

APPROVED
Provincial Network Meeting Minutes
June 20th, 2024
10:00am – 1:00pm via Zoom

PN ATTENDEES

Michelle Brooks (PH)- <i>Chair</i>	Don Walker (Mary Centre/FCl);
Alison McLean (Provincial CoP-EDI)	Janet Noel-Annable (Karis)
Bob Walsh (OASIS);	Jennifer Gleva (Karis)
Brad Saunders (OASIS/CLO);	Jo-Anne Demick (CLO);
Brian Swainson (SCDSN);	Kim Thorn (DSO);
Bryan Keshen (TDSA);	Sherri Kroll (PEDG);
Chris Beesley (CLO);	Sue Coke (Kerry's Place/OADD)
Chris Brillinger (OPAN);	Trish Sherwin (Admin Support/Recording Secretary)

PN REGRETS

Ann Bilodeau (PNHR);	Jason Young (OADD)
Ann-Marie Binetti (PNHR);	Jonathan Bradshaw, (<i>OASIS in for Bob Walsh</i>)
Carolynn Morrison (TDSA);	Lexi Deece-Cassidy (CNCS);
David Cohen (Faith, Culture & Inclusion);	Shawn Pegg (CLO);
Eugene Versteeg (Karis);	

MCCSS ATTENDEES

Christine Kuepfer; <i>Director</i>	Jody Hendry;
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1. Welcome – Michelle Brooks, Chair welcomed all to the meeting at 10:09am

- a) Review and Confirmation of Agenda for June 20th, 2024
Amendments: Removed duplicate agenda item from 6b; move item 6 up in the agenda;
The agenda for June 20th, 2024 was approved as amended.
- b) Review and Confirmation Draft Minutes for May 16th, 2024
 - a. Amendments: corrected data from DSO update under 2c; re health working group – add: action item to coordinate a webinar to introduce the slide deck.

The minutes of the meeting for May 16th, 2024 were approved as amended/circulated.

2. New Business

- a. Correspondence
 - none
- b. Emerging Issues/Questions – All Members
 - i. 25/26 Ministry of Labour Campaign – Health & Safety Issues/ideas
 - Bob is part of the Public Service Health and Safety Associations, Healthcare, Health and Safety Advisory Committee
 - Meeting on Monday - closed off last years campaign around “musculoskeletal”
 - Lifts are 40% of the injuries that happen within this sector as well.

- Lots of information available, training etc. that Bob will share
- Current campaign is on slips, trips, and falls.
 - Included heat stress resources
 - And reached out to others around choking hazards.

ACTION ITEM: Bob will share out the information to the PN Table from the Ministry of Labour Health & Safety campaign. – completed during the meeting.

- Committee members commented on the much-improved relationship with the Ministry of Labour and their representatives. They were very respectful and considerate of the locations and people's time.
- ii. ONN – 2024 nonprofit State of the Sector Survey Launch

ACTION ITEM: Trish will circulate the email with the PN table members – completed during the meeting.

- Recommendation from the chair is that everyone participate if possible and share the email around the ONN survey with their networks.
- c. Topics to discuss with MCCSS – All Members
- New acting ADM Jacklyn Cureton is not able to make it today
 - Ask about the 2% announced in the budget – further clarity request and update
 - Current litigation and reviews – impacts/limitations these are putting on the ministry and where we could be help in any way
 - Financial Accountability Office Report – and their findings around under resourcing Developmental Services – Impacts? Comments?
 - J2B update
 - Passport allocations update
 - Directives were received last week, so those will be starting but there are some changes to the process which we are waiting for clarification on before we start issuing approvals.
- d. Annual operational plan – per terms of reference.
- Ad hoc group created last fall to look at the engagement of regional tables, and to get feedback and look at communication pathways
 - Some recommendations were received from this ad hoc group
 - There were some internal things the MCCSS needed to work on so next steps were on hold
 - In next 2-4 weeks the new operational workplan will be shared out
 - Recommendation from chair – at the August PN meeting we facilitate a full day planning/information sharing where we can:
 - invite the Regional Table Chairs and ask them to present on their priorities, pressures, trends in their region;
 - will have MCCSS there to share their workplan priorities to share down through the Regional Tables;
 - have PMB attend to share the outcomes and recommendations from the SPARC survey;
 - PN partners to present on initiatives they are working on or have recently implemented

- This will help inform everyone throughout the province on what is happening and try to identify any areas of duplication and create collaboration opportunities
- PN, MCCSS and PMB are drafting a letter to go out as an invitation to the partners, and regional chairs that frames the day in a way to not “step on any toes” – as the planning needs to be initiated through the regional offices, and we are just trying to inform, bring together and share information
- Suggestion: Ask the Regional tables to ensure that the information is shared to their local tables and that a report back is completed.
- West regional table recently held a meeting with the local tables in their area to share information, initiatives, trends, priorities and pressures.
 - Worked on the operational plan together
 - Good process for people to start talking about how do we share information better? How do we know what the other tables are doing? How do we support learning that happening in our area and prevent duplication of work?
 - Used a facilitator for the forum – Claudia Ferryman

ACTION ITEM: Sherri Kroll will share the draft agenda and outline for the West Regional Table meeting with the Local tables that can be shared out to other regions. – completed during the meeting.

- Comment: see the disconnect in communication is at the local tables – the information shared with them is not getting shared out to the organizations within their purview.
 - Suggestion: Need to look at incorporating some sort of feedback/report back system to ensure the information is being shared at all levels.
 - ie: PN sends out the presentations and the summary of discussions to the regional chairs with the request that they share to their local tables and provide a summary of the feedback at each level back to us (or whichever provincial group is sharing the information or designated as the report back party)
- e. Review of all standing and Ad-Hoc/Working committees - per terms of reference
- Deferred to July meeting

3. Standing Committees:

- a) OnTrac – Janet Noel-Annable
- The survey results were sent out last week to all organizations, and then this week to CLO, OASIS and MCCSS
 - Webinars being hosted by PMB this week on help people read the survey and understand what the results are
 - Hold the date email July 15-19 for a series of workshops and other virtual opportunities for organizations to identify key issues around capacity and think together about how we might build strength in organizations
 - Considering the future of OnTrac and what the future work plan will be. Will be meeting in July again to finalize the plan and will share our recommendations with the PN table for their endorsement
- b) HR Committee – Jennifer Gleeva/Ann Bilodeau
- Last met on May 6th.

- Working on securing their keynote speaker for the HR forum and trade show vendors.
 - Registration is now open.
- Workforce Initiative Updates – *Ann Bilodeau*
 - DSWI newsletter was circulated
 - Nano/MicroCredentials updates – *Michelle Brooks*
 - Registration is picking up
 - The NanoCredential is receiving great feedback with recommendations for all agency staff to attend.
 - No word on commitments around funding to continue next year.
 - Will be stretching the dollars already received to create a dual diagnosis course. With Marnie as our SME
- c) Health Strategy & Engagement Working Group- *Bryan Keshen/Brian Swainson*
- Finalized the slide deck and in process with the ministry to schedule dates to walk through the MOH and MCCSS on the slide deck and white paper
 - Health survey results was circulated yesterday along with the slide deck around the white paper
 - Will look to have these posted on the RealXchange
 - Next steps: Now need to engage and empower agencies to share the information and work to level the benchmark. Michelle will meet with Brian and Bryan to discuss the next steps on this.
- d) QAM- *Sherri Kroll/Janet Noel-Annable*
- QAM meeting earlier this week
 - Kevin Lockwood is the new chair
 - Discussed the sectors, needs, trends and issues
 - Plans to host information session/lunch & Learns in the fall around QAM
 - Shared stats from the 23/24 compliance data
 - Kevin will be providing a formal presentation in the fall with those updates and all the stats
 - The data this year looks better than it did in previous years.
 - Discussed the top noncompliance issues
 - number one issue is the documentation around the safeguards – specifically this is where they spoke about the choking hazards.
 - Took the opportunity to really plead with organizations to have a meaningful eye on anyone that has a choking hazard and ensure that appropriate supports are in place.
 - asked that all of us take the opportunity not only to look within our organizations to ensure that we weren't missing things, but just to get the message out.
 - Also noted that compliance officers will all be diligent in speaking to that as they conduct their compliance reviews.
 - The next are of noncompliance was around following policies and procedures; 3rd was intrusive behaviour on interventions, 4th was related to medications and medication errors; 5th was a tie for obtaining references and the use of intrusive behaviour interventions
 - Discussed violent crisis intervention training programs with a request that they continue to look at expanding the current approved courses and to include Gentle Persuasive Approaches – to continue with training going forward.

- Vulnerable screening and criminal reference checks – there has been some success with the letter that was drafted
 - Noted that Belleville is still struggling with obtaining these checks for their volunteer staff and board members
- is there a formal report that we can receive this information and the stats around the Ministry Compliance report back other than just as reported here and noted in our minutes?
 - The Request went forward that it be shared with the PN meeting today.
 - Sherri can do a reach out and ask if the information that was shared can be sent to the committee members so that it can be more broadly shared across the sector.
 - Discussed the experiences of the table reps around non-compliance reviews and the process that was implemented by the Ministry
- with recurring noncompliance issues that they were taking a closer look at those, and would be requiring agencies to open up kind of open up the books again, and that they could probe deeply so they wouldn't just look at the one area that may have been corrected, but they would want to look at the theme across the agency.
- Discussed: What are the pressures? What are your experiences? And are they consistent with sort of the feedback, and they're acknowledging that. There was some conversations about how do we get that knowledge? And how do we build that in?
 - His team is specifically looking at how can they build that learning and sharing and sort of that institutional knowledge that we've gained through the growth?, through the conversations at the QAM reference group, and how can that be built in? He was taking that back with his team to look at that.
 - We will share any information we have with Kevin and his team to help them with creating an information webinar series for the fall.
 - wondering if there's an opportunity to talk about the use of the client record as a mechanism to meet compliance – keeping client information separate from administrative process, which is what the advisors have recommended in the past and does not keep this information separated.

ACTION ITEM: Michelle will take forward the request around the dashboard that was shared with us – if we can have it, or if not then when we get the minutes from the QAM meeting we can share it that way as the information should be embedded in the minutes.

4. MCCSS Updates- Jacklyn Cureton, Jody Hendry and Chris Kuepfer

MCCSS Notes/Updates June 20, 2024

1. ADM Jacqueline Cureton sends her regrets

- CSD acting Assistant Deputy Minister, Jacqueline Cureton sent her regrets for this meeting as she was visiting East Region to engage with regional office staff, facilitating direct communication and addressing regional concerns.

2. QAM Reference Group Meeting Insights

- The QAM reference group meeting on Monday focused on compliance data collection and review for the past fiscal year.
- Plans are in place to discuss this data in the September provincial network meeting, emphasizing monitoring and addressing recurring non-compliances.
- The ministry aims to share information to support sector-wide learning and strategy development.

3. **Communication on Safety Incidents**

- Following tragic choking incidents, a memo will be sent out to provide updated safety information and reminders.
- Expressions of compassion for staff affected by recent deaths and acknowledgment of the difficult situations they face.

4. **Budget Communication Rollout**

- Efforts are underway to finalize and communicate budget details to agencies.
- Initial communications indicated further information would follow, and the ministry is working to expedite this process.

Follow-up Discussions:

- Are the current activities happening around legislation and review putting the J2B initiatives on pause and is there any way the PN table can help
 - Nothing has been paused at this time.
 - Impact for us is a workload increase around document production from requests.
- Financial Accountability Report – on the underfunding to the DS sector
 - It is an independent report of the government
 - We are reviewing the document
 - Did increase our budget this year by 110million to help with the intakes for this year as people transition from youth to adults
 - There is also another \$310million announced for the sector
- Bob (in his role as a member of the Out of Home Care Advisory Committee) met with Emma Willer on Tuesday in regards to Bill 188 and also discussed creating an impact assessment and report on the DS sector with this legislation.
 - Discussed concerns around problems with the bill
 - Licensing
 - Punitive language
 - Institutionalized thinking
 - Quality measures
 - Punitive standards
 - Discussed the possibility of developing a developmental disabilities impact assessment as a way to look at the legislation and policies coming through – what will be intended and/or unintended consequences for this population
- Is the funding you mentioned for the intakes this year just for their budgets or for the agency costs as well?
 - This will include the Passport allocations, the budgets that the TPRs will use to provide the services needed.
 - to sort of bring them into the service with regards to supportive living for Passport. I think that the other question that's embedded within there is: are there changes to the budgets for passport agencies or DSOs? The answer would be, No, that money is

about the changes to be able to provide the funding to the individuals coming into service

- What is the next tool for figuring out the funding model – understand the KPMG costing study was one tool, what will the next tool be?
 - Thank you for sharing the benchmarking report with us. We are reviewing this.
 - There will be 2 things that we'll be doing
 - Will also be using the data collected from the DSWI surveys by Rob Hickey
 - Interested in understanding some established practices that organizations are doing in terms of individualized service models
 - The inputs from the KPMG costing study is still being worked through.
 - The updates shared at the OASIS Conference.
 - We will keep you posted on things as they become available.

5. Participant Updates

a. CLO – *Chris Beesley and Jo-Anne Demick*

- Work continues in the realm of social policy and human rights
- Sean Pegg has been working in collaboration with ODEN and has conducted a survey on the modernization of employment services and the impact that has had on people with intellectual disabilities.
- Release a document “Tangled in Red Tape” this week that outlines the issues that people are faced with trying to access employment supports
- The other report that has been completed is one on supported decision making, and is called “The Right to Decide”
 - Hosted 2 webinars in May on supported decision making
 - This document followed those webinars.
 - Was compiled from almost 3 years of research and pilot projects conducted with agencies across the province.
 - really timely issue around trying to move away from guardianship and moving more to a supported decision-making model similar to what Saskatchewan and other provinces have embedded within their legislation.
- Successful launch of Ann Stafford Bursary
 - 102 applications received
 - 40 were approved
 - Those letters have gone out and we are starting to distribute the bursary funding.
- Conducted another round of family led initiatives which are going to be funded by CLO– received 59 applications
 - Hoping to have this out to the successful recipients in July
- CLO Conference A has been launched and we've been having a great response.
 - Now open for nomination for board and council, and the 4 different awards.
- As was mentioned earlier we did have the government relations webinar that was a collaborative event with CLToronto and OASIS. if you weren't able to join the webinar, Patricia has shared the link for the recording.
- We are continuing the #5ToSurvive campaign in terms of social media tiles that we will be sharing with everyone.
- Patterson signs were launched this month as well – a new awareness campaign
- Today we held the Communications Network meeting
 - Today's presentation was on crisis communications

b. CNSC – *Lexi Deece-Cassidy*

- No report – Trish and Michelle to do a reach out to Lexi.
 - Our AGM is coming up in September.

- I will be stepping down as Board Chair, and Marnie McDermott from the CNSC-CE will be the new Chair for the SCDSN. Both of us are planning to attend the September PN meeting as a transition.
- Michelle offered her support to the new chair and suggested they reach out to Trish for any requests of information or help in any other way.

ACTION ITEM: Trish will create and provide an onboarding package for the new members once requested by the outgoing representatives.

- c. DSO – *Kim Thorn*
- Awaiting the direction for passport funding allocations caused a lot of stress and anxiety to the families – which resulted in an increase call volume with families calling to inquire.
 - Directives have been received from the Ministry
 - Call volumes increase as well with people calling for services in the summer as the end of the school year approaches.
- d. EDI-Community of Practice – *Alison McLean*
- Working on some conference presentations
 - One submitted to HR Forum on how we can help the DS sector to be better prepared for international recruits and international student placements
 - Practical strategies for orientation on everyday tasks that will be new to them.
 - Being culturally aware of people from different regions or countries
- e. FCI (Faith, Culture & Inclusion) – *Don Walker*
- No current update
 - Will be meeting next month.
- f. SCDSN (Specialized Clinical Developmental Services Network)– *Brian Swainson*
- Announcement of new chair effective September 2024
 - Brian Swainson will be stepping down and Marnie McDermott will be the new chair. Both will be attending the September meeting.
 - Update deferred
- g. Karis – *Janet Noel-Annable*
- Provincial trends remain the financial instability of the sector
 - Looking at a massive leadership change over as people retire over the next year.
 - Jennifer Gleva will now be leading the Human Resources Committee on behalf of the Provincial Network.
- h. OADD – *Sue Coke*
- Chief Editor of the journal Maire Perry will be retiring – new Chief Editor has yet to be selected.
 - November conference planning is going well
 - Have begun planning for the April/May conference as well including looking for a new venue
 - Will be bringing in new chair Michelle DelCarmen to the PN table, and I will remain as the Past Chair
- i. OASIS – *Bob Walsh*
- We had a booth at the ALHC conference and the Alliance for Healthy Communities Conference this year - to really look at the health outcomes in primary care for people, and raise awareness with the community health centers, family health teams and community governed and aboriginal health centers.

- Will be attending the AMO and have people network with attendees to generate conversations around housing as a municipal issue, how we can get better bylaws, better zoning, and how that money this transferring from federal can be used and the implications on the local level, and how we can help to build that.
- Will be sharing a project manager with Family Service Ontario – sharing some resources there in terms of building some cross capacities against provincial
- Will be putting out a secondment opportunity looking for a communications person for 6 to 8 months to help OASIS build that communications infrastructure
- The Benchmark Survey launched last week
 - stuff came up for the people who were analyzing the data that we're definitely playing out from things that people have talked about in terms of wage pressures.
- Claudine Cousins will be replacing Brad Saunders as the Chair of the OASIS Board and will be replacing him on the PN table. Brad will remain as a member with OnTrac. Bob recognized and thanked him both for his leadership within OASIS, but also seeing the leadership within the sector.

j. OPAN – *Chris Brillinger*

- Just received the Directives last week from the Ministry
- Typically, there is a pause each year as we wait for this to come in which also creates its own issues – such as the back log of applications.
- When a recipient receives an approval package, they have to return it within 30 days or it becomes null and void.
 - Working with the ministry on clarity around this and any other new changes to the process.
 - 8% increase in recipient load
 - And 0% increase in
- The second report will be completed mid-year December/January. I want to highlight it for provincial network. In that I hope this gives the sector a taste for regular data provision because, to my knowledge, there really isn't a lot of
- OPAN offered to attend agency/group events/meetings to speak to the report if requested.
- The data is owned by FST and OPAN
- The report was rolled out in 3 levels -
 1. To the DSOs
 2. To the Passport agencies
 3. To OASIS, CLO and PN - Then it's up to OASIS, CLO and Provincial Network to determine how they utilize the report. The design is as a sector planning tool. We will not do a broad public release. We are hoping to roll them up to the Regional Office level or the Regional Planning Tables by early July. We will continue to roll it out in this way.
- We are hoping that it will help push regional planning tables to ask for better data, particularly from ministry partners.
- We will table the report at the August collaborative meeting being planned.

k. PEDCC – *Sherri Kroll*

- Planning the AGM for the Provincial Executive Directors Group (PEDG) on Tuesday September 17th as part of the CLO Conference
- Planning for the orientation session for new Eds coming into the sector for October 30th – partnering with the PN and the HR Forum
- Shared 2 good news stories from the working groups:
 - Inclusion Canada is interested in hosting and having some conversations around the The Continuous Improvement of Quality Disability Support working group's

work on creating training resources for onboarding new staff – how we can expand this dialogue and learn from each other and establish some best practices.

- The Resources and Capabilities working group were able to present their document “Individualized Funding in Ontario – possibilities and pathways” at the OASIS conference and received really good feedback. The PEDCC hosted them to have a webinar series in May that was very successful. From that they were able to schedule a meeting with the Ministry to further discuss their document and try to encourage engagement with the Ministry and to see if what they have prepared is consistent with the Ministry’s thought on individualized funding. Also to open up conversation on how we could work collaboratively and collectively. – there was some resistance from Chris K at this meeting and the conversation was shut down. We are reaching out to Erin again to see how we can open that door to conversation and engage the Ministry
- The working group is requesting to be on a future agenda with the PN to provide an overview of the document and see if there’s a role that PN can play in helping to support their work. Also to use the PN meeting as a platform to reach the Ministry and engage in some dialogue and next steps.

❖ **AGENDA ITEM:** PN Table agreed to schedule The Resources and Capabilities working group to present on their document “Individualized Funding in Ontario – possibilities and pathways” at a future PN Table meeting.

I. TDSA – *Bryan Keshen*

- No report

6. Current Initiatives/Working Groups:

- a. PN coalition around political advocacy for sector financial stability Update– *Chris Beesley/Brad Saunders/Jonathan Bradshaw*
 - Cosponsored with the government a government relations webinar
 - Instilling capacity in government relations within organizations
 - Establishing and maintaining relationships
 - Communication with MPPs
 - How to establish a government relations workgroup to bring issues forward
 - OASIS (thanks expressed to Jonathan) created a toolkit for people to use to bring forward those key messages – webinar was facilitated to share and showcase how this toolkit can be used.
 - Summer and fall events provide opportunities for touchpoints to have discussions with MPPs and other government officials at all levels to keep them updated on what is going on and our messaging.
 - Had a meeting in June with the Minister Parsa’s office in response to the day at the Legislature in May - the meeting did not go as well as we had hoped. It was not a meeting to collaborate on ideas but instead was more of a warning to keep our campaigns positive. So it continues to be walking that fine line of advocacy and honesty and being forthright without throwing the Minister or Ministry under the bus.
 - CLH – due to financial pressures in the sector has had to make the hard choice to close 2 really important programs around specialized transitional supports that will displace approximately 20 people and 32 staff.
 - As more of these closures happen how do we marshal our strategy to highlight that without alienating the Minister and Ministry? At what point do we decide we don’t have a choice but to do that?
 - Suggest that we focus our strategy on a more forward position, forward advocacy, and a more public facing advocacy – to build on the momentum we have already.

Need to make this more of a public issue or a public sympathy and awareness issue

Looking for thoughts, comments and questions from the PN table as well as your support

- Wanting to have those conversations with any of your individual organizations, if you have thoughts or contributions of expertise and/or money.
- What is the role of the PN at the table with the Ministry?
 - gather and profile the risks in the present scenario
 - Inform and educate our partners
 - PN is not an advocacy group
 - PN table needs to communicate that this is an issue throughout the entire sector and in many adjacent sectors.
- What is the financial ask?
 - Can put forward an ask to PN members to financially support an initiative
 - The PN table has an absolute responsibility to say “look, this isn’t about any one organization, any one of our members. This is about the whole system and some of the collapsing elements that currently playing out that will have huge implications with significant deficits across the board.”
- Need to find that something visual to show the impact in the sector and on adjacent sectors around programs closed, agencies closed, impacts on families and those we support.
- Can there be some standardized language or points that can be put into the Ministry’s risk assessment reports and templates by agencies around the features we want to highlight as a sector.
 - Use this submission as a way to come forward to government with one voice around a concern
- Impacts on DSO and other service organizations that are not supportive living and/or day programming and how they affect the people we support with the increased requests to increased wait times
- Monthly service erosion roundup communication
 - Speaks about the impacts in real time to share with others.
 - What agencies are doing to mitigate the funding shortfall
 - Programs and services closing
 - Provide the stories of the impacts of the closures.
- Ensure consistent messaging.
- Working together is important
- We need to stick to those key messages province wide, and as we continue to compile data and financial information, ensure that the messaging is consistent.
- Would like us to start thinking instead of dividing our workforce that we work together as the sort of Social Care Workforce in the Province. Perhaps for the next round of our advocacy and work we could work towards eventually getting to the point where social care and care providing is just seen across the board as a valuable part of the province and recognized as a whole. So we stop trying to prioritize ourselves over other groups that are equally as deserving

ACTION ITEM: to have the coalition group provide some key messaging to be shared as items to be input where appropriate within the Ministry Risk Assessment and other ways to communicate the consistent messaging.

- b. Sector Pressures and Strategy working group Update– *Bob Walsh/Chris Beesley*
 - i. *#5ToSurvive Campaign – next steps– Jo-Anne Demick/Chris Beesley*
 - Refer everyone to the May meeting minutes around the #5toSurvive Campaign

- ❖ **Agenda Item:** Merge a and b together for one future agenda item “Coalition for political advocacy on sector pressures”

7. Finance/Budget

- a) no report

8. Business Arising from Previous Meeting

9. Closing Comments and Adjournment

- a) Adjourned at: 12:52pm

- b) Next PN ‘Meeting’ the 3rd Thursday of each month for 2023

The next PN Meeting is schedule for: Thursday July 18th, 2024, 10am – 1pm virtual via zoom