



**Provincial Network Minutes  
August 27, 2020  
10:00AM – 1:00PM via BlueJeans**

**Welcome** – Michelle Brooks, PN Chair

- Michelle welcomed all in attendance

**Approval of:**

- The agenda of August 27th, 2020 was approved as presented
- The minutes of July 22<sup>nd</sup>, 2020 were shared, however not for circulation until MCCSS has confirmed their piece
- The Call Notes of August 5<sup>th</sup>, 2020 were complete with suggested edits

**MCCSS** – Rupert Gordon

- Rupert Gordon, ADM provided updates in way of:

Statistics

- 24M cases worldwide; 6.7M active
- USA accounts for almost half of the active cases
- Other major countries have high numbers
- Ontario - 41K cases; up a bit over the past while, however in relatively stable territory
- Age profiles in percentage are showing more growth in the teen category and higher in the 29-40 age range
- LTC – significant slowing
- 127 cumulative congregate sites; 195 cumulative residents
- Over last 60 days; 8 days showed that infection was recorded

PPE

- Strong supply reported with an excess of 20 weeks on hand.
- Approx. 5200 total shipments have taken place to TPR's.
- The provinces supply chain challenges have also shown better results

CRRF

- CRRF continues and resources remain available. Looking at what this means over the long haul.

Emergency Order

- Extended to the 3<sup>rd</sup> week of Sept/20; communication will be circulated to assess how agencies plan to cope as the province dials back on the order. Looking to report with Unions and understanding what OASIS LR has been doing as well. Rupert would be interested in receiving feedback on these conversations from Dave F. and Geoff, specifically around 'single employer'. Hearing talk about employers trying to prevent employees from working with other organizations such as school boards.

#### DS Reform

- Plans to start the reform discussions in the Fall, likely the latter half of October 2020. The Minister also spoke to the Reference Group and the Regional Planning tables on this.

#### Political Relationship

- Sarah Letersky has left the Ministers office and Vijay will be the new Chief of Staff

#### Reopening Priorities and Support from Ministry

- In order to help facilitate discussions at planning tables, need to look at ideas, themes and considerations to talk as a community where strengths and opportunities lie. This will be on the docket for the Fall.

#### Visitors

- Aware there are still some concerns around visitor protocols and suspect this will be discussed further in the near future.

#### QAM

- July 21<sup>st</sup> inspections resumed; 15 agencies with 42 site visits; 3 agencies had no non-compliance with an average of 3.6% around bathing supervision and medication responsibilities re: storage/records/accurate completion/alignment with onsite meds. In respect of implementation around Ministry directives and Health guidelines, this has been very good. Understand there is varying levels of PHU involvement.
- Follow up conversations between QAM and Program Supervisors are being done at the Ministry level and additional follow up may be needed.
- In general, the Ministry team is hearing that there seems to be a sigh of relief and that QAM Program Advisory has been welcomed.
- A few innovative practices noted with one agency around: having a very tailored plan at each residence; nurse brought in to do a 6-module training; conversion of a day program service with established transportation plan; daily Zoom calls around medication and music

#### Discussion

- Ann B. wanted to ensure that others are aware that the CPIC not being required currently, could have an impact after the fact. If new hires came on board and did not have a CPIC completed, and you find out they had an allegation afterwards, that person cannot be terminated.
- Rupert addressed David Cohen's inquiry pertaining to 'family visitors' and said this is covered in the 'short stay absence' and to expect news on this in the very near future.
- Laura shared that SPPI is having regular conversations with the MOH. They have formed a team to look at the Pandemic Plan, general resources and training specifically on IPAC and outbreak management. They will not focus on workforce planning for

outbreaks or site-specific planning which would continue to be in the purview of the sector.

- Christine K. thanked Eugene and Ann B. as co-chairs for working with Health and for their commitment on sector inquiries. Christine will continue to work with Ann B. going forward around this. Michelle said the establishment and compliment of health expertise has come a long way since the beginning of the pandemic with much planning that was not in place for the likes of COVID. Challenges were around the lack of understanding and trying to build in-roads. Having the DS Voice; EOC, Corporate, etc. vetting guidelines has been a great stride and wondering if there is anything that looks at formalizing these in-roads? Rupert shared that the relationship continues and the MOH have established a division to support the Pandemic response. They identified the need to continue to strengthen these relationships and the capacity to add locally based IPAC expert resources while supplementing what the PHU can do. Rupert has provided the successes to Health and they have taken this away. The lessons learned and opportunity to advance this are important, and the person on the Reference Group will assist to see this continue.
- Bryan asked if there is COVID related health data on the full population identified as being connected to our sector. Rupert shared that insight came out of the work that ISIS had done and looking at the test/health results it showed a significantly lower incident of testing in the general population than what is being seen in the controlled congregate piece. Do not know if Minister has plans to go back and run this data again via ISIS, however Rupert will make an ask on this.
- Bryan inquired on what plans are related to 'multiyear planning' and where we are at with meeting pressures for new services? Rupert shared that work is going on internally, and there is a significant component that ties between Children and Adults and the choice to put this on pause with the Pandemic was made. We need to think about where the overall capacity is to move this and continue while things have slowed with the pandemic.

#### **KPMG – Melissa Miller, Deanna Heroux; Janine Lang**

- KPMG presented the Roll Up of Workshop #2
- The focus of this workshop was to highlight the positives coming out of COVID and wanting to ensure these were captured for potential value and opportunities.
- Members suggested that the 'Quick Wins' on page #7 could be expanded
- Specific to 'virtual care' and 'technology' there is concern for having the capacity for training and the necessary technology. Families are desperate for hands-on support and respite.
- Some were struck by what was not in the report specifically around 'enabling conditions', as well as an absence of risk management; QAM; governance; audits, etc.

#### **Next Steps**

- Members agree that once the roll up is updated, the document can be used as 'validation' to be shared with the sector to see ensure it captures their experience. Additionally, it can be shared with various partners to inform the Reform discussions.
- Members agree to have another round table discussion once the feedback is received and shared with KPMG.

#### **PN-HR COMMITTEE**

Update on Investments for Care Givers- Paid and Un-paid – Ann Bilodeau

- The Ministry of Health reached out around the potential of a second wave and in way of DS having an opportunity to work with Health around specific staff training if/when available and the potential to use Real Xchange for this.
- Michelle shared that people were inundated with paper/documents and a requirement to convert to web-based training would be beneficial. Is there an app or something that would allow us to incorporate this data and is there a centralized resource to do this? How do we go forward with training if everyone is doing so in different directions?
- Ann B. said there is currently some COVID training available and we will need to look at the quality of that. This is a Ministry of Health ask and what Michelle is looking at is designing something bigger for the sector, in the interim, Real Xchange has a lot that can be accessed.
- Ann-Marie B. is currently working on the training information on the Real Xchange, a survey was sent to membership to ask specifics on this. In hopes to create something that looks at infection control/opening strategies and virtual training.
- Recorded webinars are gaining a lot of attraction and are being viewed often.

#### Reform Reference

- Peter S. shared that the meeting was more of an introductory meeting only and there is still more scoping out of the work of the group to do.
- Ann B. attended as well and had to sign a non-disclosure.
- Another call takes place tomorrow morning.
- Chris B. shared that he is committed to the broad engagement of the group and is there to vet feedback and to make sense of it. He is optimistic for the opportunity to represent different groups and looks forward to the strategic messaging to come from it.
- Helene shared that she is hoping tomorrow's meeting will be more directed discussions. She feels these meetings will assist and allow for information to come back for sharing purposes.

**ACTION:** *'Reform and Ministers Table'* will be added as a standing agenda item.

#### KPMG and Feedback on the Roll Up of Workshop #2 'Change Conversations'

- Members discussed the feedback shared with KPMG and suggest having a 'Workshop #3' to have a focussed discussion to ensure feedback is incorporated.
- Janet suggested to start with sending in the comments/notes for incorporation to Christine Dubyk and for KPMG to work with. Most importantly such things as: DSP's; EO; Unions; Pay, etc.
- We need to look at the strengths of what DS did over the past months and the enabling conditions that Bryan shared.
- Michelle thought that looking at the original survey that Janet did, would there be an opportunity to present and package in our own way? Adding to Janet's original slides and presentation to capture the early discussions and not only the KPMG report.

**ACTION:** A couple of people to look at doing a 'lead-in' document to give context to the KPMG presentation.

## **BUSINESS ARISING**

#### SPPI Proposal re: Provincial Pandemic Framework

- Don would like to touch base with Ursula to retool and rethink items and to ensure there is not duplication of what is coming out from the Ministry of Health.

**ACTION:** 'SPPI Proposal re: Provincial Pandemic Framework' to be added as an agenda item for the next Briefing Call

#### GLS Survey Outcomes

- Jo-Anne confirmed there is a meeting later this week and updates will be provided at the PN full day meeting in September.
- A conversation has taken place about the possibility of the 2 groups working together and what this would look; this will be investigated in the coming weeks.
- It was suggested to have Yona L. involved to bring these groups together and to put further investments in to ensure balance, integration, etc.
- Chris B. said there may be a value proposition to put this forward and how do we look at this differently so that it works better for people?
- Michelle suggested creating a letter to MCCSS and MOH. Lorrie feels that this is linked, and that Ontario Health was talked about at the meeting. Dean thinks there is a concept there for a Pilot Project and in the early work stages at this time. Lorrie will have something more formal at an upcoming meeting.
- Bryan shared that the Ontario Health/Hospital has been clear that they have been assigned mandates for our sector. Where limited, it has been assigned down from health to certain hospitals in certain communities. Given 'Pandemic Wave 2' is on the forefront of Ontario Health Teams and congregate settings is on the radar, it is worth looking at building something. Lorrie said thoughts can be shared as they move forward. May be early opportunities to get involved, however some may be more in the future and in wave 2&3.
- Chris B. shared that this reflects a concrete and current example of the need for cross pollination within Ministries. The idea of going back to school for nursing; physio; OT's, etc. and the requirement for education will not be there unless in attendance at school. The concerns here are for those with underlying issues that cannot attend school. What's our role in this? This is a clear example that needs to be addressed via Health, Education, Ministry, etc. Chris has not reached out to anyone at this point, however, intends to do so and will update on this when he has the opportunity.

#### **UPDATES ON TAKE-AWAYS FROM THE COMMITTEE MEMBERS**

##### Union Discussions – Dave F.

- 5 or 6 discussions have taken place with Unions.
- The DSAG reinstatement was rejected by Ministry
- 5 requests were not responded to by Government, and there was no acknowledgement of the event pertaining to a death in Ottawa.
- OPSEU has requested a central database system be available for the sector about individuals accepted into our service.
- Topics with Unions and SEIU recently have been: second wave; schools reopening; impact of loss of Pandemic Pay; EO extensions.
- Looking at dates in September for further discussions, however the missing piece is that the Ministry is not in these conversations.

##### Moving Away from Emergency Orders

- Re: Single Employer- How do we start accepting risk and balancing this? Don was taking this back to SPPI along with the documents that Michelle shared and that are being used in her organization.

- Dave reached out to Chuck Hofley and was made clear that 'single employer' is within the DS only. Dave's organization remains concerned with staffing levels and should there be outbreaks within the schools.
- OPSEU was very firm from the start that they would not support the single employer rule being used beyond the sector. Dave's agency already has a grievance against them when they tried to restrict an employee from working both DS and the hospital. In the end, the rule was applied only to those working in the sector. There is concern of the impact of the schools going back. The local OPSEU oddly supported applying it across sectors, and recently have expressed concerns if we relax the approach by allowing staff to work in schools and in our residential homes.
- Janet inquired with Dave on the potential of sectoral bargaining making its way to the reform discussions. The system they saw in British Columbia seems to eliminate many of the challenges our sector in Ontario faces and hopes we can learn from them. Dave shared that one of the first steps is to connect with the Pay Equity committee around this.

#### Visiting Protocols- Community Access

- Don W. spoke with the representatives at SPPI and there was a willingness and interest on moving forward.
- Michelle spoke with Ursula to have something posted to Real Xchange. Ursula wanted to wait for guidelines prior to moving forward.
- Bryan heard there was a working tool for assessing risk and structure for reporting and decision making. This was a group of organizations in Hamilton. Don had not heard of this, however not surprising as many agencies are working on this in different ways; it would be nice if there was a way to access and share.

#### **EMERGING ISSUES/QUESTIONS**

- Ann B. – Bill 124 is over and seems to be the major concern.
- Dave F. – Reading that in the USA, energy is going into the DS Sector being prioritized for vaccines once in place. Dave is not sure where we go with this, however, may be worth considering. Michelle suggested that we reach out to Yona on this.

**ACTION:** Dave will send information to Yona and a Politician.

- Jo-Anne – Our request to have all staff download the COVID App on cell phones resulted in mixed responses. The success of App is dependant on the number of people who have downloaded and are using it.
- Jo-Anne – Received an invite to the 'Supported Housing' roundtable. Trying to anticipate what this is. Bryan participated and assisted with modeling the questions on this. Minister Clark committed to rolling this out in different structures and grouping regionally. Jo-Anne will connect with Bryan on this.

#### Real Xchange

- Ann-Marie B. updated on the Data Collection Project around looking at the privacy issues/concerns. We will be communicating to the agencies that signed up around terms of privacy issues and there will be a unique identifier/number in place for each organization.
- Analytics are run every month: July – over 1100 sessions; 900 unique users to the site. There was very good uptake on the Real Xchange.
- A more detailed report can be provided if people are interested.

**ACTION:** Ann-Marie will reach out to Don and Ursula re: SPPI Training Module

Other

- Janet- There has been an increase in traffic on the OASIS List Serve around the \$25/hr pay and said that the long-term goal is to ensure the wage gap continues to be connected. This becomes very appropriate to be taken forward to the reform table and is a key piece. Dave shared that at the OASIS September Board meeting the release of the Operating Pressures Survey will be discussed. The OASIS Board recommended that they continue to follow up on this and are in support. Currently, it is a matter of timing.
- Members agree that the letter pertaining to Pandemic Pay that was sent to the Minister be shared as part of our advocacy to our staff/ employees and the sector. Geoff McMullen agrees, however do not share the 'response' from the Minister as there is potential for a door to open into 'other' discussions and would be more appropriate for OASIS LR to go forward on this.
- James Duncan said this will be his last call with PN and said it was an honour and privilege to work with all. The level of enthusiasm is incredible, and people's commitment has been empowering.

**Next Meetings:**

- PN **Briefing call** is September 9<sup>th</sup>, 2020 at 2:00 p.m.
- PN **Full Meeting** is September 24<sup>th</sup>, 2020 at 10:00 a.m.

**Correspondence:**

- Update email shared by Michelle on status of various items - Aug. 7<sup>th</sup>
- Letter to Minister Smith re: Pandemic Pay – Aug. 10<sup>th</sup>
- Email acknowledgement from Janet Menard – Aug. 12<sup>th</sup>
- Response received from Minister Smith – Aug. 20<sup>th</sup>

*The meeting adjourned at 12:05 p.m.*