

**Homemaking Providers Sharing Session across OHE**  
**Meeting Notes**  
**27 Feb 2025**

**Attendees:**

Jennifer Lalonde, Chair (Ottawa West Community Support, OWCS), Joanna Chisnell & Caitlyn Loewen (Marianhill), Banelle Sylvain (Eastern Ottawa Resource Centre, EORC), Heather McCulloch (Community Care Northumberland), Aja Bax (Community Care Peterborough), Debbie Courneya & Gina/Regina Wilman (Community Care Central Hastings), Brenda Packer (The Good Companions), Cindy Weese (VON), Laura Huffman (Rural Frontenac Community Services), Laura McGugan (Community Care for Seniors Prince Edward County), Laura Paas (Rural Ottawa South Support Services), Colleen Taylor & Laura Coverette (The Olde Forge, Ottawa), Brown Weeks (Southern Frontenac Community Services), Maureen Glowaski (Haliburton Highlands Health Services), Beaino Majawa (Carefor), Jenn Postma (Community Care North Hastings), Makayla Gendron (Eganville Seniors), Shell-Lee Wert (Community Care South Hastings), Jennifer Kauffeldt (Community Care North Hastings), Ayaan Mohamed (Community Care Durham), Chris Cobus (CSS Shared Resources).

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**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. Old Business:** Confirmed items to be circulated after the last meeting have gone out to the group. Thanks was extended to those who provided information to share. **Action:** Anyone wanting to contribute data to the Homemaking Data Chart circulated (for agencies using 'paid staff' to provide service) are welcome to send their information to Chris by email within the following week and she will update the chart and recirculate.

The variation in client fees for homemaking services across agencies was raised, noting that in some programs, e.g., Assisted Living, which includes the provision of homemaking, there are no client fees. Some history was provided on how the functional center Homemaking – 7258231 evolved in Champlain, and how the funder at that time (Champlain LHIN) required a client fee be charged. It was suggested that in future this group could consider advocating for no client fees to support consistency in practice/programs serving similar needs across the region. **Note:** a topic for future discussion.

- 3. Agenda:** Accepted as circulated.

- 4. In-home Risk Management:** Participants shared information on community response teams that work collaboratively to respond to more complex home situations such as hoarding. Participants acknowledged Community Response Teams/Situational Tables that exist in the following regions: Lennox & Addington, Prince Edward County, and Bancroft. **Action:** Each to provide Chris with contact information for 'Team Leads' in their given areas, to share with others interested.

- 5. IPAC:** The group discussed IPAC efforts applied during the current influenza season when there tends to be an uptick in outbreaks/community flu and COVID cases. Providers indicated they often look to either LTC Home or Hospital policies to determine what would be reasonable to apply in community. Masking and distancing was discussed to protect both the workers and clients involved.

- 6. Police Checks:** Two key concerns currently: the delay in processing Vulnerable Sector Checks, and hesitancy of Police to processing VSC's with volunteers they deem as not needing these. Template letter for OPP requesting Police Checks shared in last CSS Shared Resources

newsletter. OCSA's collaboration with the Ontario Non-profit Network (ONN) to advocate with OPP on these issues was interrupted by the election, but will resume.

7. **Next Meeting(s):** The group discussed both the frequency and structure of future meetings. It was agreed that these meetings will move forward as two separate regional service networks, based on 'models of care' similar to the composition of the breakout rooms used during the last two meetings. Perhaps once a year, if topics/training opportunities surface that would be of benefit to both groups, a meeting of all could be coordinated.

By splitting this group into two, it will enable those participating to focus on 'apples to apples' when defining terms of reference and discussing future topics such as data, best practices, and evaluation frameworks. As well the frequency of meetings could be reduced to quarterly, with the next meeting(s) to be held in June 2025. **Action:** Chris to poll participants on June meeting dates and align participants with their respective groups, based on the breakout rooms chosen previously.

New Chairs or Co-Chairs will be needed for each group. **Action:** Those interested in putting their name forth for a leadership position with either regional service network were asked to please acknowledge their interest in an email to Chris/Jennifer for follow-up.