ABOUT OCSA

The Ontario Community Support Association (OCSA) is the voice of the home and community support sector. Across the province each year, more than one million people receive home care and community support services (CSS) such as in-home nursing, therapy and personal support, Meals on Wheels®, adult/Alzheimer day programs, transportation to medical appointments, respite for family caregivers, hospice/palliative care, supportive housing and attendant services for persons with disabilities. These services are important, cost-effective measures that prevent unnecessary hospitalizations, emergency room visits and premature institutionalization.

OCSA’s members provide home care services contracted by Community Care Access Centres (CCACs) and community support services directly funded by the 14 Local Health Integration Networks (LHINs) in Ontario.

More information can be found at www.ocsa.on.ca.

HOME CARE AND CSS STATS 2013 – 2014

INDIVIDUALS SERVED BY CSS
784,848

PERSONAL SUPPORT/ HOMEMAKING HOURS
25,000,000+

2,781,498 MEALS DELIVERED THROUGH CSS MEALS ON WHEELS PROGRAMS

INDIVIDUALS SERVED BY CSS MEALS ON WHEELS PROGRAMS
68,596

INDIVIDUALS SERVED BY CSS TRANSPORTATION SERVICES
90,724

RIDES PROVIDED BY CSS TRANSPORTATION SERVICES
2,134,361

16,445 INDIVIDUALS SERVED BY HOSPICE

76,105 CLIENTS SERVED IN DAY PROGRAMS

20,615 EMPLOYEES

20,725 INDIVIDUALS PROVIDED WITH ASSISTED LIVING SERVICES

4,637,302 HOURS OF VOLUNTEER SERVICES DONATED

VALUE OF VOLUNTEER SERVICES $111,295,248

CSS OHRS Comparative Report YE 2013 – 2014, Health Data Branch, MOHLTC

The Vision of the Ontario Community Support Association is a strong, sustainable health system that ensures personalized care when and where you need it.

The Mission of the Ontario Community Support Association is to strengthen and promote home and community support as the foundation of a sustainable health care system.
MESSAGE FROM THE PRESIDENT

What Community Supports and Home Care provide to the healthcare system and to clients is pretty amazing. Our Members provide vital services to individuals to ensure they can remain at home and in their communities for as long as possible as they age or live with a physical disability.

There is nothing more important than retaining one’s independence and OCSA Members help support that independence. Meals on Wheels®, attendant services, supportive housing, adult day programs, transportation, hospice/palliative care, respite, personal support and nursing are all examples of home care and community supports that enable people to live at home with independence and they are services that continue to evolve as the key to Ontario’s sustainable healthcare system.

For too long we have had a healthcare system that is reactionary and focused on institutional care. There is a time and place for that type of care but there is also a need for care that allows people to take ownership, celebrate their independence and live the best lives they can.

OCSA has been working hard to ensure that the care needs of clients living in our communities are heard; ensuring a strong future vision – one with a vibrant home and community care sector which embraces high quality service delivery.

With our LHIN, CCAC and other government partners, OCSA strives to drive the agenda for more of a focus on home and community care and the time is now. Our sector is ready to take on the challenge of delivering more care as we help address the issues that healthcare transformation is bringing forward. With more individuals requiring care and tighter budgets, our members are developing innovative and collaborative programs like the award-winning Supports for Daily Living program in Mississauga that supports seniors 24/7 in their homes and the Dementia Alliance, (Alzheimer Societies – Hamilton, Halton, Brant and Haldimand Norfolk) which is using chat lines and social media to connect caregivers with clinical experts.

I am very proud of the work done by the home and community care sector and I want to thank all of our members for the tremendous work they do. The demand for the services provided has been steadily growing and providers have been stepping up to the plate to meet the challenge to ensure their clients get the best care possible.

I also want to thank the OCSA Board of Directors for all their time and the hard work they have done in collaboration with our CEO Deborah Simon and her staff.

Regards,

Terry Richmond
MESSAGE FROM
THE CEO

The momentum with which the home and community care sector is moving forward is strong and continually growing. Since I became CEO at the Ontario Community Support Association two years ago I have felt this shift and am thrilled to be a part of it.

The time for change is now; with the provincial government’s strong transformation agenda and a tough fiscal environment, the need for a robust home and community support sector has never been greater and I believe we have never been more ready.

OCSA has been very busy over the last few years leading this change. We participate on a number of government initiated panels like the Quality and Value in Home Care working group as well as the expert working group on the PSW wage enhancement. We have also provided advice and feedback on Regulation 38699 under the Home Care and Community Services Act, 1994 relating to the Provision of Personal Support Services by Approved Agencies that allows for CSS providers to deliver more community support to low and moderate acuity clients in their own homes.

OCSA has also been working hard at building and renewing our relationship with government – advocating on the issues that are important to our Members and to the home and community care sector.

Another example of system leadership is the Quality Advantage project. This exciting project is the theme of our conference this year and really does touch all that we do. The Quality Advantage seeks to enhance quality improvement capacity, support a culture of quality improvement, and assist community support service organizations to execute the vision of the Excellent Care for All Act. Ontarians expect high quality healthcare and the home and community support sector is ready and eager to take on this challenge.

Additionally, the PSW Registry is growing at a rapid pace. It is renewal time for them so the Registry will see a flurry of activity that will give all of us a better understanding of the important work PSWs do and will increase the recognition of that work.

There is no doubt that the success OCSA has had over the last few years is due to its dynamic and diverse membership. I want to thank all of our Members for the incredible work they do. I also want to mention our fantastic Board of Directors and give them my sincere thanks for their hard work and wise counsel. Additionally, I want to thank the dedicated OCSA staff who put their heart and soul into the work they do every day.

Together with our Members and system partners, OCSA is taking the lead on building a strong and dynamic home and community care sector.

Warm Regards,

Deborah Simon
OCSA BOARD OF DIRECTORS

Joanne Wilson  
Past President/Director  
Completing term in 2014

Terry Richmond  
President/Director

Lee Harding  
Secretary/Director  
Completing term in 2014

Carol Annett  
Vice President/Director

Aaron Berk  
Vice President/Director

Brian J. Dunne  
Director

Rheta Fanizza  
Director

Sherri Huckstep  
Director

Wolf Klassen  
Director

Dena Maule  
Director

Carol Neff  
Director  
Completing term in 2014

Patrick O’Neill  
Director

Front Row, left to right: Brian Dunne, Rheta Fanizza, Terry Richmond, Lee Harding, Carol Neff, Pat O’Neill

Back Row, left to right: Carol Annett, Deborah Simon, Sherri Huckstep, Aaron Berk

Missing: Wolf Klassen, Dena Maule, Joanne Wilson

Photo provided by Community Support Centre of Essex County
OCSA STAFF LIST AND CONTACT INFO

OUR DIRECT NUMBER IS 416-256-3010
TOLL-FREE 1-800-267-6272

Back Row, left to right: Deborah Simon, David Hughes, Janice Bedore, Amanda McGoey, Marc Benevenga

Front Row, left to right: Training Coordinator, Nancy Bell, Nalini Ann Cudzilo, Sue Davidson

Missing: Sarah Blakely

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PROVINCIAL ADVISORY COMMITTEES AND WORKING GROUPS

As a recognized partner in providing healthcare in Ontario, the home and community support sector is called upon through OCSA by various stakeholders — MOHLTC, OACCAC, LHINs and other ministries — to serve on provincial advisory committees and working groups related to the development of new policy guidelines, program implementation and quality improvement.

OCSA would like to thank the many members who donated their time to lead and serve on these important committees.

OCSA and its members participated on the following committees in fiscal year 2013 – 2014:

1. **Quality and Value in Home Care (QVHC)**
   
   This is a multi-year, collaborative initiative between CCACs and their partner service provider organizations and associations. OCSA members served on the following tables for this initiative: Care Models, Performance Management, Business Process and Technology Enablers Table, Health Human Resources, Engagement and Contracts. Over the last two years the QVHC initiative has been working though a number of planning tables looking at various aspects of CCAC-provider relations including:
   - Fee for Service
   - Outcome-based procedures and reimbursement
   - Contracts
   - Performance Management
   - Business Process and Technology Enablers

   Continuance of this work will be looked at in the context of the directions set by the Ministry of Health under the leadership of the new Health Minister the Honorable Dr. Eric Hoskins.

2. **Community Health Ontario (CHO)**

   OCSA has been involved as one of three partners in a strategic alliance known as Community Health Ontario. This is a partnership between the Association of Ontario Health Centres (AOHC), Addictions and Mental Health Ontario (AMHO) and OCSA. Together this alliance represents the majority of the not-for-profit home and community support, mental health and addictions and community-governed primary health care providers in Ontario. Within the partnership an Executive Committee was formed to look
at collaborative initiatives and share feedback. CHO successfully developed and submitted a proposal to the Trillium Foundation, looking at integration strategies between the respective associations. Some of the accomplishments under this initiative included:

• The creation of 14 LHIN-based integration network maps done in partnership with Health Nexus
• The creation of a draft Rural Health Discussion Paper, in partnership with Rural Ontario Institute
• The creation of an Integration Resource Repository in partnership with CMHA

CHO continues to work on common issues of importance to the sectors such as provincial Community Funding, contractual agreements (MSAAs) with LHINs and government relations. The partnership has done research on integration and developed a resources website at www.integrationresources.ca

3 Nursing Practice Council

The Nursing Practice Council is a collaborative initiative between OCSA and Home Care Ontario which provides advice to the Associations on home and community care nursing issues within a leadership framework inclusive of the policy, research, practice and education domains. The Council focuses on issues such as:

• Exploration and application of clinical best practices and new/emerging system issues in home care delivery
• Pursuing joint opportunities for enhancing nursing health human resources in home and community care
• Through the Associations, informing the Ministry of Health and Long-Term Care, the CCACs, and LHINs regarding policies that impact client care and nursing practice in the community
• Providing home and community care nursing representation at provincial and LHIN tables if requested to do so
• Facilitating advice on research and project opportunities as they arise
• Providing advice and expertise on education for the home care sector

4 Ontario Health Providers Alliance (OHPA)

OCSA participates in regular meetings with the OHPA, an alliance of the broad spectrum of health-related provider associations, professional associations and providers. The member organizations also provide advice and guidance to the province on funding, policy and program design. The OHPA members (employers and providers) represent about 90% of the province’s health care jobs and a large majority of Ontario’s health care budget.

OCSA has been a longstanding member of the OHPA, which brings together leadership from Ontario Associations representing healthcare for the purpose of sharing information across diverse health sectors; enabling discussion on issues of mutual interest, representing the provider perspective, and participating in broader health system discussions.

5 Provision of Personal Support Services by Approved Agencies, Amendments to Regulation – 386/99 under the Home Care and Community Services Act, 1994

Regulation changes to the Home and Community Services Act Regulation 386/99 were approved in 2013 and will now allow for the delivery of personal support services by CSS providers for defined clients. The policy guidelines and directives were completed on this regulation change and plans are now in place for implementation of the regulation. OCSA worked with the Ministry to help provide a context around the issues of managing the care needs of low and moderately acute personal support (PS) clients in the community. This approach embeds in the policy that there is no “wrong door” for clients to receive information and access to home and community services, ensuring that care needs will be determined using a person and family-centered approach.

Within the regulation changes comes a requirement of CSS agencies and the local CCACs to develop a plan of care and share client care needs as appropriate within the client’s circle of care. This will allow for more fluidity in transitioning care when necessary. These changes to the regulation highlight the importance of the community support sector in the Ministry’s health system transformation.
6. Community Care Access Centre Client and Caregiver Experience Evaluation Task Force (CCEE)

OCSA has served on the CCEE task force since its inception in 2009. Coordinated and managed by the Ontario Association of Community Care Access Centres (OACCAC) for the 14 CCACs in Ontario and home care associations, the Task Force has been working with the National Research Council on the development and deployment of the CCEE survey to measure the overall CCAC client experience, rather than simply assessing client satisfaction in the delivery of care and includes metrics relating to communication, intake and discharge processes, interpersonal skills of healthcare providers, case and care management and placement in long-term care, among other aspects of the care experience. All fourteen CCACs are using the CCEE core survey tool and now have one full year of data and have completed Year 2 data collection.

7. Community Support Services Common Assessment Project – Interim Operations Committee (CSS CAP)

OCSA has served on the CSS CAP Interim Operations Committee along with representatives from MOHLTC, LHINs, Community Care Information Management (CCIM), Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) and providers to provide a high level of support for the implementation of the interRAI CHA. The committee’s mandate is to now support the maintenance of the CHA standards and to incorporate best practices within the CSS sector.

8. Home and Community Care Common Assessment Knowledge Exchange (HCC CAKE)

This committee originated as the Shared Assessment Working Group that brought together representatives from OACCAC, CCACs, OCSA, OANHSS and providers using the interRAI-CHA assessment tool in the community. The working group has transformed itself into HCC-CAKE with the task of facilitating and promoting a collaborative approach and the use of best practices to assessment between the CCACs and CSS across the province.

9. M-SAA Advisory Committee

The M-SAA Advisory Committee was created in June 2013 to guide the development of the 2014 – 2017 M-SAA template agreement that integrated LHIN obligations and new efficiencies. OCSA, AOHC, AMHO, Canadian Mental Health Association, OACCAC, OANHSS, two LHIN CEOs and support staff from the LHIN Collaborative worked together to create the new template for a January 2014 roll out by LHINs to providers. OCSA, AOHC and AMHO obtained a legal review of the draft proposal and were able to incorporate improvements to the final M-SAA template. Provider members also served on two working groups that supported the final M-SAA – Planning and Schedules and Indicators.

10. CCIM Business Systems – CSS, Community Mental Health and Addictions (CMH&A) and Small and Complex Continuing Care Hospitals (SCCH) Interim Operations Steering Committee (CSS-MIS)

This committee provides oversight and strategic direction to CSS organizations regarding the MIS solution including advice on the development of the annual budget for supporting patches, upgrades and enhancements. Initially, each sector had their own MIS committee during the implementation phase. Now that the solution has been implemented in all sectors, a joint committee has been struck for CSS, CMH&A and SCCH.

11. Community Support Services – Ontario Health Reporting Standards Advisory Committee

The implementation of OHRS in the CSS sector started in 2007 and was completed in 2011 resulting in all CSS HSPs reporting data to MOHLTC. The CSS OHRS Advisory Committee mandate is to ensure continued review and enhancements to OHRS by identifying best practices, standards and developing policies.

12. Health System Transformation Advisory Committee (HSTA)

In October 2013, OACCAC invited OCSA, Home Care Ontario, Ontario Long-Term Care Association (OLTCA), and the Ontario Retirement Communities Association (ORCA) to provide advice on the OACCAC Conference health system transformation stream, develop strategies to more broadly profile key partners and to provide oversight for a feasibility
study for a newly branded home and community care conference. A feasibility study was completed and member associations were presented with several models for a joint conference for 2016. OACCAC, Home Care Ontario and OCSA were in favour of the joint conference while OLTCA and ORCA declined the opportunity. The committee agreed to continue working together to look at opportunities beyond 2016.

13 HQO Health System Performance Monitoring and Reporting Advisory Committee

OCSA serves on the Health System Performance Monitoring and Reporting Advisory Committee which provides a forum for discussion and development of an aligned, strategic direction for health system reporting and monitoring in the province of Ontario. This table facilitates cross-sector collaboration with the ultimate aim of improving health system performance by focusing the system on those priority measures and targets evidenced to be necessary to achieve a high performing health system.

14 HQO Quality Compass Home Care Advisory Group

The Quality Compass Home Care Topic Advisory Group provides expertise, guidance and feedback on content for the Home Care topic on HQO’s microsite qualitycompass.hqontario.ca. As a member, OCSA supports the group’s work on the development of the home care topic and contributes to increasing awareness of the tools and the resources available on the Quality Compass to organizational members.

15 Ministry of Labour Section 21 Committee

This committee, appointed under Section 21 of the Occupational Health and Safety Act (OHSA), provides ongoing advice and information to the Minister of Labour on how to improve health and safety protection in the health care sector. Membership is comprised of employer and worker representatives from a wide range of organizations within the health care sector. The contributions of the committee include creation of guidance notes to assist health care organizations to meet existing health and safety requirements, recommendations for the development of improved practices in workplaces and discussion of leading practices in the health care setting.

16 Ontario Partnership on Aging and Developmental Disabilities (OPADD)

OPADD was formed in 1999 to foster dialogue and collaboration between the Developmental and Seniors/Long-Term Care sectors to best provide the support for individuals with developmental disability as they age. OPADD also seeks to promote inclusion for individuals with developmental disabilities as seniors with access to services and supports. OCSA serves on this committee with representatives from MOHLTC, MCSS, the Ontario Seniors Secretariat, OLTCA and OANHSS.
ADVOCACY AND GOVERNMENT RELATIONS

WORK AND ADVOCACY FOR PSW WAGE INCREASES
The announcement of a wage increase for home and community PSWs that was made in the spring created a flurry of activity. With the call of an election and then the re-election of a Liberal government, the wage enhancement was one of the first political promises to be implemented.

The new Minister of Health, Dr. Eric Hoskins, was keen to get the wage increase out to PSWs as quickly as possible and created a working group to help with implementation; OCSA is a member of the working group.

LOCAL HEALTH SYSTEM INTEGRATION ACT REVIEW
OCSA consulted members, created a briefing document and recruited members to appear at hearings across the province before the Standing Committee on Social Policy for the long-awaited review of the LHINs.

PRE-BUDGET SUBMISSIONS
OCSA consulted members, created a briefing document and recruited members to appear at hearings across the province before the Standing Committee on Finance and Economic Policy for the 2014–2015 government budget. In addition, OCSA made a written submission to Finance Minister Sousa that stressed the need for infrastructure investment and workforce development for CSS.

MEMBERSHIP SERVICE ENHANCEMENTS
OCSA is continually improving the services we provide to our Members. Most recently we have expanded our staff compliment to include senior roles in both Membership and Policy and Communications. Additionally, we have added an additional staff resource for membership services to ensure Members’ inquiries are handled as quickly as possible.

OCSA SUPPORTED INITIATIVES

OCSA FUNCTIONAL CENTRE/PROGRAM COMMITTEES
In Ontario’s health care system, specific program providers have few opportunities to work collectively and network outside their specific LHINs. OCSA brought together providers beginning with the OCSA Conference 2013, through teleconferences and face-to-face meetings to develop provincial priorities, share best practices and develop advocacy positions:

• Meals on Wheels® Advisory Committee
• Adult Day Programs Advisory Committee
• Supportive Housing Assisted Living Advisory Committee
• Transportation Advisory Committee
• Attendant Service Advisory Committee

PROVINCIAL CSS NETWORKS
OCSA supports and collaborates with the following provincial CSS Networks:

• OCSA District A (South West LHIN)
• Waterloo Wellington CSS Network
• Hamilton Niagara Haldimand Brant CSS Network
• Metamorphosis (Mississauga Halton and Central West LHINs)
• Community Navigation and Access Project (Toronto Central)
• Central Community Support Services Network
• South East Community Support Services Network
• Champlain Community Support Services Network
• North Simcoe Muskoka Community Support Collaborative
• North East Community Support Services Network
• North West Community Support Services Network

OCSA SUPPORTED INITIATIVES
OCSA is currently leading an exciting change management and quality improvement initiative called “The Quality Advantage: Building on Our Culture of Excellent Care”. The goals of this one-year Ministry of Health and Long-Term Care funded project are to enhance quality improvement capacity and capability amongst Community Support Service organizations and to prepare the sector for the requirements of the Excellent Care for All Act.

**PROJECT ACTIVITIES INCLUDE:**

- conducting an in-depth evaluation of the Community Support Services sector, including an assessment of the sector’s understanding and capacity for quality improvement, and an understanding of leadership approaches to Quality Improvement in this sector
- the development of a baseline survey to better understand the readiness of the sector to adopt the vision of the Excellent Care For All Act
- the development and delivery of Quality Improvement workshops and webinars for Board and Senior Leaders that address the Board’s role in quality improvement, components of a quality plan, key drivers related to measurement and how to develop quality aims and measures
- the development of an inventory of indicators currently being used in CSS agencies
- hosting a quality improvement conference
- coordinating a modified Breakthrough Series Improvement Collaborative that supports and learns from Community Support Service organizations that are further along their quality journey

For more information about the project, please visit our website [www.ocsa.on.ca/the-quality-advantage.html](http://www.ocsa.on.ca/the-quality-advantage.html), or contact Sue Davidson at [sue.davidson@ocsa.on.ca](mailto:sue.davidson@ocsa.on.ca)
Capacity Builders, a division of OCSA, fosters collaboration, networking and learning to enhance the capability of community-health organizations across Ontario to deliver quality services. Please visit our web site, www.capacitybuilders.ca, for more information and to subscribe to our mail list for updates.

**OUR RESULTS: APRIL 2013 – MARCH 2014**

**NUMBER OF INDIVIDUALS TRAINED**

![2,223](image)

**NUMBER OF ORGANIZATIONS SERVED**

![126](image)

**PERCENTAGE OF EVALUATION RESPONDENTS WHO STRONGLY AGREE OR AGREE THAT THE WORKSHOP MET THEIR LEARNING NEEDS**

97.7%

**NUMBER OF TRAINING HOURS**

![522](image)

**PERCENTAGE OF EVALUATION RESPONDENTS WHO STRONGLY AGREE OR AGREE THAT THEY WOULD APPLY THE INFORMATION LEARNED IN THE WORKSHOP IN THEIR WORK**

97.9%

**NUMBER OF WORKSHOPS**

![147](image)

**CAPACITY BUILDERS ON-SITE TRAINING LOCATIONS 2013 – 2014**

- Barrie
- Bear Island
- Binbrook
- Campbellford
- Cobourg
- Kingston
- Lindsay
- Little Current
- London
- Madoc
- Minden
- Mississauga
- Muncey
- Orillia
- Oshawa
- Ottawa
- Richmond Hill
- Sarnia
- Scarborough
- Simcoe
- Sioux Lookout
- St Catharines
- Sudbury
- Thornhill
- Thorold
- Tillsonburg
- Toronto
- West Lorne
- Whitby
- Williamsburg
It is very difficult, especially for us in the North, to have access to training. We very much appreciate having the opportunity (for Capacity Builders) to bring training to us...Our on-site training booked through Capacity Builders was a great success. Since the session was customized to meet our needs, we saved a lot of time and were able to implement changes suggested by the trainer.

Past Participant, Sudbury

“This training has been instrumental in helping to enhance our own service delivery. It has impacted the staff’s daily activities in a very positive way. Service to our consumers can run more smoothly now that the staff are clear about the parameters in which to work.”

Past Participant, Toronto
The Personal Support Worker Educational Program Accreditation (PEPA) was established in 2011 to ensure that schools teaching the Personal Attendant/Personal Support Worker (PA/PSW) program under the OCSA/Ministry of Health and Long-Term Care Standard were in compliance.

A BIT OF HISTORY

In 1991, OCSA partnered with the then Ministry of Health to examine education for Home Support Workers and Health Care Aides. This project culminated in the PA and PSW educational program standards.

This initiated and supported:

• the first province-wide program (the PA) aimed at support for clients who direct their own care; and

• the first single program to prepare support workers to work in both community and facility settings.

The province formally accepted the PA/PSW program in May 1997, bestowing upon OCSA the responsibility to ensure that the educational standard was maintained and disseminated, which it now does through PEPA’s work.

PEPA is currently the only personal support education accreditation program in the province. In addition to ensuring curriculum compliance, PEPA assesses the school’s provision of appropriate faculty, facilities and administrative support. Only schools that attain compliance in all these areas are accredited.

At present, PEPA has accredited 25 schools, which, in turn, graduate over 30% of the total group of PSWs each year. Both school board and private career college programs are accredited under PEPA. PEPA schools are found in all areas of the province, from Toronto to Sudbury; London to Cornwall and many locations in between.

PEPA benefits from the work of many people. The PEPA Accreditation Committee, representing schools, employers, instructors and PSWs, oversees the convening of accreditation awards and weighs in on policy issues. We have a dedicated group of knowledgeable and skilled surveyors who have dedicated many hours to working with schools to attain and maintain an exemplary standard.

PEPA is currently updating its standards, including interpretation of the Consolidated PSW standards recently released by the Ministry of Training, Colleges and Universities. We look forward to another productive year of ensuring quality Personal Attendant/Personal Support Worker education.
PSNO

Personal Support Workers (PSWs) are essential to making Ontario’s health care system function. PSNO strives to recognize the outstanding contributions made by PSWs and to provide access to information, resources, and tools to help advance the personal support sector across the province.

MISSION:
The mission of the PSNO is to help personal support service professionals carry out their work more effectively by offering access to information, resources, and tools as well as providing opportunities to connect with a network of professionals in the field. We have created an environment to share information and bring issues forward as well as promote best practices and high performance in the workplace.

VISION:
To build a strong, cooperative personal support service sector where providers, managers, trainers, and employees are equal contributors to strengthening the profession.

HIGHLIGHTS:
> Awarded our 6th Annual PSW of the Year Award to Vaughnette Chatzikiriakos
> Awarded our 6th Annual PSW Professional Development Scholarship, in partnership with Saint Elizabeth Health Care and Ontario Community Support Association to Lara Joy Sto. Domingo
> Advocated for and shared information on the PSW Workforce Stabilization Strategy
> Refreshed our PSNO Facts Sheets
> Participated in Health Quality Ontario’s Quality Compass Home Care Advisory Group

PSNO IN SOCIAL MEDIA:
> Members have taken ownership of the Facebook page to share news, articles, advice, and to discuss the struggles and joys of their work

LOOKING AHEAD:
> PSNO will continue to offer leading edge conferences and award recognition for excellence in the field
> Creation of new PSNO Fact Sheets on topics of interest to our members
> PSNO will continue to liaise with government and employers on all issues of interest including the implementation of the PSW Workforce Stabilization Strategy
With an unshakeable positivity, a great sense of humour and school workload mounting, 22-year-old K is just like any normal college student. Except that she has spastic cerebral palsy. K has never allowed her disability to hold her back or stop her from dreaming big and is currently in her fourth year at King’s. Since connecting with Cheshire, the outreach program provides 25 – 35 hours of support each week. Staff visit K six to seven times each day, helping her get ready for the day, prepare food, manage around campus, shower and take bathroom breaks.

“You know when you’re a teenager and you swear up and down you’re going to move out as soon as you can and go off to university – (for me) people thought – oh that’s just a dream,” says K. “But I achieved my goals!”
In May 2011, the Ministry of Health and Long-Term Care (MOHLTC) announced the creation of a Registry of personal support workers (PSWs) to recognize the daily care they provide to some of Ontario’s most vulnerable populations, including seniors and people with chronic illnesses and disabilities.

On June 1, 2012, the Ontario PSW Registry was officially launched.

The PSW Registry is part of a broad strategy to meet the changing demands of health care in Ontario. It supports Ontario’s Action Plan for Health Care; with a focus on greater utilization of PSWs in the shift to increased home and community care.

Presently, over 40,000 personal support service providers have applied to the Registry; and over 30,000 PSWs are registered. We receive over 500 new applications per month!

There is no charge for PSWs to register; and those who do register, are counted as part of a dynamic, growing workforce for which demand is always increasing.

Since inception, the Registry has successfully worked to bring value by fulfilling our purpose. We recognize the role of PSWs as part of an inter professional health care team by:

- Capturing the significant number of PSWs and personal support service providers in our province-wide database;
- Establishing an eligibility criteria for prospective PSW registrants, in consultation with sector stakeholders;
- Engaging PSWs in focus groups and surveys, in order to give PSWs a voice and gain their perspective;
- Sharing important and relevant information with PSWs that impact their profession;
- Dialoging with PSWs daily to help them register and be represented.
We increase access for Ontarians to PSWs to meet employment needs by:

• Establishing a Job Board for employers to post available positions specific to PSWs who provide personal support services in the home and community sector;

• Providing access to our Job Board only to PSWs who have met the Registry’s eligibility criteria;

• Developing a comprehensive database of employer contacts to promote our Job Board.

We support understanding and learning of the home and community health care sector by:

• Creating the Personal Support Services Guide for Clients and Family Caregivers with helpful information and tips for individuals who require personal support services.

We increase health human resources planning capacity by:

• Making aggregate and anonymous PSW data publicly available on our website.

A LOOK TO THE FUTURE
The Registry will be undertaking renewals this Fall to refresh and improve data quality.

Finally, we will continue to support and facilitate positive change, in collaboration with other sector stakeholders, to better meet the changing demands of health care in Ontario; and act as a valuable contributor to inform future important health care decisions.

For more information, visit us at www.pswregistry.org or call us at 1-888-722-1976.

“"The Registry is a positive thing for our profession; I believe it could be utilized to recognize PSWs in a positive way and give the profession more credibility.”

Personal Support Worker, Ontario PSW Registry PSW Focus Group, June 2014

“Ontarians rely on the invaluable contributions that PSWs make to our health care system. The Registry provides recognition for the vital role they play and improves access to Ontarians who are in need of their services.”

Deb Matthews, former Minister of Health and Long-Term Care
Ms. B has been with TransCare for over 20 years. She started with the organization, utilizing our In-Home Services when she was diagnosed with Crohn’s Disease and became paralyzed. After the death of her husband 12 years ago, and steady decline in her own health, her doctor suggested she attend Congregate Dining. She began attending weekly and has continued attending regularly, for the past 12 years. She also continues with receiving services from the In-Home Services department. Ms. B says she looks forward to coming every Tuesday and seeing her ‘family of friends.’ She says ‘I always feel better and happier after the program.’

And then the miracle came. The Southwest LHIN approved a proposal, put forth by Participation House, to provide funding for a residential placement. The day that I received the phone call, I cried tears of relief! D was going to be in a PH home... not a long-term care facility! What a huge blessing and relief that was!

Client’s mother

I was looking after my husband 24 hours a day, and I wasn’t getting any sleep. I was absolutely exhausted. I was at the end of my rope. But with Wesway’s help I was able to get somebody to stay with him at night. It was such a blessing. I had the energy to look after him during the day, because I could get some sleep at night. I was so glad I could keep him at home during his final days. It’s where he wanted to be.

Caregiver
OCSA ended the year with a current year surplus in the operating fund of $147,192 (2013 – $70,773). The audited financial statements are available on request.

SOURCE OF FUNDS FOR ASSOCIATION ACTIVITIES

- Grants & Donations
  - $1,219,928
  - 47.0%
- Training, Resources & Conferences
  - $646,869
  - 24.9%
- Other Revenue
  - $186,648
  - 7.2%
- Membership Fees
  - $540,566
  - 20.8%

USE OF FUNDS FOR ASSOCIATION ACTIVITIES

- Membership Services & Training
  - $1,030,116
  - 42.1%
- Finance, Administration of Project Funds & Board Expenses
  - $118,877
  - 4.9%
- Public Awareness & Public Policy
  - $1,297,826
  - 53.0%

All photos in this report are from OCSA Members, many thanks to everyone who submitted photos for inclusion in this report. The ones we have included come from Wesway, WEST Neighbourhood House, TransCare, Cheshire London, Participation House and Community Support Centre of Essex County.
OCSA MEMBERS BY LHIN

CENTRAL LHIN
Aphasia Institute
Better Living Health and Community Services
Canadian Hearing Health Society York Region
Canadian National Institute for the Blind – York Region
Carefirst – York Region Community Services Centre
Carefirst – York Region Richmond Hill One-Stop Access Multi-Services Centre/Fu Ling Fung Adult Day Centre
Cedarhurst, division of Ewart Angus Homes Inc.
CHATS – Community Home Assistance To Seniors
Downsview Services For Seniors Inc.
ESS Support Services
Etobicoke Services for Seniors – Alderwood Office
Friuli Terrace
Hesperus Fellowship Community of Ontario
Hospice Richmond Hill
Human Endeavour
Islington Centre – Etobicoke Senior Citizens
Khedmaat and Support for Seniors
Neighbourhood Link Support Services
New Unionville Home Society
North York Seniors Centre
North York Seniors Centre Community Support Services
Ontario March of Dimes – Central Regional Office
PACE Independent Living
PallCare Network for York Region
Seniors Enrichment Centre (S.E.C.)
St. Demetrius Supportive Care Services
Villa Colombo Home for the Aged, Casa Del Zotto
Villa Colombo Homes for the Aged
Yee Hong Centre for Geriatric Care (Yee Hong Ho Lo Wan Centre) – Markham Office

CENTRAL EAST LHIN
Activity Haven Seniors Centre
Campbellford Memorial Multicare Lodge
Canadian Hearing Society Durham
Canadian Hearing Society Peterborough
Canadian National Institute for the Blind – Peterborough-Durham
Canadian Red Cross – Peterborough
Canadian Red Cross – Spruce Corners Apsley
Carefirst – Supportive Housing Services/Tam O’Shanter Seniors’ Apartment
Carefirst Seniors and Community Services Association
Community Care – Community Health Centre
Community Care – Hospice Kawartha Lakes
Community Care Bobcaygeon
Community Care City of Kawartha Lakes
Community Care Durham – Administration Office
Community Care Durham – Ajax Pickering
Community Care Durham – Brock
Community Care Durham – Clarington
Community Care Durham – Oshawa
Community Care Durham – Scugog
Community Care Durham – Uxbridge
Community Care Durham – Uxbridge Adult Day Program
Community Care Durham – Whitby
Community Care Durham – Whitby Adult Day Program
Community Care Fenelon Falls
Community Care Haliburton County
Community Care Kirkfield
Community Care Lindsay
Community Care Northumberland – Cobourg
Community Care Northumberland – Colborne

Community Care Northumberland – Hastings
Community Care Northumberland – Port Hope
Community Care Northumberland – Trent Hills
Community Care Northumberland Inc.
Community Care Peterborough
Community Care Peterborough – Apsley
Community Care Peterborough – Chemung
Community Care Peterborough – Harvey
Community Care Peterborough – Havelock
Community Care Peterborough – Lakefield
Community Care Peterborough – Millbrook
Community Care Peterborough – Norwood
Hillsdale Estates – Adult Day Program
Hospice Durham
Lakeview Manor – Adult Day Program, Beaverton & Port Perry Sites
Momiji Health Care Society
Oshawa Senior Citizen Centres
Oshawa Senior Citizen Centres – Conant Branch
Oshawa Senior Citizens Centre – Legends Branch
Oshawa Senior Citizens Centre – Northview Branch
Parkdale Golden Age Foundation – Congregate Dining
Personal Attendant Care Inc.
REH’MA Community Services
Saint Elizabeth Health Care – Markham
Scarborough Centre for Healthy Communities
Shepherd Village Inc
SIRCH Community Services
St. Paul’s L’Amoreaux Centre
TransCare Community Support Services
TransCare Community Support Services
– Supportive Housing Program
VON – Peterborough, Victoria Haliburton
VON Canada – Durham Region
Yee Hong Centre for Geriatric Care
Yee Hong Centre for Geriatric Care – Scarborough Finch

CENTRAL WEST
Adult Day Program – The Davis Centre-Region of Peel
Bethell Hospice
Brampton Meals on Wheels* Inc.
Caledon Community Services
Caledon Meals on Wheels*
CANES Community Care
CANES Supportive Housing – Highway Terrace
Dufferin County Community Support Services (DCCSS)
Hospice Dufferin
Knightsbridge – Peel Senior Link
Parkdale Golden Age Foundation – Congregate Dining
Peel Manor Adult Day Program, Region of Peel
Peel Senior Link
Punjabi Community Health Services (PCHS)
Region of Peel Health Services Long Term Care Division
Richview Community Care Services Corporation
The Next Step To Active Living Program
VON – Peel Branch
VON – Toronto/York Region
VON Canada

CHAMPLAIN LHIN
Alzheimer Society of Ottawa and Renfrew County
Amherstburg Community Services
Adult Recreation Therapy Centre
Alzheimer Society of Brant
Canadian Hearing Society Brantford
Canadian Hearing Society Hamilton
Canadian Hearing Society Niagara
Canadian National Institute for the Blind – East Region
Canadian Red Cross – Cornwall
Carefor Health & Community Services
Carefor Health and Community Services – Eastern Counties
Centre de services Guiques
Dignity House Hospice
Eastern Ottawa Resource Centre
Eganville and District Senior Citizen’s Needs Association
Glebe Centre Seniors Outreach Services
Glengarry Inter Agency Group Inc. (Senior’s Day Program)
Glengarry Outreach Seniors Services
Glen-Stor-Dun Lodge
Groupe Action Pour L’enfant, la Famille Et la Communauta de Prescott Et Russell
Home Support Services, Morrisburg and Iroquois Meals on Wheels*
Kemptville and District Home Support Inc.
Marianhill Inc.
Meals on Wheels* Ottawa/La popote roulante Ottawa
Meals on Wheels* Vankleek Hill Popote Roulante
Mills Community Support Corporation
North Renfrew Long Term Care Services
Olde Forge Community Resource Centre
Ottawa West Community Support
Personal Choice Independent Living/Choix personnel vie autonome
Renfrew and Area Seniors’ Home Support Inc.
Rural Ottawa South Support Services
Rural Ottawa South Support Services Metcalfe Site
Rural Ottawa South Support Services North Gower/Richmond Site
Seniors Outreach Services – Maxville Manor
Services Communautaires De Prescott Et Russell
South-East Ottawa Community Health Centre
The Good Companions
VHA Health & Home Support
Vista Centre – Acquired Brain Injury (ABI)
VON National Office
VON Ottawa
Western Ottawa Community Resource Centre
Williamsburg Non-Profit Housing Corporation (J.W. McIntosh Seniors’ Support Centre)

ERIE ST. CLAIR LHIN
Active Lifestyle Centre
Alzheimer Society of Chatham-Kent
Amherstburg Community Services
Canadian Hearing Society Chatham-Kent
Canadian Hearing Society Sarnia
Canadian Hearing Society Windsor
Canadian Red Cross – Chatham
Canadian Red Cross – Sarnia
Canadian Red Cross – Windsor
Centres for Seniors Windsor
Chippewas of Kettle and Stony Point Health Services
Community Support Centre of Essex County
County of Lambton Day Program c/o Lambton Meadowview Villa
Family Service Kent
Lambton Elderly Outreach Inc.
Ontario March of Dimes, South West Regional Office
South Essex Community Council
St. Andrew’s Residence
VON – Chatham-Kent Branch
VON – Windsor-Essex
VON Sarnia – Lambton

HAMILTON NIAGARA
HALDIMAND BRANT
AbleLiving
Adult Recreation Therapy Centre
Alzheimer Society of Brant
Canadian Hearing Society Brantford
Canadian Hearing Society Hamilton
Canadian Hearing Society Niagara
Canadian National Institute for the Blind – Brantford and Outreach Services
Canadian National Institute for the Blind – Hamilton/Niagara
Canadian Red Cross – Brantford
Canadian Red Cross – Burlington
Canadian Red Cross – Flamborough
Canadian Red Cross – Hamilton
Canadian Red Cross – Niagara Region Branch
Community Support Services of Niagara
Community Support Services of Niagara – Beamsville
Community Support Services of Niagara – Welland
Dundas Community Services
Fort Erie Meals on Wheels®, Inc.
Glanbrook Home Support Programme Inc.
Goldie’s Place at Shalom Village, Day Program for Adults
Haldimand-Norfolk Community Senior Support Services Inc.
Haldimand-Norfolk Community Senior Support Services Inc. – Caledonia Office
Haldimand-Norfolk Community Senior Support Services Inc. – Delhi/St. Williams Area
Haldimand-Norfolk Community Senior Support Services Inc. – Dunnville Office
Haldimand-Norfolk Community Senior Support Services Inc. – Hagersville Office
Haldimand-Norfolk Community Senior Support Services Inc. – Norfolk Site, Port Dover & Waterford Area
Haldimand-Norfolk Community Senior Support Services Inc. – Norfolk Site, Simcoe Area
Halton Region Services for Seniors-Supportive Hsg. & Adult Day Program
Halton Region Supportive Housing- Bonnie Place
Heidehof Supportive Housing
Helen Zurbrigg Non-Profit Homes Inc. & Carey House/Halton Cheshire Homes Inc.
John Noble Home – Day and Stay Programs
Kiwanis Adult Day Program
Links2Care
Macassa Lodge – Adult Day Program
Meals on Wheels® Niagara Falls Inc.
Meals on Wheels® Port Colborne Inc.
Meals on Wheels® Thorold – St. Catharines
Niagara Ina Grafton Gage Village
Ontario March of Dimes – South Central Regional Office
Ontario March of Dimes, South Regional Office
Pleasant Manor
Region of Halton – Wellington Terrace
Regional Niagara – Seniors Community Program
Salvation Army Mountberry Adult Day Services
SAM Central Program
SAM Flamborough Program
SAM Seniors Activation Maintenance Program Inc. (SAM) East Pro
SAM Seniors Activation Maintenance Program Inc. (SAM)
St. Joseph’s Home Care
Tabor Manor – Supportive Housing
United Mennonite Home, Supportive Housing
VON – Hamilton
VON – Hamilton – Adult Day Centre and Caregiver Services
VON – Niagara Branch
VON Brantford, Haldimand, Norfolk
Welcome Inn Community Centre

MISSISSAUGA HALTON LHIN
Acclaim Health
BALANCE For Blind Adults
Canadian Hearing Society Mississauga
Canadian National Institute for the Blind – Peel
Canadian Red Cross – Head Office
Canadian Red Cross – Milton
Canadian Red Cross – Mississauga
Canadian Red Cross – Mississauga-Halton
Canadian Red Cross – Oakville
Carefirst – Mississauga Community Services Centers
Dixie Bloor Neighbourhood Centre
Halton Region – Friends Landing
Halton Region – Milton Place
Halton Region Supportive Housing – Bruce Apts.
Independent Living Halton
Links2Care
MICBA Forum Italia Community Services
Milton Meals on Wheels®
Nucleus Independent Living
Oakville Kiwanis Meals on Wheels®
Ontario March of Dimes, West Central Regional Office
S.E.N.A.C.A. Seniors Day Program – Halton Inc.
Seniors Life Enhancement Centres
Yee Hong Centre for Geriatric Care – Mississauga

NORTH EAST LHIN
Aide Aux Seniors de Sudbury Est/ Sudbury East Seniors Support Inc.
Belvedere Heights Home for the Aged
Blind River District Health Centre/ Pavillon Sante du District de Blind River
Canadian Hearing Society Elliot Lake
Canadian Hearing Society North Bay
Canadian Hearing Society Sault Ste. Marie
Canadian Hearing Society Sudbury
Canadian Hearing Society Timmins
Canadian National Institute for the Blind – North Region
Canadian National Institute for the Blind – Sault Ste.-Marie
Canadian Red Cross – Cochrane
Canadian Red Cross – Hearst
Canadian Red Cross – Iroquios Falls
Canadian Red Cross – Kapuskasing
Canadian Red Cross – Matheson
Canadian Red Cross – North Bay
Canadian Red Cross – Ramore
Canadian Red Cross – Sault Ste. Marie
Canadian Red Cross – Smooth Rock Falls
Canadian Red Cross – Wawa
Canadian Red Cross Society – Sudbury
City of Timmins Community Home Support Services
Community Support Services – A Division of Cassellholme
Constance Lake First Nation Home and Community Care Program
Dr. Harold S. Trefry Memorial Centre
East Parry Sound Community Support Services Program c/o Eastholme
Finlandia Village-Sudbury Finnish Resthome Society Inc.
Hornepayne Community Hospital Home Support Programs
Huron Lodge Community Service Board Inc.
ICAN-Independence Centre and Network
Marten Falls First Nation Long Term Care Home Support Program
Meals on Wheels Sudbury
Moose Cree First Nation
Nipissing First Nation
Ontario March of Dimes, North East Regional Office
Physically Handicapped Adults’ Rehabilitation Association
Rainy River District Home Support Program
Sudbury Elder Abuse Committee
Timiskaming Home Support/Soutien a Domicile Haileybury
Timiskaming Home Support/Soutien a Domicile Kirkland Lake
Ukrainian Seniors’ Centre of Sudbury Inc.
VON – Algoma Branch
VON – Porcupine
VON Greater Sudbury
VON North Bay
VON Sudbury Branch
Wkwemiping Health Centre – Amikook

NORTH SIMCOE MUSKOKA
Brain Injury Services Muskoka Simcoe
Canadian Hearing Society Barrie
Canadian Hearing Society Muskoka
Canadian National Institute for the Blind – Simcoe-Muskoka
Canadian Red Cross – Barrie
Canadian Red Cross – Collingwood
Canadian Red Cross – Midland
Helping Hands Orillia
Independent Living Services of Simcoe County & Area
Meals on Wheels* Huntsville
Meals on Wheels* Innisfil
Muskoka Seniors Home Assistance
Saint Elizabeth Health Care – Simcoe
VON – Simcoe County
Wendat Community Programs

NORTHWEST LHIN
Ah-shawah-bi Sioux Lookout/Lac Seul Victim Support Services
Brain Injury Services of Northern Ontario
Canadian Hearing Society Kenora
Canadian Hearing Society Thunder Bay
Canadian National Institute for the Blind – Thunder Bay
Canadian Red Cross – Dryden
Canadian Red Cross – Thunder Bay
City of Thunder Bay Community Services Dept.
Community Support Services – Kenora
Dryden Go Getters Inc.
Eabametoong Home and Community Care Program
Fort Frances Tribal Area Health Authority
Grace Haven (Patricia Region Senior Services)
Hospice of Greater Sudbury
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Hospice North Hastings
Community Care Northumberland – Brighton
Community Home Support – Lanark County
Glen Tay Centre
Hospice Kingston Inc.
Hospice North Hastings
Hospice Prince Edward c/o QHPECM
Land O’Lakes Community Services
Lennox & Addington Seniors Outreach Services Inc.
Mohawks of the Bay of Quinte
Mohawks of the Bay of Quinte/Tyendinaga First Nation
Ontario March of Dimes, Central East Regional Office
Regional Hospice of Quinte Inc.
Southern Frontenac Community Services Corporation
The Heart of Hastings Hospice
The Prince Edward County Community Care for Seniors Association
VON – Greater Kingston Site
VON Hastings Northumberland Prince Edward

**SOUTH WEST LHIN**
Alzheimer Outreach Services of McCormick Home
Alzheimer Society Huron County
Alzheimer Society of Elgin-St. Thomas
Alzheimer Society of London & Middlesex
Alzheimer Society of Perth County
Canadian Hearing Society London
Canadian National Institute for the Blind – West Region
Canadian Red Cross – London
Canadian Red Cross – Owen Sound
Canadian Red Cross – St. Thomas
Canadian Red Cross – Stratford
Canadian Red Cross – Woodstock
Cheshire Homes of London, Inc.
Cheshire III
Clinton Adult Day Centre
Craigwiel Adult Day Programs
Dale Brain Injury Services
Dearness Homes, City of London
Family Services Perth-Huron
Four Counties Health Services – Community Support Services for Seniors
Home and Community Support Services Grey Bruce – Owen Sound and North Grey Satellite Office
Home and Community Support Services of Grey Bruce – Peninsula & Area
Home and Community Support Services of Grey Bruce-Walkerton Office
Home and Community Support Services of Grey-Bruce-Markdale Office
Huron Outreach
Ingersoll Services for Seniors
Kincardine Adult Day Away Program
Knollcrest Lodge – Community Outreach Services
London Outreach & Middlesex Outreach
Meals on Wheels® London
Meals on Wheels® Lucknow
Mitchell & Area Community Outreach c/o Ritz Lutheran Villa
North Perth Seniors Centre
ONE CARE Home & Community Support Services – Central Huron Office
ONE CARE Home and Community Support – Exeter
ONE CARE Home and Community Support – Goderich
ONE CARE Home and Community Support – Grand Bend
ONE CARE Home and Community Support – Perth County Office
ONE CARE Home and Community Support – Stratford
ONE CARE Home and Community Support Services – North Huron Office
ONE CARE Home and Community Support Services – Wingham
Owen Sound Day Away Program
Oxford Outreach and Supportive Housing Program
Participation House Support Services – London and Area
Perth Outreach & Supportive Housing Program
South Gate Centre
Southport Day Away Program
Spruce Lodge Home for the Aged
St. Marys & Area Home Support Services
The Friendship Centre
The Salvation Army London Village
Tillsonburg & District Multi-Service Centre
Valleymview Home for the Aged
Senior Day Program
VON – Middlesex/Strathroy Office
VON – Middlesex-Elgin Main Office
VON Grey-Bruce
VON Middlesex-Elgin – St. Thomas
VON Oxford

TORONTO CENTRAL LHIN
Access Independent Living Services
Baycrest Community Day Centre for Geriatric Care
Bellwoods Centres for Community Living Inc.
Call-A-Service Inc. Harmony Hall Centre for Seniors
Canadian Hearing Society Scarborough
Canadian Hearing Society Toronto
Canadian National Institute for the Blind – GTA
Canadian National Institute for the Blind – Head Office
Canadian Red Cross – Etobicoke
Canadian Red Cross – Scarborough
Canadian Red Cross – Toronto
Carefirst – South Toronto/Helena Lam Community Services Centre
Carefirst – Supportive Housing Services/Alexandra Park Seniors’ Apartment
Central Neighbourhood House
Clarendon Foundation (Cheshire Homes) Inc.
Copernicus Lodge
Dixon Hall
Dixon Hall Supportive Housing Project
East York Meals on Wheels® Inc.
Ewart Angus SPRINT Homes
Family Service Toronto
Hellenic Home for the Aged Inc.
Homes First Society
Hospice Toronto
Humber Community Seniors’ Services Inc.
In Home Services of Central Neighbourhood House
Le Centre des Pionniers
Les Centres D’Accueil Heritage
LOFT Community Services – Administration Office
LOFT Community Services – College
View Supportive Housing Services
LOFT Community Services – Dunn Avenue Supportive Housing Services
LOFT Community Services – John Gibson House
Mid-Toronto Community Services Inc. – Branch
Mid-Toronto Community Services Inc.
Native Canadian Centre of Toronto – Aboriginal Circle of Life Services
Ontario Association of Residents’ Councils
Ontario March of Dimes, Provincial Office
Ontario Network for the Prevention of Elder Abuse
Parkdale Golden Age Foundation
Parkdale Golden Age Foundation – Congregate Dining
Philip Aziz Centre for Hospice Care
Providence Healthcare
SAINTS (Student Assistance in North Toronto for Seniors)
Second Mile Club of Toronto
Senior Adult Services in the Annex
Silver Circle – West Toronto Services For Seniors
SPRINT (Senior Peoples’ Resources in North Toronto)
St. Anne’s Place
St. Clair O’Connor Community Inc.
St. Clair West Services for Seniors
St. Matthew’s Bracondale House
St. Stephen’s Community House
Storefront Humber Inc.
Sunshine Centres for Seniors
Sunshine Centres for Seniors – Bleecker
Sunshine Centres for Seniors – Jarvis
Sunshine Centres for Seniors – Ward’s Island
The Good Neighbours’ Club
Three Trilliums Community Place Inc.
Toronto Intergenerational Partnerships
True Davidson Meals on Wheels® (East York) Inc.
VHA Home Health Care, Toronto
Warden Woods Community Centre
Warden Woods Community Centre Health and Seniors Services
Warden Woods Community Centre, Byng Towers Assisted Living Programme
West Neighbourhood House
West Neighbourhood House – Administration Office
WoodGreen Community Services
Yorkminster Park Meals on Wheels*

WATERLOO WELLINGTON LHIN
Canadian Hearing Society Guelph
Canadian Hearing Society Kitchener
Canadian Red Cross – Kitchener-Waterloo Branch
City of Cambridge – Friendly Visiting Program
City of Kitchener Seniors Division
City of Waterloo – Senior Services
Community Alzheimer Program, Sunnyside Home, Regional Municipality of Waterloo
Community Care Concepts
Community Support Connections – Meals on Wheels® & More
East Wellington Community Services Inc.
Guelph Independent Living
Independent Living Centre of Waterloo Region
K-W Seniors Day Program Inc.
Traverse Independence
Woolwich Transit Inc. c/o Kiwanis Transit

HONOURARY MEMBERS
Honorary Members are individuals who have made a considerable contribution towards the goals of the OCSA and the community support sector. They were nominated and elected by the OCSA Board of Directors. These individuals and people like them are invaluable to our sector and without them there would be no community support.
We are proud to honour the following Members:
Agnes Webkamigad (deceased)
Ann Hargest
Barbara Carson
Barbara Gyles (deceased)
Barbara Trahan
Baudouin St-Cyr
Daisy Lau
Dan Stapleton
David Wartman
Debbie MacDonald Moynes
Dela Wilkins
Elizabeth Fulford
Eunice McGowan
George Smitherman
Jean Green (deceased)
Jean Young
Joe McReynolds
Juanita Gledhill
Judy Anderson
Mark Adler (deceased)
Norman Mann
Sandra Herben
Sue Hills
Susan Thorning
Valerie Bishop-de Young
Vera Lee Nelson

CORPORATE MEMBERS
apetito
Campana Systems Inc. (Gold Care)
Care Connexion Ltd.
Covertex Corp
Make Things Happen
Meridian Credit Union
Nesda Technologies
Office Central

CORPORATE PARTNERS
Johnson Insurance Inc.
Marsh Canada
OASSIS Benefit Plans for Not-For-Profits