



OCSA

Ontario Community
Support Association

2018 OCSA ANNUAL REPORT

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CEO'S MESSAGE

I am happy to present the 2018 Annual Report; a report we know members will enjoy having going forward.

OCSA has had a busy year, and while we've dealt with a number of internal staff changes and external political changes, we are stronger for it. Advocacy and government relations have been the hallmark of our activities this last year and we are proud of continuing to deliver on our commitments to members during these uncertain times.

We have had a very productive 2017 to 2018 fiscal year and here is a sample of some of our successful activities:

- Securing base budget increases to community support providers in 10 of the 14 LHINs.
- Developing PSW marketing initiatives.
- Hosting two successful events – the 2017 PSW Training Day and the 2017 OCSA Conference.
- Advocating strongly for the closure of the Self-Directed Personal Support Services Ontario Agency.
- Obtaining one-time funding for Bill 148.

As we are all aware, things have changed at a rapid rate since March 31, 2018, and OCSA has kept members informed and on track the entire way. It is clear that more change is coming – we are confident that our sector is expert at transformation when needed; especially when it comes to serving our clients.

We will continue to advocate regularly on your behalf and amplify your voice with information, support, resources and training. The future may feel uncertain, but our team is here for our members and the not-for-profit home and community care sector, and we look forward to facing the future together.

Sincerely,
CEO
Deborah Simon





BOARD PRESIDENT'S MESSAGE

“The secret of change is to focus all of your energy, not on fighting the old, but on building the new.” – Socrates

There is no doubt the landscape in which the Ontario Community Support Association (OCSA) operates has seen a profound transformation over the past year. This included: the folding of the Community Care Access Centres (CCACs) into the Local Health Integration Networks (LHINs); work on the Fair Workplaces, Better Jobs Act; delivery of several personal support workforce-strengthening initiatives; and helping members prepare for and navigate through the provincial election.

“Whirlwind” does not begin to describe it!

And that doesn’t even include the phenomenal growth of Capacity Builders, which delivered over 400 workshops throughout Ontario, and the ramp up of LeaderShift over the spring and summer. OCSA’s nimble approach has undoubtedly been an asset as we navigate changes internally and amidst a new political environment around us.

As we move forward, it’s clear we’ll all have to “hold on to our hats” as the new government works quickly to make its mark. The cancellation of the proposed personal support worker agency OCSA vigorously opposed, changes to labour legislation and the appointment of an experienced Minister of Health and Long-Term Care who served as Patient Ombudsman, leave us cautiously optimistic about the future of the sector. Whichever route the Ontario government takes, we’ll be there to advocate on your behalf to help them make informed decisions, which ultimately improve our clients’ lives and the sector’s overall health.

Finally, I’d like to thank our CEO, Deborah Simon, for six years of inspired leadership, and her dedicated staff who work tirelessly to support us all! Your efforts do not go unnoticed and OCSA’s positive reputation and growth is a testament to that hard work. While the road ahead will undoubtedly hold a few bumps, OCSA looks forward to advocating strongly with and for our members and embracing the opportunities that lie ahead that will make home and community care better for Ontarians.

Sincerely,
Board President,
Carol Annett

COUNCILS & COMMITTEES

Advisory

ONN Policy Committee

Home Care Ontario/OCSA Nursing Practice Council

Ontario Health Providers Alliance

MOHLTC/LHINs

Home Care Contracting Working Group

PSW Reference Working Group

MSAA Advisory Committee

Internal OCSA Committees

OCSA Policy Committee

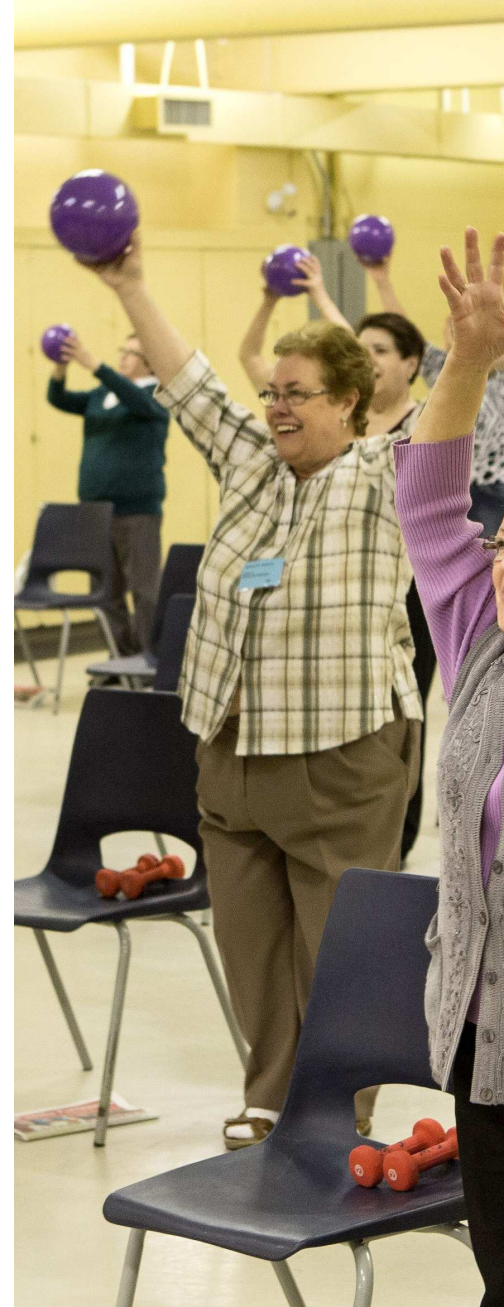
Attendant Services Advisory Committee

Meals on Wheels Advisory Committee

Provincial MIS Advisory Committee

CSS-CHA Data Knowledge Exchange Committee

Community Support Services – Ontario Health Reporting Standards (CSS-OHRS)



Provincial CSS Networks

OCSA supports and collaborates with the following provincial CSS Networks:

- Southwest CSS Council
- Waterloo Wellington CSS Network
- Metamorphosis (Mississauga Halton and Central West LHINs)
- Community Navigation and Access Project (CNAP)
- Community Support Services Network (Central)
- South East Community Support Services Network
- Champlain Community Support Services Network
- North Simcoe Muskoka Community Support Collaborative
- North East Regional Home and Community Care Network
- North West Community Support Services Network
- Hamilton Niagara Haldimand Brant CSS Network

INITIATIVES, ADVOCACY & GOVERNMENT RELATIONS

Initiatives

Leading Change: A Patients First Forum for Boards and Senior Leaders – May 2017

Advocacy & Government Relations

- Met with 10 of 14 LHINs as part of base funding advocacy
- Advocated to close a loophole that threatened the delivery of community support services by not-for-profit organizations as a result of Patient First Act.
- Advocated for and collaborated on the development of MOHLTC Guidelines for new LHIN Authorities under the Patients First Act.
- Worked with MOHLTC and service providers on the development of a new client partnered scheduling program for home care.
- Continued advocacy resulted in a more timely release of the PSW Training Fund.
- In partnership with Advantage Ontario, obtained a legislative amendment to ensure the not-for-profit nature of Seniors Active Living Centres.
- Worked to develop and shape the MOHLTC/LHIN Family-Managed Home Care program for children with complex medical needs; adults with acquired brain injuries (ABI); eligible home-schooled children, and clients in extraordinary circumstances.
- Held a Queen's Park lobby day and met with a number of key government and opposition stakeholders – including the Minister of Health, Minister for Seniors Affairs, Minister for Housing and Deputy Minister of Health and Long-Term Care.
- Advocated for one-time funding as a result of Bill 148 Fair Workplaces, Better Jobs Act in collaboration with Home Care Ontario.
- Advocated with our home care providers and Home Care Ontario to obtain the cancellation of the Personal Support Services Ontario.

PAPERS & PRESENTATIONS

Responses to Proposed Regulatory or Policy Changes

- September 2016 – Response & Recommendations: Levels of Care Framework
- November 2016 – OCSA Response to Developing Ontario’s Dementia Strategy: Discussion Paper
- January 2017 – Budget Presentation Standing Committee on Finance and Economic Affairs
- October 2017 – Leading Change Toolkit
- October 2017 – OCSA Response to Proposed Changes to Regulation Amending O. Reg. 386/99 Direct Funding for Homemaking Services, Personal Support Services and Professional Services
- December 2017 – OCSA Response to Request on Employment Standards Act Exemptions
- January 2018 – OCSA Response to proposed amendment to Ontario Regulation 386/99 under the Home Care and Community Services Act, 1994
- February 2018 – Successor Rights in Home and Community Care Submission to Ministry of Labour

Responses and Presentations to Legislative Changes

- September 2016 – Preliminary Response: Patients First Act
- November 2016 – Bill 47 Patients First Act advocacy – Response & Recommendations: Bill 41, Patients First Act
- February 2017 – Bill 87 Protecting Patients Act, 2017 Presentation to Standing Committee on Legislative Assembly
- May 2017 – Steps to Community Support Sustainability: Strengthening Client Care By Investing in Providers An Update for LHINs
- July 2017 – Optimizing Nursing in Ontario’s Renewed Home Care System Produced by the Home Care Ontario/OCSA Nursing Practice Council
- July 2017 – Bill 148 Ontario Community Support Association Submission to the Standing Committee on Finance and Economic Affairs
- July 2017 – Response & Recommendations: Bill 148 Fair Workplaces, Better Jobs Act
- August 2017 – Analysis of proposed Bill 148 Provisions and Financial Implications to Home Care Ontario and Ontario Community Support Association Members Prepared by KPMG, and commissioned by OCSA and Home Care Ontario
- January 2018 – 2018 Ontario Pre-Budget Consultation Recommendations
- March 2018 – OCSA Better at Home Provincial Election Priorities and Recommendations Report

CAPACITY BUILDERS

Capacity Builders has grown tremendously over the past year. We travelled across the province, delivering more workshops than ever and building the skills of PSWs so that they can deliver the best possible support to clients in the community.

"Staff are very helpful and ... came up with full and robust training content to bridge the gaps we had hitherto experienced. They were thorough in delivering the training and used language and terms that everyone could relate with."

Looking Back at 2017–2018...



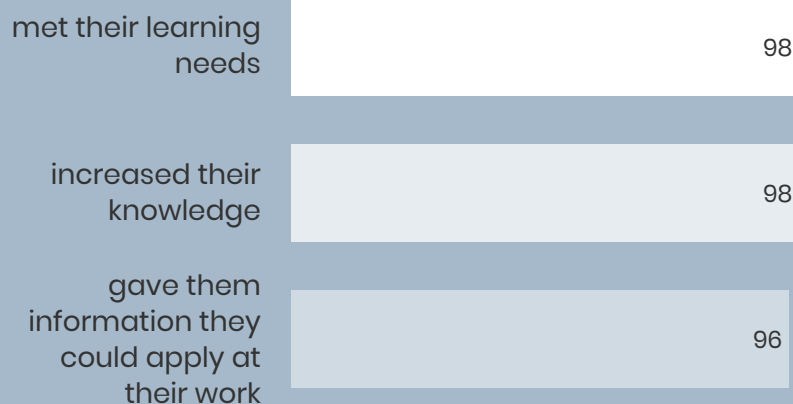
4,300
PSWs TRAINED



400
WORKSHOPS DELIVERED

EVALUATION RESULTS

% of PSWs reported that the workshop they attended...



LEADERSHIFT

The Future of Health Care Leadership is Here

In January 2018, OCSA received funding to lead the LeaderShift project – a cross-sector, multi-year initiative which gives leaders in the community and primary health sectors an opportunity to develop their leadership capacity, ignite cross-sector collaboration, and play a stronger role in shaping the future of Ontario's health care system.



Project activities **include:**

- delivery of the LEADS Learning Series (in-person)
- webinars that explore our healthcare system and policy landscape
- Applied Leadership E-Learning Series
- a leadership conference in 2019
- analysis of career pathways and compensation in the community and primary health care sectors
- delivery of LEADS LITE (online)

Project partners **are:**

- Addictions and Mental Health Ontario
- Alliance for Healthier Communities
- Canadian Mental Health Association, Ontario
- The Association of Family Health Teams of Ontario



OCSA CONFERENCE

From Roadmap to Reality: Navigating Change Together

On, October 18 and 19, 2017, OCSA held another successful conference with:

- Nearly 350 delegates
- 38 Exhibitors
- 4 Keynote presentations
- Over 20 amazing concurrent sessions

PSW TRAINING DAY

Driving Care Forward: Accelerating Excellence in Personal Support

On, October 17, 2017, Capacity Builders held their annual PSW & PSW Supervisor Training Day with:

- Over 350 PSWs and PSW supervisors
- 20 Exhibitors
- 3 PSW Recognition Awards

FINANCE

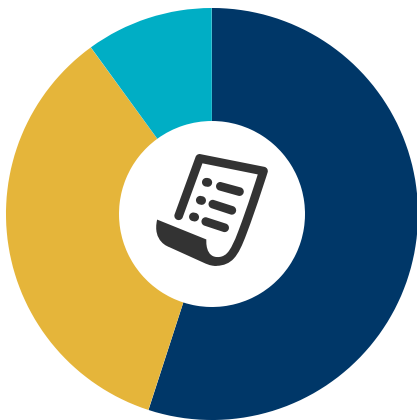
Fiscal year ending March 31, 2018

Sources of Funds for Association Activities



- Grants & Donations - 20.1%
- Membership Fees - 27.7%
- Other Revenue - 4.6%
- Training, Resources & Conferences - 47.6%

Use of Funds for Association Activities



- Membership Services & Training - 55%
- Public Awareness & Public Policy - 35%
- Finance, Administration of Project Funds & Board Expenses - 10%

MEMBER LIST

Access Independent Living Services
Acclaim Health
Activity Haven Seniors Centre
Adult Day Program – The Davis Centre–Region of Peel
Adult Recreation Therapy Centre
Ah-shawah-bin Sioux Lookout, Lac Seul Victim Support Services
Aide Aux Seniors de Sudbury Est/Sudbury East Seniors Support Inc.
Alzheimer Society Huron County
Alzheimer Society Lanark Leeds Grenville
Alzheimer Society of Durham Region
Alzheimer Society of Elgin–St. Thomas
Alzheimer Society of Grey–Bruce
Alzheimer Society of Hastings Prince Edward
Alzheimer Society of Kingston
Alzheimer Society of London & Middlesex
Alzheimer Society of Perth County
Amherstburg Community Services
Aphasia Institute
Arnprior–Braeside–McNab Seniors At Home Program
BALANCE For Blind Adults
Barry's Bay & Area Senior Citizens Home Support Services
Bellwoods Centres for Community Living Inc.
Belvedere Heights Home for the Aged
Beth Donovan Hospice
Bethell Hospice
Better Living Health and Community Services
Brain Injury Services Muskoka Simcoe
Brain Injury Services of Northern Ontario
Brampton Meals on Wheels Inc.
Calabogie & Area Home Support Program Inc.
Caledon Community Services
Caledon Meals on Wheels
Campbellford Memorial Multicare Lodge
Canadian Red Cross
Centre de santé communautaire de Kapuskasing et région
Centres for Seniors Windsor
CHATS – Community Home Assistance To Seniors
Cheshire Homes (Hastings – Prince Edward) Inc.
Circle of Care

City of Kitchener Seniors Division
City of Thunder Bay Community Services Dept.
City of Timmins Community Home Support Services
City of Waterloo Home Support Services
Community Alzheimer Program, Regional Municipality of Waterloo
Community and Primary Health Care
Community Care City of Kawartha Lakes
Community Care Concepts
Community Care Durham
Community Care for Central Hastings
Community Care for South Hastings Inc.
Community Care North Hastings
Community Care Northumberland Inc.
Community Care Peterborough
Community Home Support – Lanark County
Community Support Centre of Essex County
Community Support Connections – Meals on Wheels & More
Community Support Services – A Division of Cassellholme
Community Support Services – Kenora
Community Support Services of Niagara
Copernicus Lodge
Craigviel Adult Day Programs
Dale Brain Injury Services
Dixie Bloor Neighbourhood Centre
Dixon Hall
Dr. Harold S. Trefry Memorial Centre
Dryden Go Getters Inc.
Dufferin County Community Support Services
Dundas Community Services
Dundas County Hospice
East Parry Sound Community Support Services Program
East Wellington Community Services Inc.
East York Meals on Wheels Inc.
Eastern Ottawa Resource Centre
Eganville and District Senior Citizen's Needs Association
ESS Support Services
F.J. Davey Home
Family Service Kent
Family Service Toronto
Family Services Perth–Huron

MEMBER LIST continued

Finlandia Village-Sudbury Finnish Resthome Society
Fort Erie Meals on Wheels, Inc.
Four Counties Health Services – Community Support Services for Seniors
Glanbrook Home Support Programme Inc.
Glebe Centre Seniors Outreach Services
Glengarry Inter Agency Group Inc. (Senior's Day Program)
Glen-Stor-Dun Lodge
Goldie's Place at Shalom Village, Day Program for Adults
Groupe Action pour l'enfant, la famille et la communauté de Prescott-Russell
Guelph Independent Living
Hagi Community Services for Independence
Haldimand-Norfolk Community Senior Support Services Inc.
Haliburton Highlands Health Sciences
Halton Region Services for Seniors-Supportive Housing & Adult Day Program
Hellenic Home for the Aged Inc.
Helping Hands Orillia
Herb Carroll 55+ Centre – City of Thunder Bay
Hesperus Fellowship Community of Ontario
Hillsdale Estates – Adult Day Program
Home and Community Support Services Of Grey-Bruce
Hospice Dufferin
Hospice Kingston Inc.
Hospice Toronto
Humber Community Seniors' Services Inc.
Huron Lodge Community Service Board Inc.
Hutton House
ICAN-Independence Centre and Network
Independent Living Centre of Waterloo Region
Independent Living Services of Simcoe County & Area
Indus Community Services
Ingersoll Services for Seniors
John Noble Home – Day and Stay Programs
Kemptonville and District Home Support Inc.
Kiwans Adult Day Program
Knollcrest Lodge – Community Outreach Services
K-W Seniors Day Program Inc.
Lambton Elderly Outreach Inc.
Land O' Lakes Community Services

Lennox & Addington Seniors Outreach Services Inc.
Les Centres D'Accueil Heritage
Links2Care
LOFT Community Services
Lumacare
Macassa Lodge – Adult Day Program
March of Dimes Canada
Marianhill Inc.
McCormick Dementia Services
Meals on Wheels Huntsville
Meals on Wheels London
Meals on Wheels Niagara Falls Inc.
Meals on Wheels Ottawa/La popote roulante Ottawa
Meals on Wheels Port Colborne Inc.
Meals on Wheels Sudbury
Meals on Wheels Thorold – St. Catharines
MICBA Forum Italia Community Services
Mills Community Support Corporation
Milton Meals on Wheels
Mitchell & Area Community Outreach – Ritz Lutheran Villa
Mnaamodzawin Health Services Inc.
Mohawks of the Bay of Quinte/Tyendinaga First Nation
Momiji Health Care Society
Muskoka Seniors Home Assistance
Native Canadian Centre of Toronto
New Unionville Home Society
Niagara Ina Grafton Gage Village
Nishnawbe-Gamik Friendship Centre
North Renfrew Long Term Care Services
Olde Forge Community Resource Centre
ONE CARE Home & Community Support Services
Oshawa Senior Citizen Centres
Ottawa West Community Support
PACE Independent Living
Parkdale Golden Age Foundation
Participation House Grey Bruce
Participation House Support Services – London and Area
Participation House, Markham
Patricia Region Senior Services Inc.
Peel Cheshire Homes Brampton
Peel Manor Adult Day Program, Region of Peel
Peel Senior Link

MEMBER LIST continued

Personal Attendant Care Inc.
 Personal Choice Independent Living/Choix personnel vie autonome
 Physically Handicapped Adults' Rehabilitation Association
 Providence Care Attendant Care Outreach Program
 Providence St. Joseph's and St. Michael's Healthcare
 Punjabi Community Health Services (PCHS)
 Radiant Care Tabor Manor
 Reconnect Community Health Services
 Region of Peel Health Services, Seniors Services Development
 Regional Niagara – Seniors Community Program
 Renfrew and Area Seniors' Home Support Inc.
 Richview Community Care Services Corporation
 Riverside District Home Support Program
 Riverside Health Care
 Rural Ottawa South Support Services (ROSSS)
 S.E.N.A.C.A. Seniors Day Program – Halton Inc.
 Saint Elizabeth Health Care
 SAINTS (Student Assistance In North Toronto for Seniors)
 Salvation Army Mountberry Adult Day Services
 Scarborough Centre for Healthy Communities
 Second Mile Club Of Toronto
 Senior Adult Services In the Annex
 Senior Persons Living Connected
 Seniors Life Enhancement Centres
 Seniors Outreach Services – Maxville Manor
 Services Communautaires de Prescott et Russell
 South Essex Community Council
 South Riverdale Community Health Centre
 South-East Ottawa Community Health Centre
 Southern Frontenac Community Services Corporation
 SPRINT (Senior Peoples' Resources In North Toronto)
 Spruce Lodge Home for the Aged
 St. Demetrius Supportive Care Services
 St. Joseph's Home Care
 St. Marys & Area Home Support Services
 St. Matthew's Bracondale House
 St. Stephen's Community House
 Storefront Humber Inc.
 The Corporation of the Municipality Of Machin
 The Dementia Society of Ottawa and Renfrew County

The Friends
 The Good Companions
 The Neighbourhood Group
 The Next Step to Active Living Program
 The Prince Edward County Community Care for Seniors Association
 The Salvation Army London Village
 The Thrive Group
 Tillsonburg & District Multi-Service Centre
 Timiskaming Home Support/Soutien a Domicile Haileybury
 Toronto Intergenerational Partnerships
 TransCare Community Support Services
 Ukrainian Seniors' Centre of Sudbury Inc
 United Mennonite Home, Supportive Housing
 Valleyview Home for the Aged Senior Day Program
 VHA Health & Home Support
 VHA Home Health Care
 Villa Colombo Home for the Aged
 Vista Centre – Acquired Brain Injury (ABI)
 VON Canada
 Warden Woods Community Centre
 Welcome Inn Community Centre
 Wendat Community Programs
 West Elgin Community Health Centre
 West Neighbourhood House
 West Toronto Services for Seniors
 Western Ottawa Community Resource Centre
 Wesway Incorporated
 Williamsburg Non-Profit Housing Corporation (J.W. McIntosh Seniors' Support Centre)
 Windigo First Nations Council
 WoodGreen Community Services
 Woolwich Transit Inc. – Kiwanis Transit
 Yee Hong Centre for Geriatric Care
 Yorkminster Park Meals on Wheels

Corporate Members

AlayaCare	CommForms
apetito	GoldCare
Bedord Medical Alert	Jackson Therapeutic Recreation
CARF Canada	MoveMobility
CellTrack Technologies	NesdaTrak
CLEO	Qualicode Software
	Resolve Labour Relations Solutions

BOARD OF DIRECTORS

As of March 31, 2018

Carol Annett, President (VHA Home HealthCare)

Terry Richmond, Past President (Cheshire Homes)

Tanya Elliott, Vice-President (Canadian Red Cross)

Geoff Quirt, Vice-President (Board Member of Community Care Peterborough)

Brian J. Dunne, Secretary (Participation House Support Services – London and Area)

Aaron Berk, Director (KPMG)

Lisa Cowley (Ottawa Community Support Coalition)

Sharon Goodwin, Director (VON Canada)

Wolf Klassen, Director (Michael Garron Hospital)

Jason Lye, Director (Ontario March of Dimes)

Carol McFarlane, Director (Saint Elizabeth Health Care)

Patrick O'Neill, Director (Niagara Ina Grafton Gage Village)

Steve Sherrer, Director (Thrive Group/Able Living Services)

STAFF LIST

As of March 31, 2018

Deborah Simon
CEO

Janice Bedore
Executive Assistant

Patrick Boily
Manager, Policy & Stakeholder Engagement

Nalini Ann Cudzilo
Office Administrator

Sue Davidson
Director of Training, OCSA
Director, Capacity Builders

Mustafa Elkalza
Director, Finance & Corporate Services

Kimberly Gignac
Manager, Membership Services

Shauna James
Training Coordinator, Capacity Builders

Nicola Kirwan
Project Coordinator, CHO Leadership Project

Portia Machiwenyika
Training Manager, Capacity Builders

Kim Prince
Senior Manager, Client Relations, Capacity
Builders

Kathleen Thompson
Project Manager, CHO Leadership Project

ABOUT OCSA

Ontario Community Support Association (OCSA) champions a strong, sustainable home and community support sector for all Ontarians, representing nearly 240 not-for-profit organizations that serve over one million people. A respected leader for over 25 years, OCSA advocates on behalf of our members and their clients to government and other stakeholders. OCSA also creates partnerships, facilitates knowledge sharing, and offers training, resources and benefits that enable our members to continue to provide vital services to seniors and people with disabilities.

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Toll-free: 1-800-267-6272 (OCSA)

Fax: 416-256-3021



@OCSAtweets



@OntarioCommunitySupportAssociation



<https://www.linkedin.com/company/ocsa/>

OCSA

Ontario Community
Support Association



**CAPACITY
BUILDERS**
TRAINING • RESOURCES
A DIVISION OF OCSA

Contact us for your training needs!

Website: www.capacitybuilders.ca

Email: info@capacitybuilders.ca

Phone: 416-256-3010 ext. 229

Toll-free: 1-800-267-6272 ext. 229



@CapacityBlders

LeaderShift

LeaderShift will be hosting 9 additional in-person LEADS Learning Series cohorts across Ontario in 2019.

For more information about LeaderShift, contact: nicola.kirwan@ocsa.on.ca.

Website: www.leadershiftproject.ca



@LeaderShiftON