

Final Approved
Provincial Network Meeting Minutes
November 16th, 2023
10:00am – 1:00pm via Zoom

PN ATTENDEES

Michelle Brooks (Chair)	Chris Brillinger (OPAN);
Alison McLean (Provincial CoP-EDI)	Don Walker (Mary Centre/FCI);
Ann Bilodeau (PNHR);	Janet Noel-Annable (Karis);
Ann-Marie Binetti (PNHR);	Jeanny Scantlebury (CNSC);
Bob Walsh (OASIS);	Jo-Anne Demick (CLO);
Brad Saunders (OASIS/CLO);	Kim Thorn (DSO);
Brian Swainson (GLS);	Sherri Kroll (PEDG);
Bryan Keshen (TDSA);	Trish Sherwin (Admin Support/Recording Secretary)

PN REGRETS

Carolynn Morrison (TDSA);	Chris Beesley (CLO);
Shawn Pegg (CLO);	Sue Coke (Kerry's Place/OADD)
Eugene Versteeg (Karis);	Jason Young (OADD)
David Cohen (Faith, Culture & Inclusion);	

Guests:

MCCSS ATTENDEES

Hannah Grzegorzczuk, <i>Program Analyst</i>	Kelly Huntington, <i>Manager, Quality Assurance and Compliance Unit</i>
Jeff Gill, <i>East Region- Director</i>	Laura Summers <i>Director, Developmental and Supportive Services Branch</i>
Jody Hendry, <i>Director, Developmental and Supportive Services Branch</i>	Nicole Norton, <i>Manager, Direct Service Delivery Unit</i>
Karen Glass, <i>ADM, MCCSS</i>	

1. Welcome – Michelle Brooks, PN Chair welcomed all to the meeting at 10:06am

- a) Review and Confirmation of Agenda for November 16th, 2023

Amendments: None noted

The agenda for November 16th, 2023, was approved as circulated.

- b) Review and Confirmation Draft Minutes for October 19th, 2023

Amendments: None noted

The minutes of the meeting for October 19th, 2023 were approved as circulated.

2. Business Arising from Previous Meeting

- a) **ACTION:** Michelle will respond back to the MCCSS with names of people from PN able to participate on other tables

October Update: Trish will provide more detail on this action item from previous minutes.

November Update: completed – this was for the working group around the children’s licensing.

- b) **ACTION:** Michelle will follow-up with Karen Glass, ADM, to confirm her response that they have what they need from us to move forward with our request for stabilization funding.

November Update: see discussion notes under item 7-MCCSS Update. **Completed**

- c) **ACTION:** Trish will share the final letter for vulnerable sector checks with the PN Table and the Regional Planning Tables under separate cover and emails.

November Update: Trish Circulated this with the PN table. **Completed**

- d) Risk Assessment Pilot – information and update – *Ann Bilodeau, KWHAB*

3. New Business

- a) Correspondence

- i. Response to Golden Horseshoe
- No comments noted

- b) Emerging Issues/Questions – All Members

Kim:

- Raise awareness for a compensation review done for 10 health (including Family Health Ontario)
 - Covered 79 jobs over 350 organizations
 - Current lens and what we should be paying lens
 - Lots of comparators in the final report
 - Possible to link the work we are doing with this report?

Bob:

- Oasis met with the Minister’s office yesterday
 - Aware of this information and spoke to some of these in this meeting
 - Will be conducting a similar review within the next year.

Follow up discussions:

- Could the community come together on this across the sectors?
- With this happening – pay equity may become a hot topic again
- Note of caution -> we have a strong case – we support 12000 people every day. If we align with other sectors and the ask grows...-> suggest that we get some political advocacy advice before doing this.
- The template letter shared in the “5 to survive” refers to short- and long-term strategies
 - Short is the urgent need for 5% stabilization funding to base budgets
 - Long term – ask is for interministerial sustainability table to discuss how to create for a more predictable funding
- Need to focus on 2 advocacy streams: health & education, and the inability to recruit and retain as the workforce leaves to go to hospitals and schools
- We should review the key messages from the report to see if there is opportunity for alignment in some areas.
- During COVID DSWs were considered essential workers, and now they are not -> can’t be both ways.
- Asked for clinical conversations on trends and feedback that OASIS is getting
- Working both the public side and the more Government Relations piece
- Asking organizations to share their stories to show the consequences

- We aren't the coordination of data part
- Still hearing from government that more examples/stories are needed.
- Crisis for staffing and pressures in health are most in front currently
- Nothing being put into community-based preventative health measures.
 - Is there any data around the DS & Health?
 - A different way to project the crisis and need through stats?
- The 5% stabilization is pulling all those pieces together.

c) Topics to discuss with MCCSS – All Members

- Upcoming directives around health – implications and opportunities as well as IPAC concerns
- Capacity building
- OASIS has been asked often by government if this is just an issue in pockets of the DS Sector. Responded that we have met with 108+ agencies all over the province and none of them are “peachy keen”. All are experiencing some level of crisis.

4. Standing Committees:

a) OnTrac – *Janet Noel-Annable*

- capacity building
- Met with Laura Summers and Christine Kuepfer around the co-lead next steps of J2B in September. They came back and asked OnTrac for a proposal to be submitted.

b) HR Committee – *Ann Bilodeau*

- The HR Committee met yesterday. The big item on the agenda was the HR Forum
 - Receiving positive feedback
 - There was also a session facilitated by PMB to gather feedback and ideas on the DSWI
 - Would like to work collaboratively with OBRC and other organizations -> will look to continue this conversation
 - The budget shows that we will break even with this year's HR Forum where historically we used to make a little profit.
 - Perhaps we need to look at raising the fees for the conference next year.
 - Already getting pressure to book for next year. Have looked at other venues but found rebooking the same venue is the best option.
 - HR Networks continue to grow
 - It's a great vehicle to get information out too.
- Jennifer Gleva of Karis is the new Chair of the HR Committee.
- Professional Association of the caregivers -> looking at having a connection there. Might be a link here to the Caregivers Association that we could investigate more.
-

c) Health Strategy & Engagement Working Group- *Bryan Keshen/Brian Swainson*

- Strategizing how best to sue the information from the white paper.
- Agreed to create a short PowerPoint slide show of 4 or 5 slides to share a concise message across and with the PHUs
- will ensure that the PowerPoint slide deck can be shared with other groups to use and help get the message out there.

- Suggestion: to create a memo to accompany the slide deck
- They have created a synopsis to go with it already.

d) QAM- *Sherri Kroll/Janet Noel-Annable*

- We have a meeting coming up in December.

5. Current Initiatives/Working Groups:

a) DS Workforce Initiative– *Ann Bilodeau/Ann-Marie Binetti*

- DSWI – committees are working on their workplans and using the feedback from the HR Forum to help focus the goals:
 - Communications – working with all committees to create a plan for communicating each of the committees’ initiatives and surveys. Creating pathways to the families and independent support workers.
 - Research – how do we get the data and feedback to help support families
 - Skills Development and Training Committee- creating smaller working groups to look at key focus areas like micro credentials
 - Talent Acquisition and Workforce Development – Recruitment and Retention has moved under this committee. They are using the report done by the consultants to pull out recommendations to focus on areas for this phase
 - Collaborative Table – provides feedback on the 4 committees initiatives.
- Have not developed a budget for the DSWI yet but we do have some carry over funds that can be used.
- Looking at how the funding and budgets will look in the future.

b) Sector Pressures and Strategy working group – *Bob Walsh/Chris Beesley*

Summary of OASIS and CLO Letters on 5% Sector Stabilization Funding

November 16, 2023

OASIS / CLO

With J2B still being a few years away from operations, and organizations operating with insufficient resources given decades of underfunding (and insufficient funding for the size of the population with IDD), there is a need for stabilization funding until the new funding vehicles are tested and implemented.

The Developmental Services (DS) sector is facing unprecedented challenges, as highlighted in feedback received from both OASIS and CLO.

CLO Letter (Mid October):

- Joint advocacy effort of self-advocates, families, and DS agencies.
- Stressed the historical lack of cost-of-living increases in MCCSS funding over three decades.
- Emphasized significant wage disparities, leading to staffing shortages.
- Addressed sustainability risks due to inadequate funding, resulting in reliance on one-time grants and fundraising.
- Expressed concern about the safety and well-being of vulnerable Ontarians.

- Urgently requested a 5% increase in base funding for DS agencies and establishment of a task force for a sustainable funding model.

OASIS Letter (After Fall Economic Update):

- Reiterated the need for 5% Sector Stabilization Funding, following the release of the Fall Economic Statement.
- Acknowledged potential positive aspects in the statement.
- Highlighted the lack of recognition for the DS sector crisis.
- Announced OASIS and Community Living Ontario's joint advocacy for the 5% increase.
- Emphasized the need for Minister Parsa to be a champion for people with IDD.

CLO is hearing from members about their letters and meetings with MPPs and OASIS is hearing from members about the impacts of the current situation on their organizations and the people they serve.

Since last P/N Meeting:

P/N, CLO and OASIS met with Karen Glass and Christine Kuepfer to speak about the 5% (there was still a question if this challenge was “pockets of the sector” or wide spread). Karen mentioned that it seems like “string theory” (i.e. can’t really tease apart causes and symptoms and adaptation over the years that each individual organization has done to manage. This has created a myriad of circumstances difficult to tease out or resolve).

OASIS has written an urgent letter to the Minister expressing our commitment to supporting his efforts in advocating for individuals with intellectual and developmental disabilities (IDD). We are deeply concerned about the deteriorating living conditions faced by these individuals and their families year after year.

CLO and OASIS have met with the Minister’s Chief of Staff with FSO, OAITH and OCRCC (the latter two as Violence against Women Associations) asking for the 5%

Next Steps

for CLO:

- Virtual postcard campaign for people supported and families to send via email, print and mail, or print and drop off at MPP offices;
- CLO’s pre-budget submission will focus solely on the #5toSurvive issue;
- Encouraging all member associations to create a written pre-budget submission and/or apply to present in person;
- Media engagement strategy.

For OASIS

- OASIS has reached out to Minister Parsa and working to secure a meeting. Community Living Ontario and Provincial Network will be part of this meeting. The goal is to signal sector-wide support for 5% stabilization funding and speak to the impact on the people served by our organizations of current funding levels.
- In the next few weeks, new materials will be shared for use in advocacy: including Meeting Kits (Letter Templates, Key Messages, Q&As, etc.) that focus solely on the 5% request for stabilization funding.
- A webinar will be held to outline the new kits and campaign to membership.

- The Pre-Budget Submission will be the basis for a "position paper" to present during meetings focused on meetings with the Minister of Finance, Premier, and provincial political leaders.

c) Changes to the Fire Code – *Michelle Brooks/Bob Walsh/Bryan Keshen*

6. Finance/Budget

a) Quarterly Update – *Treasurer*

Provincial Network Fund Balances

KWHabilitation manages several funds on behalf of MCCSS for provincial network initiatives.

Initiative	Budget	Opening	Draws	Credits	Closing
Recruitment Initiative	\$ 480,000.00	\$ 24,981.95	\$ -	\$ 160,000.00	\$ 179,265.25
Mental Health	\$ 300,000.00	\$ 99,043.04	\$ 8,948.98	\$ -	\$ 90,094.06
Workforce Initiative	\$ 220,000.00	\$ 39,596.46	\$ 24,296.36	\$ -	\$ 9,011.30
Provincial Network	Varies	\$ 86,769.69	\$ 17,583.92	\$ 25,910.50	\$ 102,066.69

The Provincial Network funds are still being managed within their original budgets. These balances are up to date as of October 31, 2023. Please note that it is anticipated that further funding of \$160,000 will be received for the recruitment initiative.

Respectfully submitted,

Tim Lewis CPA, CA Director of Finance and Administration, KW Hab

7. MCCSS Updates- ADM Karen Glass, Jody Hendry and Laura Summers

❖ Shared by Jody Hendry with the PN Table members after the meeting:

MCCSS' Quality Assurance and Compliance Unit has recently updated the QAMClear document posted on the QAMtraining.net as a resource for service providers.

While there have been no changes to QAM requirements, the ministry worked with the QAM Reference Group to provide some additional clarification and/or information related to:

1. BSPs
2. secure isolation/confirmed time out,
3. privacy and confidentiality and the use of video surveillance/monitoring,

4. consent/virtual consent, and
5. medication self-administration

We are also happy to advise that we have also adjusted the website to make it easier to identify when something has changed. You will now see dates accompanying documents labelled as “new” or “updated” (i.e., “updated Oct 2023”)

As always, specific QAM-related questions can continue to be directed to DSCompliance@ontario.ca.

Update notes provided by MCCSS:

Provincial Network ADM Updates- November 16, 2023

DS Funding Reform

- Thank you to the conference organizers who invited the ministry to speak at the various engagements this fall.
- At the conferences, we have been seeing a shift towards future planning as J2B is being implemented. We are also hearing:
 - Optimism with a dose of uncertainty/angst
 - Preparing for change without clear implementation plan is challenging
 - Importance of partnerships, leadership and collaboration
 - Housing Affordability as an ongoing challenge/theme

DS Compliance

Recurring Non-Compliances

- In 2022, the ministry implemented enhanced compliance expectations to address recurring non-compliances in back-to-back inspections. This was expanded to include the validation of attestations of compliance submitted by service agencies which began in April of this year.
- Between April 1, 2023 and October 13, 2023, 20 agencies were cited for recurring non-compliance (approximately 20% of agencies inspected). All 20 agencies submitted attestations that the cited recurring non-compliance(s) was addressed throughout the agency.
- The validation of these attestations will occur within three months of the inspection, and to date:
 - Validation activities have been conducted for 11 agencies
 - There has been one Notice of Compliance Order issued

QAMClear

- We have recently updated our QAMClear document on the QAMTraining.net site. While there have been no changes to QAM requirements, the update includes some additional clarification and/or information related to:

- BSPs
- secure isolation/confirmed time out,
- privacy and confidentiality and the use of video surveillance/monitoring,
- consent/virtual consent, and
- medication self-administration
- We have also adjusted the website to not only flag “new” documents, but also to identify when existing documents have been updated.
- Specific QAM-related questions can continue to be directed to DSCompliance@ontario.ca

Follow-up Discussion notes:

- Health working group review -> continued need for IPAC efforts – there’s continued risk from yesterday’s regional communication.
 - Slide deck is being prepared for the white paper recently done.
- Demonstrate the diversity of the needs and pressures by sharing insights with the PN representatives.
 - Agencies are going into negotiations and final contracts not knowing how they will fund the wage increases.
 - Many just don’t fill vacancies which increases the workload of the rest -> directly impacting the lives of the persons supported.
 - Inflation has impacted all costs of living which any historic budget increases have long since been made insufficient.
 - Cost pressures affecting ability to provide quality housing individually and in a group home setting.
 - On behalf of DSO -> hearing from lots of families feeling stretched in many ways with insufficient funding and/or services available.
 - Seeing more and more financial instability of families that are now looking to rehome their family member as they can no longer afford to care for them at the risk of losing their own home.
 - Our staff are leaving to go to other sectors that pay more for the PSW, DSWW and APSW roles making us unable to serve and support the families coming to us and they end up going to hospitals and Long-Term Care homes using much needed beds there.
 - CLToronto is holding 12 vacancies of staff positions – instead of laying off we are just not filling the vacant jobs which is in turn increasing workloads and decreasing services we are able to offer.
 - We have been trying to report back to MCCSS on needs, gaps and trends in the sector and our agencies
 - We need an honest conversation with MCCSS together with agencies to look at services/resources we can stop offering
 - Who will we stop serving?
 - Who will we refer to LTC or other higher congregate living?
 - What services will we stop offering?

- And what are the consequences of this?
 - We know you can't provide us with more funds, that you only manage what we get.
 - We need guidance on the hard decisions that are coming and the cuts that will need to be made w/o services and people we support.
- QAM -> changes to standards that if an agency were to meet them would result in a decrease in the ability to offer services.
 - This push-pull has a direct impact on the people we support
- Lease agreements as they are coming due, the increases in rents are astronomical and many agencies or groups have spent many years in a space and are now faced with a 60 day notice to find a new location.

ADM Response:

- Stories are great to help with planning decisions, but data is better if it is available.
- Our data shows that there are pockets throughout the province that have been hit harder than others.
- All of this information is shared up in the MCCSS that you share with me. And this will be considered during this time of prebudget planning.
- Committee asked for clarity around MCCSS request for data -> what would be the most beneficial to your re: data?
 - Facts -> what is the deficit? The number of clients directly affected
 - Continuing to work with your regional offices is really helpful
 - What are those things that are in your control without impacting supported persons?
 - Have already squeezed as much as we can
 - If we go further -> these are the types of changes we would be putting the table
 - Details around labour negotiations
 - We have concerns around speaking to an agency's regional supervisor -> around cuts to services and resources affecting the contract requirements and having much worse consequences if doing so.
 - Suggestion: collect data on overtime costs and contracting to outside service agencies at higher costs.
- Receiving push back on the 10% admin fees agencies are charging
- Worry about current situation and the decisions we have to make today and the delay from MCCSS on a decision or guidance for difficult cuts.
- Requests by agencies on decreasing servicing units -> being told no.
- Agencies submitted deficit budgets in the past only to have the kicked back and told to rework it to a balanced budget.
- Getting different answers from different program supervisors across the province
- Deficit budgets being submitted with offsetting inflated revenues to force it to balance
 - Suggestion: add this as a question in the survey
- The MCCSS should have the data – we need to send more stories

- They may have the data but they need the stories for context to view the data through another lens.
- Hoping that OASIS can help with data collection for the Ministry around: when we cut day programs or respite beds, how/what does that affect the people we support
- Suggestion: we provide a sampling of data and provide stories of impacts that correlate to that data.
 - And how does that affect other sectors and the cost impacts ie: no respite beds - > when into hospital and provide cost for that hospital bed
- Information shared at a forum around the true purpose for the KPMG costing study
 - Bob will share the articles in the Globe and Mail and the Financial Post newspapers around this.
 - Ministry as misinterpreted their data without understanding the context or background on this and why Passport funds aren't being fully utilized for example.
 - Drawing links between data and stories for contextual understanding.

8. Participant Updates

a) CLO – *Jo-Anne Demick*

- Individualized Funding – Jo-Anne Demick (CLO)
- 5% Sector Stabilization fund
 - CLO has created 2 template letters.
 - #5toSurvive social media campaign
 - CLO's pre-budget submission will focus solely on the 5% sector stabilization.
 - Working with all member organizations to meet with their MPP and prepare a submission for the 2024 Budget Consultation, the link has been sent out.
 - CLO has started working with a media strategist.
- Inclusion Symposium
 - Save the Date March 19,20,&21, 2024
 - EDI CoP, From Presence to Citizenship & CLO will be hosting.
- 15 CLO Family-Led Initiatives
 - Project Liaison John Klassen reports that the projects are going well.
 - There will be an interim learning circle event and a final knowledge transfer event when projects have been completed.
- Self-Advocate Survey
 - Keith Dee is following up with 27 member organizations that have expressed an interest in furthering their local self advocate movement.
- Webinar Series
 - CLO is working with Paul Fleming to create a webinar series on Journey to Belonging.
- Senior Leaders Orientation
 - Held on October 26th in coordination with the PN HR Forum was a great success. Looking forward to partnering again next year.

b) CNSC – *Jeanny Scantlebury*

- DDALC report from CAMH -> Yona Lansky will be presenting this report at their meeting in December

- Evaluation framework -> Ministry feels they don't need to be involved in this.
 - With this response we will continue with completion planned for early to mid 2024
 - Coming together in person with managers and leads in April
- c) DSO – *Kim Thorn*
- Still having a high volume of calls with people seeking help – particularly with the ask for increase to Passport funding
 - Calls are taking considerably longer which is contributing to the back log
 - Creating a video to help people better understand how to complete the applications
 - How and if DSCIS data will be used to help inform future planning around J2B – have 10 years of data there.
 - What are we wanting to ask that we aren't already?
 - MCCSS-Service Agency Working Group
 - The Service Agency Working Group's mandate is to provide advice and recommendations to the Ministry with respect to DSCIS maintenance, DSCIS future enhancements, and implementation of DSCIS New Releases/CRs/Defects/Issues
 - Michelle will ask about having a representative from DSO at this new group's meetings.
- d) EDI-Community of Practice – *Alison McLean*
- Webinar had 180 attend
 - Receiving great feedback on the event
 - Next is November 30th 2023 at 10am
 - To learn more about the 50-30 challenge and will be delivered by KPMG
 - Another is planned for January and is filling up quickly
 - Alison will provide the link to share with the table.
- e) FCI (Faith, Culture & Inclusion) – *Don Walker*
- No update
- f) GLS – *Brian Swainson*
- Upcoming Changes to BACB Certification
 - Planning for a name change to the organization
 - Strategic plan is in development
 - BACB Change -> link to a video was shared by Trish earlier this month around changes that will take place in July 2024.
- g) Karis – *Janet Noel-Annable*
- Will be informing our families that we will be planning our budgets and that if they government doesn't step up to help financially that there will be an impact to services and costs.
- h) OADD – *Sue Coke*
- OADD Aging and Developmental Disabilities conference - Hybrid
- November 8th and in Kingston
 - 97 in person attendees and 125 virtual
 - Next year will look for location with more in person capacity

OADD 2024 Annual Conference

- Call for abstracts for the April 10th and 11th, 2024 conference has gone out
- Hybrid event, location is the Four Points by Sheraton in St. Catharines
- Registration will open early January

OADD Strategic Plan

- 3-year plan 2023 to 2026 now completed
 - Solidified understanding of core purpose:
OADD exists to inform and support developmental services professionals at all levels by:
 1. Encouraging member networking, collaboration and shared learning opportunities
 2. Providing a forum for translating clinical, evidence-informed practices and research into applied interdisciplinary best practices.
- i) OASIS – *Bob Walsh/Dave Ferguson*
- Bob will connect with each of the PN table reps for stories to connect with “5 to Survive” campaign
 - Webinar coming up on Coordinated Bargaining
 - Compensation survey ETA Jan/Feb 2024
 - Housing -> final push in 10% allocation of new builds – gathering more data to help push this.
 - OBRC -> will put out a communication on this.
 - Sensory partners need increased funding
- j) OPAN – *Chris Brillinger*
- No report
- k) PEDDC – *Sherri Kroll*
- AGM in Sept where we adopted a new Terms of Reference that allows us to expand our membership.

9. Closing Comments and Adjournment

- a) **Adjourned at: 12:56pm**
- b) **Next PN ‘Meeting’** the 3rd Thursday of each month for 2023
To Be Confirmed - Thursday December 21st, 10am – 1pm virtual via zoom
Committee agreed to cancel the December 21st meeting.

The next PN Meeting is schedule for: January 18th, 2024.

If required we can call an ad hoc meeting in early to mid December for urgent issues.