

OCSA

Ontario Community  
Support Association

2015 ANNUAL  
CONFERENCE

OCTOBER 21 & 22  
MARKHAM HILTON SUITES

***LEADING THE SHIFT:***  
*The Power of Thinking Differently*

This brochure is accurate as of October 14. For the most up-to-date information, please visit

[www.ocsaconference.com](http://www.ocsaconference.com)

# WELCOME FROM THE CEO



Delegates,

It's my sincere pleasure to welcome you to the 2015 OCSA Conference, *Leading the Shift: The Power of Thinking Differently*.

This is an exciting opportunity for Home and Community Support providers, as well as our health system partners, to exchange ideas and drive forward our shared objective of thinking differently to influence change. The Ontario government's recent release of *Patient's First: A Roadmap to Strengthen Home and Community Care* makes it crystal clear that we all need to work together to make changes to our system that will improve the client experience, as well as health outcomes.

It has been a busy summer for our sector, and based on the amount of work required to implement system changes to support the Roadmap, we know that the fall and winter will be even busier. That's why this year's conference is so important. It is an opportunity for all of us to share ideas, ask questions and push boundaries in order to make changes to the system that will have long-term, positive effects.

This year's conference promises dynamic and stimulating programming, including motivating keynotes from Dr. Danielle Martin and physician and astronaut Dr. Dave Williams. We will examine and embrace the possibilities of change, from outer space to the frontlines of health care, and in new technologies from MaRS with potential to shake up home and community care. As you'll see in the following pages, the program is jam-packed with outstanding research and ideas.

Please see our conference website for full workshop listings and descriptions.

On behalf of the staff and board of OCSA, I thank you for joining me as we celebrate, learn and connect with our peers in the Home and Community Support sector. Have a fantastic conference!

Warm Regards,

A handwritten signature in black ink, appearing to read 'Deborah Simon'. The signature is fluid and cursive, with a large initial 'D' and 'S'.

Deborah Simon  
CEO  
Ontario Community Support Association

# GREETINGS FROM THE PREMIER



Premier of Ontario - Première ministre de l'Ontario

October 21 – 22, 2015

## A PERSONAL MESSAGE FROM THE PREMIER

On behalf of the Government of Ontario, I am honoured to welcome delegates to the Ontario Community Support Association's (OCSA) annual conference. This year's theme — Leading the Shift: the Power of Thinking Differently — is especially timely as we navigate the changing landscape of health care.

Ontario prides itself as a strong yet compassionate society. The care we provide to our sick, vulnerable and senior citizens embodies our collective values and our provincial character. Home and community support are important parts of the spectrum of care we provide our people. Home health care helps people get the assistance they need in their homes, enhance their mobility and independence, and stay connected to their communities.

I thank OCSA for hosting this conference. This is a great opportunity to learn new trends, network and share best practices.

Our government remains committed to working with our community and health care partners to transform our health care system — so we can give our people the right care, at the right time, in the right place.

I offer my best wishes for a productive and inspiring conference.

A handwritten signature in black ink that reads 'Kathleen Wynne'. The signature is written in a cursive, flowing style.

**Kathleen Wynne**  
Premier

# GREETINGS FROM THE MINISTER OF HEALTH

**Ministry of Health  
and Long-Term Care**

Office of the Minister

10<sup>th</sup> Floor, Hepburn Block  
80 Grosvenor Street  
Toronto ON M7A 2C4  
Tel. 416 327-4300  
Fax 416 326-1571  
www.ontario.ca/health

**Ministère de la Santé  
et des Soins de longue durée**

Bureau du ministre

Édifice Hepburn, 10<sup>e</sup> étage  
80, rue Grosvenor  
Toronto ON M7A 2C4  
Tél. 416 327-4300  
Télééc. 416 326-1571  
www.ontario.ca/sante



Ontario Community Support Association (OCSA)  
Annual Conference

October 21, 2015

Dear Friends,

I am pleased to send warm greetings to all the delegates attending this year's Ontario Community Support Association (OCSA) conference.

Your conference theme, "Leading the Shift: the Power of Thinking Differently" reflects OCSA's growing focus on providing a high quality of care, adopting best practices in quality improvement, and inspiring change along the way. As we continue to transform our system, the quality of care clients receive and their experience with the system will be of paramount importance.

In recognition of the role of home and community care as our population ages, I released our roadmap to strengthening the sector last May. The roadmap's vision is for the home and community care to be client-centred and fully integrated with other health care providers including primary care. It must provide seamless transitions between other parts of the health care system. It must be accountable and transparent and deliver the best possible value.

We are committed to working together with our valued partners like OCSA to improve the care we provide. That means measuring quality better, reducing variation in services and exploring more innovative models of care. I know I can count on all the dedicated providers in the home and community care sector to support us in these efforts.

I wish you all a very stimulating and fruitful conference.

Sincerely,

Dr. Eric Hoskins  
Minister

# CONFERENCE INFORMATION

## REGISTRATION

Will be open:

Tuesday 20	3:00 - 6:00 pm
Wednesday 21	7:30 am - 3:30 pm
Thursday 22	8:00 am - 2:00 pm

## LEADERSHIP RECEPTION

Tuesday 20 7:30 - 9:00 pm

Markham Ballroom foyer  
Everyone welcome (cash bar)

## POSTER VIEWING

Conference Centre  
Wednesday 21 11:40 am - 1:40 pm  
2:45 - 3:15 pm

## TRADE SHOW

Conference Centre  
Wednesday 21 7:30 am - 3:30 pm

## COCKTAIL RECEPTION

Wednesday 21 5:30 - 6:30 pm

Conference Centre foyer  
Everyone welcome (cash bar)

## BANQUET DINNER & COMMITMENT TO CARE AWARDS

Conference Centre  
Wednesday 21 6:30 - 8:00 pm

## EVENING KEYNOTE - PAULA MORAND

Conference Centre  
Wednesday 21 8:00 - 9:00 pm

## CONFERENCE APP

Click link to download

[ddut.ch/OCSA](http://ddut.ch/OCSA)



## REGISTER FOR THE OCSA CONFERENCE

please visit

[ocsaconference.com](http://ocsaconference.com)

## WELCOME TO ALL CONFERENCE DELEGATES, ESPECIALLY OCSA MEMBERS!

If your CSS organization is not an OCSA member, these are just a few of the opportunities and benefits you've missed out on this year:

- » Receiving regular communication on policy developments regarding the Ontario government's initiative to strengthen home and community care.
- » Being represented at Ministry tables regarding the implementation of the PSW Wage Enhancement
- » Learning about other providers' policies and procedures regarding police checks and vulnerable client screening
- » Accessing resources such as the Meals on Wheels Volunteer Orientation video
- » Access to OASSIS Employee Benefit Plans – no brokerage fees!
- » Sharing best practices among OCSA members
- » And many more!

To learn more about the benefits of OCSA membership, please contact David at [david.hughes@ocsa.on.ca](mailto:david.hughes@ocsa.on.ca) or 416-256-3010/1-800-267-6272, ext. 246.

# CONFERENCE SCHEDULE

WEDNESDAY, OCTOBER 21, 2015

7:30 am - 3:30 pm **REGISTRATION** Conference Centre lower foyer

7:30 am - 9:00 am **NETWORKING BREAKFAST** Conference Centre upper foyer

9:00 am - 9:30 am **OPENING REMARKS**  
*Deborah Simon, OCSA CEO and Indira Naidoo-Harris, Parliamentary Assistant to the Minister of Health and Long-Term Care* Conference Centre

9:30 am - 10:30 am **OPENING KEYNOTE**  
**Leading Sustainable Change: Lessons from the Edge**  
*Dr. Dave Williams* Conference Centre



WORKSHOP ROOMS	Markham A	Markham B	Markham C	Butternut / Holly	Violet / Orchid
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10:40 am - 11:40 am	Health Links Coordinated Care Planning: The Role of CSS Organizations <i>Susan Anstice, Mary Eastwood</i>	Paving the Way for Data-Driven Decision Making <i>Sarah Cormier, Dianne Kuipers, Bruce Libman, Mike Sawyer</i>	Service Integration: A Legal Perspective on the Lead Agency Model <i>Karima Kanani</i>	Good, Better, Best: Insights and Observations on Building Improvement Capability in the CSS Sector <i>Paula Blackstien-Hirsch, Patricia Blakeley, Gurjot Jassy, Bozena Michalik</i>	Unleashing Innovation by Breaking Your Own Rules <i>Zayna Khayat, Jerry Koh</i>
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11:40 am - 1:40 pm **LUNCH, TRADESHOW, POSTER PRESENTATIONS** Conference Centre

12:00 pm - 1:40 pm **OCSA Annual General Meeting - Everyone welcome**

1:45 pm - 2:45 pm	How Emerging Ontario Technology Innovators are Transforming People-Powered Home Healthcare <i>Zayna Khayat, James Cohen, William Hancharek, Rini Singh, Grace Soyao</i>	Idea Lab: What Keeps You Awake at Night About Privacy <i>Rodney Burns</i>	Case Studies in Success: Self Directed Care Models <i>Lori Cooper, Dana MacMillan, Daniel McGoey, Ian Parker, Maayan Ziv</i>	Personal Support Workers: Learning from the UK in Taming the Wild West <i>Mike Saks</i>	The Monsters in the Cloud: Taming The Fear of IT <i>Sarah Campbell, Matthew Richens</i>
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2:45 pm - 3:15 pm **REFRESHMENT BREAK** in the Tradeshow Area  
Poster Presentations, Scavenger Hunt Draw

3:15 pm Scavenger Hunt ballots will be drawn and Winners will be posted at the registration desk.

3:15 pm - 4:15 pm	Creating Seamless Transitions with Paramedics <i>Leigh Judson, John Klich</i>	Idea Lab: Designing Services for Seniors, by Seniors <i>Tai Huynh, Jen Recknagel</i>	The Tipping Point: Factors Which Contribute to a Caregiver's Inability to Continue to Provide Care <i>Raquel Betini, Leslie Eckel</i>	Beyond Centralized Access: Reinventing Transitions at Waterloo Wellington and Central CSS with Caredove <i>Jeff Doleweerd</i>	Paving the Way for Data-Driven Decision Making (Repeat) <i>Sarah Cormier, Dianne Kuipers, Bruce Libman, Mike Sawyer</i>
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5:30 pm - 6:30 pm **COCKTAIL RECEPTION (CASH BAR)**

6:30 pm - 9:00 pm **BANQUET DINNER** Conference Centre



**OCSA COMMITMENT TO CARE AWARDS CEREMONY**



**EVENING KEYNOTE**  
*Unleashed for Impact: Leading Change, Growth and Possibility - Paula Morand*

# CONFERENCE SCHEDULE

THURSDAY, OCTOBER 22, 2015

8:00 am - 2:00 pm REGISTRATION OPEN Conference Centre lower foyer

8:00 am - 9:00 am NETWORKING BREAKFAST Conference Centre upper foyer

9:00 am - 10:00 am **MORNING KEYNOTE**  
Shifting Thinking by Shifting Relationships  
*Dr. Danielle Martin*



WORKSHOP ROOMS	Markham A	Markham B	Markham C	Butternut / Holly	Violet / Orchid
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10:15 am - 11:15 am	Seven Steps to Embracing Conflict and Improving Relationships with Families <i>Shoshana Helfenbaum, Christina VanSickle</i>	Patients First: A Roadmap to Strengthen Home and Community Care - <i>How Will Reforms Impact the Sector &amp; What Can Your Organization Do?</i> <i>Dan Carbin, Janine Hopkins</i>	End of Life Care in Canada: The Challenge of Rapid Change <i>Kerry Bowman</i>	Flip the SWITCH and Turn Your Team On! <i>Karen Palmer, Lorri Zagar</i>	Idea Lab: Taming the Wicked Problem of Integration <i>Linda Mollenhauer</i>
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11:15 - 11:30 BREAK

11:30 am - 12:30 pm	Central Intake for CSS: A Model for Success <i>Lisa Gammage</i>	Introducing the Personal Support Algorithm <i>Janet Legge McMullan, Chi-Ling Joanna Sinn</i>	Adverse Event Review: Reflecting on the Past to Improve the Future <i>Tracy Lindsay</i>	Flip the SWITCH and Turn Your Team On! (Repeat) <i>Karen Palmer, Lorri Zagar</i>	Have Your Say - Personal Support Worker Health and Safety in Ontario <i>Catherine Brookman, Sue VanderBent</i>
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12:30 pm - 1:00 pm LUNCH

1:00 pm - 2:00 pm **CLOSING PLENARY: New and Emerging Technologies**  
*Tom Ladd*

2:00 pm - 3:00 pm	Many Agencies, One Database: Collaborating for Client-Centred Care <i>Jennifer Croft, Joseph Edward</i>	Making the Case for Social Media <i>Breanne Armstrong, Pamela Stoikopoulos, Bill Yurchuk</i>			The Monsters in the Cloud: Taming The Fear of IT (Repeat) <i>Sarah Campbell, Matthew Richens</i>
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3:00 pm CONFERENCE ENDS

*Idea Labs are facilitated sessions that stimulate transformative thought and challenge you to think in new ways. Expect a highly interactive experience, and perhaps some passionate debate.*

# PLENARY SESSIONS

WEDNESDAY, OCTOBER 21, 2015



## OPENING KEYNOTE

### Leading Sustainable Change: Lessons from the Edge

**Dr. Dave Williams**

Physician & NASA Astronaut

A true Canadian hero, physician and astronaut, Dr. Dave Williams has a unique point of view on our conference theme, *Leading the Shift: the Power of Thinking Differently*.

Dave is an ER doctor, a former astronaut and Director of Life Sciences for NASA, and currently the CEO of Southlake Regional Health Centre. In 1998, he became the seventh Canadian in space and in 2007 set a Canadian record for most spacewalks during a mission aboard the International Space Station. (Considering how much time he's spent in space, he's surprisingly down-to-earth!) Given his leadership in these dynamic and high pressure roles, Dave has plenty of firsthand experience with change and risk management. He understands how to build consensus and respect between those you work with and those who work for you. Whether constructing a space station or strengthening the health care system, Dave knows it takes a team of people working together creatively, with common purpose, to truly make a difference.

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## EVENING KEYNOTE

### Unleashed for Impact: Leading Change, Growth and Possibility

**Paula Morand**

In today's marketplace, organizational leadership has never been more challenging. Less funding, higher needs and tighter deadlines have become the status quo. Leadership Expert Paula Morand has interviewed some of the top global leaders, and will share a refreshing approach to developing a leading vision succinctly and successfully, even in times of uncertainty.

Paula Morand is a 10x award winning entrepreneur. She is the CEO of PME Global, a boutique leadership and business-consulting firm that works with organizations to lead positive change, growth and impact. She is a globally recognized Certified Speaking Professional and is recognized as one of the Top 20 Leadership Experts to follow on Twitter. Paula's purpose is simple: to engage, equip and empower people to love what they do and live like they mean it. Find out more about Paula by visiting [www.paulamorand.com](http://www.paulamorand.com) and on Twitter @paulamorand.

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# PLENARY SESSIONS

THURSDAY, OCTOBER 22, 2015



## OPENING KEYNOTE

### Shifting Thinking by Shifting Relationships

**Dr. Danielle Martin, MD, CCFP, MPP**

Vice President, Medical Affairs and Health System Solutions  
Women's College Hospital

The future of health care is close to home. Community care is crucial to help clients stay well and live productive lives with complex chronic illness, but we won't meet the needs of the future with our same old ways of doing things. Across all parts of the health and social systems we must be willing to try new models, sometimes failing, in order to develop the approaches to care that will stand the test of time. The basis of that experimentation and risk-taking is the trusting relationship. Clients, families, health and social service providers, and organizations need to relate in new ways if we are to achieve successful integrated care models. Putting our relationships first is essential to developing the innovative solutions that meet tomorrow's challenges.

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## CLOSING PLENARY

### New and Emerging Technologies

**Tom Ladd**

Have you seen the YouTube video for the Google Liftware Spoon? This innovative device allows individuals with essential tremors and Parkinson's Disease to eat without spilling food by sensing shaking and making instant adjustments. This is but one example of how technology is being integrated into supporting the aging population. Tom Ladd from the Toronto chapter of Aging 2.0, a global movement bringing innovation and technology to aging and senior care, will preview new services, products and developments that may soon be improving the independence and care of seniors.

# WORKSHOPS

WEDNESDAY, OCTOBER 21, 2015

10:40 am - 11:40 am  
(concurrent)

## Health Links Coordinated Care Planning: The Role of CSS Organizations

**Susan Anstice**, Manager, Coordinated Care Planning, WoodGreen Community Services

**Mary Eastwood**, Director, Don Valley Greenwood Health Link

WoodGreen Community Services is the only CSS organization currently leading a Wave 1 Health Link. Through Coordinated Care Planning (CCP), we are reducing gaps and frustration by ensuring client-centred care is delivered seamlessly to the top 1-5% of users of the health system who have complex needs and require multiple providers. Our sector is well-positioned to lead and participate in CCP across the health care continuum – attend this workshop to find out how. Learn from our experiences, share your own care planning lessons learned, and draw on the expertise of the group.

## Paving the Way for Data-Driven Decision Making

**Sarah Cormier**, Data Management Coordinator, Champlain Community Support Network

**Dianne Kuipers**, Capacity Developer, Community Support Coalition - Eastern Counties & Area

**Bruce Libman**, Epidemiologist, Champlain Local Health Integration Network

**Mike Sawyer**, Director, Health System Transformation, Champlain, Champlain Local Health Integration Network

The spotlight is on home and community care, and data-driven decision making has never been more crucial. In this workshop, we will present our “first of its kind” Service

Reference Document, which aims to articulate the current state of the CSS sector in Champlain through data and maps. Learn about our experiences with data collection and data quality, and join a generative discussion about the trends and results we’re seeing. Takeaways include a link to the Service Reference Document, as well as the project plan template and the data collection methodology. Discover the project’s merits and consider how it might be replicated in your LHIN.

## Service Integration: A Legal Perspective on the Lead Agency Model

**Karima Kanani**, Partner, Miller Thomson LLP, Toronto Health Industry Group at Miller Thomson LLP

Integration can take many forms, from service collaborations to full scale mergers. This workshop will focus specifically on service integration initiatives and will examine legal considerations and challenges in implementing the Lead Agency Model. The session will cover: service integration mandate, overview of Lead Agency Models, stakeholder roles, responsibilities and risks, and case studies of common challenges.

## Good, Better, Best: Insights and Observations on Building Improvement Capability in the CSS Sector

**Paula Blackstien-Hirsch**, Principal, Quality thru Improvement

**Patricia Blakeley**, Director of Community Support Services, Acclaim Health

**Gurjot Jassy**, Manager of Corporate Planning and Quality Initiatives, St. Joseph’s Home Care

**Bozena Michalik**, Director, Business & Quality Development, ESS Support Services

This panel discussion will showcase the experiences of three CSS organizations as they embarked on a six-month Quality Improvement journey through OCSA’s Quality Advantage Learning Collaborative. Moderated by Paula Blackstien-Hirsch, the panelists will describe their QI projects and share candid insights on building improvement capacity in their own organizations, such as the role of senior leadership and staff engagement. Join us and learn about the benefits they realized, the challenges they encountered along the way, and the impacts they achieved. A not-to-be-missed session for any senior leader beginning their own organizational journey into Quality Improvement or for those who are experiencing challenges in doing so.

## Unleashing Innovation by Breaking Your Own Rules

**Jerry Koh**, Manager, Solutions Lab, MaRS

**Zayna Khayat**, Lead, MaRS Health and Director, MaRS EXCITE, MaRS Health & MaRS EXCITE

We know that health is maintained in the community, and the formal health system has finally caught on. The result: a new focus on transforming home and community health care. As a result of this paradigm shift, service design, delivery and payment will require new ways of thinking and working. This workshop will identify and break patterns of thinking that are thwarting your ability to change. Systems change gurus at the MaRS Discovery District will help you discover the rules that you have (unknowingly) set for yourself, which are holding you back from breakthrough change. Then, explore a new way of seeing the world that will unlock your contribution to innovation in the sector.

# WORKSHOPS

WEDNESDAY, OCTOBER 21, 2015

1:45 pm - 2:45 pm  
(concurrent)

## How Emerging Ontario Technology Innovators are Transforming People-Powered Home Healthcare

**Zayna Khayat**, Lead, MaRS Health and Director, MaRS EXCITE, MaRS Health & MaRS EXCITE

**James Cohen**, Mavencare  
**William Hancharek**, Bresotec  
**Rini Singh**, Mozzazz  
**Grace Soyao**, Selfcare Catalysts

Dr. Zayna Khayat, lead of the health innovation platform at MaRS Discovery District, a major innovation hub in Toronto, will be joined by founders of four emerging young Ontario-based startup companies that are developing highly patient-centric solutions to transform the home care experience for citizens, their families, and carers. Learn about each of these exciting new technologies, and discuss the barriers and facilitators to the widespread adoption of types of solutions in Ontario's home care sector.

## Idea Lab: What Keeps You Awake at Night About Privacy

**Rodney Burns**, CPHIMS-CA, Chief Information Officer, Association of Ontario Health Centres

Home and community support organizations hold a great deal of client information. Most now participate in integrated care models to share and receive client information either through referral or shared assessments. Recent changes in privacy legislation and prosecutions by the Office of the Information Privacy Commissioner of Ontario has raised expectations for all service providers. Keeping that information private and secure across the service continuum has been an

organizational challenge since the launch of various eHealth, LHIN and ministry initiatives. Upgrading hardware, staffing, training, data sharing agreements and capacity are just a few of the issues that keep some CEOs and EDs awake at night. Rodney Burns, will lead a facilitated discussion to enable delegates to share their experiences, advice and practices to help stay on-side with legislative requirements.

## Case Studies in Success: Self-Directed Care Models

**Lori Cooper**, District Executive Director, VON Canada

**Dana MacMillan**, Director of Services, Wesway

**Daniel McGoey**, Executive Director, Wesway

**Ian Parker**, Senior Advisor, Direct Funding Program, Centre for Independent Living in Toronto (C.I.L.T.) Inc

**Maayan Ziv**, Consumer new to C.I.L.T. program

Giving clients and caregivers a greater say in choosing a provider and how that provider delivers services through self-directed care is one of the initiatives that has been put forward by the Ministry of Health for strengthening home and community care. How does self-directed care work? What are its benefits and challenges for providers, clients, caregivers and front-line workers? What do clients and caregivers think about this service delivery model? To address these questions and other aspects of self-directed care, this workshop will feature speakers from three organizations that have years of experience in managing self-directed support programs: The Centre for Independent Living in Toronto (CILT), Wesway (Thunder Bay) and VON's SMILE program.

## Personal Support Workers: Learning from the UK in Taming the Wild West

**Mike Saks**, Research Professor of Health Policy, University Campus Suffolk, UK

In terms of policy on the regulation of personal support workers, the present situation in Ontario, as in much of the developed world, may be likened to the Wild West in terms of public protection. Yet this mushrooming group of workers – operating alongside health and social care professionals – is central to our future wellbeing, with an increasingly frail and aged population. This session draws on a major study commissioned by the UK government, in collaboration with the presenter, on the regulation of health support workers. Existing safeguards will be considered, together with the current risks and enhanced regulatory steps that may provide greater protection for the public in taming the Wild West, including the development of a more comprehensive register for PSWs.

## The Monsters in the Cloud: Taming The Fear of IT

**Sarah Campbell**, Executive Director, Meals on Wheels London

**Matthew Richens**, CEO, Techshare Group Inc.

As a sector we have much strength, but our social and community service backgrounds sometimes fail us when it comes to choosing the best IT solutions for our organizations. This workshop will unmask the "boogeyman" and show us that there's no need to be intimidated by technology! We will share our small organization's journey to a cloud-based system, and discuss common concerns including privacy, risk management and communication to staff. Takeaways will include tip sheets and templates that will help your organization join us up in the cloud.

# WORKSHOPS

WEDNESDAY, OCTOBER 21, 2015

3:15 pm - 4:15 pm  
(concurrent)

## Creating Seamless Transitions with Paramedics

**Leigh Judson**, Manager, Supportive Housing, St Clair West Services For Seniors

**John Klich**, Superintendent, Community Paramedicine, Toronto Paramedic Services

One of our greatest challenges is losing contact with clients during an unplanned event like a medical emergency. The Community Agency Notification (CAN) program notifies CSS agencies in real time when clients have had contact with Paramedics, allowing staff to better respond to their clients' changing needs. What started as a pilot project now involves over 30 CSS agencies, and is a model that could be adapted in any community. This session will describe how CAN enables a more targeted approach to working with high risk seniors and features a live demonstration. Takeaways include implementation and best practice guidelines for those who wish to replicate the program.

## Idea Lab: Designing Services for Seniors, by Seniors

**Tai Huynh**, Creative Director, UHN OpenLab

**Jen Recknagel**, Strategic Design Lead, UHN OpenLab

In an apartment building in Kingston, a group of older seniors are beginning a quiet revolution. Unsatisfied with currently available options for support services, they've joined together to transform their 60-unit apartment building into something of an oasis. In the process, they are re-imagining

what it means to be senior and stay independent.

The case study offers us a unique look at designing services for seniors, by seniors. In this interactive session, we will be tackling questions like: What do these seniors have to teach us about the problems and opportunities within the current home and community care sector, and the concept of self-directed care? Join us for a rich multimedia presentation and lively idea generation workshop!

## The Tipping Point: Factors Which Contribute to a Caregiver's Inability to Continue to Provide Care

**Raquel Betini**, PhD Candidate, SPHHS, University of Waterloo

**Leslie Eckel**, Knowledge Exchange Associate, SPHHS University of Waterloo

It is estimated that only 2% of home care clients aged 65+ are able to cope without the assistance of an informal caregiver, yet evidence suggests that a growing number of informal caregivers are stretched beyond their capacity. While informal caregivers have been recognized as a critical factor in health system sustainability, limited attention has been paid to how best to support them. A research collaboration between interRAI Canada, University of Waterloo and the Mississauga Halton LHIN revealed the factors which contribute to a caregiver's inability to continue to provide care. Join this workshop to gain valuable insight into the needs of caregivers and enhance your own capacity to support them.

## Beyond Centralized Access: Reinventing Transitions at Waterloo Wellington and Central CSS with CareDove

**Jeff Doleweerd**, Entrepreneur & Co-founder, CareDove

You've heard about the OCSA+CareDove partnership, but what does it mean for your agency? At this workshop you'll learn more about the CareDove platform and how OCSA members in the Waterloo Wellington and Central LHINs have reduced bottlenecks during care transitions and made referring to their service as easy as booking a hotel. Hear how providers have implemented a centralized access service, created a common referral phone number/webform/website, turned handoffs into booked appointments, standardized their basket of services, increased the efficiency and job control of intake staff, reduced paperwork, and used data to understand the referral patterns to all CSS services in the region.

## Paving the Way for Data-Driven Decision Making

(Repeat - see page 10)

*Idea Labs are facilitated sessions that stimulate transformative thought and challenge you to think in new ways. Expect a highly interactive experience, and perhaps some passionate debate.*

# WORKSHOPS

THURSDAY, OCTOBER 22, 2015

10:15 am - 11:15 am  
(concurrent)

## Seven Steps to Embracing Conflict and Improving Relationships with Families

**Shoshana Helfenbaum,**

Interprofessional Educator, Baycrest Centre for Learning Research and Innovation in Long Term Care

**Christina VanSickle BSW, MSW, RSW,**  
Professional Practice Chief  
Baycrest

Conflict between staff and family caregivers is often rooted in grief and uncertainty. Our seven step model offers solutions to problems stemming from staff "fight or flight" reactions to family distress. Delegates will explore what it looks like to engage families in care, learn how to recognize distress, and examine how this impacts family behaviours toward staff. We will discuss staff options for responding to these concerns, starting with being internally prepared and finishing with strategies for intervention. Simulations by trained actors will illustrate this model's ability to offer a patient- and family-centred approach to family caregiver distress.

## Patients First: A Roadmap to Strengthen Home and Community Care - How Will Reforms Impact the Sector & What Can Your Organization Do?

**Dan Carbin,** Co-Founder and Principal,  
Santis Health

**Janine Hopkins,** Principal, Santis Health;

Dan Carbin and Janine Hopkins from Santis Health, an Ontario-based health care strategy and public affairs consultancy, will outline the key policy changes in the government's Roadmap to Strengthen Home and

Community Care, the expected roles of the Ministry, LHINs and agencies, and the opportunities and risks for the home and community care sector. Participants will have the opportunity to dialogue about how their organizations and sector can shape the implementation of these reforms.

## End of Life Care in Canada: The Challenge of Rapid Change

**Dr. Kerry Bowman,** Clinical Ethicist,  
Mount Sinai Hospital & University  
of Toronto

In February 2015, The Supreme Court of Canada ruled that competent adults who are grievously and irremediably ill have a right to die, and a right to ask for assistance in ending their lives. The court delayed implementation for one year to give government an opportunity to develop a legal framework. As the February 2016 deadline approaches, noted speaker Dr. Kerry Bowman will provide an overview and speak to how this ruling may impact home and community support services.

## Flip the SWITCH and Turn Your Team On!

**Karen Palmer,** Quality Improvement  
Coach, OCSA

**Lorri Zagar,** Quality Improvement  
Coach, OCSA

They say only babies like change, but in order to improve, somebody somewhere has to start acting differently. Maybe it's you, or maybe it's your team. Led by two QI experts, this workshop will teach you to engage the head and the heart to create a path for everyone to be able to do the 'right' thing. Based on the book SWITCH: How to Change Things When Change is Hard by the Heath brothers, join this interactive workshop to see how a few key changes can engage your team in your quality improvement initiatives.

One lucky workshop attendee will receive a free copy of the book.

## Idea Lab: Taming the Wicked Problem of Integration

**Linda Mollenhauer,** Independent  
Consultant, Ignite NPS

Everyone agrees that integration of a health delivery system is complex and often messy. There are rarely simple answers or easy solutions. But there are ways that organizational leaders are tackling the issues, finding creative resolutions and moving the bar toward solutions. In a highly interactive facilitated session, participants will unpack the assumptions behind some of integration's most prominent wicked questions, and share their insights and ideas about the way forward. The takeaways – some simple action steps, a shift in thinking and a few aha! moments.

11:30 am - 12:30 pm  
(concurrent)

## Central Intake for CSS: A Model for Success

**Lisa Gammage,** Director of Quality,  
Nucleus Independent Living

Conceived in 2009, the Central Registry has evolved into a shared model for access to multiple CSS services. Supporting the award-winning Supports for Daily Living program, this model allows for system-level prioritizing of referrals, regional data tracking and expert knowledge about service providers. Learn about the origins of the model and how it has been adapted to support different programs, its benefits and drawbacks, and the valuable lessons we've learned over the years.

# WORKSHOPS

THURSDAY, OCTOBER 22, 2015

11:30 am - 12:30 pm  
(concurrent)

## Introducing the Personal Support Algorithm

**Janet Legge McMullan**, Clinical Program Lead, OACCAC

**Chi-Ling Joanna Sinn**, Ph.D. Student, Aging, Health, and Well-being program, University of Waterloo

The Personal Support Algorithm is a framework to support decisions in allocating hours of personal assessment instruments, the algorithm may be used to support care coordination and consistent service levels across the home and community care sectors. This presentation will cover the development and testing of the Personal Support Algorithm as well as implications for its use in both sectors.

## Adverse Event Review: Reflecting on the Past to Improve the Future

**Tracy Lindsay**, Director, Strategy, Quality & Outcomes, Mississauga Halton CCAC

Unfortunately, the need for an adverse event review process is not always clear until after an adverse event has occurred. Building an inclusive and collaborative process for reviewing adverse events is an important way to prevent future harm and ensure patient safety. Using a real event as a case study, we will discuss how we developed our systematic process based on the Canadian Patient Safety Institute's Incident Analysis Framework. We'll highlight what worked and what didn't, share useful tips to learn from adverse events, and discuss the various tools and methods used.

## Flip the SWITCH and Turn Your Team On!

(Repeat - see page 13)

## Have Your Say - Personal Support Worker Health and Safety in Ontario

**Catherine Brookman**, Vice President, Geriatric Medical Services Inc.

**Sue VanderBent**, CEO, Home Care Ontario

There are over 90,000 personal support workers (PSWs) in Ontario, and of that, over 25% work in community care. For a number of reasons, PSWs are thought to be particularly vulnerable to work-related health and safety concerns. This workshop will profile the results and preliminary analysis of the 2015 Ministry of Labour funded "PSW Health and Safety Matters Survey." During this workshop, you will have the opportunity to share your knowledge and provide recommendations to help prevent future PSW occupational health injuries and illnesses.

2:00 pm - 3:00 pm  
(concurrent)

## Many Agencies, One Database: Collaborating for Client-Centred Care

**Jennifer Croft**, Manager, Community Programs, ONE CARE Home and Community Support Services

**Joseph Edward**, CEO, InvOrg

In this workshop, learn how five agencies with only limited IT resources joined forces to create a unique, multi-tenanted client database that makes life easier for clients and providers alike. Learn from our process and

experiences, which prove that CSS agencies can collaborate effectively across technological, geographic and organizational boundaries to deliver quality client-centred care.

## Making the Case for Social Media

**Breanne Armstrong**, Communications and Research Coordinator, OCSA

**Bill Yurchuk**, CEO, Lambton Elderly Outreach

**Pamela Stoikopoulos**, Communications Manager, VHA Home HealthCare

Depending who you ask, social media is often represented as either all-important or a passing fad. This workshop will help you find a middle ground by examining the realistic, meaningful uses online community-building can have for home and community support providers, including communications with clients and families, public education, volunteer recruitment, and fundraising. It will help senior staff from organizations of any size "make the case" for developing a social media presence, and suggest easy, low-resource strategies for getting started. We will also tackle some common concerns around social media use in health care and not-for-profit environments, and hear success stories from CSS providers who are already well-established online.

## The Monsters in the Cloud: Taming The Fear of IT

(Repeat - see page 11)

# TRADE SHOW EXHIBITORS

Accreditation Canada	March of Dimes Canada
AJ Menu Solutions - Nutrition Vision	MaRS
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apetito	MedReleaf
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Canadian Centre for Accreditation	OCSA
Canadian Red Cross	Ontario Caregiver Coalition
Canesto Systems Inc.	Ontario PSW Registry
Caredove	Philips Lifeline
CARF Canada	Procura
CellTrak	Public Services Health & Safety Association (PSHSA)
Covertex Corporation	Registered Practical Nurses Association of Ontario
DeafBlind Ontario Services	Saint Elizabeth
Focus Accreditation	SEIU Healthcare - Organizing Department
GoldCare	SmartMeds Pharmacy
Health Quality Ontario	Solpak Packaging Solutions Inc.
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### **Catherine Brown**

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### **Beatrise Edelstein**

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### **Cathy Taylor**

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