

**Final Approved**

**Provincial Network Meeting Minutes**

**September 21st, 2023**

**10:00am – 1:00pm via Zoom**

**PN ATTENDEES**

Michelle Brooks (Chair)

Alison McLean (EDI)

Ann-Marie Binetti (PNHR);

Bob Walsh (OASIS);

Brad Saunders (OASIS/CLO);

Brian Swainson (GLS);

Bryan Keshen (TDSA);

Chris Beesley (CLO);

Chris Brillinger (OPAN);

Dave Ferguson (OASIS) -*last meeting*;

David Cohen (Faith, Culture & Inclusion);

Don Walker (Mary Centre/FCI);

Janet Noel-Annable (CH);

Jason Young (OADD)

Jeanny Scantlebury (CNSC);

Jo-Anne Demick (CLO);

Kim Thorn (DSO);

Sherri Kroll (PEDG);

Sue Coke (Kerry’s Place/OADD)

Trish Sherwin (Admin Support/Recording Secretary)

**PN REGRETS**

Ann Bilodeau (PNHR);

Brigid Fitzpatrick (Valor Solutions);

Carolynn Morrison (TDSA);

Eugene Versteeg (CH);

Shawn Pegg (CLO);

**MCCSS ATTENDEES**

Karen Glass

Christine Kuepfer;

Diane Canzius Moura;

Emma willer,

Hannah Grzegorczyk;

Kelly Huntington (in for Jody Hendry)

Saba Ferdinands (Child Welfare & Protection)

Sherri Rennie (in for Jeff Gill)

Thanasri Ganeshamoorthy

1. **Welcome** – Michelle Brooks, PN Chair welcomed all to the meeting at 10:10am
2. Review and Confirmation of Agenda for September 21st, 2023

Amendments: none

The agenda for September 21st, 2023, was approved as circulated.

1. Review and Confirmation Draft Minutes for July 20th, 2023

Amendments: - additions to agenda as shared by Kim Thorn.

The minutes of the meeting for July 20th, 2023 were approved as amended.

**2. Business Arising from Previous Meeting**

1. **ACTION:** Michelle will connect with PMB around clarification of the request for a conflict resolution/dissolution clause at the May 9th meeting – requesting background around the request for context**.
September Update: Michelle has spoken with PMB – this was a note taken during the all day session to review the terms of reference. This clause is not required for our non-voting structure at this time. We will keep it in mind for future. - COMPLETE**

**July Update:** ongoing

1. **ACTION:** Trish and Michelle will create a list of the working groups and who has agreed to participate in each and will circulate with members. **September Update: - COMPLETE**

**July Update**: ongoing

1. **ACTION:** Michelle Brooks will extend an invitation to the Fire Chief to attend and present at a future PN meeting around the next edition of the Ontario Fire Code **September Update: OASIS attended the AMCTO Conference – have started data gathering around the fire code changes. Michelle will connect with Bob and Bryan K around this action item.**
* **Bryan K -> has started a discussion with the Ministry around this issue**
* **Janet has offered some expertise from her staff with Barb Wallace or Dave Pecka**
* **ACTION ITEM: Trish will add to the agenda under item 4-current initiatives/working groups, the item “Strategies to Connect Around Changes to the Fire Code” - COMPLETE
July Update:** Deferred to September meeting
1. **ACTION:** Michelle Brooks as PN Chair, will respond back to Bob Butella on this letter from the Golden Horseshoe Executive Director Group and with an ask for a representative from their table to provide survey data from their region.

**September Update: Michelle did reach out to Bob Butella and asked that he forward any data to Trish to be shared with the committee. Bob was referred to the Survey working group lead by Sue Coke to participate in the group and the survey created. This Action item is completed, and the working group will be continuing their work under agenda item 4 e) Sector Pressures and Strategy formerly “Survey/data collection working group”- completed**

1. **ACTION:** Requesting the PN partners to take the drafted PN Health-DS white paper back to their respective groups to review intensely and provide feedback.
**September Update: Deferred to October meeting**

**3. New Business**

1. Correspondence
no correspondence was received
2. Emerging Issues/Questions – All Members
none were brought to the table
3. Topics to discuss with MCCSS – All Members
* Provide a heads up that they will receive a letter from OnTrac
* COVID19 resources and where to turn for information/updates with more positive tests recently and the end of IPAC
* Children’s Licensing -> early heads up on the impact of these changes on the DS Sector.
* Working group on messaging around financial pressures and the severity of them
	+ Alignment around putting pressure on the Ministry around this issue
	+ We will be sending them something soon.

**4. Participant Updates**

**Current Initiatives/Working Groups:**

1. DS Workforce Initiative– *Ann Bilodeau/Ann-Marie Binetti*4 new task groups developed:
	1. Skills Development and Training – Bob Butella, Chair
	2. Talent Acquisition and Workforce Development – Barb Kirouac, Chair
	3. Research, Data and Indicators – Rob Hickey, Chair
	4. Communications Committee – Karen Bell, Chair

the committees are working on drafting the workplans for each currently

1. Micro Credentials – *Michelle Brooks*
* Working on phase 2
* Waiting for response from MCCSS on financial support
1. Recruitment and Retention Strategy *– Ann Bilodeau*
	* Translation support finalized – the RRS report in French will be circulated and we ask the table to help with further circulation of the translated document.
2. Regional Planning Table Review – *Michelle Brooks*no report
3. Survey/data collection working group *– Sue Coke*
* Working group met 3 times in August and September
* Goal was to come up with a message to MCCSS around the dire straits of the sector
	+ Some agencies having to cut services
* Started looking at a survey to gather information
* Moved away from the survey idea to instead creating a message to share with the sector and have them flood the MCCSS – moved away from this idea also
* Concentrating on creating messages to align and for consistency across the sector
	+ PSWs recv’d $3/hr increase creating division within agencies and across the sector
	+ Created 7 messages to share for agencies to use and build from
	+ Mental Health received 5% increase, Hospitals 3%, DS – 0
	+ Creating retention issues and constraints around ability to provide as sustain services
	+ No increase to DS since 2018
* Bob Walsh met with 100+ organization in Ontario and gathered data
	+ Advocacy -> need a body that works with social service like PN does
	+ To MCCSS-> there are a number of concerns to share happening in the sector
	1. Wages – strike concerns, unions and wage comparisons

2. Financial Strains
3. Relationships in the Sector – the way the Ministry is handling this; government responsiveness (ie with children’s licensing and the blame culture and their response)

* We are advising people to write to them telling their unique stories and needs along with the messaging we are creating.
* Wondering if the working group continue to work to introduce and communicate the final messaging in the sector and to the advocacy arms at this table.
* Former GLS conducted a round table
	+ Insufficient base funding and the consequences on the work that we do
	+ Clinicians in the sector have a wage discrepancy of up to $15/hr
	+ Will share a page on all the impacts of insufficient funding later in the agenda
	+ Has to be a consolidated voice! – no mixed messaging
	+ Not 100% in agreement with Recruitment and Retention Strategy initiatives and being creative with ways to solve this.
* Have participated in some meetings where the Golden Horseshoe agency was – they asked that we don’t ask for a 1 year boost/help but a multi-year plan.
* We are in crisis -> need stabilization funding to keep the lights on and meet payroll today
* We need to differentiate our ask from all the others.
* We support housing for 12000 people in Ontario
* More government adversarial or confrontational in their response
* Justice system has agencies “handing in their keys” saying they can’t do this anymore.
* Q-what would be the follow-up if they say no to our ask? We can’t just say we need it and then continue to do all the things we do. What does the conversation go to next?
- don’t forget to include the direct funding groups as well like the DSO and Passport program
* A reimbursement program is not appropriate when families are struggling to even buy groceries
* What is our “emergency department to close for a weekend”?
	+ 2009 was last budget increase
	+ All other budget funds received were directed to wages not operations
* Suggest a correspondence to go out immediately following this meeting to the PN membership around reassuring we hear you, we understand and we are standing with you. Let them know what is happening and what we are working on
* Suggest we have every PN Table representative sign the letter
* This concern around the current crisis is being discussed at many table across the province.
* Need to include in the messaging that it will affect the persons we support directly and those waiting for services.
* **ACTION: Michelle will draft a letter to the DS organizations/agencies in Ontario and will share this with the PN table for feedback on Friday this week. – completed Monday September 25th.**
1. CYFSAworking group *– Bob Walsh*
	* Update completed through discussions with the MCCSS update.

**5. Finance/Budget**

a)Quarterly Update – *Treasurer*

* Looking at options/recommendations for a more permanent financial support for PN -> EKO (Empower Kids Ontario) was recommended to MCCSS – Ministry had some concerns around this recommendation
* Current challenges -> PN funds are getting blended with the supporting agency’s budget
* If anyone has any thoughts or experience with 3rd party finance that could help the committee – please reach out.

**6. MCCSS Updates**

* Michelle guided the introductions s new PN Table and MCCSS representatives in attendance.
* Karen Glass, ADM will be attending the CLO conference this month
* Acknowledges the challenges that the DS agencies are facing due in part to the wage negotiations in other sectors, inflation and the general overall increase in costs for every person. We appreciate your efforts and collaboration in addressing these concerns and continuing to provide your much needed services.
* Funding reform & KPMG Costing Study:
	+ Data from this is one input to use towards the direct funding model
	+ Ministry is still working on understanding this data and how to best use it
* COVID
	+ Fall vaccines are out
	+ Same prioritizations as in previous years
	+ Flu shots are rolling out now as well
	+ No update on the new COVID vaccine yet
	+ Thanked everyone for participating in the IPAC needs survey. The DS sector had a response rate of about 54%
	+ Working with Public Health Ontario reviewing the resources and tools
* Received a presentation by Saba on Proposals and work for implantation, Children’s Licensing
	+ Received lots of feedback and we are still working through all the comments
	+ MCCSS has been working on improving oversite and transparency in the Children’s Sector Services
		- Looking at OPS improvement, business process and reporting etc.
	+ Ability to respond has been limited
	+ Children’s Licensing falls under child welfare and protection system
		- Under child welfare and redesign strategy – many of the same goals as the DS sector
		- Released tools and information on:
			* Quality standards framework
			* Training
			* Other resources
	+ Found there were still many bad things happening in the sector garnering media attention and ombudsman involvement
	+ Some of the more operational things have been noted.
	+ Plans underway with training and understanding of licensing being implemented
	+ Opportunities for DS providers to be more involved
	**ACTION: Michelle will respond back to the MCCSS with names of people from PN able to participate on other tables**
	+ Ministry will return to PN table in the future and talk about restraints

Discussions that followed the updatewere around the following**:**

**Children’s Licensing**

* Data gathering
* Uneven and unfair application of the act for all children
* Impact analysis – request to look at invoking that step from the act relating to children in DS
* Differential implications – regressive concerns on the children’s side
* Unrealistic requirements (ie dental records) creating a barrier for families to use respite services
* Adult QAM focuses on working with the agencies and getting to the end goal in time.
* Extends the challenge and risk to provide services to children
* Agency resources are being taxed in an already short fall of resources with these extra administrative needs from the changes to the Act.
* Clarification requested around staff changes
	+ On the political side and on Passport not being recognized within
	+ Processes changing or over burdening families
	+ How different aspects of interpretation are being handled
	+ Regional variation and interpretation

**IPAC/COVID**

* From a sector health group perspective -> movement away from IPAC is a real diminishing and decentralization of information and of investment and quality of staff built to date
	+ Suggest the Ministry pull together a team to review and provide feedback on the data
	+ MCCSS response -> the survey and data did not come from/to us – Public Health Ontario originated this and shared with MOH and other ministries.
* J2B – OnTrac will be submitting a proposal to work through the PN for the rollout

Sector pressures

* Wage issues, some organizations have health resources. Wage comparison ->not everyone received the $3/hour
* Sector is moving to much more of a crisis – created a “house of cards” framework with agencies. Financial instability we’re feeling is becoming dangerous
* Organizations are at the place where they have done all the creative and collaborative things they can and are now at a crisis point
* Suggest: obtain the stories from the agencies being forced to cut services due to insufficient resources
* Government responsiveness-> PN provides that connection with MCCSS to work together
	+ Other parts of MCCSS have high turnover of staff which impacts the Ministry’s ability to respond and work with our sector
	+ Feel like we’re “preaching to the choir” as your working with us allows you to see our perspective and needs in the sector
	+ Need to ensure the ministry’s awareness that the direct funding/resource entities like Passport or DSO are included in your conversations
* Asked the Ministry what information or data would help to inform them to further our crisis and case
	+ Near and actual strike positions
	+ Cutting of services
	+ Selling off assets
	+ Kinds of decisions that are going to happen are going to be horrendous
	+ Submit business cases
	+ Solutions -> short-medium-long term strategies of what the Ministry can do to help

Michelle Brooks acknowledged and thanked Dave Ferguson for his work and advocacy through OASIS on labour relations and the DS sector.

Dave: both Judy and myself have made the decisions to step away from the LR committee. Farewell and thanks to the PN. We did handover the meeting with unions in September, only 1 OPSEU representative participated as the other 3 were moving on and new representatives would be replacing them.

On behalf of everyone, thank you and you will be missed.

**7. Special Guest Presentations**

1. **none**

**8. Standing Committees:**

1. Cultivating Community Wellness*– Jeanny Scantlebury*
* Partnered with CNSC-CE and will be providing a training opportunity starting in November – only 10 slots left
* Moving under the new DSWI-P2 Talent Acquisition and Workforce Development Committee purview and thus my work as chair is ending.
1. OnTrac **–** *Janet Noel-Annable*
* Letter was circulated and will be included in the minutes
1. PN-HR Committee – *Ann Bilodeau*
* Working on HR forum October 25-26
* Oversold at approximately 400 participants
* Forum is 1 ½ days followed by the PEDG event
1. Provincial Network Health Working Group- *Bryan Keshen & Brian Swainson*
* Asked if anyone had any feedback on the White Paper
* Ombudsman office follow-up from comments on white paper during interviews asking for a copy.
* Q-How do we propose this to the different groups?
	+ 21 recommendations
	+ Suggest proposing 3 different buckets combining the recommendations into these
	+ Suggest perhaps create a summary report of the larger report as an addendum
* Committee seeking endorsement from PN to broadly circulate the white paper
	+ ENDORSED by committee
* Suggested not to edit out any of the recommendations.

**ACTION ITEM: Trish to attach the white paper to the draft minutes sent out for this meeting (September) next month (October) with any updates forwarded from Bryan Keshen and Brian Swainson and with the water mark removed.**

* Comment -> let each group circulating focus their message on the recommendations they feel most important or as a whole.
* Asked if the table is comfortable releasing this to the Ombudsman before broadly sharing?
	+ Would the Ministries be reviewing this at the same time?
	+ Should send the final version to be circulated and one month out should be fine.
	+ Table agreed to wait and circulate it with all parties at the same time.
1. QAM- *Sherri Kroll/Janet Noel-Annable*
* Vulnerable screening checks
* Conducted follow-up
* Perceived authority
* Drafted a letter and sent to QAM Committee and received follow-up from OOPP with additional comments around criteria required on the revised form
	+ Must be on letterhead
	+ Must note if it is a Volunteer or paid position
	+ Must note if it is a position of authority
	+ And other minor criteria.
* We will revise the letter/form and bring back to the PN Table for review and feedback
* Proposed changes to QAM that will be coming forward soon.
* To be shared out with the request that the information NOT be shared outside the group
* Michelle offered to help with the letter.

1. **Participant Updates**
	1. CLO – *Chris Beesley*
* CLO conference in Ottawa – 70 years!
	+ Sold out months ago
	+ Looking forward to seeing everyone there
	+ Response to various conferences with attendance shows everyone’s need to reconnect post pandemic
* OCO
	+ Funded some grants recently
	+ We diverted some federal funding we had similarly to connect with families on what a good life would look like.
	+ Received 50+ responses and narrowed this down to 15 that we may be able to support connection of the groups and families and their report back in the near future.
	1. CNSC – *Jeanny Scantlebury*
* Last 2 meetings were both cancelled
* We are working on a date for a joint inperson meeting of Leads and Managers group to come together for a formal meet and greet as there are many new members in both groups
* The Managers group is aiming to finalize their workplan

* 1. DSO – *Kim Thorn*
* Working on actualizing some elements of their strategic plan
* Continue to have a high volume of calls – especially from families looking for help in supporting their family members at home.
* Suggested this be shared with MCCSS as discussed earlier

	1. EDI-Community of Practice – *Alison McLean*
* Conducted a survey with 99 agencies and received 71 responses
* Reviewed the survey questions with the table
* EDI RealXchange page launched in the summer and was the most visited page in July.

	1. FCI (Faith, Culture & Inclusion) – *Don Walker*
* Working on revising their Terms of Reference
* Expanding on their membership
* Will be meeting again next week

	1. GLS – *Brian Swainson*

Discussion of roundtable member pressures/discussion points from the GLS Annual General Meeting earlier this month:

FUNDING PRESSURES

* Retention & recruitment challenges; competitive wages
* Wage compression due to inequities of $3 PWE eligibility
* Significant compensation gaps in DS vs Health (especially for various professional services clinician roles where this gap can be $15+ per hour)
* Need to have resources, expertise and infrastructure to keep pace with the increasing prevalence of clients with complex / intensive support needs (clinical and/or behavioural)
* Current/pending collective bargaining challenges, risk of strikes
* Need for reduction of services, reduction of system capacity, closure of programs to manage within fiscal constraints

o DSO waitlists are already long, will get longer; time on waitlists will also get longer

o Potential impacts to quality of services

CLINICAL SERVICES PRESSURES

* Absence of formalized clinical pathways (referrals, discharge planning, etc) for health system interactions with developmental services / individuals with developmental disabilities
* Alternate Level of Care (ALC) avoidance/solutions – persons with developmental disabilities inappropriately housed in hospitals (and Long-Term Care); great need for strengthened embedded clinical services within DS sector to help avoid / reduce ED visits, hospital admissions, ALC situations, alternatives to LTC and improve quality of care and quality of life for persons with developmental disabilities.
* Prevalence of addictions, mental health / dual diagnosis supports in DS sector

OTHER RELATED AND RELEVANT SECTOR PRESSURES

* Affordable, appropriate, accessible housing and supports for persons with developmental disabilities
* Significant challenges with changes to CYFSA legislation and negative impacts to those agencies licensed to care for children – risk of agencies withdrawing from children’s services leading to shrinkage in Children’s services capacity in DS sector.
* Prevalence of use of Outside Paid Resources (OPR’s “for profit group homes”) – inflating costs not managed / controlled by government, quality concerns, examples of a return to more institutional settings, in direct contrast with Journey to Belonging principles.

	1. OADD – *Sue Coke*
* Over the summer we finished the strategic plan with PMB’s help
* Re-focusing on education and learning
* Terms of reference is being updated to return back to our roots
* Working ONCA by-law changes
* OADD Conference was sold out
	+ New session for November is also sold out
	+ Added virtual spots also sold out too.
	+ Will be adding more virtual spots
* On track for our publication
	+ 1 set of articles just published
	+ Preparing another set currently
	1. OASIS **–** *Bob Walsh/Dave Ferguson*
* Getting ONCA documents updated
* Training session – OBRC fall conference November 9&10 to be confirmed
* Meeting briefing will bring back the letter to go out this week (Friday) and have other information to share from discussions today.
* Need to look at planning for other discussed possible changes to the sector
* Perhaps we should look at discussing some of these ideas or possibilities further.
	1. OPAN – *Chris Brillinger*
* Anyone interested in a discussion on OPAN or Passport please reach out to us.
* Comments in discussions today around consistency in Passport -> that is what OPAN is currently working on.
	+ Looking at reviewing the processes and utilization rates and solutions or strategies to help increase this.
* Suggestion: for OPAN to present at the October or November meeting (Trish to add to the October agenda)

	1. PEDDC – *Sherri Kroll*
* PEDG will meet next week
* reminding people of the upcoming PEDG AGM on September 27th in Ottawa, just prior to the CLO Annual Conference.  The business meeting will include ratification of the revised TOR for the PEDG and PEDCC as well as reports of the activities of the PEDCC and the Inspired by our Grassroots Steering Committee.  Following the business meeting, there will be;a report from each of the five working groups of the IBOG:
* a update From Presence to Citizenship

The afternoon speakers include;

* ADM Karen Glass, MCCSS
* the Council of Community Living Ontario - overview of advocacy work
* Janeen Halliwell, PMB - overview of COP's hosted 2022-2023
* Alison McLean, Diversity, Equity and Inclusion Officer, CLO
1. **Closing Comments and Adjournment**
2. **Adjourned at: 1:12pm**
3. **Next PN ‘Meeting’** the 3rd Thursday of each month for 2023

Thursday October 19th, 10am – 1pm virtual via zoom

Item 8b – OnTrac Letter



Item 6 – MCCSS Update provided by MCCSS

ADM Updates- September 21, 2023

# Acknowledging Agency Constraints

* The ministry acknowledges the challenges agencies are facing as a result of the current economic environment including inflationary pressures and increasing wages; driven in part by collective agreements in other sectors.
* The ministry encourages agencies to continue to share specific details and data with your ministry contact. This may include vacancy rates, the amount of staff overtime needed, and the impacts to services. These details will help us document and understand the impacts.

# Workforce

* Four sector led task groups under the Developmental Services Workforce Initiatives Steering Committee (DSWIC)- Skills Development and Training, Talent Acquisition and Workforce Development, Research Data and Indicators, and Communications, were launched and started meeting in Summer 2023.
* The Collaborative Table (chaired by Nancy Wallace Gero) is continuing which provides the task groups with diverse voices and perspectives that provide real feedback on tactics and products.

# KPMG Costing Study/Funding Reform

* Data from the Costing Study will serve as one input to inform the development of a future person-centred funding approach, but it is not the only component.
* The ministry is looking at ways to build a needs-based funding model (e.g. individualized budgets). We need to take a look at the current direction of services and consider if future changes for our service array are needed.
* The ministry remains committed to engaging with stakeholders as we develop various aspects of the new funding approach.

# Fall Vaccinations

* Starting this month, flu shots will be available for vulnerable high-risk populations, including hospitalized individuals, hospital staff and residents and staff in long- term care homes, followed by those in retirement homes and other congregate settings.
* Further details on the updated Covid vaccine and prioritization to be provided once doses are distributed.

# IPAC Needs Assessment Survey

* The Provincial Needs Assessment Survey of IPAC in Congregate Living Settings (CLSs) conducted by Public Health Ontario is now closed. The DS sector had a

response rate of approximately 54% of agencies offering supportive living services.

* PHO has submitted their analysis and report on their findings to the Ministry of Health which will be used to help inform the development of an integrated IPAC approach which includes the unique needs of MCCSS sectors.

# PHO IPAC tools and resources

* Public Health Ontario has also been reviewing the available IPAC related resources and tools for community-based congregate living settings; those that provide supports and services in a non-health care setting.
* We may reach out, as we have in the past, to a few agencies requesting their assistance with reviewing and providing feedback on relevant resources.

# Children’s Licensing (Presented by Saba Fernanides and Emma Willer)

* The ministry is working on different ways to improve the quality of childcare for children and youth, strengthen the licensing and enforcement model to draw alignment with Ontario regulation, and improve oversight on children’s out of home care services.