

Regional Attendant Services Network

(Outreach & Assisted Living/Supportive Housing)

Mar 14th , 2024, @ 1:30-3:30 pm By Zoom

Attendees	<u>Network membership:</u> Sara Hess – Carefor, Matthew Cole – Carleton U/Algonquin College Sheila Roy – GroupeAction Val Bishop de Young/Kim Parks – VHA Health & Home Support Nathalie Lafreniere, Reem Haddad (Notes Taker)
Guests	<u>Guests:</u> Sandy Woodhouse/Michelle Hamilton , Thrive Housing & Support (https://www.thrivehs.ca/) Darryl Tooley, Cheshire Homes (Hastings-Prince Edward) Inc. (cheshirehpe.ca) Ontario Health East
Regrets	Stacey Moore – MODC, Jason Sampson, Chris Cobus, Denis Boileau – Vista Centre, Lauren McLean – PHSS
<i>Welcome and Introduction & Approval of Agenda</i>	
Chair: Val	Welcome and Introduction.
<i>Minutes of meeting Oct 12th ,2023</i>	
	Last minuets all good and no issues.
<i>Business Arising from minutes</i>	
Revised of Terms of Reference (to reflect OHE geography)	Terms of reference are kind of templates for other service network. Action: Val will make sure to correct those templates since she heard that there are a couple of references to the wrong services. These templates are adopted till someone rise an issue. (The functional centers are in both for outreach and for ALS).
Letter to MOH re CSS client data	A little bit of background (we have a long history with Inter-RAI and the University of Waterloo about research specifically for clients with disability who receive supportive housing services, the complex care that needed for our clients were not reflected as needed and our research has been missed because of other providers of attendant services or supportive housing)

	<p>Comparing our small group of clients to service recipients to hundreds of thousands of home care, the data we pulled out is insufficient since it comes from other providers.</p> <p><u>Data sharing agreement:</u> Because of the limits of data sharing agreement, child data sharing does not exist as an example. The data sharing agreement could be broad /narrow as anyone wishes. So, writing a letter to the ministry to amend and expedite the data sharing agreement so child data can be pulled down & analyzed by community support services & can have a profile.</p> <p>Action: Val will keep advocating on behalf of CSS and will send out the letter in support of Inter-RAI to those who are interested to sign.</p>
New Business:	
<i>Ontario Association of Independent Living Services Providers (OAILSP), Janet Redman, Chairperson</i>	<p>Janet Redman shared a PowerPoint presentation that shows mission, vision & information about OAILSP. The presentation highlights the work of OAILSP, draft of 24/25 strategic plan and Fall conference on Oct 24.</p> <p>(Please refer to the PowerPoint presentation)</p>
<i>Provincial Abuse Prevention Initiative, presented by Janet Redman, Chairperson, Michael Matheson, E.D. OAILSP</i>	<p>Michael Matheson shared presentation about the Provincial Abuse Prevention Initiative. This initiative is to increase awareness by agencies' clients, staff and deliver best practice with zero tolerance to abuse.</p> <p>The plan mirrors the WSB Alpha Safety Action promoting organizational structure for change. The plan contains 9 sections. (Assessment check list, Legal and legislative backgrounds, leadership section, Organizational responsibilities and Accountabilities, Abuse Recognition and Assessment, Abuse Prevention Controls, Abuse Prevention Training and Education, Augmentative Communication Assistance, Public Relations and Communications).</p> <p>There are three phases to put this in place: Phase one is already over (15 years old). Phase two is to receive PSW training funding for providers. (The fund was rolled over from 2023) and that came from a</p>

	<p>surplus which has been pulled out from Toronto region Community Care Support Services contracted providers and not from directly funded organization. The Ministry of Health approved that fund to be moved to another fiscal year for the first time. The fund is to hire a coordinator to support the work to update the phase one resources, to create a Consumer Advisory Committee, and PSW Advisory Committee & deliver training for 500 service delivery staff.</p> <p><u>Training section:</u></p> <p>We worked with experienced trainers and are expert with our sector to provide training. Ex: (General Abuse Awareness and Prevention), this is also to focus on the prevention of abuse of clients and to recognize abusers.</p> <p>Ethics in community context, to focuses on staff and what are their rolls and work with their management.</p> <p>Cultural Competence, to identify the consumer population and respect cultural and different backgrounds.</p> <p>Boundaries and Professionalism to maintain professional boundaries.</p> <p>Training sessions were provided in many areas such as Windsor, Kitchener, North Bay Area, Waterloo and more. And we wish after this session that we will be able to provide training in Easter Ontario region as well.</p> <p>(Please refer to the presentation) For more information, please reach out to Michael.</p>
<p><i>Champlain Community Support Network</i> <i>Nathalie Lafrenière, Regional Director.</i></p>	<p>It is a bilingual collective of nonprofit community support service providers across eastern Ontario. CCSN is supported by a regional resource from OH uses the based funding from OHE. The team include myself & staffs.</p> <p>It is a collaboration of three local coalitions that came together in 2016 to form a regional resources & approaches to work around Community Support Services issues.</p> <p>We help support many regional network tables, learning and training opportunities. And finally, our new website which will have a lot of tips & tricks, information, best practices, policies and procedures that members can access. An example to provide here is a region wide online platform that</p>

	<p>helps members, health communities, and providers to refer to CSS agencies. As a result of that, we were able to capture & analyze data to see where the needs are to be around. CCSN will also be a support for some training initiatives if organizations do not have that capacity. A volunteer management Training is coming soon, so stay tuned.</p>
Operational Issues:	
<p>ALS Policy 2023 – changes from previous policy(s) Assisted Living Services Policy 2023 - Home & Community Support Innovation Centre (hccinnovationcentre.ca)</p>	<p>There are series of webinars the Ministry had put out for the ALS policy 2023. The first one was on Feb 29 short & sweet. (the video is available on the link).</p> <p>There are changes to highlight:</p> <p><u>Change 1</u>, maximum service hours. (no max service hours & it depends on your resources- what you can afford and staff willing to do).</p> <p><u>Change 2</u>, Eligibility and criteria (Client does not need to be on the waitlist for a long-term care facility).</p> <p><u>Change 3</u>, People with BMI & HIV or physical disability they be required to live in the supportive housing setting that has been removed. They can live in their own home.</p> <p><u>Change 4</u>, expectation for key service delivery function. (strengthened language in the policy regarding consent, equity and culturally appropriate care).</p> <p><u>Change 5</u>, Transition and discharge strategy.</p> <p><u>Change 6</u>, Training in IPAC duction prevention and control.</p> <p><u>Change 7</u>, Complaints and appeal process.</p> <p><u>Change 8</u>, Reporting standards-</p> <p><u>Change 9</u>, service hours.</p> <p>Next webinar will be on Service hour Standards and Reporting on March 27th @ 10:00am. There are three more webinars to register for on the provided link. Please note that questions are to be collected in advance by visiting the link & the Ministry will answer it during the webinar.</p>
<p>Survey of Attendant Service Tasks provided – areas of commonality</p>	<p>The list of tasks is updated manually here in Champlain; this allows us to show cases to funders that we do more than home and community support services. We serve complex continuing care clients in the community on an ongoing basis.</p>
<p>Updates on Waitlists</p>	<p>We talk about the waitlist just to make sure that we meet our services' targets, this may vary based on many reasons such as availability of workers.</p> <p>Sheila Roy – GroupeAction, the waitlist is <u>27</u> now, and this is because of the budget and not staff.</p>

	<p>Kim Parks – VHA Health & Home Support, <u>14</u> on Attendant Outreach due to our lack of staffing. The challenge is resource to meet specific times that the clients asked. For Attend Supportive Housing <u>137</u> on the waitlist due to lack of supportive housing spots.</p> <p>Sara Hess – Carefor, still working on the waitlist, no update, but for sure sitting at service maximums.</p> <p>Matthew Cole – Carleton U/Algonquin College, as the U policy directed not to put a waitlist. One thing to mention that we do not have limit on staffing as the huge labor pool of Carleton students and we have PSW on all times.</p>

Next meeting June 06th, 2024 (Proposed).