

OCSA Members' Update – November 2015

Welcome to the latest edition of OCSA's Membership Update. This is intended to be a snapshot of the events of the summer and fall, including work being done by OCSA that supports the services delivered by members. We hope you find this helpful and, as always, please reach out to staff for more information.

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OCSA News

2015 PSNO & OCSA Conferences Updates

Thanks go out to our planning committees, speakers and presenters for making the 2015 PSNO and OCSA Conferences on October 20 and 21-22 such a success, and to all of the delegates who attended.

PSNO highlights included an opening plenary from UK researcher Dr. Mike Saks and an energizing demonstration of the Home Support Exercise Program to get our blood flowing before a full day of workshops. At lunch time, we recognized the winners of our [2015 PSW of the Year Award](#), [PSW Professional Development Scholarship](#), and Conference bursaries.

Attendance at this year's OCSA conference was our highest yet! Highlights included keynote addresses by Dr. Dave Williams and Dr. Danielle Martin, and a diverse set of workshops providing tools and strategies to help home and community support organizations "lead the shift" within the health system. We also celebrated the winners of our first annual [Commitment to Care Awards winners](#) during the Wednesday evening banquet – a program we look forward to growing next year.

We are already considering your feedback, and looking for ways to make next year's conferences even better.



Physician and astronaut Dr. Dave Williams opens the 2015 OCSA Conference "Leading the Shift: The Power of Thinking Differently."



Fabiola Vargas, who has worked as a PSW for CANES Community Care for 26 years, accepts the 2015 PSW of the Year Award during the 2015 PSNO Conference.

Thanks for Celebrating Community Support Month!



Throughout October, [OCSA members celebrated Community Support Month](#). OCSA called for Ontarians to get to know, donate, volunteer and raise their voices in support of the not-for-profit CSS providers in their local areas.

Many thanks to those of you who took advantage of this opportunity by holding local events, reaching out to your local media, or sharing stories about your impact using #OurCommunitySupport on social media.

OCSA Strategic Planning Process Continues

This year, OCSA embarked on a strategic planning process in order to accelerate our progress toward our vision of a “strong, sustainable health system that ensures personalized care when and where clients need it.”

Over the spring and summer of 2015, stakeholders from various parts of the system participated in interviews, and members from across Ontario took part in three webinars where they dialogued on the sector’s opportunities and challenges and OCSA’s path forward. These engagement sessions built on the member satisfaction survey undertaken in winter 2015, where members provided feedback on OCSA’s performance and future focus.

A draft strategic plan has been produced and approved by the Board, and OCSA senior staff are currently refining and operationalizing the plan. We look forward to sharing the results of this work with you in early 2016.

OCSA Partners with Health Quality Ontario to Launch Second Stage of Quality Advantage Project

QUALITY IMPROVEMENT • CLIENT EXPERIENCE •
FAMILY AND CAREGIVER SUPPORT • EFFECTIVE •
ACCESSIBLE • SAFE • INTEGRATED • MEASUREMENT •
PROCESS MAPPING • AIM STATEMENT • DRIVER
QUALITY IN HOME & COMMUNITY SUPPORT
DIAGRAM • FISHBONE DIAGRAM • TRANSFORMATION •
INNOVATION • LEADERSHIP • TEAMWORK • MODEL
FOR IMPROVEMENT • SUSTAINABILITY AND SPREAD

OCSA's Quality Improvement project, Quality Advantage, is well into its next phase – now funded by Health Quality Ontario (HQO). This is a new relationship, and we are pleased to be working with various levels of leadership within HQO to implement the project.

To support the initiative, we have recruited two full-time QI coaches in addition to contracting with subject matter expert Paula Blackstien-Hirsch. For this stage of the project, we are focusing on working exclusively with two CSS Networks: the Waterloo-Wellington Community Support Services Network and the Champlain Community Support Network.

Building on past successes, OCSA and HQO will be working over the next few months to continue to build Quality Improvement capacity and support a culture of continuous improvement within the sector. The following are the key project activities in 2015/16:

- Establish Quality Improvement peer learning circles
- Deliver OCSA's Quality Improvement Learning Collaborative
- Building leadership capability in the CSS sector
- Connect the CSS sector with other capacity-building initiatives underway

For more information, please visit www.ocsa.on.ca/the-quality-advantage.

China Reaches Out to OCSA for PSW Training

OCSA was approached by a private group that was interested in acquiring the rights to the personal support worker (PSW) training curriculum developed by OCSA and Lynelle Hamilton for the delivery of training in China.

As in Ontario, China is facing challenges with their aging population. The one child policy in China has decreased the size of extended families that cared for seniors in the past. While there isn't any standardized care training currently, migration from the countryside to urban areas provides a large labour pool that can be recruited and trained to deliver the care that will be needed.

To date we are awaiting follow-up information around this opportunity, and will then assess the feasibility of this work going forward.

Welcome to OCSA!

New Member Agency

We welcome new OCSA Member [Beth Donovan Hospice](#) in Kemptville, in the Champlain LHIN south of Ottawa. Beth Donovan Hospice provides compassionate support and professional care to individuals and their families as they journey through the challenges of life-limiting illnesses and end-of-life transitions.

Staff Changes

Amanda McGoey, our Director of Policy and Communications, and her family recently welcomed a new baby. Margot Flora Anabel McGoey was born on October 4th, and her parents and big brother are overjoyed. Margot made a cameo appearance at the OCSA conference.



We would also like to welcome Breanne Armstrong, our new Communications and Research Coordinator, whom some of you may have worked with already. Breanne has an MA in Media Studies and a BA in Rhetoric & Communications, and a strong background working with not-for-profit organizations. She will be tackling a variety of communications projects for us, including a revamped website!

Last but not least, we're pleased to have Abigail Guevara supporting OCSA in the area of corporate communications while Amanda is away on maternity leave. She is also the Manager of Communications and Stakeholder Relations with the Ontario PSW Registry, and has worked in communications in a variety of sectors including health care, natural health products, international development, and pharmaceuticals.

OCSA Home Care Provider Members Share Views on Auditor General's CCAC Report

On October 2, soon after the release of the Auditor General's *Community Care Access Centres— Financial Operations and Service Delivery Special Report*, OCSA held a conference call with its home care provider members to get their reaction and feedback on the Report.

Group consensus revealed that the findings of the Report were not surprising and reflected what was anticipated and expected. The discussion addressed issues including CCAC contracts, service delivery models and care coordination.

To read the Auditor General's report, [click here](#).

To reach OCSA's public response, [click here](#).

Government Relations

Minister Hoskins Signals Potential Changes to Home and Community Care

On November 4th, Minister Hoskins delivered a closing speech at the OHA's HealthAchieve conference. Although the speech did not contain any definitive announcements, it did ask some pointed questions regarding "bold and transformative" change in the health system. Of particular interest was the suggestion of a potential change in the relationship between the CCACs and the LHINs creating "deeper integration." The Minister also discussed increased responsibilities for the LHINs pertaining to both primary and home and community care and in general, greater

integration throughout the system. Our overall impression is that the speech was intended to “test the waters” and gauge reaction to these structural changes.

To read OCSA’s public response to the speech, please [click here](#).

To view a video recording of the speech please [click here](#).

We continue to stress that it is vital that home and community support providers be a key part of the decision-making process regarding the future of the sector, and will keep you informed of any developments.

OCSA Pursues Home and Community Support Representation on *Roadmap*’s Implementation Table

In late August, OCSA delivered a letter to Nancy Naylor, Associate Deputy Minister, Delivery and Implementation, regarding the need for more inclusive representation on the *Roadmap* Implementation Table. Ms. Naylor is Co-Chair of both the Advisory Table and Implementation Table, therefore we have asked our members to send letters of interest to Ms. Naylor to participate on the Implementation Table.

We followed up with a subsequent communication in November seeking answers regarding how policy recommendations from the Advisory Table will be vetted amongst key players in the sector, and how the Ministry plans to engage the broader home and community sector in breaking down barriers to implementation. We also noted that Minister Hoskins’ speech at HealthAchieve signaled the need for broader integration and transformation, and that this will not occur without appropriate representation at the Table. We have not yet received a response.

The Implementation Table will determine which recommendations will move forward. Therefore, it is critical to have representation during the implementation process, to ensure there is fulsome engagement of all providers in home and community support services.

Thank you to members who have sent letters to participate on the Table. OCSA asks all members interested in participating on the Implementation Table to continue to send your letters to Nancy Naylor at nancy.naylor@ontario.ca. Please cc: deborah.simon@ocsa.on.ca on your e-mails.

Update: Activities on the Roadmap's Advisory Table and Working Groups

On September 17th a Levels of Care Workshop was held as a preliminary educational option for members of the **Advisory Table**. The workshop was intended to be a “think tank” to gain initial feedback regarding what a model could look like. As part of the workshop, Dr. John Hirdes presented preliminary data based on interRAI CHA and HC using profiles of clients within CSS and CCAC that were based on assessed scores and client subgroups. Additional work will be done by the Ministry on these findings using supplementary data; and work on the model is to be fully developed at a working table as part of the *Roadmap's* governance structure.

The first meeting of the **Advisory Table** held September 24th included OCSA members Terry Richmond, Carol Annett and Rheta Fanizza. The committee members reviewed the governance model and timelines for the *Roadmap* initiative as well as the Proposed Statement of Values for the project, and the preliminary research from the Self-Directed Funding Plan.

OCSA member Lori Cooper has been selected for the **Self-Directed Funding Working Group**, and will attend future meetings. The first meeting was held November 6th. The committee reviewed the Terms of Reference and Project Deliverables and set a meeting schedule to review materials – the group will be meeting weekly until the end of 2015.

The **Service Delivery and Contracting Working Group** met for the first time on October 30th with OCSA members Michelle Fox, David Gooch and Angela Brewer in attendance. The Group reviewed Ministry data on proposed rates and discussed the Ministry's proposed inclusion and exclusion criteria.

More information on these working tables to follow.

OCSA Meets With NDP Health Critic, France Gélinas and Gains Assurance for Future Meetings

On Tuesday, September 30, Deborah Simon, CEO met with MPP France Gélinas, Nickle Belt and NDP Health Critic. In a brief but effective 30-minute consultation, Deborah engaged France on a number of critical topics including OCSA's White Paper, *How to Bring Care Home*, OCSA's upcoming response regarding the Auditor General Report on CCACs, funding for CSS providers, the PSW Wage Enhancement and the PSW Regulation Change.

The successful meeting resulted in France offering Deborah an open invitation for future discussions.

PSW Training Fund Update

As a result of the proposed changes, funding under the PSW Training Fund is being streamlined. Direct Transfer Payment Agreements (TPAs) with the ministry for this fund will no longer be available. Under the new process, organizations that were directly funded in previous years are now eligible to apply for funding from lead organizations which the Ministry has identified to support the administration of this Fund.

Some expenditures that were approved in previous years are no longer eligible for funding. The following list of training will not be considered as eligible for funding by the Ministry: First aid / CPR, Computer related training, Food handling / food and nutrition, and Basic health and safety / infection control.

PSW Certification funding appears to be restricted to school boards, private career colleges and community colleges only. This appears to exclude third-party training programs, including OCSA's work delivering PSW training in rural, remote and First Nations communities. OCSA is following up with the Ministry with the intent of changing this exclusion.

PSW Wage Enhancement Update

Over the summer, OCSA received the Ministry's letter on Year Two wage enhancements, which included the following:

- Continued funding of the additional 22.7% for statutory benefits
- A new minimum base rate of \$16.50 per hour as of April 1, 2016
- For 2015/16, a focused eligibility for the wage increases for PSWs earning up to \$19.00 per hour. Employers are required to provide the wage enhancement of up to \$1.50 per hour in 2015/16 and up to \$1.00 per hour in 2016/17 to eligible PSWs earning less than \$19.00 per hour.
- Beginning in 2015/16, expanded eligibility to include the following LHIN-funded hours that were previously left out:
 - Adult Day services
 - Overnight Respite
 - Self-managed attendant services administered through CILT

- For CCAC providers, implementation of rate harmonization for PS services. This is to be developed through the “Service Delivery and Contracting” working group, as part of the *Roadmap to Strengthen Home and Community Care* framework.

We were informed that in 2014/5 there was a 95% compliance rate with this initiative amongst funded providers (5% of providers did not pass on this increase nor did they sign back on their Ministry agreements). We were told that commencing 2015/6, LHINs would be directed by the Ministry to withhold 2015/16 funding for new service volumes with any providers who have not signed.

Although we were successful in our advocacy efforts to get three additional functional categories added for PSWs, the Ministry has continued to exclude PSWs providing personal care to mental health clients. We will continue to lobby for this addition.

After the release of the Year Two criteria, we began hearing from our ADP members about significant variations in the implementation of the directives for their programs. There was extensive consultation with the Ministry on this – both working with members to clarify their programs and helping the Ministry understand the different program structures for ADP services across the province.

The most recent update on this initiative is that Year 3 funding for CSS agencies will be identical to the Year 2 funding, including the \$19 wage cap. For CCAC contracted agencies, continued work will be taken up by the Service Delivery and Contracting Working Group of the *Roadmap's* Implementation Table.

Sector News

PSS Regulation Change Updates

The steering committee responsible for the PSS regulation change met on September 18th – OCSA sits on this group. Updates were provided on the following:

Performance Measures Group - Preliminary recommendations for standards are being tested by the Early Adopter Working Group (OCSA gathered feedback on these standards from Members over the summer). There is work underway at OACCAC with interRAI Canada to test the PS Decision Support Algorithm. This tool was developed to enable consistent access protocols between CCACs, using the interRAI CHA and HC assessment data. It is being considered for consistent access across CSS, but further

pilot testing is required. Once completed, the Standards and Definitions Work Group will review the algorithm for inclusion in the preliminary recommendations. The work group has also been tasked to identify provider-specific performance measures from within the context of all the proposed performance measures.

Early Adopter Working Group - Early Adopter LHINs have completed their agency selection processes and have selected their early adopter CSS agencies. Each Early Adopter LHIN used its own selection process, which is to be evaluated as part of this initiative.

Early Adopter LHINs have established their implementation leadership structures, and three have held inaugural meetings of their leadership committees, work planning events and process mapping sessions. Two Early Adopter LHINs have begun developing and implementing key processes and protocols for care and service planning, and care coordination elements of the standards and guidelines.

Plans are in the works for the broader roll out of the regulation change across all remaining LHINs over the next 12-18 months.

First Tuesday of Every April to Be Declared *Family Caregiver Day*

On Thursday, November 5, Ontario NDP Health Critic France Gélinas introduced a Bill to increase recognition and awareness of family caregivers by proclaiming the [first Tuesday of every April as Family Caregiver Day!](#)

“Family Caregiver Day signifies the importance of tens of thousands of Ontarians, who devote their time, attention and efforts on an ongoing basis to care for those with various physical and mental health challenges,” says Deborah Simon, CEO, OCSA.

“Whether a family member, friend or volunteer, these individuals are indispensable to those they care for, and an essential support to our health care system.”

OCSA attended a press conference to announce the Day and to show support for the over 2.6 million Ontarians who are caregivers to a family member, a friend or neighbor. These caregivers devote countless hours of unpaid care to those who are most in need. Their efforts, often unrecognized, form the backbone of our health care system.



(L to R) Abigail Guevara, OCSA, Lisa Levin, Ontario Caregiver Coalition, MPP France G linas, Nickel Belt and NDP Health Critic, Ken Wong, full-time caregiver, Sue VanderBendt, Home Care Ontario, Joanne Bertrand, Ontario Caregiver Coalition, Abidah Shamji, MS Society of Canada.

New Federal Government Creates Potential for Change

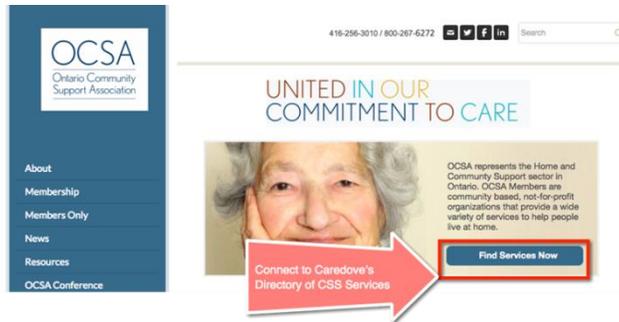
OCSA watched the federal election with great interest. A new government opens up new potential for change and growth, particularly because a \$3 billion [investment in home care was a Liberal campaign promise](#).

The new federal Minister of Health is [Dr. Jane Philpott](#), an Ontario family physician. OCSA looks forward to learning more about her implementation of the promised investments in home and community support announced pre-election.

Association News

OCSA Partners With Caredove

OCSA has teamed with [Caredove](#) to make it easy for everyone (clients, caregivers, family, healthcare professionals, etc.) to connect with Community Support Services, right from the OCSA website.



In addition to providing an OCSA directory to CSS across the province on the OCSA website, Caredove also helps clinicians connect patients with care through an online platform to find local health and community services, book appointments and send referrals. With the support of their LHINs, CSS providers in the Waterloo-Wellington, Central and North Simcoe Muskoka have contracted with Caredove to provide better access for their clients.

For more information about this partnership, please [click here](#).

OCSA Produces Province-Wide Meals on Wheels Training Video

With the support of a \$10,000 donation by Meridian Credit Union, OCSA worked with Meals on Wheels providers to create the *Meals on Wheels Volunteer Orientation Video*. The educational and informative video covered important topics such as "More Than a Meal Deliverer," "Food Safety", "Client Monitoring" and "Emergencies". The script was developed by our Meals on Wheels working group, and the video has been distributed to providers across the province. [Click here](#) to view.

OCSA Recognizes First Annual Commitment to Care Award Winners!

Over the summer of 2015, OCSA's team planned our annual conference, and felt it was important to create an awards program to recognize the outstanding work being done in the home and community support sector.

"All too often, OCSA Members are the unsung heroes of Ontario's health care system," CEO Deborah Simon says. "I wanted to create an opportunity for home and community support providers to stand in the spotlight."

Amazing nominations were submitted, and the difficult task of choosing winners was assigned to an independent group of health care system leaders.

The awards program was sponsored by [Lough Barnes Consulting Group](#), who also produced short video interviews with each of the winning individuals and teams. Winners were celebrated during the evening banquet during OCSA's annual conference on October 21, 2015. Huge thanks to all our winners, our selection committee, and all of the hard-working nominees making a difference in the home and community support sector. We look forward to next year's awards!

The winners are:

OCSA Award for Commitment to Leadership

Brian Dunne, President and Chief Executive Officer, Participation House Support Services

OCSA Award for Commitment to Quality Improvement

Alzheimer Services Seniors Day Program at Acclaim Health

OCSA Award for Commitment to Volunteer Administration

Hospice Toronto Volunteer Services

OCSA Award for Commitment to Exceptional Client and Family Care

Julie Wheeler, Sunnyside Seniors' Services, Region of Waterloo

To read more about the winners, see photos, and watch short profile videos, [click here](#).