

# Network News – End of December 2011

## From the Central Community Support Services Network

### Steering Committee Updates

**Steering Committee: Michael Mathieson, Access Independent Living Services**  
([michaelm@accessils.ca](mailto:michaelm@accessils.ca))

The Steering Committee has met several times since our last edition of the Network News. The Steering Committee is:

- Planning a process to refresh our strategic plan for the next year and a half.
- Preparing for meetings with senior representatives from the Central LHIN.
- Planning for our next Network meeting on January 17th.

Working with the Central LHIN and Central CCAC regarding their initiatives (including the CCAC Enhanced role, quality initiatives, primary care, complex care group, etc.)

**Sector Value and Relationships( SVR): Loren Freid, Alzheimer Society of York Region and Wyn Chivers, CHATS** [lfreid@alzheimer-york.com](mailto:lfreid@alzheimer-york.com) and [wchivers@chats.on.ca](mailto:wchivers@chats.on.ca)

Proposed 2012 Objectives for SV&R

- Update CSSN Status Report to reflect comments from the Hospice network and add a list of all of our members. Present the updated report to CLHIN.
- Initiate on-going communication with CLHIN to ensure that our sector is understood and remains top of mind. Once our upcoming sector strategic plan process is completed, the new plan will be presented to the Central LHIN senior management team.

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

- The Leadership Development (LD) Working Group has been working hard pulling together topics and ideas to challenge your mind!
- Have you ever wondered how to create a visually charged Dashboard for your board or whether the decision you're making is ethically sound or what are all the things you have to do to ensure that your organization is legislatively compliant?
- The LD Working Group has been looking at a multitude of concepts and themes to present in a variety of forums to enlighten inspire and motivate us all to be effective, compelling leaders.
- We've come up with some ideas and will be asking "what's most important to you" in this ever changing environment.
- Let's work together to propel community based services to the pivotal role it has in the health care system!

<p><b>Senior Service Delivery Guidelines</b> Carolyn Acton, Circle of Care (<a href="mailto:cacton@circleofcare.com">cacton@circleofcare.com</a>)</p>	<p><b>Senior Service Delivery Guidelines: Carolyn Acton, Circle of Care</b> <a href="mailto:cacton@circleofcare.com">cacton@circleofcare.com</a></p> <ul style="list-style-type: none"> <li>All Senior Delivery Guidelines continue to be maintained by each working group. Assisted Living remains 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!!!</li> <li>Guidelines were presented at the OCSA Conference with excellent interest and feedback.</li> <li>Guidelines also presented at the Canadian Home Care Conference in November in Niagara Falls. Again, outstanding feedback and interest.</li> <li>Poster presentation was approved for the American Society on Aging Conference in Washington in April, 2012.</li> <li>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.</li> <li>We welcome new people on the workgroups and would be happy to always receive input and suggestions.</li> </ul>
<p><b>InterRAI-CHA/CCIM</b> Deborah Compton, CHAT (<a href="mailto:dcompton@chats.on.ca">dcompton@chats.on.ca</a>)</p>	<p><b>InterRAI-CHA/CCIM Deborah Compton, CHATS</b> (<a href="mailto:dcompton@chats.on.ca">dcompton@chats.on.ca</a>)</p> <ul style="list-style-type: none"> <li>All agencies within the Central LHIN that are scheduled to implement RAI-CHA are now live with RAI-CHA</li> <li>Many agencies are gearing up to go live with the Integrated Assessment Record on Nov. 15<sup>th</sup></li> <li>A final report from the RAI-CHA working group will be completed and posted on Sharepoint.</li> </ul>
<p><b>Shared Goldcare/RAI-CHA Database</b> Deborah Compton, CHATS (<a href="mailto:dcompton@chats.on.ca">dcompton@chats.on.ca</a>)</p>	<p><b>Shared Goldcare Deborah Compton, CHATS</b> (<a href="mailto:dcompton@chats.on.ca">dcompton@chats.on.ca</a>)</p> <ul style="list-style-type: none"> <li>The Shared Goldcare collaborative presented at the quality showcase during the OCSA conference in October with great success.</li> <li>Participation House and CHIRS-Community Head Injury Resources Services are currently in the testing phases of their implementation and will go live with Goldcare in 2012</li> <li>Goldcare has been busy upgrading their RAI-CHA program to meet all requirements for the Integrated Assessment Record. They have passed all requirements by CCIM.</li> </ul>
<p><b>Other Work Group Updates</b></p>	<p><b>Doorways To Care ( DWTC): Christel Galeas CHATS</b> (<a href="mailto:cgalea@chats.on.ca">cgalea@chats.on.ca</a>)</p> <ul style="list-style-type: none"> <li>DWTC project is now launched in all Central LHIN hospitals</li> <li>Training for the participating Community Agencies completed summer 2011</li> <li>Oct 25, 11 the Central CCAC hosted the first meeting for all community agencies to be updated on the projects progress, statistical outputs and marketing/communication initiatives. Next meeting has been scheduled by the Central CCAC for January 27, 2012</li> <li>Project update was also presented at the Central CCAC Community updates meeting hosted by Cathy Szabo on November 18, 2011</li> <li>The project is reporting consistent increases in referrals as the hospitals receive</li> </ul>

ongoing education related to the project and community services

**PSW Recruitment Work Group: Julie Goodwell: Palcare Network**  
[jgoodall@palcarenetwork.org](mailto:jgoodall@palcarenetwork.org)

- Following a very productive 1st year, including a highly successful networking Open House for educational institutions, employment agencies and the PSW Collaborative; we have reconvened for 2011-12 and will be focusing on the following key issues for this year:
- Improving linkages for PSW placement opportunities in community settings
- Building business case for advocacy to improve PSW compensation equity in the community sector
- Raise the profile of PSW work in the community and the significant contributions they make to healthcare
- Strengthen knowledge exchange and experience sharing among PSWs

We welcome your thoughts and ideas as we continue to support quality capacity building in this important sector.

**Hospice Volunteer Program Development: Juliet Irish, Doane House Hospice**  
[jirish@doanehospice.org](mailto:jirish@doanehospice.org)

The pilot project Bridging the Gap e-learning Volunteer Training – is now complete and being used by the hospices across the province to augment their training. We are actively looking for new funding to be able to finish the 9 remaining modules.

**Health Equity: Carol Edward, CHATS ([cedward@chats.on.ca](mailto:cedward@chats.on.ca))**

- The Health Equity Advisory Network met in December 2011. A presentation was made by the MOHLTC regarding the Health Equity Impact Assessment Tool. Future proposal submissions to the CLHIN will require agencies to complete a HEIA.
- A Newcomer/Settlement Planning Group was established in December 2011. This group will be working together over the course of the next year. The planning group goals include developing a strategic framework for the CLHIN Newcomer Strategy, including alignment with the Regional Municipality of York's Immigration Settlement Strategy and other local initiatives. Also, to support community engagement initiatives in newcomer communities to support health care knowledge transfer and to assist with navigating the system. Finally, to provide feedback on related CLHIN Newcomer Strategy Initiatives including the Improved Integration of Newcomers Project and receive regular reports from the project team.
- All HSP's that submitted Health Equity and French Language Reports in November 2011 will receive feedback from the CLHIN.
- Shirin Ansari is now leading Community Engagement. HSP Community Engagement final reports will be due March 31, 2012.

CSS Network Contacts

**For more update information and resources please refer to CSSN Sharepoint:**

- Please send your suggestions about the Network News to : Roohullah Shabon, CCSS Network Program Manager: [rshabon@cssnetwork.ca](mailto:rshabon@cssnetwork.ca)