

## **Retirement Home Resident Network Meeting Synopsis**

Meeting #11 2021 – October 22 2021

### **Welcome**

The RHRA reviewed the meeting agenda with the Resident Network (RN).

### **Home and Community Care Support Services (HCCSS)**

A HCCSS (South West) representative presented information on HCCSS's role and services, and how to connect with these services.

#### Feedback from the Resident Network:

- Some residents are interested in navigating issues with a caregiver. It is important residents are in an environment where they can say something without fear, about the attitude with which they are receiving care.
- Ontario Health Teams is part of the healthcare system that is a mystery to residents. They do not get information on the role and operations of Ontario Health Teams.

#### Questions from the Resident Network:

- What is a case manager's role?
- Are there any other organizations that offer adult day programs, including Alzheimer's day programs?
- What is the best way to resolve issues with a caregiver?
- What is the regional coverage of the Ontario Health Teams, and are they the same as HCCSS?
- Is there a website where I can find out more information about the Ontario Health Teams?
- Since the name change from LHINs to HCCSS, has the HCCSS structure changed or stayed the same? Is there still a supervisor who connects with the family and then the service providers come into the home? Did the care coordinators change at all?
- Who is responsible for the standard of care for HCCSS's contracted organizations and how does the monitoring of standard of care take place?
- Does the HCCSS have options to improve services provided once a contractor signs a contract with HCCSS?

**Closing Business**

The Resident Network provided the RHRA with topics for future meetings.

**Action Items for RHRA**

- Provide the presentation to the Resident Network.
- Create a voting poll for the November Resident Network meeting dates.
- Provide Resident Network with Ontario Health Teams website.