

Network News – June 2010

From the **Central Community Support Services Network**

Important Strategic Sector Updates

- There was great discussion following the dialogue session with Tom Closson at the last Network meeting. The Steering Committee de-briefed on various approaches and opportunities that would support the Network to continue to focus on one of the Network's key strategic priorities: **to build sector value and relationships**. The view of the relationship between CSS sector and CCACs in the province will be critical moving forward and the Steering Committee has agreed to bring in other leaders to share their perspective. Cathy Szabo will be invited to the September Network meeting to share her perspective.
- It's been announced that the Central LHIN will be working with the community support sector on three integration priorities related to transportation, shared human resources and back-office finance/purchasing. The steering committee requested a common statement from the Central LHIN and Toronto Central LHIN regarding the transportation collaboration moving forward. The Central LHIN will be meeting with transportation providers in early July. Trish Maxwell from the Central LHIN will be meeting with the newly formed HR Council and there is great support for the work that has been accomplished to date.
- The Steering Committee reviewed a draft budget based on the voluntary contribution commitments that have been made to date. The staff support roles needed going forward were discussed and it was agreed that a combination of project leadership and network co-ordination is needed. A posting will be circulated shortly and agency leaders are encouraged to consider a secondment for anyone in their organization who would be interested in this leadership opportunity which would support building capacity in the sector.
- A Network milestones chart for 2010/11 is under development based on the various initiatives for this year. It will be posted on the sharepoint site when finalized.
- We'll keep this one short – still no news on the annual funding increase for the community sector, approval of Aging at Home Proposals or Doorways to Care proposal.

MIS/OHRS Reporting

The MIS/OHRS workbook will be updated based on 2009/10 Q4 data submissions. This will be shared with Network members when completed. Based on a review of this, priorities will be established for further analysis by the Performance Workgroup. For further information, contact Lead: Bill Krever, Better Living Health and Community Services (krever@betterlivinghealth.org).

Quality

The workplan is being finalized for the proposed objectives for the work on seniors service delivery guidelines and a copy of the revised plan is available for review by clicking on [this link](#). The proposed approach is to ask agencies to complete a re-assessment on the current guidelines to demonstrate improvement in the sector and remaining gaps. As well, we'd like to identify any new emerging practices to update the guidelines and promote further practice sharing. We hope to be sending out the survey links for your input and re-assessment over the summer.

In the meantime, we have identified leads for the following program areas:

Personal Support/Homemaking Service Delivery Best Practices: Carolyn Acton, Circle of Care

Assisted Living Service Delivery Best Practices: Toni Dell Aquila, Villa Colombo

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Meals Service Delivery Best Practices: Inna Dantchenko, Circle of Care

Caregiver Education Service Delivery Best Practices: Carolyn Acton, Circle of Care

Day Program Service Delivery Best Practices: Devora Schwartz-Waxman, Circle of Care

Transportation Service Delivery Best Practices: Mort Weisberg, Circle of Care

For further information, contact Lead: Carolyn Acton, Circle of Care (cacton@circleofcare.com).

InterRAI-CHA

We are pleased to confirm that it's official...CCIM will be moving ahead with Central LHIN in the first phase provincial roll-out of the RAI-CHA which means support for our early adopters and expansion of new agencies in the Fall. The implementation plan and timelines are still being worked on and will be communicated when finalized. This agreement will come with significant funding for implementation support. For further information, contact interim Lead: Deborah Egan (degan@cssnetwork.ca).

Goldcare

The major activity for the GoldCare team in June has been preparation for the upcoming phase three implementations and finishing off phase II. Each agency is reviewing their MIS reports and ensuring their accuracy.

A job posting for a Database Manager has been circulated by CHATS - please see the *Other Updates* section for details.

MOU's have been sent out to all current and upcoming partners for signature. In order to meet the operational objectives CHATS will need a commitment, in the form of a signed MOU, from partners prior to moving forward. Clarity about the CCIM funding support is still being sought from the Central LHIN.

Invitations have been sent out to the Database Management Committee and the first meeting is scheduled for July 8th.

Human Resources

Building PSW Capacity: The working group, under the leadership of Danny Mui of Carefirst, will be meeting July 8th to present the findings of the recent questionnaire and proposed initiatives for 2010-2011. The questionnaire was designed to build an employer profile and valid draft initiatives. Results will be reported in next month's news.

Safety Training: Georgian College's safety training programs (WHMIS, Safety for Community Workers, and Safety for Managers) are once again available. For 2010-2011 the programs will be administered by Georgian College. For information to register your employees for the programs, please contact Sue Knox at sknox@georgianc.on.ca.

Other Updates

- The Central LHIN is currently reviewing the health equity scans with an aim to identify key themes, trends and activities across organizations. Due to the large amount of information contained in the scans, the date for which **your completed health equity plan is due to CLHIN has been extended to November 30, 2010.**
- Congratulations and thank you to the Central CSS Steering Committee representatives on the new **Central LHIN Advisory Networks**. The terms of reference for each of the advisory networks can be accessed on the

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CSS Share Site by clicking on [this link](#).

Chronic Disease Management and Prevention: Helen Leung, Carefirst Seniors & Community Services Association and KY Lui, Yee Hong Centre for Geriatric Care

E-Health: Deborah Compton, CHATS

Emergency Department/Alternate Level of Care: Deborah Cooper-Burger, Unionville Home Society and Dolores Ellerker, Etobicoke Services for Seniors

Health Equity: Carol Edward, CHATS

Performance Advisory: William Krever, Better Living Health and Community Services and Carolyn Acton, Circle of Care

- On behalf of CHATS, we are circulating the **posting for the Client Database Manager position** as they take the first steps to assume the agency lead role for the Goldcare/Rai-CHA system. This is an exciting opportunity to work with a number of CSS organizations in the Central LHIN in a ground-breaking collaboration to implement and develop a common integrated system. Please consider this opportunity and forward to anyone that may have the interest and skills to support this very important initiative for the community support sector. Please feel free to contact Deborah Compton, Director of Operations (dcompton@chats.on.ca) for further information.
- Drivers with dementia are 2-5 times more likely to be involved in a collision. By 2028, it is estimated that there will be more than 98,000 drivers in Ontario with dementia (Hopkins, et al., 2004). A free learning module, available from the **Alzheimer Knowledge Exchange Research Centre**, addresses the needs of physicians for resources related to driving and dementia, and to help navigate the process of assessing fitness-to-drive, disclosure, reporting and much more.
For more information and to access the free e-learning module please visit:
<http://www.akeresourcecentre.org/DrivingModule>
- **A special thank you goes out to Marie Parker** who officially ends her contract with the CSS Network on June 30. The resources available on the CSS Network HR Site can be attributed to her hard work and dedication to providing member agencies with the necessary support to efficiently accomplish their HR goals.
- Due to the transition of the Network to the current agency led model, the CSS Network support staff hours have been reduced. **Deborah Egan will be available Tuesdays thru Thursdays** until the end of July. **Shannon Trapman will be available Wednesdays thru Fridays** until the end of September.
- **Please mark your calendar:** The next **Network Meeting** will be on September 16 from 9:30am to 12 noon. Please watch your email inbox for further details.

SHAREPOINT TIPS

- The CSS Share SharePoint site is a very valuable resource for document sharing and team collaboration. Starting in July, training sessions will be scheduled to help users make the most effective use of this great tool. Please watch the SharePoint Calendar on the home page and your inbox for more information. If your agency is interested in scheduling on-site training please contact *Shannon at strapman@cssnetwork.ca*.