

CSS Providers Ontario East Meeting Notes

Wednesday June 11th, 2025

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

Agenda Items	Information/Discussion/Action(s)
1. Welcome	Nathalie Lafrenière, Regional Director for the CSS Shared Resources, Ontario East, opened the meeting and welcomed everyone.
2. Land acknowledgment	Monique Doolittle – Romas CEO, Dementia Society of Ottawa and Renfrew County.

3. Updates from Health System Partners (30 min)

Ontario Community Support Association (OCSA)

➤ Patrick Boily - *Director of Policy*.

OCSA Update – Key Highlights

- **New CEO Appointment**
 - **Laurie Holloway** has been announced as the new CEO of OCSA, starting **June 30th**.
 - She brings extensive leadership experience.
 - A smooth transition plan is underway with Deborah and the team.
- **Launch of Care Exchange Platform**
 - Launching next week, this new Community of Practice is designed for all OCSA members, including:
 - Volunteer managers
 - Program directors
 - CEOs and other team members
 - Key features:
 - Enhanced resource library (modernized version of the old members-only site).

- Interactive forums for peer connection and knowledge sharing.
 - Ability to contribute and request resources.
- A launch webinar invitation will be sent out today to guide users through the platform.
- Members are encouraged to help disseminate information across their organizations.
- **“Everyone Needs Care” Advocacy Campaign:** <https://www.everyoneneedscare.ca/>
 - The campaign is still active and performing strongly.
 - Over 75% of MPPs in Ontario have been contacted.
 - May set a record for highest number of letters sent.
 - Members are urged to:
 - Send their letters if they haven't yet.
 - Share the campaign with their internal teams and board members.
- **Upcoming Annual Conference – October**
 - Registration is open and progressing ahead of last year's pace.
 - Last year's event sold out by late August.
 - Members are encouraged to register early to secure their spots.

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 Team, Ontario Health East.**

System Strategy & Planning Updates

Ministry Funding & Budget Status

- No new information has been received yet from the Ministry of Health regarding 2024–2025 funding letters.
- Funds will flow from the Ministry to Ontario Health, and then to regional branches (e.g., **Ontario Health East**) upon confirmation.
- At present, budget planning remains on hold until funding allocations are clarified.

Assisted Living Services & Capacity Reporting

- Ongoing focus on Assisted Living Services, following the Auditor General's report.
- Recent efforts include three rounds of biweekly capacity reporting for assisted living.
 - First week served as a pilot.
 - Subsequent two weeks initiated official data collection.
 - Data will be analyzed by epidemiologists to identify trends.
- Ongoing communication with Health Service Providers (HSPs) is expected if specific trends or concerns emerge.

Future Capacity Reporting

- Anticipated expansion of biweekly reporting to other functional centers, including:
 - Adult Day Programs (ADPs)
 - Other Functional centers that receive Ministry funding
- Provincial direction will determine whether additional capacity reporting may become mandatory.

	<p><i>Engagement with Assisted Living Funded Programs</i></p> <ul style="list-style-type: none"> • Programs funded under Assisted Living functional centers (e.g., ABI or ALS) were identified through MSAA agreements. • Two information sessions were held with stakeholders to discuss reporting metrics and clarify expectations. <p><u>Q4 Reporting Update – PAFA Team: Quarter 4 (Q4) Submission Status</u></p> <ul style="list-style-type: none"> • Q4 submission review is underway. • Thank you to those who have submitted. Leads will follow up with questions as needed. • Reminder for outstanding submissions: <ul style="list-style-type: none"> ○ Delays may occur in the portal (up to 4 days). ○ To avoid processing delays, send attachments directly to your lead upon submission. • Goal is to close Q4 reporting efficiently despite the busy period. <p><u>Digital Health Team Update – No update this time.</u></p>
<p>Ontario Health at Home</p> <ul style="list-style-type: none"> ➤ Sarah Yutronkie - Director, Patient Services (Champlain) ➤ Jennifer Loshaw - Director, Patient Services. (Southeast) 	<p>Absent; No updates provided from Ontario Health at Home.</p>

➤ **May Jiang - Director. Patient Services (Central East).**

4. Inter Rai CHA / HC Présentation (15 min)

Roxanne Brooks , Director, Product Management and Delivery (IAR, Assessment, Ontario Health.

Michal Wallen, Lead, Clinical Assessment Education (IAR, Assessment)

InterRAI CHA and HC Slides

InterRAI Assessments in Community-Based Care – Key Highlights

Purpose & Context

- Support modernization of clinical assessment aligned with Ministry of Health and Ontario Health strategies.
- Emphasize integrated care and health system planning.
- Standardized assessments improve consistency and system-wide planning.

Assessment Tools Overview

- InterRAI HC (Home Care)
 - Launched 2002 for high-needs home care clients.
 - Comprehensive, detailed, time-consuming.
- InterRAI CHA (Community Health Assessment)
 - Introduced 2010 for Community Support Services (CSS).
 - Modular: Core assessment + optional Functional Supplement.
 - Designed for a broader client range, including low needs.

Why Two Tools?

- CHA provides flexibility for CSS agencies to assess clients with varying complexity.
- Functional Supplement adds depth when needed; can be completed regardless of trigger.
- When combined, CHA Core + Supplement functionally equals HC assessment.

Usage by Sector

- **CHA:** Primarily in CSS and Assisted Living.
- **HC:** Used by Ontario Health at Home for high-needs clients, hospitals, and home care modernization.
- CSS often receives HC assessments for care coordination.

Key Features & Similarities

- Both use identical coding items and generate clinical outputs (risk scores, protocols).
- CHA's modular design allows for flexible assessment of depth.
- Clinical outputs from CHA Core + Supplement match HC outputs.
- CHA Core alone still generates significant outcome scales and protocols.

Provincial Data & Trends (2024)

- 97% of CHA assessments uploaded included the Functional Supplement.
- Over 11,000 CHA assessments were uploaded, but only 107 of 670 eligible CSS organizations participated.
- COVID-19 caused a decline; recovery is ongoing.

Strategic Importance

- Assessment data informs client care, funding, and health system planning.
- InterRAI enables CSS to communicate consistently with health system partners.
- Supports compliance with policies like Assisted Living Policy 2023 and Ontario Health at Home initiatives.

Recommendations for CSS Organizations

- Increase or initiate use of InterRAI CHA (Core + Supplement).
- Identify target populations and train assessment staff.
- Allocate time and resources for assessments.
- Ensure licensed software and mobile devices for data entry.

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| | <ul style="list-style-type: none">• Establish quality assurance and data accuracy monitoring.• Collaborate with Ontario Health educators and teams for training and support. |
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Final Message : InterRAI assessments hold strong value and potential for CSS. With proper tools, training, and integration, CSS can enhance client care and health system coordination.

5. Member Highlight, Regional Care Planner Program, South East. Taylor Maines, Regional Program Manager, Community Care for Central Hastings (15 minutes)

Regional Care Planner Slides

Regional Care Planner (RCP) Program – Key Highlights

Program Overview: Launched in 2012 as a pilot via a CSS funding proposal. Became a permanent program in April 2014 due to demonstrated value and regional impact. Supports 13 local Community Support Services (CSS) agencies in the Southeast region.

Team Composition 11 staff members: 1 Program Manager, 1 Team Assistant, 9 Regional Care Planners (RCPs).

Core Functions: Provide integrated care planning and assessment support across multiple agencies. Completed 1,955 in-home assessments in the past year. Aim to reduce duplication of assessments and free CSS staff to focus on service delivery.

Assessment & Documentation Responsibilities

- Conduct: InterRAI Screener, CHA (Community Health Assessment), Home and environmental assessments, financial intakes and consent forms, loneliness scale and caregiver strain evaluations, reassessments and trials.
- Avoid duplication: Do not repeat assessments already available in **IAR** (e.g., from Ontario Health at Home or SMILE).

Care Coordination

- Contact clients to: Schedule Home Visits, develop personalized care plans, share documentation with referring agencies.
- Make referrals to: Other CSS agencies, Ontario Health at Home, SMILE program and other community partners

Referral Process

- Referrals received via fax or Caredove (from CSS or ICART).
- Team Assistant:
 - Reviews referral details

- Checks client status and assessment history in IAR
- Assigns RCP based on geographic area
- RCP:
 - Contacts client
 - Conducts home visit
 - Completes required documentation
 - Uploads care plan to NESA; Screener/CHA to Momentum

CSS Agencies Currently Supported

- Community Care for Central Hastings
- Community Care Northumberland
- Community Care for South Hastings
- Community Home Support-Lanark County
- Rural Frontenac Community Services
- Senior Support Services (CPHC)
- Southern Frontenac Community Services
- The Prince Edward County Community Care for Seniors
- VON Hastings Northumberland Prince Edwards
- VON Kingston
- VON Napanee

Program Impact : Enhances care coordination and access. Reduces duplication of services and assessments. Supports personalized care for seniors in the Southeast region. Strengthens collaboration between CSS agencies, keeping clients at the center of care.

6.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, Southeast, and Champlain regions to discuss functional centres and services.

Meals on Wheels: (Co-chaired by Meredith Woods and Kerri Daley):

- OHE Best Practice Guidelines to soon be launched on the www.accesscss.ca website. **Next meeting: Fall 2025***

<div data-bbox="111 250 735 285" data-label="Section-Header"> <h3>Regional Provider Service Network Tables (5min)</h3> </div> <div data-bbox="111 298 747 526" data-label="List-Group"> <ul style="list-style-type: none"> • MOW, Co-Chairs: Meredith Woods & Kerri Daley – OHE Best Practice Guidelines to soon be launched on the www.accesscss.ca website. Next meeting: Fall 2025* • ALS-HRS, Co-Chairs: Jennifer Lalonde & Sandy Woodhouse – Discussion continues, on how best to align agencies in counting direct and indirect hours of service to meet current requirements of Ontario Health. Next meeting: Fall 2025* • ADP, Chair: Colleen Taylor – ADP providers across OHE met for the first time on the 24 April 2025. ADP providers to continue to meet in both their sub-regions (Champlain, Central East, South-East) and across the OHE region this fall. Next meeting of OHE ADP Providers: 24 June 2025* • Homemaking, Chair: Jennifer Lalonde – June meetings postponed until the fall 2025* • Respite and Attendant Care, Chair: Val Bishop de Young - on hold until the Fall 2025* </div>	<div data-bbox="814 172 1623 209" data-label="Section-Header"> <h3><u>ALS HRS:</u> (Co-chaired by Jennifer Lalonde and Sandy Woodhouse):</h3> </div> <div data-bbox="861 243 1986 316" data-label="List-Group"> <ul style="list-style-type: none"> • Discussion continues on how best to align agencies in counting direct and indirect hours of service to meet current requirements of Ontario Health. <u>Next meeting: Fall 2025*</u> </div> <div data-bbox="814 347 1220 384" data-label="Section-Header"> <h3><u>ADP:</u> (Chaired by Colleen Taylor):</h3> </div> <div data-bbox="861 417 2009 527" data-label="List-Group"> <ul style="list-style-type: none"> • ADP providers across OHE met for the first time on the 24 April 2025. ADP providers to continue to meet in both their sub-regions (Champlain, Central East, South-East) and across the OHE region this fall. <u>Next meeting of OHE ADP Providers: 24 June 2025*</u> </div> <div data-bbox="814 558 1959 631" data-label="Section-Header"> <h3><u>Homemaking Services:</u> (Chaired by Jennifer Lalonde): <u>June meeting postponed until the fall 2025*</u></h3> </div> <div data-bbox="814 662 1940 701" data-label="Section-Header"> <h3><u>Respite and Attendant Care:</u> (Chaired by Val Bishop de Young): <u>on hold until the Fall 2025*</u></h3> </div>
<div data-bbox="100 732 808 862" data-label="Section-Header"> <h2>7.CSS Collaborative, Ontario East (5 min)</h2> </div>	
	<div data-bbox="814 893 1980 998" data-label="Text"> <p><u>Committee Membership:</u> New Terms of Reference to increase the membership count to 18. The CSS Collaborative Table will be working on a process for a call for an expression of interest for the CSS Collaborative.</p> </div> <div data-bbox="814 1031 1940 1105" data-label="Text"> <p><u>Working Group 1:</u> Selection process review, (Val Bishop De Young, Tina Montgomery, Colleen Taylor).</p> </div> <div data-bbox="814 1136 1974 1209" data-label="Text"> <p><u>Working Group 2:</u> Candidate Evaluation & Recommendation, (Danielle Belair, Debbie MacDonald Moynes, Jennifer Lalonde, Sandy Woodhouse)</p> </div>
<div data-bbox="100 1281 806 1320" data-label="Section-Header"> <h2>8.CSS Shared Resources, East Region Updates (10 min)</h2> </div>	

AccessCSS Communication Toolkit (Champlain).

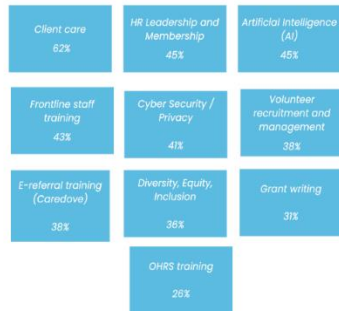
<https://www.accesscss.ca/toolkit>



Champlain Coordinated Access Point – Key Highlights

- **Purpose:** Created to simplify CSS referrals for healthcare providers in Champlain.
- **Partners:**
 - VHA
 - Dementia Society of Ottawa & Renfrew County
 - Bruyère Health
- **2024 Research Findings:**
 - Primary care providers lack awareness of CSS.
 - Non-medical healthcare systems are confusing.
 - Strong desire for a simple referral process integrated into existing workflows.
- **Response:**
 - Built multiple referral pathways compatible with major client systems:
 - Caredove, Ocean, eFax, Acuro, TELUS, Oscar
 - Focus shifted to communications and awareness-building.
- **Communication Toolkit:**
 - Available online in both languages.
 - Includes:
 - Social media posts (copy/paste)
 - 30–40 second provider testimonial videos
 - Handouts for waiting rooms & care teams
 - Newsletter article
 - Provider introduction sheets
 - Usable for general promotion of Access CSS & CareDove.
- **Support Offered:**
 - Will co-facilitate info sessions or presentations with healthcare providers.
- **Future:**
 - Toolkit can support future communications across Ontario East

Training Topics 2025-2026



Training & Professional Development Survey – Key Takeaways

A survey was sent out multiple times to gather input on training and development priorities for the year. Results show similar trends to last year. Many past sessions are recorded and available on the website for flexible viewing. Partners are encouraged to recommend facilitators they've worked with for future sessions. Training supports staff, board members, and volunteers.

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

Feedback is requested to ensure meetings are:

- Meeting organizational needs
- Worth the time investment (90 minutes)
- Please complete the feedback survey.
- Next meeting: October
- Have a great summer, and feel free to reach out for:
 - Network follow-ups
 - Apples to Apples initiative
 - Any future collaboration

Adjournment: 11:30am.

Next All Members Meeting Date: Oct 29th, 2025 @ 10:00am.

Note Takers: Reem Haddad

