

**Homemaking Providers Sharing Session across OHE
Meeting Notes
10 October 2024**

Attendees:

Jennifer Lalonde, Chair & Nancy Hoang (Ottawa West Community Support, OWCS), Sarah Hess (Carefor), Isabelle Chartrand (Carefor, EC), Joanna Chisnell (Marianhill), Nathalie Bazinet (Eastern Ottawa Resource Centre, EORC), Michelle Hamilton (Thrive Housing & Support), Sabrina Radway (Community Care Northumberland), Catherine Pink (Community Care Peterborough), Debbie Couneya & Debbie Wilman (Community Care Central Hastings), Tracey Ferguson (Community and Primary Health Care), Jennifer Kaufeldt & Jenn Postma (Care North Hastings), Anne Kendall (The Good Companions), Browen Weeks (South Frontenac Community Services Corporation), Morgan Denby (Municipality of Durham), Cindy Weese (VON), Ayann Mohamed (Community Care Durham), Nathalie Lafrenière, Reem Haddad & Chris Cobus (CSS Shared Resources).

Purpose of this meeting:

To enable CSS Homemaking providers across the OHE region to review the results of the survey circulated to the participants since the last meeting and determine a structure for future meetings to accommodate the diversity of service models represented.

1. Welcoming Remarks and Introductions

Jennifer Lalonde welcomed everyone in attendance and the group used the chat to introduce themselves and their agencies. Participants were asked to share their name, agency, and in which sub-region (Champlain, Central, or South-East) they provided service. There were 5 agencies participating from Champlain, 5 from Central, and 6 from South-East.

2. Homemaking Survey Results

Survey Report provided by Paul Koval, CSS Shared Services, was shared with the group prior to the meeting. Confirmed people received it and had a chance to review the contents. The survey was sent to 22 agencies (those who participated in the last Homemaking Meeting) and 13 responses were received. Appreciation was extended to those who shared their experiences in this area of service. The content resonated with the group and interpretations reflected experiences shared.

What stood out immediately for people was the diversity of service models being implemented across the OHE region, and the fact they spanned several CSS Functional Centers in the OHRS (Ontario Health Reporting System) outlined in Chapter 10. The group shared in the chat the various OHRS Functional Centers under which each were operating.

Models of service represented at the table fell into three main categories:

1. Those using paid staff within their own agency,
2. Those sub-contracting paid staff from another source to do the work (and in turn, having a contractual agreement with that source to do so), and
3. Those referring to/matching with clients brokered workers to perform the work.

The OHRS functional centers enabling these various models of service are: Homemaking: FC – 7258231; Home maintenance FC-7258232; Personal Support/Independence Training (Attendant Care) FC-7358233; ABI Personal Support/Independence Training (Attendant Care) FC-7258333; Assisted Living Service for High Risk Seniors (ALS-HRS) FC-7258245; and Service Arrangement FC- 7258205.

As there is already a regional service network table for ALS-HRS (FC – 7258245), those seeking to discuss homemaking in the context of their ALS-HRS service are encouraged to attend that table (instead of this one) to do so., to better align with others providing a similar service.

Similarly, there is already a regional service network table for Attendant Care services (FC – 7358233 or FC- 7258333), and those wanting to discuss homemaking in the context of Attendant Care are encouraged to attend that table instead, to better align with others providing a similar service.

As there is to be a table of CSS Providers who offer ‘hospital to home’ programs of various names (e.g., Going Home FC- 7258233) anticipated to **come together soon**, anyone providing homemaking through this type of program, is encouraged to contact Nathalie Lafrenière nlafreniere@ccsn-rscc.org to note their interest in participating.

Those agencies that provide homemaking services via funding sources other than Ontario Health, are welcome to continue with this current Homemaking group and during meetings, align with the *model of service* that reflects closest to that which they provide (paid homemaking staff or brokered workers).

3. Next steps:

Development of Terms of Reference and Service Guidelines will be put ‘on hold’ for now.

A new meeting structure will be applied at the next meeting of this group whereby those involved in providing homemaking as per one of the three service models outlined in these notes will gather at one meeting and split into two or three breakout groups to discuss common topics of interest. **Action:** Participants to email Chris Cobus with any specific questions they hope to be addressed, in speaking with others who have similar models of service. **Action:** Jennifer Lalonde, Chair, and CSS Shared Services to prepare questions and process to support the trial of this new meeting structure.

Suggested dates for future meetings: second Thursday of every second month at 10 am: Dec 12, Feb 13, April 10, and June 12

4. Transition in Chair

Deferred to a future meeting.

Next meeting date: 12 December 2024 at 10 am.