

**Homemaking Providers Sharing Session across OHE
Meeting Notes
12 December 2024**

Attendees:

Jennifer Lalonde, Chair (Ottawa West Community Support, OWCS), Isabelle Chartrand (Carefor, EC), Joanna Chisnell (Marianhill), BIANELLE Sylvain (Eastern Ottawa Resource Centre, EORC), Heather Marriott (Community Care Northumberland), Aja Bax (Community Care Peterborough), Debbie Couneya & Debbie Wilman (Community Care Central Hastings), Tracey Ferguson (Community and Primary Health Care), Jennifer Kaufeldt (Care North Hastings), Brenda Packer (The Good Companions), Cindy Weese & Lancia Simmonds Abiola (VON), Laura Huffman (Rural Frontenac Community Services), Teresa Sheckel (Community Care City of Kawartha Lakes), Makayla Gendron (Eganville Seniors), Laura McGugan (Community Care for Seniors Prince Edward County), Nathalie Lafrenière, Reem Haddad & Chris Cobus (CSS Shared Resources).

Purpose of this meeting:

To trial a new meeting structure using ‘breakout rooms’ to enable Providers of homemaking services to meet with others who offer a similar model of service (brokered workers/paid staff)
To determine how best to move forward so that participants attending these regional service network meetings can more effectively discuss ‘apples to apples’ when addressing future topics related to data collection, best practices, and evaluation.

1. Welcoming Remarks and Introductions

Jennifer Lalonde welcomed everyone in attendance and encouraged them to share their names, agencies and locations with one another in the chat.

2. Meeting structure

Jennifer explained the format for today’s meeting, which was to both start and end with the whole group, while the bulk of time would be spent in two smaller groups discussing OHRS definitions, the need to validate the OHE inventory via MSAA’s, and future topics of interest from the group.

3. Breakout Rooms (35 minutes):

Breakout Room #1 – Brokered Worker model of service – facilitated by Nath Lafreniere.

- Reviewed the OHRS definitions for Home Maintenance, and Service Arrangement.
- Confirmed variation in how definitions are interpreted and how services are implemented across the region.
- Acknowledged the challenge in attempting to discuss ‘apples to apples’ when there are so many variances across the region, due to varied directives from funders (historically) and agency efforts to address the needs expressed by each community.
- Validation, as to what functional center(s) each agency is funded for and how they offer the service(s) in their community, would help clarify the current state of homemaking assistance available across the region and may require a future ask to Providers to share a portion of their MSAA’s.
- Future topics of interest: rates of Brokered Workers, agency subsidies, recruitment & retention strategies.

Breakout Room #2 – Paid Staff model of service – facilitated by Jennifer Lalonde

- Did a roundtable of introductions. Folks noted challenges with waitlists and retention and recruitment.
- OHRS definition was shared. Overall, it resonated with the group. Some regional differences. No one offers childcare, banking or bill payment. Agreement that training clients to manage on their own wasn’t really part of the program given the age and ability of clients. All agreed that light housekeeping includes bathrooms, vacuuming and dusting and does not include

- moving furniture and using ladders. There is some discrepancy re: driving clients. Some drive clients to get groceries and run errands and others do not. Some iron and others do not.
- Everyone charges a client co-pay..

Future discussions to include:

- Combining services – respite, PSS and Homemaking
- Home risks – hoarding, bugs, behaviors
- IPAC
- Managing waitlists
- Recruitment and retention
- Reassessments and how to deal with clients that no longer qualify for the service.

4. Feedback from Breakout Rooms shared with whole group

- General agreement that smaller groups is a good idea.
- Group support for continuing with this meeting format (breakout groups) for a couple of more meetings to see if it works for each group.
- Agreement, that the group would meet monthly to maintain some momentum and continue to sort out the best meeting structure and agenda content relevant to participants.
- Some future topics may be of relevance to the full group, e.g., home risks.

5. Next meeting dates:

9 Jan 2025 at 10 am

13 Feb 2025 at 10 am

(second Thursday of each month)

Action: Chris/Reem to circulate invitations for both of these meeting dates as soon as possible.