

Network News – May 2010

From the **Central Community Support Services Network**

Important Strategic Sector Updates

Highlights from the First Steering Committee meeting include:

- **Michael Mathieson** (ACCESS Apartments) elected as Chair and **Joanne Wilson** (PACE Independent Learning) elected as Vice Chair
- Confirmation that the Network Terms of Reference were approved with 100% agreement by 32 Network members.
- **Network membership contributions total \$71,800** to date to support ongoing Network operations when Central LHIN funding ends at the end June. This is a strong show of support for sector collaboration. Budget and staffing options are being reviewed. To date, 37 Network members have confirmed their membership and made a contribution.
- The SharePoint survey was an efficient and effective way to conduct the steering committee membership, approve terms of reference, and confirm membership as well as contributions.
- Excellent Care for All Bill will be monitored for CSS sector implications
- Aging at Home Year 3 Projects still under Ministry review
- New Central LHIN Advisory Networks and CSS linkages to be identified
- Doorways to Care proposal under review by Central LHIN
- Progress and feedback on Strategic Plan objectives and key issues arising were discussed for follow-up. An update will be provided at the June 17 Leadership Forum.

There are still no updates on Ministry of Health funding allocations for 2010/11 following the recent provincial budget announcements.

The Change Foundation and Ontario Home Care Research Network hosted a recent Symposium titled, *“From Evidence to Innovation: Applying the Evidence from ALC, Chronic Disease Management and Caregiver Research.”* The presentations posed many important questions on implications for CSS sector and are available on the following website: <http://ohcrn.org>.

MIS/OHRS Reporting

We are in consultation with the Central LHIN to determine how we may gain access to the data from the CAT submissions to work with participating agencies. In order to access this, we will need to establish a mechanism for agencies to consent to release information if they wish to participate.

Quality

The draft Meals on Wheels Best Practice Service Delivery Guidelines were reviewed with the Provincial Meals on Wheels Committee in May for feedback and collaboration options moving forward. At this time, the Provincial Meals on Wheels Committee has agreed to provide feedback on the guidelines which will make them available to them. They do not have additional resources at this time to support further development. We will follow-up with the MOW workgroup to finalize and complete the agency self-assessment.

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InterRAI-CHA

Transition planning between Central LHIN and Community Care Information Management (CCIM) for the InterRAI-CHA expansion is still in progress. When further information is available and timelines are clear, we will re-schedule the session that was cancelled on May 27-10.

GoldCare

A consultation session was held with current and potential organizations on the GoldCare/RAI-CHA database system. We reviewed the transition to an agency-led model including: terms of reference for database management committee, system management contribution fee model, and a new memorandum of understanding for participating organizations. All documents are available to Network members on the SharePoint site and by clicking [this link](#) to the shared GoldCare documents library. Follow-up is in progress to finalize staffing, budget, agreements and establishment of a new committee under CHATS leadership.

The current agencies utilizing the GoldCare database are setting up any remaining programs and concentrating on fully utilizing all GoldCare features including management and MIS reporting.

The transition of lead agency from Better Living to CHATS has been completed and CHATS is now in the process of building their team. As a part of that build a new point person for everything relating to CSS Network GoldCare support will be hired in the near future. This job description will be circulated to the Network as soon as it's finalized. This change along with changes to project funding has necessitated a revised MOU with CHATS. Every effort will be made to get these signed off with existing and new GoldCare partners in June.

During the last implementation it was felt that three months was too short a period to implement all agency programs. As a result of this learning the next wave of GoldCare implementations will include 5 agencies but over a six month implementation cycle starting in July. These agencies will be finalized in June with a kickoff meeting in early July.

It is planned to add ten additional agencies to those using the InterRAI-Cha assessment tool.

Password resets continue to be the major source of technical support calls. While a streamlined password reset process has been developed there are still several technical issues that need to be solved prior to a rollout.

(Notably the issue around no on screen indication of entry when the new password has been entered.)

Campana is working with suppliers to resolve this issue and we are very hopeful this process can be rolled out in June.

Human Resources

INITIATIVES:

Building PSW Capacity – A working group under the leadership of Danny Mui of Carefirst has been formed. The working group includes Janet Williams of CHATS, Jim Bird of March of Dimes, and Margareth Peressutti of Circle of Care. The objective of the group is to grow the pool of qualified PSW candidates for the community sector. A draft working plan has been developed and a telephone conference call is scheduled for June 11th at 8:30 a.m. The purpose of the call is to gain input prior to presenting a final plan to the sector in July. If you wish to participate in the call, please contact Shannon Trapman at strampman@cssnetwork.ca for details.

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Human Resources cont'd

HR Shared Services – Jim Bird of March of Dimes is leading a HR Council with a view to continuing to share knowledge and information via the HR SharePoint site. Participating in the Council are: Janet Williams of CHATS and Michelle Collier of Access Apartments. The Council is finalizing its terms of reference and draft working plan. The draft working plan will be presented to the sector in July. If you wish to participate in the HR Council, please contact Jim Bird at jbird@marchofdimes.ca.

WORKPLACE SAFETY NEWS:

Under legislation effective June 15, 2010, all Ontario organizations must develop and implement workplace violence and harassment policies and procedures. Capacity Builders can help your organization with implementation through their *Respectful Workplace, Harassment and Bullying Prevention* training. For more information, contact Capacity Builders at 416-256-3010/800-267-3021, ext. 235 or info@capacitybuilders.ca.

SAFETY TRAINING:

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

SUPERVISORY TRAINING PROGRAMS:

Along with Capacity Builders, CSS Network developed two supervisory programs to address training needs for new and experienced supervisors. Attendance at the programs reached 85% of capacity and was very well received by the participants. The positive feedback was due to the fact programs were designed to specifically meet the needs of supervisors in community services. In the future, the HR Council will spearhead specific training needs for the sector.

Other Updates

- THE FIRST CENTRAL CSS NETWORK LEADERSHIP FORUM IS JUNE 17 FROM 9 AM TO 12 NOON at The Columbus Centre. Join us as we celebrate the accomplishments of the Network and dialogue with Tom Closson, C.E.O. of the Ontario Hospital Association. For more information click on [this link](#) to access the Invitation. Please RSVP to strapman@cssnetwork.ca by June 4 2010. Please allow extra time for parking: some parking is available on site, also on the N/E corner of Dufferin and Lawrence, and paid parking is available at 970 Lawrence Ave. W..
- Frequently we receive information from great resources to share with the Network. Often we post these on the home page of our Share Site. In some cases there is such an abundance of information it is best to provide you with a link to a website. The Seniors Health Research Transfer Network (SHRTN) is one of these cases. To access information on the SHRTN, a province-wide knowledge exchange network that links caregivers with researchers, and policy makers who work together to improve health care for seniors, click on the link in the "Related Links" section on the home page of our website (www.cssnetwork.ca).
- Our best wishes to Alicia Nichols, Ontario March of Dimes, as she moves on to a new role as ABI Navigator in the North Simcoe Muskoka LHIN area.

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SHAREPOINT TIPS

Occasionally we get requests from our CSS Share Site registered users for a reminder of their user name or password. Here are a few tips to help you...

1. Your unique username is always preceded by **cssnetwork**
2. Your password can be reset at anytime. If you need to reset your password: *please click on the “**forgot my password**” link on the left hand side of the homepage. An automatically generated email will be forwarded to your email address on file, and you will be prompted to reset your password.*
3. Remember your username and passwords are case sensitive.