



OCSA Members’ Update: September 2017

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 June. To skip to a particular section, click on any line of the Table of Contents.

This issue, we’re sharing updates on ongoing work related to the changes to the model of CSS provision, Bill 148 *Fair Workplaces, Better Jobs Act* and other legislation. We also highlight upcoming OCSA events and projects, including at our 2017 OCSA Conference on October 18 & 19. 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

Protecting Not-For-Profit Community Support Services

The first meeting of what the Ministry is calling the *CSS Best Practices Working Group* took place on August 30. By way of background, this group was formed in the aftermath of the Ministry unexpectedly withdrawing its support for a regulation limiting the provision of community support services to not-for-profit agencies, after OCSA pointed to a loophole within the *Patients First Act* which opened the door to for-profit providers. The meeting was attended by staff and membership representatives from OCSA, AdvantAge Ontario (formerly OANHSS), Home Care Ontario as well as LHIN and Ministry staff.

The Ministry had prepared a deck that outlined their understanding of the current environment in which CSS services are provided. This included a list of services, as well as a listing of where LHINs (previously CCACs) have currently contracted out services. There were a number of omissions in the content, and we perceived a lack of understanding around some of the existing complexities within the sector. The Ministry did indicate that they were interested in gathering a better understanding of the sector and posed a few questions for discussion:

- Was there capacity in the current approved agencies to respond to ministry and LHIN investment priorities?
- Could changes occur and yet still allow for the continuation of the community-building aspects of the volunteer sector?
- How could changes occur and still allow for continued stability in the community support services sector?

The Ministry indicated that they will be doing a jurisdictional review and seeking further evidence on other service models, both nationally and internationally. They are interested in receiving any reports/papers that could assist them in their review – please reach out to us if you have any resources that might be useful.

OCSA continues to stress the importance of the not-for-profit provision of CSS, pointing to potential impacts on service quality, community governance and accountability, the contributions of volunteers to our sector, and the important roles CSS agencies play in their communities beyond simple service provision.

The next step is the Ministry developing a discussion paper, which they will use to undertake a more public consultation in November. We are actively searching for supporting documentation that supports the benefits of a strong not-for-profit community sector. We will continue to work with AdvantAge Ontario, and further support will be sought from the broader sector, could include colleagues from Community Health Ontario and the Ontario Nonprofit Network, who have indicated their interest in this issue.

We will also be calling for member support during this period, as it will be critical for the future of the sector for members to be engaged and participate in this consultation.

Community Support Month Petition

October is Community Support Month, and for many years, service providers have been using the occasion to celebrate the value of their services and raise awareness in their local communities. This year, it's a particularly valuable opportunity to draw attention to the importance of protecting a strengthening *not-for-profit* community support services.

Therefore, as part of this year's Community Support Month campaign, OCSA has launched an online petition Ontarians can sign to share their support. Please [sign the petition](#) and help spread the word.

Bill 148: Fair Workplaces, Better Jobs Act

Over the summer, OCSA has been very active on Bill 148. As noted in legislative updates, we collaborated with Home Care Ontario on a costing analysis of Bill 148 completed by KPMG. The report can be found on our Members Only website.

We have also met with a number of Ministries, including Health and Long-Term Care, Labour, and Small Business to discuss Bill 148, and twice with the Premier's office.

The focus of our advocacy has been the impact the scheduling provisions will have on the delivery of care, and the increased costs this legislation will bring to the sector. We have been supportive of the direction of the legislation, while pointing out sector-specific concerns. Both the Ministry of Health and Long-Term Care and the Ministry of Labour remain open to finding solutions that address our concerns and fit with the government's goals. A working group to address sector-specific concerns regarding

scheduling will be formed to find solutions before these provisions come into effect on January 1, 2019.

OCSA also created a toolkit, which contains templates to help members reach out to your local MPP and both Ministers. It can be found on our Members Only site.

Update: OCSA Conducts LHIN Outreach Province-Wide

In the wake of health system transformation, OCSA has spent the summer travelling across the province to meet with LHIN leadership and staff. So far, we have met with senior leadership at 10 of the 14 LHINs, and are actively pursuing the remaining four. In most of these meetings, we have been joined by local OCSA member agencies, whose contributions are extremely valuable.

These productive discussions have led to a deeper understanding of priorities and concerns for the home and community sector, on both the LHIN and provider sides. They have covered topics from opportunities for the sector post-CCAC and LHIN amalgamation to base budget pressures for providers, PSW shortages, and the impacts of Bill 148.

While the response to our presentations has been positive, most LHINs did not react enthusiastically to our suggestion they use discretionary funding for sector base increases. Each LHIN operates very differently; however, most have asserted that they are not in favour of base funding due to the lack of accountability under this approach. Most have determined their strategic priorities based on either Ministry directions or local capacity assessments, and feel that their approach to targeted funding allows them to better measure the impact of investments. Some LHIN CEOs also indicated that they do not generally favour base increases being applied to other health sectors, either, doing so only based on Ministry direction.

We're pleased to be making and strengthening connections with both new and experienced LHIN staff, relationships which will undoubtedly be valuable moving forward.

OCSA had already begun early planning for the 2018 provincial budget, and these candid LHIN conversations support our plan to shift our focus away from an emphasis on straightforward base increases, and toward more specific needs and impacts more likely to resonate with decision-makers. Members will have the chance to contribute to this approach at a budget priority-setting session taking place on October 17, before

our annual conference begins. To RSVP for this session, [click here](#) or contact Patrick (patrick.boily@ocsa.on.ca).

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

The latest Advisory Committee meeting regarding the *Roadmap to Strengthen Home and Community Care* was held on August 30. As the group had been put on hold over the summer, there were many new funded initiatives presented, which are summarized in brief below.

Caregiver Education and Training

- In March, the Ministry sent a Call for Applications for proposals for caregiver education and training. 55 applications were received by the deadline of April 21. There are now 12-15 applications are under consideration for funding.

Caregiver Toolkit and Caregiver Support Organization

- In July, the Ministry put out Request for Bids to secure a vendor to develop content for a Provincial Caregiver Toolkit. The content was to be targeted to all caregivers, regardless of the age or condition of the individual for whom the caregiver is caring. Several bids were received and an evaluation panel was established to evaluate the bids received. The Toolkit is anticipated for print and online release in early 2018.
- Janet Beed's final report *Expanding Caregiver Support in Ontario* was delivered to Minister Hoskins in June, and made the recommendation that a stand-alone caregiver support organization delivering a full range of supports be developed.
- It was recommended that the organization have a central location and regional offices, and that the organization be a non-profit corporation with charitable status, with a paid CEO and a volunteer Board of Directors, funded by (but operating at arm's-length from) the government. The Ministry has secured approvals to proceed and is beginning the work involved in getting the organization up and running, with key public-facing functions planned to be in place by March 31, 2018.

Levels of Care Framework

- In March, the Levels of Care Expert Panel submitted its report *Thriving at Home: A Levels of Care Framework to Improve the Quality and Consistency of Home and Community Care for Ontarians* to the Minister. A public release of the report and

communications to sector stakeholders is being formalized for an anticipated fall release.

- Three priority areas were identified: the validation of the Framework itself, updating the assessment policy and tools, and improving care coordination. The Ministry, LHINs and Health Shared Services Ontario will develop an implementation plan that includes piloting the framework at a small number of LHIN demonstration sites.
- Amy Olmstead, Director for the Home and Community Care Branch, will provide an update on the framework at the OCSA Conference on October 18.

Palliative Care

The ministry is undertaking a number of initiatives based on Parliamentary Assistant Fraser's report.

- **Funding for Hospice Services:** In June 2016, the Ministry increased annual funding for hospices, in order to ensure the sustainability of the nursing and personal support services they provide. Funding for each adult bed was increased by \$15,000/year to a total of \$105,000/year. Funding for pediatric beds was increased by \$22,400/year to a total of \$156,400/year.
- **Training for Health Service Providers in Indigenous Communities:** In 2017/18 and 2018-19, the Ministry is investing in training opportunities for up to 600 health care providers delivering palliative services to Indigenous communities.
- **Ontario Palliative Care Network (OPCN):** In March 2016, the Ministry announced the launch of the OPCN, a new provincial partnership that will coordinate service providers and drive quality improvements in the palliative sector. The Local Health Integration Networks (LHIN), Cancer Care Ontario, Health Quality Ontario (HQO), and a broad range of community representatives provide leadership for the OPCN.
- **Visiting Hospice Volunteer Services:** In December 2016, the Ministry announced an additional \$1 million in annual funding visiting hospice volunteer services. In addition, one-time funding of \$89,500 was provided for 2016/17 to help LHINs expand these services in new communities. These funds are expected to help increase the availability of palliative services in the community, so that patients and caregivers can continue to live independently in their homes.
- **Online Caregiver Training:** The Ministry committed \$265,000 over 2 years to develop online educational materials for caregivers of palliative patients, so they understand what to expect during their loved ones' care journeys and how to respond.

- **Advance Care Planning:** The Ministry provided HPCO with \$700,000 over 2 years to develop tools that will help health care providers engage patients and caregivers about advance care planning.
- **Residential Hospice:** In July 2017, Ontario announced the Hospice Capital Program to provide financial assistance for the development of new physical spaces associated with the provincial hospice expansion plan. Under this new program, eligible hospices could receive up to \$200,000 in one-time funds for each approved bed they open.

Ontario's First Nations Health Action Plan

The Ministry is investing \$10.5 million in 2017-18, increasing to \$19.5 million in 2018-19 and ongoing to enhance home and community care services, including palliative care for Indigenous peoples in Ontario.

- **First Nations on reserve:** The Ministry partnered with the Chiefs of Ontario and the Provincial Territorial Organizations to develop a comprehensive report with 26 recommendations to inform investments in all 133 First Nations communities in the province. Key priorities for funding include:
 - Building capacity by attracting and retaining staff
 - Providing palliative care services
 - Enhance collaboration among care provider teams, particularly in discharge planning
 - More training opportunities
 - Expansion of access to technology-based services, maintenance and training.

Complex Needs Working Group

The Complex Needs Working Group, composed of ministry and community representatives, was tasked with providing recommendations for improving home care and community services for adults with intellectual disabilities and complex needs. This group met from November 2016 to May 2017 and looked at challenges for those with intellectual disabilities and complex needs and their caregivers. The report prepared by the working group contains eight recommendations to reform home care and community services, enabling adults with intellectual disabilities and complex medical needs to remain where they wish to be, at home and in the community.

The eight recommendations are:

1. Propose regulatory amendment to increase nursing service maximums
2. Increase integration and alignment of services and enhance system navigation
3. Support transparent and equitable assessment and allocation of services
4. Increase awareness about available resources, tools and supports for caregivers
5. Increase and improve training and education for service providers
6. Promote, encourage and support technology innovation
7. Fund further research on individuals with intellectual disabilities and complex needs
8. Fund and support new pilot projects.

Wound Care – Offloading Devices

Health Quality Ontario's quality standards for three types of wounds and the Ontario Health Technology Advisory Committee's recommendation on offloading devices are expected soon. The Ministry is working on a phased implementation strategy over the next three years to support the adoption of the standards, including a proposed approach to funding devices. The Ministry is looking at options to:

- Focus on public payment for offloading devices; and
- Support health system capacity building through training and education initiatives.

The approach will be to provide funding, through the LHINs, to provider organizations and home and community care agencies that have the existing clinical scope/capacity to provide the offloading devices.

Update: LHIN Renewal

The fifth and final meeting of this Advisory Group was held on June 20. The meeting correlated with the retirement of the Chair Barry McLellan who expressed his satisfaction that the group had achieved its mandate of communicating changes to the LHINs through what was deemed the "transition" period. Now the "transformation" phase begins.

An update was provided on "T" days across the LHINs, which were highly successful with no major obstacles in the transfer of services from the CCACs to the LHINs.

The meeting included discussion of the LHIN mandate letters, which are the first of their kind and outline the many priorities that the Minister of Health has mandated to the

LHINs. These include 30 distinct projects and programs, under six provincial strategies. The provincial strategies included:

- Palliative Care
- Mental Health
- Opioids
- Muscular Skeletal (included Hips & Knees)
- Dementia
- Digital Health

Some of the LHIN-led activities included:

- Sub-LHIN planning
- Implementing patient-family advisory councils
- French Language Services Capacity Review

There was concern expressed around discontinuing the Advisory Group when LHINs were just at the juncture of implementation of transformation activities, but the Ministry assured us that an alternate process for sector consultation would be implemented. OCSA expects to participate.

Update: Bill 87 – Seniors Active Living Centres

Earlier this summer, government announced that it will be proceeding with an application process in the fall for some of the 40 new Elderly Persons Centres (EPCs) announced in the budget. The press release can be found [here](#). OCSA has reached out to the Ministry for Seniors Affairs for more information on the application process, and will keep members informed.

As included in legislation passed earlier this year, EPCs will soon be known as Seniors Active Living Centres. It is a result of OCSA's advocacy work that EPCs have remained non-profit entities. OCSA was able to convince the government to amend the legislation to re-instate the requirement that operators of these centres be not-for profit organizations. The first draft of the legislation would have allowed for for-profit organizations to access government funding in order to operate these centres.

Update: PSW Training Fund

To date, this year's funding process has not been completed, and we are awaiting further information on this year's approved allocations. We are following up frequently, as we know how crucial a timely release of this funding is to providers and staff.

Update: Provincial Dementia Strategy

OCSA has met with the Ministry of Health and Long-Term Care to discuss the implementation of the \$101 million, three year-dementia strategy. Investments will be focused on expansion of day programs, caregiver respite and training, dementia training for the entire health workforce, expanding BSO in both the community sector and long-term care homes, expansions of memory clinics in partnership with primary care and a public education campaign.

Year One of the workforce training funding will focus on PSWs – OCSA is awaiting further detail on how this will be rolled out.

OCSA members should watch for opportunities to expand and strengthen programs and services that align with these priorities. Initial funding will be flowed to the LHINs sometime this fiscal year.

Province Announces Details of Mandatory PSW Registry

On September 28, the government [released some details](#) about the new mandatory PSW Registry that was announced in the 2017 Budget.

The new mandatory PSW registry will be housed by the Michener Institute at UHN. They will be tasked with the initial development, implementation and hosting of the registry. The registry will include information about education and training, a code of conduct and a complaint mechanism. The new registry will be phased in beginning in January 2018.

The government is aiming to bring PSWs in line with other healthcare professionals whose background information is publicly available in searchable databases.

We have offered to engage with our membership and share our expertise with the province as they move forward, and look forward to advising the government and the Michener Institute in their work to strengthen the PSW workforce.

A new registry is one of a number of reforms that will ensure appropriate oversight for the workforce, such as developing standards of practice and sector-wide PSW competencies. As the population ages and grows, personal support workers will continue to be in high demand. Therefore, a strategy for the long-term sustainability of the workforce, including recruitment, retention and training will also be crucial. OCSA is

currently engaged in this work, including as part of the newly formed provincial PSW Reference Group.

We will keep members informed as more information becomes available.

Coming Soon: PSW Reference Group

OCSA recently received a recent invitation to sit on a PSW Reference Group, which the Ministry indicates is being established to support the development and implementation of a renewed PSW Strategy. They state the group is being established to “enhance the government’s ability to improve access to care for patients and ensure that PSWs are safe and qualified to provide care.” The Ministry further indicates that it is looking to develop initiatives that focus on building a high-quality PSW workforce with the needed capacity, now and in the future. We are pleased that the Ministry is returning to this work, and requesting sector leadership participation.

Updates from the Federal Scene

As part of a wider cabinet shuffle, a new federal Minister of Health was announced last month. The Honourable Ginnette Petitpas Taylor, the MP from Moncton – Riverview – Dieppe is the new Minister of Health. Prior to becoming Minister of Health she was Parliamentary Secretary to the Minister of Finance and Deputy Government Whip. She replaces Minister Philpott, who becomes Minister of Indigenous Services.

As part of the federal-provincial funding accords that the federal government has signed with all ten provinces, the federal government and the provincial and territorial governments have issued a [Common Statement of Principles on Shared Health Priorities](#). It outlines the priorities for the funds the federal government will be transferring to the provinces and territories.

Of note for members are the four priorities for improving access to home and community care. These four priorities are:

- Spreading and scaling evidence-based models of home and community care that are more integrated and connected with primary health care;
- Enhancing access to palliative and end of life care at home or in hospices;
- Increasing support for caregivers; and

- Enhancing home care infrastructure, such as digital connectivity, remote monitoring technology and facilities for community-based service delivery.

Province Planning Changes to Emergency Services

The province is making changes to the emergency and ambulance services. They are proposing to amend the *Ambulance Act* to allow “paramedics to provide appropriate on-scene treatment and refer patients to non-hospital options, such as primary care and community-based care.” There will also be two pilot projects to allow firefighters to respond and treat to low acuity medical calls and provide symptom relief to high acuity calls.

Under the current law, paramedics are required to bring patients only to hospitals. OCSA supports this move in the right direction to help alleviate the burden on hospitals. We are monitoring the situation, and will work with government to ensure these changes are properly implemented to benefit the entire health system, including our sector.

Public Health Expert Panel Report

In July, the government released the *Public Health within an Integrated Health System Report* of the Minister’s Expert Panel on Public Health. This report outlined recommendations for the restructuring of public health to align with the *Patients First: Action Plan for Health Care*.

The report recommended the creation of 14 regional public health entities, mostly consistent with LHIN boundaries, and a recommended leadership and governance structure. While it did not make specific recommendations on issues of funding and legislation, it did identify a number of issues that the Ministry of Health and Long-Term Care should address. The report can be found [here](#).

OCSA News

2017 OCSA Conference Program Takes Delegates From Roadmap to Reality

Our 2017 Conference is just weeks away, and we’re thrilled about the strong program that has developed this year. From sub-LHINs to service integration, caregiver supports to capacity planning, and client privacy to election planning, we’ll cover the latest in research, updates and best practices in home and community care.

You'll also have the opportunity to learn about the results of several OCSA-led initiatives: intern Jamie Robertson's research project seeking client perspectives on independence and autonomy, a new toolkit for facilitation strategic discussion with Boards, and key learnings from our 2017 Wage and Benefit Survey.

During health transformation, the conference is a crucial opportunity to connect and collaborate with your fellow OCSA members. We hope to connect with you in person there. The full conference schedule and online registration are available at www.ocsaconference.com.

Additional Conference Networking Opportunities

25th OCSA Annual General Meeting & Leadership Reception

Please join us for OCSA's Annual General Meeting, to be followed by a leadership reception. Don't miss the opportunity to meet with OCSA's Board of Directors, staff and other OCSA members from across the province.

Tuesday, October 17 7:00pm

Markham C

Reception to follow: snacks provided, cash bar.

OCSA's 25th Anniversary Birthday Party Celebration

OCSA's first conference took place in 1992 – join us Wednesday evening after dinner for our 25th anniversary birthday party! We'll kick things off with a few laughs courtesy of comedian Susan Stewart. Then, the party continues with cake, music and a few surprises.

Wednesday, October 18, 8:00 pm (following the conference banquet).

Conference Centre

Please wear black, white and silver (traditionally associated with 25th anniversaries) to help us celebrate!

Networking Breakfast For Small Organizations

On October 19, we are pleased to facilitate a Networking Breakfast for Executive Directors of small organizations. This breakfast will offer a space for leaders from across the province to meet and share experiences. If interested, we ask that you

register for this breakfast [here](#). This will help us plan for the number of people who will participate and to help us gather topics of conversation.

We are hoping these opportunities will help the leaders of small organizations share best practices and build stronger connections and strengthen the leadership in the sector.

OCSA Speaks Up for Not-For-Profit Care During Community Support Month

October is Community Support Month and we encourage you to take advantage of this opportunity for community engagement. For many years, OCSA members have been using the occasion to host events and reach out to their local communities.

Our member toolkit was distributed on September 8, and includes promotion and participation tips, key messages, graphics and a media release template. It can also be found on our Members Only website. We hope you'll participate, and use the hashtags **#SpeakUp4CommunitySupport** and **#CommunitySupportMonth** on social media.

To coincide with Community Support Month, today we launched an online petition calling on the government to protect and strengthen the not-for-profit model of community support service delivery. As members know, the Ontario government is currently considering changes which would open the door to additional for-profit companies in the sector. The petition can be found here: <http://chn.ge/2wUd7ft>. Please take a moment to sign it yourself, and spread the word on social media and among your networks.

October 17: Strategy and Priority-Setting Session for 2018 Provincial Budget

Registration is open for an October 17 strategy and priority setting session for OCSA's 2018 Provincial Budget consultation submission.

The goal of the session will be to inform and set priorities for our 2018 budget submission to the province. During the session, we will challenge members to clearly articulate the importance of investment in our sector, with emphasis on specific, concrete improvements provincial investment would enable. This specificity will be important in order to build a case which will resonate with decision-makers.

The session will take place immediately prior to the 2017 OCSA Conference, at the Hilton Suites Toronto/Markham. If you are planning on attending the conference this is

a great opportunity to get involved in OCSA's policy and advocacy work, and build additional value onto your conference registration for no additional cost.

Registration is open until October 11th but space is limited so register early by clicking [here](#).

As part of the registration process, you will be asked to answer the following question:

If you were to receive a base increase equivalent to 2% of your budget, what would you use it for and what would be the impact on the client?

We ask that you start your answer with the format: The impact on the client would be...

The day's activities will not focus primarily on numbers and funding levels, but instead on concrete actions, ideas or programs that would strengthen the sector and allow us to better serve our clients. These priorities will be costed out during the next stage. This format will enable participation a diversity of members, regardless of past policy-making or advocacy experience.

Participate in Change Day Ontario!

OCSA is participating in Change Day Ontario. Change Day is a growing movement that encourages health care professionals and others involved in the health system to make a pledge, big or small, to improve the healthcare system for clients, caregivers, patients and providers.

OCSA is participating, and encourages all members to do the same. Post your pledge before November 17. More information can be found at:

<http://www.changedayontario.ca/>.

Update from the Policy Committee

OCSA's Policy Committee met on September 18. On the agenda was the government's call for feedback on a draft regulation to expand self-directed care, Bill 148 and the on-going consultation on the delivery of CSS by the government.

The discussion provided OCSA with valuable advice on direction and strategy. The next policy meeting is scheduled for November.

Register Your Staff For the 2017 PSW & PSW Supervisor Training Day



This one-day event is Ontario's most effective, efficient and affordable way for personal support workers (PSWs) and their supervisors to receive up-to-date knowledge and skills in some of the most in-demand training areas, including mental health, dementia, and palliative care.

Our training sessions are designed specifically for the professional development of personal support staff in home care, long term care, community care, hospitals and supportive housing. We expect approx. 400 PSWs and Supervisors from across the province to attend.

In today's health care landscape, PSWs are being asked to take on more complex work, and provide additional supports to clients. Attendees will receive the training they need to meet the increasing demands of the profession, and provide the highest quality of care to patients and clients. In addition, PSWs will have the opportunity to celebrate the importance of their profession alongside their peers.

Last year, 98% of our attendees agreed that what they learned during the training day would help them do their jobs better.

This year's topics are:

Mental Health: Focus on Anxiety

Anxiety is one of the most often overlooked mental health issues among clients. This interactive session will identify common types, their impact on clients and strategies you can use to support the client's well-being and function.

Dementia: Focus on Challenging Behaviours

“Why is this behaviour happening?” We’ve all asked this question when working with a client who does something we don’t understand. In this session, we’ll discuss the challenging issues we all face when working with a client with dementia, identify potential causes and discuss positive approaches to support the client and increase understanding.

Palliative Care: Focus on Non-Medicinal Pain Reduction

Caring for people dealing with late and end stage illness requires a balance of approaches and techniques. In this interactive workshop we will focus on practical tips, tools and strategies to help you to offer comfort in late and end stage illness.

Mental Health: Focus on Depression

This workshop will focus on the important topic of depression, within the context of mental health. This interactive workshop will offer you the opportunity to share situations and stories from your own experiences and develop practical tips and strategies for dealing with those situations. We’ll also discuss boundaries and roles when working with older adults with depression.

Getting the Message Across: Focus on Communication Barriers

Little is more frustrating than an inability to communicate. This interactive session will provide an overview of three common barriers to communication: hearing loss, aphasia, and cognitive impairment. It will examine their causes, but focus on ways in which the PSW can address barriers and support the client’s communication.

Helping Your PSWs Use What They’ve Learned Today: A Workshop for Supervisors

So, everyone’s enthusiastic...the day’s been great, they’ve learned a lot. You’re now to the biggest challenge: identifying the information that is useful to your agency and getting PSWs to use the new knowledge applicable to your setting.

[Click here to read the learning objectives for each session!](#) Group and individual registration is available at <http://www.psno.ca/psw-training-day.html>.

Now Available: 2017 OCSA Wage and Benefit Survey Dynamic Platform

Interested in knowing the market salary for the program director/manager position, or what the mean hourly wage rate paid to PSWs or Attendant Care Workers is in your part of the province? Using data reported in this year's Wage and Benefit Survey, OCSA has partnered with Lough Barnes Consulting Group to produce an interactive online platform that includes functionality to filter information by labour market and/or budget range for 21 positions commonly found in CSS.

In the following short video example, see how you can search for the market or "mean" salary for program directors for organizations in the \$1M - \$3M budget range in the GTA (Central West, MH, Toronto Central, Central and Central East LHINs) as reported in the survey: https://youtu.be/YBrrf_92I-E.

Access to the survey summary report and interactive platform are available to OCSA members for \$99. For more information or to order, contact David Hughes at david.hughes@ocsa.on.ca, ext. 246.

To learn more about the capabilities of this powerful HR tool, take advantage of any of the following opportunities:

1. [Register](#) for a free lunch and learn demonstration webinar on Thursday, October 5, noon – 12:30.
2. Attend the 2017 OCSA Conference workshop entitled *Strategic Talent Recruitment and Retention: Implications from the 2017 OCSA Wage and Benefit Survey* at 10:45 on Wednesday, October 18.
3. Contact David Hughes for a demonstration.

Changes To Perkopolis Discount Program

The Perkopolis Discount Program for OCSA members is no longer be available for new enrollees. Perkopolis will honor memberships for anyone who is already enrolled in the program.

Perkopolis has advised OCSA that it is moving to a new access system that requires unique user identities (username and password), and prohibits OCSA from administering the program in that we do not have a direct relationship with the employees and volunteers of individual members. If members wish to offer Perkopolis as a perk to new

staff and volunteers, you can contact [Perkopolis](#) directly to see if you meet their membership criteria.

We know that the program was popular with staff and regret this change. We are exploring the market to see if there is an alternative program that we might bring to you in the future.

Government Relations Capacity Building

Thank you to everyone who participated in our Government Relations and Advocacy 101 webinar. The slides from the webinar can be found on our Members Only site.

To build on this session, we will be the 2017 OCSA Conference will feature a workshop with Atul Sharma of Strategix Consulting, focused on getting ready for the upcoming provincial election. The interactive session titled *Engage, Educate, Impact: Planning for the 2018 Provincial Election* will cover how to outline your outreach goals, describe creative ways to get your message through the clutter, and give participants tools and techniques they need to engage and educate political decision-makers.

Now Available: 2016-2017 YE CSS-OHRS Comparative Reports

Year-end CSS-OHRS reports are now available and can be obtained by sending an email request to HIT@HSIMI.ON.CA. [Click here](#) to download a copy of the Table of Contents to determine the reports you wish to order.

Thank You to Our Summer Intern!

Over the summer, OCSA welcomed Bryan Ekeh, a Master's student in public policy from the University of Toronto, to complete a cross jurisdictional scan of indicators used for home care and CSS across the country and in Australia.

Bryan's research found interesting indicators, data and practices used across the country that will be incorporated into our policy and advocacy work. This includes data related to the service levels used across 5 provinces to keep high-needs seniors living in the community, using MAPLe scores targets in Saskatchewan, and Manitoba's approach to caregiver support.

We thank Bryan for his hard work over the summer and wish him the best in his return to his studies.

Lumacare 11th CSS Networking Breakfast

Lumacare in the Toronto Central LHIN is hosting their 11th annual CSS Networking Event on Wednesday, October 11. To register, click [here](#).

Transitions

- Dolores Ellerker, CEO for ESS Support Services in Toronto Central LHIN, has announced her retirement after 33 with the agency.
- Angie Tingren-Watkins has left Providence Care in Kingston as the Coordinator of the Attendant Care Outreach Program and has been replaced by Jo-Ann Shotten.
- Stephen Musehl is the new Executive Director of Alzheimer Society of Grey Bruce. He replaces Deborah Barker who has retired after 22 years in the role.
- Stephen Perry is the new CEO at Carefor Health and Community Services in the Champlain LHIN. Stephen was previously Director of Operations for Carefor in Pembroke-Renfrew County. He replaces Bob Cerniuk who is retiring after 16 years as CEO.
- Sandy Lomaszewycz has retired as Executive Director of St. Demetrius Support Services in Toronto. Irena Dounets has been named as the new ED.
- Marg Neudorf has replaced Jane Hunter as the Program Coordinator for Calabogie and Area Home Support in the Champlain LHIN.
- Teresa Gal is the new Executive Director for Breaking Down Barriers in Collingwood in the North Simcoe Muskoka LHIN.
- Donna Kern is the new Manager of Community Support Services for the Region of Peel Health Services.
- Dianne Lichti retired in April as the Manager of Community Outreach for Knollcrest Lodge Community Outreach Services in Milverton in the South West LHIN. Gina Smith is the new Manager of Community Outreach.

Mergers and Amalgamations

- In the Toronto Central LHIN, St. Michael's Hospital, St. Joseph's Health Centre and OCSA member Providence Healthcare have amalgamated to form [Providence St. Joseph's and St. Michael's Healthcare](#) effective August 1, 2017.
- The [amalgamation](#) of West Toronto Support Services and Humber Community Seniors' Services has been approved by the boards of both organizations and their memberships and was accepted by the Toronto Central LHIN at its Board Meeting on June 28, 2017. The target date for merger completion is January 1, 2018.

Capacity Builders Update: interRAI CHA Training in Toronto

Thank you to all of the OCSA Members who contacted Capacity Builders back in June for a training quote for your PSW Training Fund applications. We truly appreciate your support and look forward to serving you as soon as your applications are approved!

interRAI CHA Training in Toronto

Changes are coming to the interRAI CHA assessment tool in 2018 – are you ready? This November, Capacity Builders is offering training opportunities for new and experienced CHA assessors – and a new workshop for CHA educators. All sessions will be taught by Leslie Eckel, Knowledge Exchange Associate at interRAI Canada, University of Waterloo. Join Leslie in a supportive and engaging environment to build or hone your skills, and learn about the changes to the interRAI CHA tool. For more information and a link to online registration, please visit Capacity Builders' [website](#). We're keeping classes small, so space is limited. Please don't wait to register!

If you're not near Toronto, we can come to you! If you would like interRAI CHA training brought to your community, please contact info@capacitybuilders.ca to discuss options.

Leading Through Change in the Home and Community Care Sector: A New Toolkit for Boards

Transformation underway in home and community care forces senior leaders and Board members to ask themselves big questions and make key decisions about the future plans and priorities of their agency. But how can we make the most of these strategic discussions, while building governance leadership?

OCSA is developing an exciting new toolkit designed as an out-of-the-box solution to enable Boards and senior leaders to make sense of the changing environment and identify the practical steps they can take to be successful.

Complimentary access to the toolkit – which includes facilitator and discussion guides, templates, and a sample agenda – will be provided to all 2017 OCSA Conference attendees. Expert consultant Catherine Anastakis will lead a workshop at the 2017 OCSA Conference which will introduce the toolkit, and provide advice for its use.

Welcome New OCSA Members!

New OCSA Corporate Members

OCSA is pleased to welcome the following new Corporate Members: [Jackson Therapeutic Recreation](#), [CommForms](#), [Qualicode](#), [Community Legal Education Ontario \(CLEO\)](#), [Albert Gelman Partnership](#).

CSS CHA Knowledge Exchange Committee

The CSS CHA Knowledge Exchange had its inaugural meeting on June 7. Hosted by John Hirdes, Leslie Eckel and interRAI, the meeting was attended by Deborah Simon and David Hughes, eighteen CSS providers with strong interest and experience with the interRAI tool. The purpose of the working group is to explore ways that the CHA data can support decision-making such as creating relatively standard reports that would allow an HSP or the sector to evaluate how it is performing and to look at key emerging or present unique issues in CSS sector that might warrant the development of other decision-making tools. The next steps for this group is a survey of committee members on CSS specific challenges/issues that might be addressed by interRAI research and in what areas can interRAI support decision-making. This committee will meet on October 17, 1-4:30 pm, at the Hilton Markham prior to the OCSA Conference.

Program Advisory Committee Meeting Updates

Attendant Services

Committee met on June 8 and next meeting scheduled for Sept. 28. Key issues/highlights:

- Reconvening of Provincial Liaison Committee for People with Physical Disabilities, an advisory board to the MOHLTC (see <http://www.sciontario.org/news/accessible-healthcare/2017-07-23/provincial-liaison-committee-persons-physical-disability>)
- Concern over mandate for services/programs for persons with disabilities in the development of sub regions and subLHINs
- Impact of Bill 148
- Slow creep of the loss of accessible housing

Meals on Wheels

Committee met on June 13 and will next meet on Sept. 26. Key issues/highlights:

- Continuing challenges with working with apetito – quality issues (packaging), customer service (resolution of errors and substitutions) and price increases.
- Several providers (Tillsonburg Multi-Service Centre and CHATS) are piloting the development of online ordering on their websites. TMSC uses Caredove platform and has order link embedded. Platform being used is [Mobidines](#).
- Review of trends/challenges in recruitment and retention of volunteers.

Adult Day Programs

The last meeting of this committee was cancelled due to lack of quorum. Next meeting is tentatively scheduled for November 14. As a prelude to this meeting, an environmental scan survey will be conducted of ADP programs on criteria such as hours of operation, staffing ratios, client costs, new investments, innovative programming and standards.

Key Meetings

Bill 148 Briefing with Ministries of Labour and Health	June 26
Guidelines for LHIN Authorities over Health Service Providers Consultation	June 29
MPP Fraser – Private Members Bill 145	July 5
Ministry of Labour re: Bill 148	July 6
Hamilton Niagara Haldimand Brant LHIN	July 11
Chief of Staff and Director of Policy, Minister of Health – Protecting Not-For-Profit Delivery of CSS	July 11
Waterloo Wellington LHIN	July 13
Central West LHIN	July 14
North West LHIN	July 17
Progressive Conservative Policy Advisory Committee	July 19
Senior Policy Advisor to Minister – Protecting Not-For-Profit Delivery of CSS	July 24
Senior Policy Advisor to Minister - PSW Training Fund	August 3
ADM, Health System Accountability and Performance – Bill 148	August 10

HQO Patient Measures Advisory Committee	August 15
Director, Home and Community Care Branch – Protecting Not-For-Profit Delivery of CSS	August 23
Home Care Contracting Working Group	August 24
Senior Policy Advisor to Minister for Small Business – Bill 148	August 25
CSS Best Practice Consultation	August 30
South East LHIN	August 31
Ministry of Health and Long-Term Care – Dementia Strategy	August 31
ONN Funding Reform Committee	September 6
Champlain LHIN	September 11
OHPA Quarterly Meeting	September 12
North Simcoe Muskoka LHIN	September 14
OCSA Policy Committee Meeting	September 18
Central LHIN	September 19
NDP Health Critic - Election Policy Advocacy	September 20