



Provincial Network Minutes
October 28th, 2021
10:00am – 1:00pm via BlueJeans

Teleconference

Michelle Brooks (Chair)
Ann Bilodeau (PNHR)
Ann-Marie Binetti (PNHR & DSWI)
Bryan Keshen (TDSA)
Brian Davies (GLS)
Brian Swainson (GLS)
Dean Johnson (CNSC-O)
David Ferguson (OASIS)
Don Walker (Faith, Culture & Inclusion)
Lorrie Heffernen (GLS)
Lisa Holmes (OADD)
Jason Young (OADD)
Janet Noel-Annable (CH)
Jo-Anne Demick (PEDG)
Eugene Versteeg (PNHR/CH)
Brad Saunders (OASIS)
David Cohen (Faith, Culture & Inclusion)
Shawn Pegg (CLO)
Sherri Kroll (PEDG)
Christine Dubyk (Recorder)

Regrets

Carolynn Morrison (TDSA)
Terri Hewitt (DSO)
Chris Beesley (CLO)

Guests

- Rupert Gordon, ADM, MCCSS
- Christine Kuepfer, Director, Program Policy Branch
- Ingrid Lawrence, MCCSS

Welcome – Michelle Brooks, Chair, welcomed all to the October 28th, 2021 Provincial Network meeting

Approval of:

- Agenda for October 28th, 2021 approved noting the following additions:
 - Sherri – video monitoring and introduction to technology
 - Bryan – Provincial IPAC
 - Brad – OPAN: invitation to an upcoming meeting

- 'Draft' Briefing Note of October 6th, 2021 – approved as presented and to be shared/posted

MCCSS – Rupert Gordon, ADM; Jeff Gill, Director East Region

Rupert Gordon shared the following updates re: **COVID Statistics**

COVID Counts

- Globally – 246M cases
- UK – have implemented lifting all measures
- US - have backed off some measures
- Canada – Ontario at about 300 cases per day
- Dr. Morgan said outcomes show Ontario is doing the best in the Southern Hemisphere
- GTA - generally in pretty good standing
- Southwest – more localized challenges in case counts
- Long Term Care (635 locations) – averaging 0-2 resident and staff cases per day
- Developmental Services – congregate settings – 14 current active cases; 904 residents with only 1 currently active; quite low numbers. Over the past 3 weeks have seen only one resident case

PPE

- Shipped 45M pieces of equipment to date with DS being the largest recipients; 80% order demand and shipments continue

Guidance

- New guidance came out for congregate settings on October 18th and included:
 1. Vaccination Policy
 - Updated MCCSS COVID-19 Vaccination Policy Guidelines (General)
 - Updated MCCSS COVID-19 Updates – Q&A for Service Providers (non-Children's Treatment Centres)
 2. COVID-19 Guidance for MCCSS-funded and Licensed Congregate Living Settings
 3. Provincial Antigen Screening Program
 4. Orders under the *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020*
 5. Air Quality: HVAC Furnace Filtration
 6. Reporting
 - Reporting Vaccination Rates for Congregate Care Residents
 - Reporting Vaccination Policy Data Metrics
- Continue to work with MOH on adjustments
- Antigen Test Program is still open; still waiting on updates to this policy document for testing requirements for those who tested positive in the last 90 days
- MOEC (Ministry of the Environment, Conservation and Parks) have done some innovative work on surveillance monitoring and to get a sense of what is happening in both community and settings. This is very much a pilot base at this time. Once complete, the ministry will be reaching out.
- Results of Vaccine Survey: residentially, and based on ¾ of the adult DS sites that responded:

- seeing rates of people vaccinated at 90%
- SIL is 82%
- Staffing at agency level is 70%
- Education: 83% have completed the education sessions
- Reminder that the next submission is November 9th for the October reporting period.
- Looking at where the exposure points are and what can be identified for working together

Risk Mitigation

- Continue to connect and work with DS to understand and ensure people are feeling prepared and ready to manage the current state and should numbers rise.
- Learning through these conversations, and not surprisingly there is lots of talk in way of staffing related issues. This is a challenge for about ½ the sites that the ministry has engaged with. What is less clear, is how much of this is labour supply issues vs. imminent threat to the operational delivery. Physical limitation that could impede and control the connect points is a concern and feel people are up to date with Public Health Unit guidelines and ensuring mental health and wellness for both staff and supported individuals.
- The PSW wage enhancement was announced this morning and is extended to March 31st, 2022. There will be another update with supporting material shortly.

DS Reform – Laura Summers

- Rupert thanked PN for the invite to the PN Fall Forum. Minister Fullerton will share pre-recorded remarks to kick things off with Larua Summers picking up and presenting on the Journey to Belonging (J2B) and the next phase of work and opportunities for engagement. This is very much in line with delivering on what we have heard, and the commitment around keeping folks up to date and collaborating with sector partners.
- Discussions continue around the QAM Reference Group and looking at representativeness to see if there is a way to add to the membership.
- Looking for advise on how to approach engagement and conversation to assist, track and monitor progress and advise on the J2B. Currently meeting approximately once a quarter. Further plans will be discussed and presented at the PN forum. Rupert wanted to acknowledge and thank the Provincial Network for their leadership and messaging that will be shared at the Forum.
- Client Portal work was referenced in the immediate actions of the DS Reform and supporting families and supported individuals with technology. Looking at the development of a project to build out functionality to support the DS sector. The team currently working on this is in the discovery phase and conducting stakeholder engagement and co-design testing.
- Work is being done pertaining to the \$13M Housing Investment to support individuals with developmental disabilities and additional information will be shared. As part of the MYRP planning, the ministry has been engaged and when looking ahead at the DS Reform, this is

more community based around housing solutions and how the services and supports are put together.

Q&A on MCCSS Updates

- Terri shared that she sits at the table as a DSO representative and in way of the housing strategy, she is very excited for any opportunity to do this work and manage child welfare and housing. Her concern is if we now need to have the staff that have been doing great work on this, manage a whole new system, will there be funding for this increased workload and support that will be required? The ministry is driving this concept, and in terms of codesign the challenge is that every DSO manages their bookings differently. Putting this together will be manageable, however, will need to consider the intricacies of meeting mandates, etc. Ministry said this is a very good point and the plan is that the project will begin with understanding current processes and getting to one provincial process to support the tool. Rupert wanted to make a point that investments around these things are being looked at. Terri shared that while we appreciate this, the administration budget is often overlooked.
- A comment: in way of the budget request, is the work that was completed a number of years ago being taken into consideration via OBRC? Another piece is the investment in housing navigators in DSO; there are a lot of other approaches beyond the DSO. These developments can take a lot of high touch work and relationships over time. Rupert said this is a bit of an investment in the prototype space that will take the learning to redesigning and over time get a better understanding of how things work. There are a mix of possibilities that can be figured out and worked through for people, and to support housing needs. Christine K. said the ministry is working with DS and other partners and will be talking to DSO's later today to look at how to support people and plan while considering the ways in which they live and not just living in a supported environment. Trying to target the people that have limited needs and to see what can be done to support them.
- Janet thanked MCCSS for the work of MovingOn and is excited to see the Journey to Belonging taking hold. Is the plan of the costing study to stick with the support intensity scale or to take a step back to consider other models? Rupert said this would assist to inform some of the work.
- Comment: the \$3/hr wage enhancement extension to March 31st is appreciated, however does not address the broad issues with retention. Is there any thought to align this with Long Term Care and items like education and signing bonuses, etc. Rupert said a few meetings ago, Jo-Anne raised the same questions, and she was informed that the ministry is always open to hearing further on this. Questions are being asked and the workforce initiatives are assisting to understand this further, and there continues to be an ongoing inclusion of the sector.
- Jo-Anne thanked MCCSS for the acknowledgment of PEDG and Grassroots. There are people inappropriately placed in LTC and is there any possibility for inter-ministry work to start to place these people appropriately? There are significant investments into LTC however this

does not address the DS sector. Is there something that PN could do to become more involved with this? Rupert has seen the letter to the Minister on this exact thing and feels that this dialogue has been ongoing and during a time when many other things were happening. At this point, the ministry continues to flag the opportunity and ways to address this concern. There are also connections on the preventative side that are important such as the DS Housing investment. It is probably still early days to talk about a strategy of what this will look like and how to plan and execute, however when we get to this point, Rupert is happy to hear the kind of advice the sector would have on planning and transition, etc. Currently working with health partners on a number of these related issues and making some progress and feel this is a good sign for future potential.

MCCSS left the meeting at this point

Updates on Take-Aways from the Committee Members

DS Sector Vaccine Preparedness 'Ad-Hoc' Committee – Lorrie/Bryan

- **PN Vaccine Working Group Close-out Report:** The report of the work to date of the 'Vaccine Working Group' was shared and the plan is to present some of the content at the PN Forum. Any recommendations/feedback will be brought forward to the PN table. Requesting acceptance of the report as is. ***Members thanked the team for their tireless work and excellent report and accepted as presented.***
- **3rd Vaccine Dose:** Hearing that the 3rd dose for people 55 years and over in congregate settings will see a roll out with PHU's. This has been advanced for intervention and in some regions, there is a new consent form required which will entail a new process for the sector. Not sure how we alert the sector on the third vaccines, new forms and for awareness as there are still a lot of questions to be addressed. It is suggested that the working group look at this further.

Flu Vaccines – hearing people are finding the normal routes for the flu vaccines and implementation of new clinics. This is rolling out well and is important to remind people of initiating the flu vaccination.

- **Future of IPAC in DS:** Mandatory vaccine policies - Do we have a sense of how widespread this is within our sector? Members are aware of at least 6 agencies and those that have implemented have had positive outcomes, with a number of people being vaccinated with the implementation of RAT.

Discussion has taken place on this, however unsure which group would investigate. It could fall under the QAM Reference Group, however do not see this as the Vaccine Work Group scope.

ACTION: Michelle will connect with Monique and Kevin to see if they can offer more on this in way of RAT/QAM, etc.

It is interesting as we navigate the difference between healthcare and residential services. QAM is often trying to make sense of citizenship and dignity and IPAC is added to this. We need to think about engaging existing QAM standards, and do they make sense for people fully vaccinated that live in the same household. We want to keep people safe and healthy;

however, do we have different standards of living for people in congregate care settings who want to have meals and drive together, etc. Do people still need to be 6 ft. apart and wearing masks? What is reasonable today, as what was important at one time may be different as we emerge from the pandemic.

Michelle recommends that the representatives at the various tables look at QAM and IPAC and consider a small group to present a summary of our thoughts and go back to MCCSS with clear information on what we are thinking.

PN-HR Committee – Eugene

DS Workforce Initiative– Ann B.

- Work plans are well underway. The struggle is getting a consultant that knows the work of ‘core competencies’. Feedback on the RFP is that the scope of work was too large. This will be simplified.
- Operational Leadership - Moving forward and implementing modules.
- Recruitment and Marketing – Gravity is the marketing company that is looking at tools and making the website more intricate. Ann-Marie will be putting a ‘call out’ to agencies for pictures for this strategy.
- Financial Literacy – There is still some confusion on what the ministry wants, however this has come down to having 2 modules: one for new front-line leaders and another for the OASIS work they are doing for senior level management with the investment of \$65K.
- Comment: do not feel that we will get the quantity of people we need for this sector as we need to deal with the under capacity of labour and require a systemic approach. Ann B. said the recruitment campaign is much broader and feedback on ‘signing bonuses’ that LTC implemented did not have great outcomes. Do we need to look at how we get data on what works and what does not and how we do something different for people looking for a career shift?
- Eugene feels that now is the time for the PN HR to dive into retention. We are in competition with other sectors and people are desperate to attract staffing. The ministry has asked how they can help, and if there is room for suggestions, we can share from this. ***Suggest that a meeting after the forum take place to discuss this further.***
- Brad shared that there is a lot of talk around tactics, bonuses, posters, etc., however we need an overall strategy on how to get 100’s to choose us as a career path. We should be tapping into outside resources with ministry assistance. The piece around retention, feeds into competencies and would be nice to have a clear sense of what the overall strategy is.

Cultivating Community Wellness – Ann-Marie

- Updates will be provided at the forum.

C3E -Sector Partnership – Paid Caregivers -Michelle/Ann-Marie

- Conversations have taken place with Azrieli around how we create a career path from high school bursaries, etc. and what this would look like for both paid and unpaid caregivers.
- A group of people were pulled together to discuss the work and included the work of OADD, PN HR; WFI; Labour. Discussions went well.
- There is currently an apprenticeship program and conversations have taken place with the federal government to recognise challenges with new immigrants for DS as well as international students. Some conversations with the Philippines consulate have also taken place and more

updates will be shared. All of these things will compliment the PN HR and there are some interesting conversations happening. If any partners were missed that should be part of this conversation, let Michelle and Ann-Marie know.

- Comment made on what do we push next in relation to HR and how we work with government into the next mandate to recruit people into our sector. Clearly the ministry is on top of LTC to help enhance the work force, do we have a way to be clear on our next ask to engage with ministry?
- We are moving into an election cycle and unions are positioning themselves for negotiations at the end of March. Members agree that the concerns are genuine and should be taken seriously. The government has provided the \$3/hr and we now have other additional demands. There is a feel that the interest in coordinated bargaining links to the \$3/hr and potentially to get agreement from the unions.
- The concern is what do we need, and do we have the resources to bring in a serious HR consultant to assist with this? We seem to be going around in circles, on what the answer is or how can we find this.
- **ACTION:** Ann B. and Eugene will try to bring back some recommendations for the group to dive into.
- Eugene shared that a 'Save the Date' will be coming out for the **2022 Ontario Developmental Services HR Forum** and planning in-person with a hybrid option in the airport area.

Fall Forum – Ann-Marie/Michelle B.

- 250 participants are registered to date. Engaged with People Minded Business and will be collecting information throughout the day and a half around lessons learned and ideas. PMB will provide a report back on key findings.
- With the Journey to Belonging and recommendations from PN around the need to continue to be engaged, we are looking to have 'PN Information Sharing' forums/sessions continue and will look into this further around timing, etc.

Labour Challenges – Dave F. – OASIS Labour Relations

- A second discussion took place with the ministry around coordinated bargaining on October 8th. The OASIS Board was updated in terms of this conversation and the next step is to share at the Fall Forum LR session.
- Next meeting is Nov. 4th

Compensation Survey for Sector – Janet/Dave

- The Compensation Survey will not be rolled out due to the announcement around the \$3/hr extension. The question is how long do we wait to roll out?

ONTrac– Janet

- A presentation will be shared at the PN Forum.

Other

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

- The Community of Practice continues to meet on a monthly basis. These sessions are hosted by the PEDCC and CLO in collaboration with PMB. There is a session occurring today at noon. The topic of conversation is Person Directed Supports. Two people who experience person directed

supports will share their experiences and help service providers understand what is required for supports to truly be person directed. Please note that participation in the COP's is not limited to members of CLO. Everyone interested in engaging in meaningful, inspiring conversations is well to join.

- The PEDCC at a recent meeting talked about both the introduction and the impact of technology used in service delivery during the pandemic. While there are many great examples of creative and useful ways to use technology (such as virtual check ins), we also identify that technology brings potential risks related to privacy, confidentiality and other human rights issues that must be considered (like video monitoring). Sherri was asked by the PEDCC to raise this and to ask if technology was something the QAM reference group was or could address.

Life Stabilization:

- Ministry will present at the November PN meeting.

Terms of Reference – Review - **DEFER**

- Discussion re: Committee / Centralized Approach
 - ✓ Timing and approach
 - ✓ Organizations and Contact Update – Christine D. circulated the PN membership contact information for all to review and provide edits if needed.

OPAN – Brad

- OPAN has a new Chair and they are looking to broaden their scope. Brad suggests that having a representative at this table at some point would provide an additional point to further discussion in this area. The Ontario Passport Agencies Network is a massive program and the more we can align, the better. Michelle confirmed that in the past, we have invited OPAN as a guest, however not as a member. This could be looked at in January 2022.

Fall Economic Statement:

- An email just came through on this and do we want a meeting following the announcement to share information heard? Christine D. will set up a meeting for 2:30pm. On November 4th.

Rapid Anti-gen Testing

- Jo-Anne brings forward a recommendation from the RAT committee pertaining to many agencies seeking one off legal advice on non-compliance or labour push back. The recommendation is to approach Pooran Law for a one-pager of frequently asked questions. Jo-Anne is asking for support from the PN group for up to a maximum of \$5k. Ann B. confirmed that resources are available for this request and will present the current budget at the November PN meeting.

Members agree that up to \$5K be provided from the PN budget to approach Pooran Law re: one-pager of frequently asked questions. Dean suggested that questions be shared with Jo-Anne that can be forwarded onto Pooran Law.

November PN Meeting

- Look at holding a hybrid meeting at an agency. This could be a trial run. OASIS will also be doing this for their November meeting, and we could see how this goes.
- Janet will see if Christian Horizon's has availability and will connect with Christin D. on this.

Next Calls/Meetings:

- **Next PN 'Briefing Call':** November 3rd, 2021 @ 2:00pm – consider cancelling as this falls the day after the PN Fall Forum
 - **Next PN 'Regular Meeting':** November 25th, 2021 @10:00am
- ✓ Hybrid/In-Person

Adjournment: 12:20pm