

**MOW Provider Service Network**  
**Meeting Summary**  
**19 Sept 2024 at 1:30 pm**

**Attendees:** Meredith Woods, Co-Chair (MOW Ottawa), Laurie Hazen (Eganville Seniors), Antonia Reynolds (Seniors Community Services, Kemptville), Sheri Birney (Community Care Northumberland), Terri Scheckel (Community Care Kawartha Lakes), Brenda Twaddell (Community Care Peterborough), Brown Weeks (South Frontenac Community Services), Denise Driver (for Amanda Rowden - Community Care for Seniors Prince Edward County), Maureen Glowaski (Haliburton Highlands Health Services), Judy Cardle (Community Care Durham), Tiny Castonguay (Carefor EC), Phyllis Burtonshaw-Lalonde (Maxville Manor), Janna Wood (Carefor RC), Lisa MacKenzie (for Diane Coulas, Barry's Bay and Area Seniors), Sydney Flegg & Kaitlyn Veinotte (J.W. MacIntosh), (Chris Cobus, Reem Haddad and Chantal Jolicouer (CSS Shared Resources, East Ontario Region).

**Regrets:** Kerri Daley, Co-Chair (Community Care Kawartha Lakes).

**1. Welcome and Introductions:**

Chris Cobus extended welcoming remarks and with great pleasure, handed the reigns over to Meredith Woods as the new Co-Chair. She acknowledged that in response to the call out for leadership to assist in supporting this regional group, that two providers stepped forward to volunteer. Kerri Daley, Community Care Kawartha Lakes, will be joining Meredith Woods as Co-Chair and plans to be here for the next meeting.

Participants were encouraged to introduce themselves in the chat, noting their name, agency, and sub-region.

**2. Acceptance /modification of agenda and last meeting notes (20 June 2024).**

Accepted as circulated.

**3. Co-Chairs for MOW Provider Service Network:**

Meredith Woods, MOW Ottawa

Kerri Daley, Community Care Kawartha Lakes

**4. Terms of Reference:**

Draft circulated to the group was approved by the group without opposition, with a slight amendment: to add the word 'Ontario' on the first page to clarify the east region referred to. **Action:** Final document to be circulated to the group.

**5. MOW Data Chart:**

Thanks was extended to all who shared their MOW data on the chart circulated to MOW providers throughout the region. Participants were reminded that this data sharing is voluntary, but also very helpful to the group as they proceed to understand the MOW landscape across the full region and set plans/specific activities for the year ahead.

**Action:** Chris to circulate a finished document to group members (with current dates and without acronyms), to provide an updated “snapshot in time” of the current CSS MOW landscape.

It was suggested that this be a task done at least annually to revisit any changes made by agencies. The group agreed that this time of year was best, as providers are preparing their budgets for the coming fiscal and wanting to see that they align with others re: client fees, etc.. It was recommended that the Chart be recirculated to participants each June, in preparation for a new version in the fall.

6. **GTA MOW Community of Practice meetings** – at the last meeting there was discussion of some research on how receipt of MOW services is reducing peoples’ visits to emergency departments. We have been wanting for some time, to get data to demonstrate this, which we expected to be true. **Action:** Chris has asked for information from that group and will share data received when available. Group to give thought to how we might obtain such data for this area.

7. **Meal Delivery – Standards and Practice Document(s)**

Participants were asked if they were aware of any documents other than the one developed by Champlain in 2018, which needs to be revisited at this time. It was noted that OCSA had some documents on their site along with the Champlain document. **Action:** Anyone with an ‘eye/passion’ for policy work is asked to contact Chris/Meredith to be part of a sub-committee that will begin reviewing the document to identify areas requiring an update, to bring recommendations back to the larger group.

8. **Caredove** – consistency in service definitions. Chantal Jolicouer joined the meeting to acknowledge work underway by CSS Shared Resources, to review and update service descriptions on Caredove in support of increased consistency among providers. While ‘customization per agency’ is respected, the goal of this effort is to make all services on Caredove easier to access by the public as they search for help needed. **Action:** Anyone wishing to provide feedback to Chantal on proposed changes in the MOW service description, please email her at [cjolicouer@ccsn-rscc.org](mailto:cjolicouer@ccsn-rscc.org) to be part of a brief meeting to create something that this regional group of MOW providers can endorse. A similar request is being tabled at other regional service networks.

9. **Scheduling future meetings:** For ease in planning, it has been suggested we schedule regional service network meetings throughout the year, to enable participants to have these in their calendars and prepare accordingly. Always easier to cancel a meeting if there’s not sufficient reason to meet when the time arrives, than plan a meeting at the last minute. Future dates being considered: the third Thursday of every second month at 1:30 pm. **Action:** Meeting invites to be circulated for the months of Nov, Jan, Mar, May and June, recognizing these groups generally break during July and August.

**Next meeting date: 21 Nov 2024 at 1:30 pm.**