# Network News – OCTOBER & NOVEMBER 2010

## From the Central Community Support Services Network

### Steering Committee Updates

*Michael Mathieson, Access Apartments*
*(michaelm@accessapartments.ca)*

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

- Work has begun on looking at opportunities to provide further training and development opportunities to the CSSN .

- Current topics indluce: Leadership Essentials; Change Leadership; Influencing Skills; Strategic Communications; Quality - what it means and how to show it, and the new Assisted Living Services for High Risk Seniors Policy (Jan 2011) and how it will impact the community sector

- Training sessions will be in the form of presentations/discussions at CSSN meetings and/or separate ½ day or full day sessions

- Dates for sessions will be set in the new year

- Anyone interested in working on this initiative, please contact Joanne at the above email address

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

- The Steering Committee continues to work with our partners to increase their awareness of our sector's role  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.  Trish Maxwell and Dorothy Carson from the CLHIN are also working with us to accomplish our collective goals

- Twenty Community Support Service Organizations participated in the CSS Information Display at the Central LHIN Board of Directors' meeting in October as part of the CSS month activities.  The Display was well received by the Central LHIN Board Members and staff alike.  This was an excellent opportunity to showcase our programs and services as well as the significant role we play in the health care continuum.

### Performance Work Group

*Bill Krever,*
*Better Living Health & Community Services*
*(krever@betterlivinghealth.org)*

**Performancer Work Group:** *Bill Kerver, Better Living Health & Community Services (krever@betterlivinghealth.org)*

- The Performance Workgroup has reviewed the MIS Workbook for 2009/2010 (now available on the CSS Network Sharepoint site).  There are still many issues with the provincial data in comparison to the Central LHIN and the overall reliability of the data is not known at this point.  Specifically, there are many programs within the Central LHIN with unit costs that are much higher than the provincial data.

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| | It was agreed that there were three main services that would be reviewed in more detail: 1. Assisted Living, 2. Homemaking and Personal Care, 3. Day Programs |
| | The committee is in the process of setting up ad hoc working groups to review each of these areas. A full presentation of the MIS workbook will be done at a future CSS network meeting. |
| **Senior Service Delivery Guidelines**<br><br>*Carolyn Acton,*<br>*Circle of Care*<br>*(cacton@circleofcare.com)* | **Senior Service Delivery Guidelines: *Carolyn Acton, Circle of Care (cacton@circleofcare.com)***<br><br>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 Programs.<br><br>Initial working groups for these guidelines are working together again to finalize all guidelines. These documents are guidelines and will be reviewed yearly for updates.<br><br>2nd assessment surveys to evaluate capacity gaps was sent out to all Providers to complete for early September. Surveys were closed the end of October. The surveys are in and the result summaries are almost complete. Each Team will receive the survey results to review with their teams. The Teams will come together to finalize.<br><br>The Guidelines will be reviewed at the next CSS Network Steering Committee Meeting and the plan to spread to the Sector as well as outside the sector will be discussed. |
| **InterRAI-CHA/CCIM**<br><br>*Deborah Compton,*<br>*CHAT*<br>*(dcompton@chats.on.ca)* | **InterRAI-CHA/CCIM: *Deborah Compton, CHAT (dcompton@chats.on.ca)***<br><br>The CSS CAPS working group have had a number of successful meetings over the past few months and worked closely with CCIM and Central LHIN representatives to prepared for the Central LHIN Information Session that took place on Oct. 27th.<br><br>The Information Session provided details on timelines and milestones for the implementation process.<br><br>Organizations were grouped into four different phases for implementation.<br><br>Based on a "readiness" survey that is due in November, organizations will be required to confirm their implementation due date.<br><br>Organizations that have piloted the RAI-CHA tool using Goldcare are gearing up for their "kick-off" meeting on November 10th. |
| **Shared Goldcare/RAI-CHA Database**<br><br>*Deborah Compton, CHATS*<br>*(dcompton@chats.on.ca)* | It has been a busy few months for the Database Management Committee and the organizations implementing Goldcare. Etobicoke Services for Seniors is on track to implement Goldcare by January 1, 2011 and the following organization will be implementing by April 1, 2011:<br>-Brain Injury Services Simcoe<br>-Villa Colombo<br>-North York Seniors Centre<br>-Downsview Services for Seniors<br><br>Congratulations go out to these organizations for their hard work and dedication to this exciting project. |

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| | - The Database Management Committee is making progress on providing leadership and guideance to the organizations on the shared Goldcare system. A library of reports is currently being created that will allow all organizations within this collaborative to share reports. The committee will also be reviewing MIS statistics to ensure standardization amongst the organization to allow for comparing data and outcomes.<br><br>- Goldcare has developed a comphrensive and easy to use RAI-CHA application that can be integrated with the Goldcare system or be used as a stand alone. Reports have been developed that assist assessors and management to understand the information and use it for care planning and program development. |
| **Human Resources** | **Human Resource :** *Candace Thomson, North York Seniors Centre (cthomson@nyseniors.org)*<br><br>- Due to a change in his position, Jim Bird has resigned as the Chair of the HR Council. We are happy to announce that he will assist the Council in an advisory capacity as his time allows.<br><br>- The HR council is presently involved with the Shared Services Project as supported by the CLHIN. This Project will develop a model of collaboration which will see a number of CLHIN CSS agencies sharing HR services.<br><br>- The HR Council continues to support Workopolis and assists in monitoring the CSS Network Share Point Website.<br><br>**PSW Recruitment Work Group:** *Danny Mui, Carefirst Seniors (danny.mui@carefirstseniors.com)*<br><br>- A power point presentiaon has been designed (under modificatioin) to target PSW students and employment/settlement agencies.<br><br>- The power point presentation will serve as the tool for CSS agencies introducing community personal support service to PSW students in class and educating employment /settlement agency staff on PSW as a career option for their clients.<br><br>- A concise One Piece Information Card has been developed to introduce CSS agencies as the major PSW employer and why community personal support service is a good option to consider. The card will be used by CSS agencies as a tool to connect with employment agencies, training institutes and potential employees.<br><br>- The group has planned to organize an Open House to network with employment/settlement agencies and PSW training institutions next April. |
| **Other Updates**<br>**Door Ways To Care ( DWTC)**<br><br>**Hospice Volunteer Program Development** | **Door Ways To Care ( DWTC):  Lynn Harrett: Central Community Care Access Centre** *(Lynn.Harrett@central.ccac-ont.ca)*<br><br>- CLHIN and C-CCAC has re-initiated the DWTC project and identified funding. The next step is to organize a Working Group. Access Apartments, CHAT, Downsview Services to Seniors, Circle of Care and Care First are the agencies who showed interest in joining the working group. if interested in joining this Working group, please call Lynn Harrett at:e CCAC -  170-5347 phone number 905-763-1083  ext. 4256<br><br>**Hospice Volunteer Program Development:**  *Juliet Irish, Doane House Hospice (jirish@doanehospice.org)* |

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| | The "Bridging the Gap" collaborative was funded by the Ontario Trillium Foundation to develop a template "Communications" module for Hospice volunteer training. Doane House Hospice leads the partnership which includes students and faculty from George Brown College, The Hospice Association of Ontario (HAO) staff and volunteers from 5 other hospices, PalCare Network of York Region and a number of private sector participants. The project was intended to "bridge the gap" between knowledge holders in the hospice community and the people who understand the technology available to bring this knowledge to the community 24/7 online. |
| | The first phase of enriching the content of HAO's Volunteer Training Manual, through a call to 92 hospices in the province for video, photos, case studies and activities has taken place. Students and staff from George Brown College are converting these "assets" to digital format so that the content team can review and edit using wikis and blogs. Soon volunteers, clients and hospice expert testimonial videos will be recorded using new podcast technology at George Brown. We will also be involving a private sector partner to video tape demonstrations of communication techniques for streaming. All the updated text and multimedia content will be placed in a content management system and related data base created by students using open source software. The volunteers will be evaluated using gaming technology. |
| | When it is complete, volunteer coordinators from each hospice in the province will be able to engage their volunteers in the hospice movement immediately by sending them for training while they are motivated and interested. The coordinators will receive scores from their own volunteers' tests as they complete them. |
| | On April 4, 2011 at George Brown College non profit agencies will have the opportunity to see the final product, try out some of the technology and learn how the same process could benefit their agency. |
| **Health Equity** | **Health Equity:** *Carol Edward, CHATS (cedward@chats.on.ca)* |
| | Pam Brodie and Kelsie Rousseau presented the results of the environmental scans at the September Central Community Support Services Network meeting |
| | Common themes from the environmental scans included access to language and interpretation services, access to transportation services, accommodating and understanding cultural needs and social isolation as an influence on client health and outcomes. |
| | Health Equity templates are due to the CLHIN on November 30, 2010. |
| | An education session on the Health Equity Impact Assessment Tool was hosted by the TCLHIN on November 18, 2010 |
| | The next Health Equity Advisory Committee meeting will be December 16, 2010. |
| **Compensation Equity** | **Compensation Equity:** *Candace Thomson, North York Seniors Centre (cthomson@nyseniors.org)* |
| | There is no update on Compensation Equity at this time |
| **CSS Network Contact** | Please send your suggestion about the Network News to : Roohullah Shabon, CCSS Network Program Manager at: rshabon@cssnetwork.ca |