

# Network News – April & May 2011

From the Central Community Support Services Network

## Steering Committee Updates

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

- New members joined the existing Sector Leadership Development Working Group. Now members include Joanne Wilson, Joanne Jasper, Candace and Roohullah. The Group has identified four priority areas for leadership development : Quality, Balance Scor Card, Change Management, LEAN

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

- New members join the Sector Value and Relationship Working Group. Now the members includes Wyn Chiver and Loren Freid ( Co-chairs) and Michael Metheson, Carolyn Acton and Roohullah Shabon
- The committee has drafted the template for Statement of Purpose and Objective for Sector Value and Relation. They are working on SVR communiqué to be send for CSSN members for their input. This communiqué will be used as tool in presenting information to government leaders. This information is not intended to be all-encompassing; rather, it is aimed at distilling the essence of who we are, our unique value and impact in a way that is clear, concise and resonates with the recipient.

## Performance Work Group

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

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

- Working to update the work book

<https://www.cssnetwork.ca/leadership/CSS%20Network/2009-2010%20Year%20End%20OHSR%20Report%20Summary.pptx>

## Senior Service Delivery Guidelines

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

**Senior Service Delivery Guidelines *Carolyn Acton, Circle of Care***  
([cacton@circleofcare.com](mailto:cacton@circleofcare.com))

- All Senior Delivery Guidelines are on-going maintenance and Assisted Living is on hold. The Working Group did a poster presentation about CSSN Working Group products at the OACCAC Conference and this poster “WON” for best poster!!! Congratulations!!! These Guidelines will also be presented at the OCSA Conference and hopefully the Canadian Home Care conference!
- Please go to “Sharepoint” and find the Senior Service Delivery Guidelines for Meals on Wheels, Transportation, Adult Day Programs, and Personal Support and Homemaking. We encourage you to bring these into your organizations and train staff to work with these guidelines.
- We welcome new people on the workgroups and would be happy to always receive input and suggestions. .

<p><b>InterRAI-CHA/CCIM</b>  <i>Deborah Compton, CHAT</i>  <i>(dcompton@chats.on.ca)</i></p>	<p><b>InterRAI-CHA/CCIM Deborah Compton, CHAT (dcompton@chats.on.ca)</b></p> <ul style="list-style-type: none"> <li>Agencies in phase II of the RAI-CHA project are now using this tool to assess their clients.</li> <li>Phase III agencies are in the early stages of their implementation and will go live in July</li> <li>The Screener tool is ready to be piloted and CCIM is looking for volunteer agencies to test this tool</li> <li>The IAR (Integrated Assessment Record) information sessions were held and agencies signed up to participate in this new project. This is an exciting next step for the RAI-CHA project in which assessments are uploaded to a secure portal for sharing with agencies that have the security and authority to access this information.</li> </ul>
<p><b>Shared Goldcare/RAI-CHA Database</b>  <i>Deborah Compton, CHATS</i>  <i>(dcompton@chats.on.ca)</i></p>	<p><b>Database Management Committee Chair ; Deborah Compton, CHATS (dcompton@chats.on.ca)</b></p> <ul style="list-style-type: none"> <li>Congratulations to the following agencies that went live with Goldcare: Brain Injury Services Simcoe; Villa Colombo; North York Seniors Centre; Downsview Services to Seniors</li> <li>4 new organizations will be the focus over the summer months: COTA Health, Participation House, Access Apartments and CHIRS</li> <li>The Database Management Committee has been meeting regularly and are reviewing new MIS codes and sharing reports.</li> <li>2 agencies are implementing the Goldcare Incident reporting module over the next few months. They will use this module for reporting and trending on incidents</li> <li>1 agency is implementing the new “mapping” module which incorporates google maps into the scheduling feature.</li> </ul>
<p><b>Human Resources</b></p>	<p><b>Human Resource : Candace Thomson, North York Seniors Centre (cthompson@nyseniors.org)</b></p> <ul style="list-style-type: none"> <li>The WG will provide report for the next update</li> </ul> <p><b>PSW Recruitment Work Group: isabelle.zonenberg, Carefirst Seniors (isabelle.zonenberg@carefirstseniors.com)</b></p> <ul style="list-style-type: none"> <li>CSSN PSW Collaborative Working Group organized a successful Open house April 12, 2011. Considering the input of the participants during the open house , the working group is working on drafting new goal and objective for PSW Capacity Building and Collaboration.</li> </ul>
<p><b>Other Updates</b></p>	<p><b>Doorways To Care ( DWTC): Christel Galeas CHAT (cgalea@chats.on.ca)</b></p> <ul style="list-style-type: none"> <li>18 contract sent to CSS and 7 are back within 3 days. Training is happening this week for one staff per organisation. Go live on 4 July .</li> </ul> <p><b>Hospice Volunteer Program Development: Juliet Irish, Doane House Hospice (jirish@doanehospice.org)</b></p> <ul style="list-style-type: none"> <li>The Bridging the Gap initiative / Volunteer On – Line Training. We are in the final stage and are assessing the evaluations of the finished module. We are in the process of writing the final report for Trillium. This will include next steps for phase 2 and the costs associated with that.</li> </ul>

	<p><b>Health Equity: Carol Edward, CHATS (<a href="mailto:cedward@chats.on.ca">cedward@chats.on.ca</a>)</b></p> <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>• CSSN members have submitted their health equity plan to the CLHIN. CLHIN is reviewing them to develop a health equity action plan for 2012.</li></ul>
<b>CSS Network Contacts</b>	<ul style="list-style-type: none"><li>• Please send your suggestion about the Network News to : Roohullah Shabon, CCSS Network Program Manager: <a href="mailto:rshabon@cssnetwork.ca">rshabon@cssnetwork.ca</a></li></ul>