

# Network News – Summer 2010

From the Central Community Support Services Network

## Steering Committee Updates

Michael Mathieson,  
Access Apartments  
([michaelm@accessapartments.ca](mailto:michaelm@accessapartments.ca))

### Compensation Equity: *Candace Thomson, North York Seniors Centre* ([cthomson@nyseniors.org](mailto:cthomson@nyseniors.org))

- OCSA has recently released "The Community Support Service Health Human Resource Report". Copies are available for purchase from OCSA by contacting Email: [reception@ocsa.on.ca](mailto:reception@ocsa.on.ca). This document will be considered for future strategy by the steering committee and the HR Council.

### Sector Leadership Development: *Joanne Wilson, PACE Independent Living* ([jwilson@pace-il.ca](mailto:jwilson@pace-il.ca))

- Please look for an update in the next issue of the Network News. There is currently not an update to share.

### Sector Value and Relationships: *Michael Mathieson, Access Apartments* ([michaelm@accessapartments.ca](mailto:michaelm@accessapartments.ca))

- The Steering Committee continues to work with our partners to increase their awareness of our role of the sector and the value we bring to the Health Care Continuum. Thomas O'Shaughnessy - Director, System Integration and Engagement for the Central LHIN and Lynn Harrett, Senior Director from the Central CCAC, who are ex-officio members of our Steering Committee, are involved directly with governance and decision making processes.
- We have also held meetings with Victoria van Helmert, the Senior Director, Planning, Integration and Community Engagement, and Shaukat Moloo, Senior Director - Performance, Contracts and Allocations from the Central LHIN regarding the Network's Strategic Plan and CLHIN funding.
- We have also been increasing the awareness of our sector through our Network meetings. In June, we had a presentation and dialogue with Tom Closson, President and CEO of the Ontario Hospital Association. In September, we also had a presentation and dialogue with Cathy Szabo, CEO of the Central Community Care Access Centre.

## Performance Work Group

Bill Krever,  
Better Living Health &  
Community Services  
([krever@betterlivinghealth.org](mailto:krever@betterlivinghealth.org))

- Final work has been done on the 2009/2010 CSS Performance Indicator Report and it is now available on the CSS Share Site on the home page under "[Internal Publications](#)".
- The committee will be meeting to review the report and also discuss other initiatives for the coming year.

## Senior Service Delivery Guidelines

Carolyn Acton,  
Circle of Care  
([cacton@circleofcare.com](mailto:cacton@circleofcare.com))

- Final work is being done on the Service Delivery guidelines, which includes; Homemaking and Personal Support guidelines, Assisted Living Guidelines, Meals on Wheels Guidelines (completed and being finalized), Transportation, and Adult Day Program.
- Initial working groups for these guidelines are working together again to finalize all guidelines.
- 2<sup>nd</sup> assessment surveys to evaluate capacity gaps was sent out to all Providers to complete for early September. Should have results by end of month and working groups will meet again to review and update as required.

## InterRAI- CHA/CCIM

Deborah Compton

- The Central LHIN has recently engaged with CCIM to implement the interRAI CHA. The interRAI CHA common assessment tool allows for standardized data collection on a wide selection of community support services to support evidence-based care and improve program development.
- In 2009/10 nine network agencies were successful in implementing interRAI CHA using the GoldCare CHA instrument. This resulted in 1,688 interRAI CHA assessments being completed since January 2009.
- CCIM is working on the implementation plan to roll-out interRAI CHA to all agencies within the Central LHIN and support the early adopter agencies with full implementation of the assessment tool. A working group lead by CHATS is being formed to support this exciting initiative.
- An information session is being planned for October to provide more details and timelines for implementation

## Shared Goldcare/RAI- CHA Database

Deborah Compton, CHATS  
([dcompton@chats.on.ca](mailto:dcompton@chats.on.ca))

- The Database Management Committee had its first meeting on July 8, 2010. This committee will provide strategic direction on behalf of the participating organizations during implementation, ongoing operations and development of the shared Goldcare database.
- As lead for this exciting new shared management model, CHATS is pleased to announce the hiring of Cara Chandler as the Client Database Manager. Cara will be dedicated to supporting the participating organizations with implementation, training, upgrades and new enhancements to the Goldcare database. She will begin with supporting the following four new organizations to implement Goldcare:
  - Brain Injury Services Simcoe
  - Villa Colombo
  - North York Seniors Centre
  - Downsview Services to Seniors

## Human Resources

### **HR Council: *Jim Bird, Ontario March of Dimes ([jbird@marchofdimes.ca](mailto:jbird@marchofdimes.ca))***

- The HR Council met to discuss and confirm processes to update the HR SharePoint site.
- We also met with the Human Resources Operational Task Force in the SE LHIN and agree to collaborate with them to support the establishment of their HR Knowledge Base and to work together to build and maintain our HR SharePoint sites
- The HR Council has agreed to work with interested agencies to design and implement a pilot HR Back Office Project in the Central LHIN
- Jim Bird, from the HR Council, made a joint presentation with Trish Maxwell from the Central LHIN, to the CSS Network Steering group on a Shared Services Model

### **PSW Recruitment Work Group: *Danny Mui, Carefirst Seniors ([danny.mui@carefirstseniors.com](mailto:danny.mui@carefirstseniors.com))***

- A mini-survey was conducted in June to build employer profile; use profile in discussions with government employment agencies and education institutions. 9 out of 17 agencies that identified themselves as either a partner or customer to this initiative responded to the questionnaire. Responses to the survey have been aggregated to present a snapshot of the workforce.
- Seven representatives from six agencies join the meeting held on July 6, 2010
- Action plans were established to attain the following objectives:

	<ul style="list-style-type: none"> <li>○ Develop and implement a communication outreach strategy to government funded employment initiatives to attract new career to CSS providers in Central LHIN</li> <li>○ Develop and implement a communication outreach strategy to targeted PSW educational programs including development of curriculum content and placement guidelines to meet hiring requirements from community sector employers in Central LHIN</li> </ul>
<p><b>Other Updates</b></p>	<p><b>Staffing Announcement:</b> Please join us in welcoming Roohulah Shabon as the new Project Manager for the Central CSS Network. He will be primary contact for the Network. A more detailed announcement will be forwarded in the next week.</p> <p><b>DWTC:</b></p> <ul style="list-style-type: none"> <li>● There is no update on Doorways to Care at this time.</li> </ul> <p><b>Hospice Volunteer On-Line Training Development:</b></p> <ul style="list-style-type: none"> <li>● There is no update Hospice Volunteer On-Line Training Development at this time.</li> </ul> <p><b>Health Equity: Carol Edward, CHATS (<a href="mailto:cedward@chats.on.ca">cedward@chats.on.ca</a>)</b></p> <ul style="list-style-type: none"> <li>● The first meeting of the CLHIN Health Advisory Network took place on Monday June 21, 2010. Thomas O’Shaughnessy and Lynn Harrett introduced themselves as the Co-Chairs for the Health Equity Advisory Network.</li> <li>● Thomas O’Shaughnessy presented an overview of the CLHIN IHSP2 priorities and reviewed the Health Equity Annual Business Plan, including the three goals and sub-goals. The Terms of Reference for the Health Equity Advisory Network were also reviewed. The next meeting is scheduled for September 2010.</li> </ul> <p><b>Network Meeting Dates: Please mark your calendar!</b></p> <ul style="list-style-type: none"> <li>● November 10, 2010 from 9 am to 12 noon</li> <li>● January 6, 2011 from 9 am to 12 noon</li> <li>● March 3, 2011 from 9 am to 12 noon</li> <li>● May 5, 2011 from 9 am to 12 noon</li> </ul>
<p><b>SHAREPOINT TIPS</b></p>	<ul style="list-style-type: none"> <li>● Sometimes when working on the CSS Share Site, some users experience frustration at having to re-enter their password each time they open a document. One suggestion is to add the site to your list of “Trusted Sites”. Different operating systems have different ways to accomplish this. Please ask your tech support person for help if you do not know how to add a trusted site. Another trick that may help is to click on “Remember my Password” when you initially log on to the site.</li> </ul>