Goal is to align members on best practices and data comparison approaches.
5.CSS Collaborative, Ontario East (5 min)	
→ **InterRai Assessor Training & Capacity in Ontario East.** → **Committee Membership.**	The **CSS Collaborative, Ontario East Table** includes representatives from Champlain, South East, and Central East sub-regions to discuss shared resources and system-level topics. At the March meeting, Michael Wallen (Ontario Health) presented on the role of Clinical Assessment Educators, focusing on:

- Building capacity
- Establishing and maintaining content and best practices for assessments.
- The group is exploring regional conversations (not a working group) to:
  - Assess current models for InterRAI assessor capacity.
  - Identify needs and potential support
  - Recognize and respect effective existing models.
- Participants are encouraged to share input in the chat to help plan discussions tailored to each sub-region.

<u>Expressed needs/ thoughts:</u>

➢ Interest in learning about established InterRAI assessor models across Ontario Health East.
➢ Openness to adapting successful models locally.
➢ Support for sharing best practices to strengthen regional approaches.
➢ Willingness to collaborate to improve capacity and outcomes.
➢ Need to clarify the value proposition of RAI assessments:
➢ Uncertainty around how RAI data is used and its actual impact.
➢ Concern that data is often ignored or not tied to outcomes.
➢ Desire to understand how RAI informs planning and decision-making.
➢ Interest in exploring alternative tools, such as frailty scales from RGPs of Ontario, which may better capture:
➢ Socioeconomic factors, mental health challenges, dementia and cognitive decline & caregiver burden.

Suggestion for the shared resources team to meet with members from each of the three sub-regions to:

➢ Understand existing models (e.g., assess if the known model is effective).
➢ Identify pros, cons, strengths, concerns, and areas for improvement in each region.
➢ Request to develop a comparative summary of current practices across regions to:
➢ Expedite understanding of what is working.
➢ Facilitate a generative discussion on region-specific solutions.

	➤ Emphasis on finding fit-for-purpose models rather than a one-size-fits-all approach.
	Action for CSS Shared Resources: The CSS shared resources team will plan to set up three meetings with sub-regions to understand their needs regarding the frailty scale and InterRAI assessments. They will then report back on the findings.
	**Committee Membership Expression of Interest**: There will be an upcoming expression of interest for membership in the CSS collaborative table. Nathalie highlighted some vacancies and encouraged members to keep an eye out for this request.
6.CSS Shared Resources, East Region Updates (10 min)	
CSS inventory/ MSAA Schedule D2A	Ongoing interviews with providers to understand the use of OHRS definitions and funding alignment. Request for more engagement and submission of Schedule D2A by April 25 to Reem: reemhaddad@accesscss.ca ➤ **Incentive**: Entry into a draw to win admission to OCSA conference in Oct.

Training and Webinars
- ❖ 2024/2025 Summary
- ❖ 2025/2026 Planning

Training Summary 2024-2025

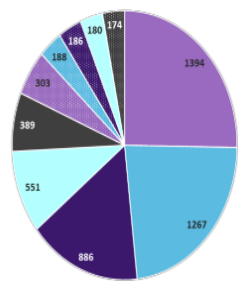| Development Trainings Topics: | Dementia Basics | Person Centered Care |
The Art of Fundraisings	HR Essentials	Equity
Success Planning for Senior Leaders	Grants Unlock	Cybersafe
Caredove Sessions	Volunteer Managements' Series	Privacy & Cybersecurity

806 Trained

CSS Shared Resources Training Update: Over 900 registrants; 806 active participants in recent online sessions. Privacy and cybersecurity training highly attended—will be repeated annually.

Training Planning and Needs: New survey launched to identify priority training topics for the coming year. Includes open-text responses for region- or organization-specific needs.

Survey for 2025/2026 Trainings' Planning

Accesscss e-referrals - Report Cards and Network Stats		
E Referral Summary 2024-2025 **Top Referrers** 1. Ontario Health@Home Champlain – 2562 2. Carefor Eastern Counties – 776 3. South-East Ottawa Community Health Centre – 169 4. Dementia Society of Ottawa & Renfrew County – 153 5. Geriatric Psychiatry Community Services of Ottawa – 140	***E-Referral Stats (2019–2025)***: ➢ Data shared on the impact of Ocean e -referral for non-clinical services. ➢ Significant jump in public referrals; goal to increase provider use through campaigns and collaboration. ➢ 16 new CSS organizations onboarded. ***Top Referral Services***: ➢ Care coordination most requested; Meals on Wheels and Housekeeping remain popular. ***Regional Coordinated Access***: ➢ Focus on simplifying referrals with a holistic approach; increased referral volume since 2023. *Referral Flow*: 27% of regional referrals directed to CSS services. Some referrals related to social determinants like transportation or recreation. Form updates to clarify service scope and align with Care dove's offerings.	
E Referrals /Report Cards 2024		
	Report Card Overview: A report card was provided to all providers with listings on the Access CSS network for the period of January 1st, 2024, to December 31st, 2024. **Key Categories**: Four categories were analyzed: agent profile, receiving referrals, and partner engagement. **Access and Training**: Providers can access the report and training videos on the website to improve efficiency. Learn more about pulling Caredove reports at: www.youtube.com/@ACCESSCSS	

	https://help.caredove.com/en/collections/436785-reporting **Advice and Recommendations**: Suggestions include removing inactive users and connecting with active providers to boost referrals and collaborations. **Public Visibility Boost**: Providers are encouraged to link their Caredove listing to their website and ensure referrals are marked as closed to build trust.	
6.Member Highlight (20 min)		

Oasis: Senior Supportive Living in NORC's --- Slides--- Colleen Taylor, Executive Director, Olde Forge Community Resource Centre. OLDE FORGE COMMUNITY RESOURCE CENTRE	***Oasis Program Overview***: ➤ Oasis is a NORC-based (Naturally Occurring Retirement Community) program focused on fostering community, building rapport, and providing meaningful opportunities for seniors. ***Community Impact***: ➤ The program strengthens community connections, supports autonomy, and fosters leadership. ➤ It has led to successful initiatives like vaccination clinics, falls prevention programs, wellness clinics, and a reduction in isolation and depression. ***Program Reach***: Oasis is active in three apartment buildings with 641 seniors, currently serving 198 participants. ***Program Focus***: Focuses on basic, low-cost, preventative programs such as nutrition, movement, and social engagement to help seniors stay active and connected. Plans to seek base funding to expand the program and continue its success.
7.General feedback is appreciated via the Link.	
8.Adjournment: 11:29am. **Next All Members Meeting Date: Jun 11th, 2025 @ 10:00am.** **Note Takers: Reem Haddad**	