



OCSA Members' Update: March 2017

Hello and welcome to the latest issue of our Members' Update newsletter, provided exclusively to OCSA's member organizations. This issue will provide updates on our activities and sector developments since our last issue in December. To skip to a particular section, click on any line of the Table of Contents.

This issue, we're sharing information on two new bills, updates from the *Roadmap to Strengthen Home and Community Care*, next steps regarding the PSW Training Fund, and the results of our recent survey regarding PSW recruitment challenges. In OCSA news, we invite you to submit to our call for abstracts for our 2017 conference, introduce our new Policy Committee, and more!

As always, please feel free to get in touch with us via e-mail, phone, or the social media network of your choice.

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Government Relations

Update: *Patients First Act*

The province is moving full steam ahead with its work implementing the *Patients First Act*. We encourage you to sign up for the regular Health System Integration Updates the province is releasing by sending a request to patientsfirst@ontario.ca. Past updates are archived [here](#).

The province has asked for feedback on a host of regulations as part of the implementation. In addition to a number of other regulations, OCSA has submitted feedback on all the proposed regulations, including one limiting the LHINs’ ability to contract community support services to for-profit entities.

OCSA is pleased to see the province following through on its commitment and implementing our recommendation. We would like to thank members who took part in

our advocacy efforts in the fall, as without you this crucial draft regulation would not exist.

OCSA continues to follow up with the province on its other recommendations, including policies regarding the LHINs' ability to appoint a supervisor to providers, and the roll out of care coordination.

Update: 2017/18 Provincial Budget

For the past several months, we have been busy advocating for the sector in anticipation of the 2017 provincial budget. OCSA presented at two public consultations, met with and continued to advocate with the Minister's staff, met with government and opposition MPPs and created a toolkit for members to use when connecting with their local MPPS.

OCSA's recommendations included:

- A 2% base budget increase for home and community care providers
- An additional \$10 million for training of front line home and community care providers
- \$11.8 million in additional services to support the provincial dementia strategy
- \$8 million in innovative outreach attendant services.

OCSA anticipates the budget will be released shortly. As a next step, we are developing a strategy and toolkit to be used for reaching out to each LHIN individually, in order to articulate the value of home and community support and advocate for increased funding at the local, LHIN-level.

Updates from the *Roadmap to Strengthen Home and Community Care*

Advisory Committee Meetings

The ministry held its most recent Advisory Committee meeting on February 2, focusing on two topics – the LHIN Home and Community Health Profile, and a Dementia Capacity Planning Update.

- **The LHIN Home and Community Health Profile** presented illustrated current LHIN trends and provided comparisons of selected measures to identify the availability of services in each LHIN. Some of information presented was:

- CCAC expenditures for the 75+ population increased by 11% from 2011/12 to 2015/16.
- The 75+ population has increased 11% from 2011/12 to 2015/16.
- ***LHINs spend 52% more to support clients in long-term care settings vs. home and community care settings, for the 75+ population.*** (We understand this was based on existing capacity and not based on population need.)
- The ministry will be bringing forward additional information on this as it becomes available, and to assist in capacity analysis.
- **Dementia Capacity Planning (DCP) Project** is currently working on analytical models and research/best practices. The ministry has developed an algorithm to establish the number of persons living with dementia (PLwD) in the province and have completed a forecast out 5 years. They are now working on a scoping review to determine “interventions” (e.g. policies and programs) that support PLwDs to live safely at home and in the community. They will be reviewing the following:
 - In-Home Respite
 - Community Supports (e.g. rehabilitative & restorative care, palliative care, transportation, supportive housing).
 - Models of Care, Including Case Management.
 - Public Education for Dementia Friendly Communities.
 - Interventions to Improve Cognition in Older Adults
 - Tertiary or Specialty Dementia Care (e.g. Integrated and Multidisciplinary Specialty Teams, Telehealth).
 - Technological Supports for Persons with Dementia Living Alone.

Service Delivery and Contracting Table

Harmonized Personal Support Bill Rate

The ministry has moved forward with its plans for harmonization of personal support bill rates; a letter was sent on March 3 to all service providers currently under contract with Community Care Access Centres (CCACs).

The letter details the ministry’s approach to implementing the contract rate including the details of calculations made for the rate harmonization, plans for cluster care, how transfer payments will be implemented and possible mitigation strategies available. It

notes that meetings that were held individually with contracted providers and where each provider spoke with ministry consultants on the implications of the rate on their own organization. For many organizations, the harmonized rate reflects a drop in their current bill rates and will require implementation of the mitigation strategies offered by the ministry. Personal support services will be harmonized effective April 1st 2017.

Key points noted:

- The harmonized contract rate of \$35.09 will be effective April 1, 2017 and is composed of:
 - A core harmonized rate of \$30.22;
 - PSW wage enhancement rate of \$4.52; and
 - A 1% increase of \$0.35
- This rate will apply to three general Personal Support Service types:
 - PSW General
 - PSW General Rural Rate
 - PSW General Urban Rate
- These service types were defined by the Health Shared Service Ontario (formerly OACCAC) based on existing billing descriptions in the Client Health and Related Information System (CHRIS), and account for approximately 80% of the CCAC-contracted personal support service volumes.
- Cluster care volumes are excluded from contract harmonization at this time. Over the next year, the ministry will develop a more consistent approach to the payment of cluster care, with the goal of developing a harmonized rate for cluster care in 2018-19.
- There will be a two-tiered transition payment for CCAC service providers that would see a reduction in revenue provincially as a result of the new harmonized rate, depending on the magnitude of the revenue change.
- In the next phase of rate harmonization, the ministry will continue to work closely with the working group, service providers, CCACs, and LHINs to:
 - Establish a definition and harmonized rate for the personal support services delivered as part of cluster care models.
 - Improve understanding about the cost of personal support service delivery and changes over time.
 - Analyze travel costs in rural and remote communities and develop innovative options that can drive greater efficiencies.

The ministry has not indicated how or if these harmonized rates will be applicable to CSS providers currently delivering contracted personal support services for CCACs (soon to be LHINs). We will keep posted on this and provide updates as they become available. We also encourage members to keep OCSA updated on what they hear.

Levels of Care

Although the Levels of Care Expert panel has not put out any recent publications, in mid-January OCSA received a request from the ministry for recommended attendees for a development session sponsored by the expert panel. That session took place on January 31. OCSA was able to send thirteen individuals, including three frontline PSWs, to the session. We understand that the development session was intended to help cultivate the client profiles to be used as part of the functional support care plans included in the framework.

The session included approximately 130 attendees from many interest groups and various parts of the province, including patients, caregivers, primary care (many family doctors), geriatricians as well as CCAC staff. Having such a diverse representation around each table made it quite a rich conversation, but aside from the representatives sent by OCSA, very few other community-based representatives were present. We are awaiting the recommendations coming out of this development session, as well as other research inputs that the Expert Panel have heard from while they are developing the Levels of Care framework.

PSW Training Fund: Results and Next Steps

In response to last year's extremely late distribution of the PSW Training Fund, OCSA was in consistent and persistent communication with both the Minister's office and the Ministry urging a more timely release this year. Ultimately, funding was released 5 weeks earlier than last year, and we know from our own experience through Capacity Builders that this has enabled many more PSWs to receive much-needed training. However, there is still need for drastic improvement in the process for the release of these funds if they are to fully benefit our organizations, employees and clients.

To that end, OCSA is preparing a document to share with the Minister's office and Ministry, which will propose recommendations to ensure a more timely and effective implementation of the much needed funds. Last week, the Ministry reached out to OCSA to discuss the challenges in the administration of this fund. They have

acknowledged the need to make changes, and look forward to our recommendations. Their stated goal for the distribution of the coming year's fund is September, which OCSA supports.

They also indicated an interest in increased accountability around the fund, pointing to the need for evaluation and outcomes. OCSA will be providing input on this area.

OCSA Supports Bill 54, Dan's Law

OCSA is pleased to support private member's Bill 54 (Dan's Law) and is urging the Standing Committee on Justice Policy to call it to committee.

The bill is named in honour of Dan Duma, a man who moved from Alberta to Ontario to be closer to family at the end of his life, but wasn't able to access home or hospice-based palliative care due to a required three-month waiting period for publicly insured home and community care. He died from liver cancer one month into the waiting period. Thankfully, dedicated health professionals were able to provide Dan with "informal" hospice and home palliative care, but it is crucial that no one else face the same dilemma and that all Canadians are able to die in dignity, in the setting of their choosing.

By eliminating the three-month waiting period to access home and community care, Dan's Law provides a common-sense solution to a problem created by the complex federated nature of our health system, and an opportunity for Ontario to take leadership in ensuring true portability of health care services across provinces.

OCSA has sent a letter to MPP Shafiq Qadri urging him to bring the bill to committee, and posted a [statement on our website](#). Members are encouraged to voice their own support to committee members.

Update: LHIN Renewal

The new, post-amalgamation LHIN structures have been announced. From what we have seen, most LHINs have a CEO reporting to a Board of Directors with 6 Vice Presidents. There is a higher degree of variation than what was expected and most positions have been filled with senior leaders from existing LHINs and CCACs. OCSA will be sharing an analysis with members soon that will identify key LHIN senior leaders responsible for home and community services sector in each region.

Update: Federal Budget

On March 22, the federal government released its budget. As expected, the budget contained a few more details on priorities for the mental health and home care targeted funds agreed to in the bi-lateral agreements with the provinces.

As was reported earlier in the month, in the bi-lateral health accords with provinces, the Canada Health Transfer (CHT) will grow by at least 3% per year, more if Canada's 3 year average economic growth is more than 3%. This year the CHT will be \$37.1 Billion, an increase of \$1.1 Billion. In addition to the transfers, the federal government will be investing an additional \$11 billion over 10 years in mental health and home care.

The budget language points towards a possible expansion of the home care priority to include community support services. The strongest indication of this is the language around Canadians being able to expect "improved access to home, *community* and palliative care services" and "more support for informal caregivers" as a result of these targeted investments. The budget also adds training for caregivers and home care workers as a priority.

Other highlights OCSA members may be interested include a roll up of three existing tax credits that support caregivers into a single caregiver tax credit, investment into housing and the creation of a National Inclusive Housing strategy, and investments in a new Canadian Drugs and Substances strategy, in part to tackle the growing opioid crisis.

The budget can be found [here](#).

Bill 87, *Protecting Patients Act*

On December 8, Minister Hoskins introduced Bill 87, *Protecting Patients Act* in the legislature. The bill aims to increase protections for patients and increase penalties for regulated health professionals who commit sexual abuse. It would also address a number of other issues including providing additional information to parents on immunization, reform and modernize legislation on Elderly Persons Centres, simplify reimbursement requirements for seniors who receive prescriptions from nurse practitioners, and update requirements for diagnostic laboratories.

OCSA has met with members of Minister Damerla's office and Ministry of Seniors Affairs staff to discuss the new *Seniors Active Living Centres Act* which will modernize the *Elderly Persons Centres Act*. For members who operate Elderly Persons Centres (EPCs), this new act follows a series of consultations done in 2015. The new act will give EPCs a new

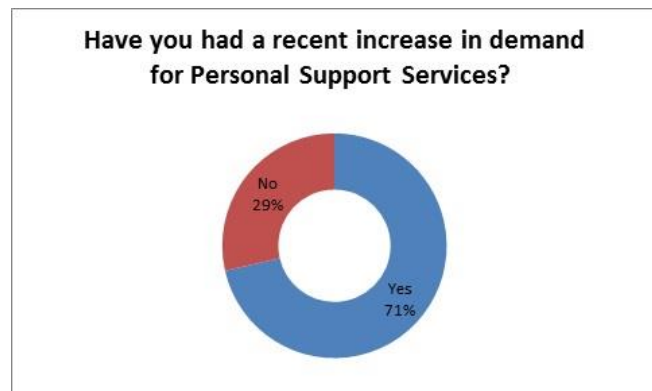
name, Seniors Active Living Centres, it confirms the mandate to ensure seniors have access to a healthy, active and socially engaging programming, maintains the existing funding formula (20% municipal contribution) but removes funding caps, it adds programs flexibility and lays the groundwork for partnerships to include First Nations Communities.

On the bill's other changes, OCSA is analyzing and consulting with other healthcare groups to discuss the impact of Bill 87's impact regarding regulated health professionals. A formal OCSA response is in the works.

Survey Results: PSW Recruitment Challenges

Over the last month, OCSA has begun hearing from members regarding increasing challenges in their efforts to recruit Personal Support Workers (PSWs). As we all know, having sufficient PSWs is critical to the delivery of home and community services and certainly should be important to government given their legislative and policy changes.

To gather more information about the situation, we surveyed our members - thanks to all of you who responded. Our initial findings are summarized below, and we are in the process of determining next steps in terms of communication this problem to the Ministry. Further thoughts on this issue can be sent to sarah.blakely@ocsa.on.ca.



Breakdown by LHIN:

LHIN	Yes	No
Erie St. Clair	2	0
South West	4	2
Waterloo Wellington	0	1
HNHB	1	0
Central West	4	2
Mississauga Halton	2	0
Toronto Central	5	1
Central	3	1
Central East	1	0
South East	3	0
Champlain	2	1
NSM	3	1
North East	3	0
North West	2	1

Recurring themes:

- New programs, increased funding
- Clients or their families are asking for more services
- Parallels growth of senior population



Breakdown by LHIN:

LHIN	Yes	No
Erie St. Clair	1	1
South West	5	1
Waterloo Wellington	1	0
HNHB	1	0
Central West	1	3
Mississauga Halton	2	0
Toronto Central	4	3
Central	2	0
Central East	6	2
South East	2	0
Champlain	1	1
NSM	4	0
North East	4	1
North West	3	1

Recurring themes:

- PSWs looking for more stable work (full time hours, benefits, one location)
- PSWs taking more leaves of absence for personal and health reasons
- PSWs taking jobs with higher pay (leaving for LTC or leaving the profession all together)
- Lower enrollment in PSW programs
- Difficulty maintain pool of casual on-call PSWs
- Lack of subsidies available for PSW program (compared to 2010)
- Fewer applicants
- Not enough trained PSWs

OCSA News

Patients First Strategic Forum for Senior Leaders and Boards

OCSA is pleased to announce a very unique and action-focused forum organized for Executive Directors/CEOs, senior staff and board members of home and community support organizations. **Leading Change: A Patients First Forum for Boards and Senior Leaders** will focus on the impact of the *Patients First* legislation, the changes predicted in the short and long term, and the specific implications for home and community support organizations.

Our facilitators for the day are Dan Carbin and Janine Hopkins from Santis Health, as well as governance expert Catherine Anastakis (you may recall that Dan and Janine gave the closing plenary address at our 2016 conference). We have worked closely with this well-connected and experienced facilitation team to develop a highly interactive day

focused on giving senior leaders the practical tools and strategic advice they need to take immediate action, and to be active leaders in the system transformation underway. There will be many opportunities for candid dialogue that will help you answer some of your organization's big questions, including:

- What practical steps can we take to get out in front of the change, and where are the potential opportunities and landmines?
- What strategic activities should we focus on to position our organization for success in a *Patients First* environment?
- What are the expectations and roles of Boards as a result of *Patients First*?
- How do Boards and CEO/EDs work together to provide effective leadership for their organization and the system in this time of transformation?

The forum will take place on **May 12 in Mississauga**. For full forum information and the online registration link, please [click here](#).

Call for Abstracts and Registration Open for 2017 OCSA Conference!

FROM ROADMAP TO REALITY: NAVIGATING CHANGE TOGETHER

2017 OCSA Conference

OCTOBER 18 & 19

**25th Anniversary
Celebration**

Our annual conference is on the way, and members are invited to submit workshop or – new this year – TED talk-style "Speed Session" abstracts for consideration in this year's program. Please share your knowledge, experience and new ideas with our delegates as we celebrate our 25th anniversary! The deadline for submissions is **April 13**, and we are particularly interested in presentations in the following topic areas:

- Exceptional Practices in the Provision of Client Services
- Excellence in Operations & Administration
- Clients and Caregivers First!
- The Reality of Integration
- Health is About More Than "Health Care"

For more information and to submit online, please visit www.ocsaconference.com/call-for-abstracts.html.

Early Bird registration is also open! Save an additional \$100 per delegate, on top of your OCSA Member discount by registering before July 31 at <http://www.ocsaconference.com/registration.html>.

Conference Vision

Ontario's home and community support sector is in the midst of significant transformation, including work on the province's *Roadmap to Strengthen Home and Community Care* and, recently, the *Patients First Act*. Now, the sector is moving into the implementation stage of these plans. But as we know, ideas that seem straightforward on paper are often much more complicated on the ground. From system restructuring and new models of organizing and providing care, to more creative collaboration with partners both inside and outside of the health system, to the adoption and spread of new technologies, the 2017 OCSA conference will focus on preparing the home and community support sector for this shift from theory to action.

For two days in October, home and community support providers and other health system leaders will create and share the information, tools and resources they need to meet the changing needs of our communities. We will bring together knowledge from our individual regions and histories, and create a strategy for turning big ideas into practical, scalable solutions that make a tangible difference for our clients and their caregivers. Above all, we will leave the conference energized to make change work for our sector, locally and province-wide.

Coming Soon: OCSA's Policy Committee

OCSA is pleased to announce its new Policy Committee. The role of the committee will be to provide advice, input and feedback related to policies, trends and issues impacting the home and community sector. The committee's work will strengthen OCSA policy and advocacy work by ensuring we develop high-quality policy reports and recommendations.

The new committee is made up of a diverse range of OCSA members, representing the various services and geographies of the province. The initial members are: Gord Gunning - CANES Community Care, Lori Cooper – VON, Alice Bellavance – Brain Injury Services Northern Ontario, Elizabeth Forestell – Central Neighbourhood House, Carole

Beauvais – Nucleus Independent Living, Laura Visser – Pace Independent Living, Carey Lucki – Circle of Care, Jason Lye – March of Dimes, Geoff Quirt – Community Care Peterborough and Julie Wheeler – Region of Waterloo.

OCSA would like to thank everyone who applied to be on the committee – choosing our members was challenging, and highlighted the level of leadership and expertise in our sector! The committee will be holding its first meeting shortly with approving Terms of Reference as its first task.

Registration Open for 2017 PSW & PSW Supervisor Training Conference

[Registration is now open](#) for the PSNO Training Conference, Ontario's largest one-day event designed specifically for the professional development of personal support staff and their supervisors in home care, long term care, community care, hospitals, retirement homes and supportive housing.

After the success of last year's format change, this year's schedule will once again allow delegates to select two streams at three hours each, or focus on one subject for all six hours to accelerate their knowledge.

Stay tuned for information about our trainers, and stream topics!

Update: Sector Wage & Benefit Survey

The collection of data from CSS providers for the 2017 OCSA Wage and Benefit Survey ended on February 24. Invitations to participate were sent to 381 funded CSS providers and responses were received from 159 organizations, and data for nearly 10,000 positions was submitted. Special thanks to those organizations that participated.

Survey data is currently being validated and analyzed and work on the summary report has begun. OCSA members who participated in the survey will automatically receive a free copy of the summary report. If your organization did not submit survey data but is interested in receiving the summary report, copies are available for \$99. To order, contact Sarah Blakely at sarah.blakely@ocsa.on.ca, or ext. 244.

Thanks for your participation in this year's March for Meals!

Each year, many OCSA members promote the value of Meals on Wheels in their communities through the March for Meals campaign, and we are grateful for your participation. A snapshot of the provincial Meals on Wheels data shows:

- Meals on Wheels are delivered in 181 communities across Ontario.

- There are 137 not-for-profit organizations receiving government funding from the Ministry of Health and Long-Term Care to provide Meals on Wheels in Ontario.
- Meals on Wheels providers delivered 2,899,292 meals in 2015-2016, to over 38,800 Ontarians.

Thanks to everyone who has participated in the campaign so far! The work undertaken by our members resulted in us having community champions including local mayors, MPPs and fire fighters participating in meal deliveries and promotion. Volunteers have been recognized and celebrated, the value of good food has been affirmed, and the importance of Meals on Wheels has been [recognized in the legislative assembly](#)! Full highlights will be available [on the OCSA website](#) soon.



CommunityCareN'land @CommCareNland · 2h
 To celebrate #MarchforMeals for Hamilton Township, last year, 1,056 meals delivered there. (L-R)Roy Martin-Volunteer, Mayor Mark Lovshin.



WoodGreen @WoodGreenDotOrg · 5h
 Meals on Wheels delivers 50,000+ meals every year & is supported by a great network of volunteers & community supporters



OCSA Member Satisfaction Survey Coming in Mid-April

Watch your inbox in mid-April for the 2017 OCSA Member Satisfaction Survey. Here's your opportunity to provide input on OCSA's efforts in the areas of leadership, communication, advocacy, networking, information-sharing and customer service. For more information about the survey, contact David Hughes (david.hughes@ocsa.on.ca, ext. 246).

Commercial Property and Liability Insurance Information Series

Risk management is key to the ongoing success and sustainability of OCSA members. [JLT Canada](#) is OCSA's preferred partner for commercial property and liability insurance. We've been working with JLT since January to provide a layperson's overview on the components of good risk management for our members. Included has been a series of blog postings on the JLT/OCSA website, www.jltcanada.com/OCSA, to help guide members in protecting their organizations. In the event you missed these blogs posting, they are summarized below:

[Five Steps to Consider When Renewing Your Commercial Property and Liability Insurance.](#)

[Back to Basics: Commercial General Liability and Property Insurance](#)

[Does Your Commercial General Liability Insurance Protect You in Cases of Client Abuse – the Silent Problem?](#)

[Could Your Organization be the Victim of Cybercrime?](#)

Watch for the next blog posting on Directors and Officers Coverage. For more information about JLT's product offering and to get a quote, contact Suzanne Liberman at sliberman@jltcanada.com, (416) 644-4827 or visit the JLT microsite for OCSA members at www.jltcanada.com/OCSA.

Provincial Leadership Initiative in Community Health and Primary Care

In February, Community Health Ontario (of which OCSA is a partner), submitted a proposal to the Ministry of Health and Long-Term Care to secure funding to develop and implement a leadership development initiative specifically tailored to the community health and primary care sectors. Project activities would include the delivery of a core leadership development program, a scan of career pathways, an analysis of executive compensation and a long-term sustainability plan for leadership development

in the community and primary care sectors. OCSA would manage the project through its training division Capacity Builders and work collaboratively with our partners, the Association of Ontario Health Centres, Addictions and Mental Health Ontario and the Canadian Mental Health Association Ontario.

Transitions

- Dr. Carolyn Gosse is the new President of St. Joseph's Home Care and replaces Interim President, Jane Loncke, who remains at St. Joseph's.
- Executive Director Laura Ricketts has left Hospice Prince Edward to succeed Brent Farr as ED of Community Care Durham.
- CEO Jan Narduzzi, Brain Injury Services Hamilton, retired March 24, 2017.
- Alice Radley, CEO for Physically Handicapped Adults' Rehabilitation Association (PHARA), based in North Bay in the North East LHIN, has announced she will retire mid-July 2017.
- Mike Coxon, CEO for the Mills, in Almonte in the Champlain LHIN has announced that he will retire June 30, 2017.
- [PalCare Network for York Region](#) has merged with [Better Living Health and Community Services](#) in the Central LHIN. For more on the merger, click [here](#). As part of the merger, Sue Carr has left PalCare as the Executive Director.
- [Morrisburg District and Home Support Services](#) has merged their Meals on Wheels program with [Williamsburg Non-Profit Housing Corporation](#) in the Champlain LHIN. For more information, click [here](#).

Capacity Builders Update

The Capacity Builders team has been incredibly busy since January delivering PSW training funded through the MOHLTC PSW Training Funds. To date, over 200 PSW workshops have been booked, which is more than double the volume of training booked in the same time period in previous years. Sessions are being delivered all across Ontario – from Cornwall to Newbury, Toronto to Dryden and dozens of locations in between!

To prepare, CB has hired and oriented 17 new trainers across the province who are expert facilitators in the following highly-requested areas: dementia care, palliative care, crisis aversion training, elder abuse, mental health, mobility (lifts and transfers), nutrition, diabetes, foot care and person-centred support. Stay tuned for new Capacity Builders' workshops to be added to our roster this Spring.

Program Advisory Committee Meeting Updates

Attendant Services

The Attendant Services Advisory Committee met on February 23, 2017.

Meals on Wheels

The MoW Advisory Committee met February 21, 2017.

Adult Day

The Adult Day providers group met February 15.

Transportation

Transportation providers met January 24.

These teleconference meetings are open to all interested OCSA members in the above programs. Meetings include updates from OCSA, discussion of program specific topics and opportunity for provide to give local updates from their organization and LHIN. If you are interested in joining any of these groups, please contact Sarah Blakely (sarah.blakely@ocsa.on.ca, ext. 244).

Stay Connected with OCSA

We want to take this opportunity to remind you of ways you can stay connected with OCSA!

- Last month, we **refreshed our website** to make it fresher and more current! Many thanks to members who provided photos for us to use! Have a recommendation, or a photo, story or resource we should feature? E-mail website@ocsa.on.ca.
- This **Members' Update** is released quarterly to leaders of member organizations.
- The **OCSA Bulletin** is our public e-newsletter, and is distributed monthly. [Click here](#) to subscribe or [here](#) to read archived back issues.
- OCSA also distributes a summary of **media monitoring** stories related to the sector twice per month. If you are not already receiving it, e-mail breanne.armstrong@ocsa.on.ca to be added to the list.
- Social media buff? You can follow us on **Twitter** at [@OCSAtweets](https://twitter.com/OCSAtweets).
- And of course, time-sensitive items and initiatives continue to be distributed via the **OCSA listservs**.

Update: Research Internship in Partnership with York University

Jamie Robertson, our research intern through York University's Graduate Internship Program, was approved in early February to begin the pilot stage of her research into the experiences of autonomy and independence among clients of community support service agencies. She has been conducting interviews in central and southwestern Ontario. She is very thankful to the clients who generously agreed to speak with her about their lives. With the interviewing process nearly complete, she has begun working on analysing the results of her research. More details about her findings and the next stage of her research will be released in the coming months, which will provide an opportunity for all members to engage with the project.

Many thanks to the OCSA member agencies that have supported her efforts!

Key Meetings

Health Quality Ontario re: Home Care Indicators	December 12
Champlain CSS Network Meeting	January 19
Ontario Nonprofit Network Policy Committee Meeting	January 19
LHIN Renewal Advisory Group Meeting	January 20
Mississauga Halton Lunch and Learn	January 20
Transportation Advisory Committee Meeting	January 24
Minister Hoskins' Office re: 2017-18 Budget	January 26
South East CSS Network Meeting	January 30
Ontario Nonprofit Network Policy Committee Meeting	February 2
Adult Day Providers Advisory Committee	February 15
LHIN Renewal Advisory Group Meeting	February 17
Meals On Wheels Advisory Committee	February 21
Attendant Services Advisory Committee	February 23
Caregiver Organization Workshop	February 24
HQO - Home Care Indicator Review Meeting	February 27
BSO Provincial Steering Committee Meeting	February 28
Bill 87 Discussion with Minister Damerla's Office	March 2
NDP Health Critic Gelinis re: Budget Recommendations	March 7
MOHLTC - Proposed Regulation for Patients First Act	March 8
Ontario Health Providers Alliance re: Patients First Act Implementation	March 14
MOHLTC re: CHO Leadership Proposal	March 15

Living Well With Dementia Policy Symposium	March 16
LHIN Renewal Advisory Committee	March 17
Peterborough City and County Supportive Housing Network	March 20
HQO - Home Care Indicator Review	March 20
HQO - Health Links Community of Practice	March 22
Patients First Policy Symposium	March 23