



Provincial Network Meeting Minutes

April 21st, 2022

11:00am – 4:00pm via Zoom

PN ATTENDEES

Michelle Brooks (Chair); Janet Noel-Annable (CH); Ann Bilodeau (PNHR); Eugene Versteeg (CH); Brian Swainson (GLS); Don Walker (Mary Centre); David Cohen (Faith, Culture & Inclusion); Lisa Holmes (OADD); Bryan Keshen (TDSA); Ann-Marie Binetti (PNHR); Kim Thorn (DSO); Jo-Anne Demick (CLO); Brad Saunders (OASIS); Sherri Kroll (PEDG); Jeanny Scantlebury (CNSC-); Kendra Down (Admin Support)

PN REGRETS

Chris Beesley (CLO); Dave Ferguson (OASIS); Dean Johnson (CNSC-O);Carolynn Morrison (TDSA); Jason Young (OADD); Geoff McMullen (OASIS); Brian Davies (Bethesda Services)

GUESTS

People Minded Business: Janeen Halliwell; Solene Jollivet; Paul Fleming

CAMH: Yona Lunskey; Nicole Bobbette

MCCSS: Christine Kuepfer; Laura Summers; Jody Hendry; Linda Chihab; Michael Cornelius; Meena Deol; Michael Oliphant

MOH: Andrew Galley

MMAH: Jessica Harding; Vicky Rajput; Justin Curto

KPMG: Martin Joyce

1. Welcome – Michelle Brooks, PN Chair welcomed all to the meeting at 11:03am

- The agenda for the April 21st PN meeting was approved with the addition of the update re: QAM Reference Group Update- Home Share Program by Sherri K.
- The minutes of the regular PN meeting for March 17th, 2022 were approved. Kendra will remove the 'draft' watermark and ask for all to circulate through networks.

2. Working Groups/ Committee Updates

Provincial Network Health Working Group- Bryan / Eugene

- The PN Health Working Group Terms of Reference were shared with the meeting materials.
- The recommendation was for Michelle B. as chair to appoint a chair; the chair should sit at this PN table already.
- Bryan K. and Brian S. agreed to co-chair the committee.
- PN members were asked to invite anyone else in the sector who plays a significant role in health and/or are interested in joining the committee.
- It was suggested to recruit for the committee via the DS IPAC leads; it was noted that many of these players are already on the committee.
- **The Provincial Network Health Working Group Terms of Reference were approved with the 2 co-chairs at a 2-year term.**

Provincial Network HR Committee- Ann B.

- Eugene V. has stepped down as chair of the committee. Ann B. has stepped in as chair as the next in line.
- Eugene was thanked for all of his time and work gone into the committee.
- The committee is reviewing the Terms of Reference.
- Jessica from Ottawa has agreed to coordinate the 9 HR network leads across the province to begin meeting again. Information from the HR networks will flow back to this table through Jessica.
- Dr. Rob Hickey remains part of the committee, and there is representation from the entire province.
- The committee will do some shoulder tapping for succession planning purposes for committee members.
- If any agency has a senior HR lead, and they would like to be part of the committee, please reach out.

DSWI- Ann B. & Ann-Marie B.

- DSWI was asked to present at the OASIS Conference, particularly on the 'recruitment focused marketing' work.
- We will be presenting on the marketing campaign, highlighting some recent recruitment efforts at Community Living Toronto and KWHAB and sharing updates related to the MCCSS multi-year investment for Recruitment Strategist
- We will be launching the new Provincial Network website as well, highlighting the Job Search feature.

DS HR Recruitment Strategist - Michelle B. & Ann B.

- Provincial Network has been approved for hiring a HR Recruitment Strategist for a 3-year project at 160K per year.
- The strategy will focus on the following areas:
 - a) Strategies for international recruitment
 - b) Development of a career path linked to high schools and colleges
 - c) Incorporating work to learn initiatives/ apprenticeships
 - d) Building partnerships (public/private) to create incentive programs
- Due to the scope and complexity of this work it is suggested that this will need to be a multi-year investment. As the sector rises to meet the challenges and vision of a reformed sector, the importance of having a human resource pool to draw upon will be key for success and sustainability of a reformed sector.
- The dedicated resource would have to be highly skilled at a senior leadership level, with a HR background and knowledge of the DS Sector.
- Through conversations, it was decided to have a small group meet offline to bring back recommendations on how to move forward with the dollars and a strategy for the roll-out.
- It was noted that although KWHAB holds the funds for PN, it will be of the responsibility of the network to hire, oversee the role etc.
- **ACTION:** Ann, Janet, Bryan, Michelle and Brad will meet to discuss the HR Recruitment Strategist role and bring back recommendations to the group.

QAM Reference Group Update- Sherri K. & Janet N.

- Janet and Sherri met with MCCSS representatives re: Host/ Life Share Family program.

- They are looking at changing the Host Family cap from 2 to 4 people. This aligns with the children's services as they currently have a cap of 4 children in foster care settings and want to follow that into adult services.
- Sherri and Janet were clear on their concerns with the changes.
- The expectation is roll-over from foster care to Life Share, however they fail to recognize informed decision making and choice in what they want. We want to ensure they look through the lens of the service users to ensure they have a say.
- With the focus on Journey to Belonging and community integration, it would be a challenge to accomplish this with 4 people living in a Life Share situation.
- They presented some ideas on alternative ideas and proposed independent planner prior to transitional year to talk about transition opportunities.
- An important change they have proposed is removing the Vulnerable Screening check for others in the home, and only screening the person of trust and authority (parent).
- In our sector we screen everyone who comes in close contact, so it is concerning to remove that aspect and potentially put people in greater risk.
- The rationale for this change is that it has been difficult to acquire the checks, however we felt this was not a good enough reason to remove.
- Overall, Janet and Sherri felt they were heard and acknowledged with their concerns.
- The group indicated they have met with Children and Youth, CAS, Mental Health and next step is Foster Parents of Ontario.
- Conversations to date with the above groups have all been in support of changes, which is very concerning.
- It was suggested to have a bridged conversation with all parties since there is such differing opinions.
- CLO had opportunity to comment, and Shawn provided concerns in a written follow up.
- It was noted there are one-off situations where 3 TAY's from a foster home want to stay together and the approach might be appropriate, however this is a blanket approach for all.
- It was noted the provisions allow for anomalies to have those exceptions approved.
- **ACTION:** Joanne will forward the letter from CLO to Janet, Sherri and Michelle; the group will then look at next steps for correspondence and to coordinate a conversation.

3. ED COVID Impact Survey Results- Yona Lunsky & Nicole Bobbette

- Yona and Nicole presented on the results from the ED/Leadership Covid Impact Survey, which was a follow-up to the survey done on the DSP's.
- The group surveyed were evenly represented across the province. It was mainly leaders who were 45 years or older and in the field for 20 years.
- The group reported lower stress than the DSPs, however the message is stress is still effecting leaders as well.
- Reporting more stress as work (78%) and feeling fairly supported by agency, which was higher than DSP.
- 1 in 5 are getting mental health support.
- Important themes from open-ended questions: burnout, fatigue, loss of morale, hard to get out of slump to be able to help others.
- Concerns: increased workload, ongoing responsibility for teams of staff and lives of residents, staffing shortages & constantly changing policy
- 1/3 reported time being the barrier to accessing mental health supports.
- Other barriers were financial, and stigma (26%).

- Most helpful at this time: Time off, additional staff coverage, return to normal responsibilities, financial compensation for additional work, ability to engage in meaningful activities.
- Key lessons: Facing significant issues and chronic stress, if DSP's are an invisible workforce, what are the leaders?
- CCW needs to attend to the needs of the entire organization.
- There is value in ECHO and psychological intervention PACT, series of 3 session for leaders, those things for some people looking for connection and safe space helpful.
- There is value in re-doing the surveys for both DSP and Leaders at the same time to see how they compare in a moment of time.
- The goal is to do the surveys before summer starts; let us know if there are specific questions to ask.
- Suggested new questions: What works as ways to manage stress on personal level? What works as best practices to from an organizational level? Are you looking to leave/retire?
- This research will continue to help us when advocating to MCCSS to continue to invest in mental health initiatives.
- CCW was funded through the federal government, we continue to advocate weekly to MCCSS for funds.
- Yona will be sharing the information from today's presentation.

4. CCW Insights, Synopsis & Potential Next Steps –Janeen Halliwell & Solene Jollivet

- Janeen presented on the CCW insights; it was noted the information was focused on getting input from the people who accessed CCW, as well as those who did not.
- It was stressed that the feedback as based on the structure, not the content itself.
- The resources were well received and considered high value, the issue is how to increase engagement and the people using them.
- The e-survey was sent out to 3 groups: 1 year engager; partial engager; non engager
- 41 responded which demonstrated the survey fatigue. The highest engagement in the surveys as from the non-engagers.
- Feedback to garner engagement: easy access to highly rated resources, focus in marketing on what's in it for me, align with health and wellness, peer support
- Incentivise by using clear hooks, highlight tangible resources, include targeted audience in session descriptions
- Frequency- monthly session not weekly, 1 email in between session, max time commitment 1 hour and best to designate 1 person to attend CoP to share back information with agency.
- There was a mixed response on whether sessions should be recorded; it was noted that rarely people have the time to go back and watch the recordings.
- The people engaging all the time have health and wellness committees.
- 1/3 of non engagers dedicated health and wellness committees at agency
- Engagers and partial engagers share info through emails, intranet, theme days, lunch and learns and newsletters
- Common challenge: tight for time, info overload, email overwhelm and high volume of resources available
- Gamification- Like the concept as it would be fun, but challenge is extra work, feeling of failure if don't complete things and winning badge is bonus for agency but not employee
- Benefits of research: non engagers want to engage, learned, and clarified ways to engage, length of sessions, and know challenges and confirmed that now is not the time to gamify

- Conversations will continue on how year 2 of the initiative will roll out. We are still unsure of the funding for CCW, currently looking at partnerships with Azrieli foundation for collaboration for the sustainability of the program.
- Yona noted that Echo is funded as a resource and other programs are available through CAMH
- Janeen noted that for the CoP that CLO are running, the May 5th session will be on mental health. Safeguards will be attending to talk to the group and run breakout sessions. Then, the July CoP will have Nicole B. attend to continue discussions on Mental Health and the CCW initiative.

5. PN Spring Forum Feedback, Roll-Up & Potential Next Steps –Paul Fleming & Solene Jollivet

- **ACTION:** Ann-Marie will circulate all slide decks from the Spring Forum to attendees and PN members following the meeting.
- Paul walked the group through the roll-up of Spring Forum feedback.
- It was noted that it is interesting the sector is still feeling not fully informed with Journey to Belonging as the stats did not change from the Fall forum to Spring.
- Members felt this could be due to the fact that there is not much concrete activities with J2B, it is in many ways it is still a broad framework, a vision and theoretical ideas.
- People are feeling unsteady with the costing study.
- As more activities happen, people will likely feel better informed with J2B.
- Janet noted that Brad Joanne and herself will be presenting ON TRAC at the OASIS conference where they will dive into J2B to provide opportunity to have conversation and answer questions that hopefully help people feel settled with where things are going.
- It was noted that a lot of people are stuck on the practical/concrete items (not enough bandwidth, staffing issues, not enough housing etc.) and it is challenging to engage with people on a hypothetical level.
- It was suggested for agencies to focus on what they can do in the interim that moves in the general direction of J2B while waiting for more concrete direction.
- There was brief conversation on Passport funding and the current challenges with that with respect to full utilization of funds etc.
- Kim suggested that a representative from OPAN be part of PN when looking at the ToR in June to bring in that equation to the conversations.
- It was suggested to look at the Autism sector and their resource library as a starting point for things such as IF, fee for service etc. The resources are relevant to our sector, and it is something we could investigate without waiting on government.
- Members agreed this is a great opportunity to look at the Autism sector see what has been done, what resources they have in place that are easily transferable and structure it that way for agencies to start thinking about the changes.

6. Working Groups/Committee Updates Continued

C3E – Sector Partnership – Michelle B.

- Coordinating meeting with Liv next week, will have report back on status of things for May meeting.

Moving away from the Emergency Order

- **March ACTION:** Send Michelle the top 10 items she needs. Janet will assist with this. Dave F. will take this back to OASIS to request that there be work done in conjunction with the OASIS GR Group to ensure a strong voice.

- The unfortunate reality is this ship has sailed and there is nothing we can do on our end to prevent that. It no longer just the province, its now the union saying they will be filing policy grievances if we don't go back to normal.
- There is no interest politically in going backwards into the emergency orders.
- There is a Toronto group who have articulated the transition period and staffing issues and wrote a proposal to support having emergency staff through 3rd party agencies in Toronto and asking for funding.
- There are costs to change into whatever state we will be in, the pandemic isn't over, and on the funding side it will be vital that MCCSS retains flexibility of use of resources. While there is no longer emergency orders, staying flexible with reporting and those additional resources are important.
- The group noted that QAM expectations are something we can continue to speak to as well as 4th doses, PPE supply chains and support with financial liabilities that will come from legal actions that will come from emergency orders being removed.
- It will be important that Passport guidelines remain as they are not to allow for eligible expenses for technology, data, internet etc.

Wage Enhancement

- Agencies have noted that the Unions have been inquiring about pay equity.
- It was noted that there will be a time between when the temporary wage increase ends and when its made permanent. There was discussion on how agencies would be managing the time in-between and if people would be holding off on paying or move ahead with the \$3.00 increase.
- Majority of members noted they will be holding off on paying the wage increase until the funds are received.
- As of now, there is no insights as to what is involved in the \$3.00 wage enhancement.

ON TRAC– Janet

- March ACTION: ON TRAC to look at these key areas and report back on the J2B via the ON TRAC Committee: Efforts to align; update and provide information to organisations; forums and opportunities for feedback; advocacy and informing via surveys; information to/from government, etc.
- The group met and set a bi-monthly meeting schedule.
- The final ToR were shared last month.
- Currently finalizing the presentation for OASIS conference; the group is prepared that some questions from participants might be challenging to answer.

Journey to Belonging: How to engage and align efforts - Michelle

- At previous meeting, members were looking at the Regional planning tables to improve communication and strategic planning.
- There have been conversations on the work happening at regional table, and the need to link the workplans and better align moving forward.
- There was a recommendation to call the lead of regional table and see if there could be inter collaboration and sharing to form consistency to advance ideas of J2B.
- Recommendation made to create ToR to pull together regional planning co-chairs, support in proceeding with that.
- If we get engagement with regional, look at ToR, lead of that be at PN to add volume to membership.

- This will be one way to have flow of communication and to start to operationalize J2B.

7. Other

October 3rd & 4th Provincial Network HR Forum- Ann-Marie

- Still looking for some sessions.
- **ACTION:** Ann-Marie will send out a reminder to the sector for session proposals; if anyone has any ideas, send to Ann-Marie and she will provide the registration link.

Website; ConnectAbility & RealXChange Update – Ann-Marie

- In final stages of development for the new Provincial Network website; it will be launched at the OASIS conference.
- Will be changing the domain name back to provincialnetwork.ca
- The site will have pages for: PN HR, CCW, Core Competencies, PN Minutes/Communications etc.
- The site will have linkages to the various websites of the members at the table.

Co-Creation of Community of Practice – Sherri/Chris B.

- Joanne D. will now be the representative for CLO at the table.
- Planning is underway for AGM for PEDG and CLO conference which is September 14th at Sheraton Hotel near the airport in Toronto.
- Completed the 1st book club with CLO for new ED's.
- Second book club partnership to promote CL month.
- CoP continues, Joanne spoke about feedback from session on tech and info came forward.
- April 7th CoP on values and mindful with services
- May 5th session on Trauma Informed practices with Safeguards.
- May is CL month; there will be a toolkit launched on Friday through the CL newsletter with great resources.

8. Emerging Issues/Questions

Terms of Reference Facilitated meeting with PBM

- Meeting is scheduled for June 7th 2022 from 1:00-5:00pm.
- Tentatively booked in-person in Waterloo, hybrid.
- Agenda ideas:
 - Discussion re: Committee / Centralized Approach
 - Review of membership and current participation
 - Concern that only the 'big players' and large organizations are involved with provincial initiatives

9. MCCSS Presentation/Engagement Session & Updates

- Michelle welcomed the MCCSS representatives in attendance.
- Christine and Jodi thanked PN for the time on the agenda to discuss the 3 items (general updates, KPMG costing study & Intro to MoH Local Integrative Supportive Housing Planning)

General Updates

- We expect that covid cases are going to increase, plateau and slowly decline.
- It will be interesting to see the numbers in the next 5-10 days with the holiday peak.

- Right now, not seeing omicron level outbreak numbers, news this morning seeing leveling off of wastewater.
- The last communication from MCCSS was on April 13th; the big change is asking for everyone to move to RAT testing 3x per week for all staff regardless of vaccination status.
- Waiting to hear from the Chief medical officer whether the mask mandate extension will include our sector; communication will be shared once information is made available.
- Communication has been sent out on the antiviral medication; it available and MoH would like the sector to know how to access if eligible.
- MoH extended antigen screening process to end of July, we will continue to have access to tests.
- Regarding 4th doses, the recommendation is that MoH released is direction with identifying priority that is age based and includes older adults in congregate care settings.
- It doesn't reflect how we identify DS in past, we continue to work with MoH to work on that and provide info to sector.
- PHU may make decisions on case by case using their clinical discretion for 4th dose prioritization; use any past conversations to identify needs as whole or individual and may be consideration to support you.
- With the expiration of the emergency orders, we will be moving to full QAM compliance inspection and directives as of April 27th for all location settings. There will be the 3-week notice period.
- Work closely with program supervisors, we will try to be as receptive as we can when considering scheduling, staffing concerns and outbreaks etc.

KPMG Costing Study Presentation

- Martin from KPMG attended the meeting to provide an update on the costing study work that has happened to date and to provide the group information on what's to come in the near future.
- Work on the Costing Study is well underway. KPMG has taken several tangible steps towards developing a Data Collection Tool that will be used to collect costing data from TPRs:
 1. Documentation Review- Reviewed foundational material on the Developmental Service Sector.
 2. Interviews- Facilitated targeted interviews with TPRs on general service provision and sector cost drivers.
 3. Workshops- Conducted discussions with TPR representatives to better understand the services they provide.
 4. Workshops with MCCSS KPMG- held multiple workshops with MCCSS to leverage their expertise on the sector to inform the data collection questionnaire.
 5. Data Collection Tool- KPMG – in collaboration with MCCSS – is working to develop a data collection tool to inform the Costing Study.
- Consultations with the TPRs and other stakeholders has enabled KPMG to gather insights to develop a data collection questionnaire that is attentive to the complexities of adult developmental services and service delivery.
- Upcoming Activities & Timelines:
 - Finalize Questionnaire- April 25 finalize content, May 2nd finalize programming of the collection tool
 - Beta Testing with select TPRs- Release Beta Test May 2nd; Receive feedback by May 9th
 - Updates to Data Collection Tool and Development of Help Material- May 9th-16th

- Information Session(s)- May 16th -23rd
- Training Sessions- May 16th – 23rd
- Data Collection Tool Release- May 23rd and to remain open for approximately 2 months
- KPMG will be providing various supports and resources to help ensure correct and consistent information is entered in the Data Collection Survey. Multiple supports and resources will be available to ensure your organization receives the support you require.
 - KPMG Training Sessions; Training sessions will be facilitated by the KPMG team to provide coaching and guidance to ensure providers are well-equipped to answer survey. During these sessions, KPMG will walk TPRs through the entire survey and will provide an opportunity to ask questions. These sessions will also be recorded for future access.
 - Email Help Desk; Email address to contact KPMG team members to receive guidance and have questions answered. Staff support will be available to respond to content-related or technical data collection tool questions. KPMG team members will strive to respond to inquiries within 24 hours.
 - KPMG Hotline; A hotline has been created for TPRs to reach a KPMG team member directly and receive guidance and have questions answered. This dedicated hotline will be an important tool for agencies seeking immediate support. Operating hours are: Mon-Friday 10am – 4 pm.
 - One-on-one Virtual Support; KPMG will also offer virtual meetings with a team members to receive guidance and have questions answered. The option for one-on-one support will ensure that complicated issues receive the required attention
- Martin noted that the next couple months will be intense, and the information requested is extensive and will require agencies to go back several years.
- There will be a beta test done with a few agencies to test out the tool and questions asked to ensure we interpret the questions in the same way for all parties.
- We are hoping to have 100% participation, we will then move to the phase of validating the information and working through the responses.
- We recognize that people call things differently, and we will try to find the overall commonality.
- There will always be outliers and differences we will ask if there is question to verify and validate why its different before we do anything.
- We want to understand the differences and the more information provided, the better understanding we will have.

Q&A

- Q- will there be a way to capture subsidized supports so that if an agency has a foundation, it is neither an advantage nor disadvantage.
- A- yes; those questions will be asked and taken into account with the costing component.
- The level of detail of questions seeking info will be extensive; we will want to know what you pay, how you own etc.
- It will be very tedious, however once the foundation of information is built, it will be easy to maintain in future reporting cycles.
- It was noted the importance of framing the work with J2B when presenting this to the sector; they will need to understand where this fits, framing the context and explain the value of this information for the overall mission of J2B.

- It was suggested to consider a pre-review of questions with a small group before the beta testing.
- It was questioned who would own and have access to the data (MCCSS, the sector, KPMG), the sector will be far more motivated if they know they will have access to data.
- It is unknown at this point if the raw data will be shared with the sector; that is still to be determined.

Presentation/ Engagement session on the Local Integrative Supportive Housing Planning

- Andrew Galley from MoH presented on the Local Integrative Supportive Housing Planning and engaged the group in a conversation about the multi-sharing housing project.
- The MoH has been consulting with various individual sectors and stakeholder groups; there is a plan in the coming months to look at organizing a discussion that brings sectors together in a group format to hear together.
- These are the early stages of engagement and conversations.
- Seeking feedback from stakeholders on a requirement to implement local planning to improve supportive housing.
- Information provided today is coming from previous engagement, the 'What We've Heard' document will be provided to the group following the meeting.
- It was questioned what referral protocols are in place and what is missing to support integrative care models? What are critical success factors for you to improve and work?
- Affordability (income or access to rent subsidies, capital investment) none are integrated across sectors.
- Universal Accessibility: multiple levels, public resources, community and buildings accessibility, most are not built to fire standards for intense physical and intellectual disabilities.
- Supportability- budget can integrate and staff integrate share staff in integrated model to convince MoH to partner with MCCSS is a huge challenge.
- With current planning done, what has worked?
- In Kingston there was a dilemma of having the lowest vacancy rate in all of Canada and significant homeless population. The municipality took leadership to bring all sectors together mandating sectors come together and plan. The city has done that in bringing partners together to leverage funding and work with agencies to create opportunities. The city has purchased a space and looked to agencies to support and operate.
- It will be important to have participation and coordination through Municipalities as well.
- Process regionally to come together and then come to plan with key elements such as shared vision and system mapping and shared resources.
- Members agreed that the partners they have identified to be part of the conversations are accurate. Other groups potentially missing: developers, families and individuals.
- Providing a framework and mandate would be helpful.
- Members agreed it is a great approach, however the requirement to work together will be important.
- Potential contents of a local plan: system planning, local partnerships and situation response
- System planning lots of potential, right now we plan in silos and not thinking of inclusion or commonality across sectors.
- System planning important, some fundamental pieces can move quickly (i.e., Data integration)
- Need a mandate that a portion of affordable housing serves the DS sector.
- Approach to complex clients, lots of DS is crisis, no new money coming in, planning is great but little investment for those on waitlist waiting for housing.
- DS is struggling to get the data so there is actual baseline of who needs supportive housing.

- There will be a pause of conversation with the election, however future engagement will occur.
- The presentation is not ready for circulation; however questions will be provided for more written feedback.

10. Open Discussion

- There was consensus that people were feeling overwhelmed by the MCCSS presentations/conversations, particularly on the costing study.
- Members agreed to dedicate time once the tool comes out to review together and see where the misses are.
- The capacity in the sector right now to provide the level of detail they are looking for will be extremely difficult, especially as they are wanting to launch during audit time.

Adjournment: 3:49 p.m.

- ***Next PN 'Regular Meeting':*** Thursday May 19th 2022 via Zoom