



OASIS

focus

A PUBLICATION OF ONTARIO AGENCIES SUPPORTING INDIVIDUALS WITH SPECIAL NEEDS · FALL 2009

PRESIDENT'S MESSAGE



Summer is coming to an end and with that usually comes a heightened pace of activity. In the Developmental Services sector the summer months seem to continue at the same pace as the rest of the year.

It was in July 2008 that we reviewed what was then called Bill 77 and given opportunity to articulate our concerns that, we hoped, would have weight in the final legislation. This summer we received the Lieutenant Governor Regulations which required a forum in July to cobble together the OASIS response for the Ministry to consider.

Those in attendance at the forum dissected the Regulation and highlighted concerns that, on first reading, appeared fairly benign. Two presenters from the Ministry of Community and Social Services (MCSS) seemed open to discussion and were not defensive about the Regulations that they had helped to produce. The comments from the forum and the number of notes they made indicate that we can expect at least some changes to the Regulations in the final version.

We anticipate the release of the Minister's Regulations, the next step toward proclamation of the 'Services and Supports to Promote the Social Inclusion Persons with Developmental

Disabilities Act, 2008', in October of this year. This Regulation will contain more of the operational aspects under the Act and will also require review and response to MCSS.

Over the summer Marg Rappolt joined MCSS as Deputy Minister. Marg has a wealth of experience with a number of other Ministries. Although we have yet to meet face to face, through phone conversations, Marg has expressed genuine interest in the issues faced by the Developmental Services sector.

Whenever we meet with the Minister and Staff of Community and Social Services, a constant topic of discussion is the challenges encountered for agencies building or opening new homes. The Building Code and the Fire Code are interpreted differently by the enforcement departments in each municipality. As well, municipalities are also free to require standards that go beyond the Codes. Not only does this cause planning problems across the province, but agencies that operate across a number of municipalities face conflicting standards within their operations. The MCSS understands the problem and the costs associated with this issue. They are working from inside the system to reduce the impact of differing interpretations of legislation. OASIS will continue to meet with representatives of the Ministries involved to try to achieve a single standard across the province. I would be pleased to hear specific issues for use as examples when meeting with officials. We urge agencies to meet with their local MPP's and municipal representatives to highlight this issue.

Judy Reid, Ann Kenney and I will continue to meet with members of the legislature from all parties to educate and discuss issues of concern for the Developmental Services sector. We appreciate the information and feedback we receive from OASIS members and continue to work on behalf of the Developmental Services agency base.

Brian Young
OASIS President



PROVINCIAL NETWORK FUNDING WORKGROUP REPORT

UPCOMING OASIS BOARD MEETINGS:

November 4-5, 2009
Barrie

December 9-10, 2009
Toronto

February 3-4, 2009
Toronto

FOCUS is published quarterly. Ideas and articles are welcomed. Please contact **Corey Allison** callison@lcds.on.ca

OASIS BOARD OF DIRECTORS

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OASIS

To facilitate the sharing of ideas, resources, systems and information, OASIS will liaise with government on behalf of member organizations with the goal of improving the development of cost effective quality supports for individuals with developmental disabilities.

In July of 2009, the Funding Workgroup (an ad-hoc committee of the Provincial Network) completed the Funding Workgroup Report and presented it, along with recommendations, to the Ministry of Community and Social Services (MCSS). Membership of the Workgroup was comprised of sector representatives from all geographic regions of the province as well as MCSS staff liaisons. There was also representation from OASIS and Community Living Ontario.

Over an eighteen month period the task of the Working Group, as defined in the terms of reference, was to '...review options and recommend a provincial funding strategy for the Developmental Services Sector, as part of the Provincial Government's transformation process. Essentially, the Working Group was to make recommendations for the creation of individualized and direct funding approaches that would align with the new Developmental Services legislation (Bill 77).

The wideranging report examined applicability, portability, fairness, sustainability and looked at how individualized or direct funding would ensure opportunities for greater community inclusion for persons supported.

The report also addressed the issue of ensuring qualified staff persons are delivering the supports and that adequate administration costs be available to both agencies and families.

The recommendation brought forth by the Working Group was a hybrid approach to implementing a new funding model: for the time being, service contracts for existing 24-hour residential supports would remain the same, while day supports, supported independent living, innovative supports and respite supports begin the shift towards an individualized or direct funding model. The Working Group recommended this shift taking place over a three to five year period and that 24-hour supports remain status quo until after that time.

If the Ministry accepts the recommendations the changes coming will have a significant impact on how agencies will provide supports in the future. OASIS and the OASIS Business Resource Committee will continue to work with the Ministry to ensure a smooth transition to the new funding models. In addition, the Business Resource Committee will also look at creating training and supports for agencies to assist them in addressing the various changes that will accompany the new funding approaches.

A full copy of the Provincial Network Funding Workgroup Report is available on the OASIS Website.

ANNIE OLIVER AWARD PRESENTED TO ANDY

OASIS is pleased to announce that Andy Rotsma is the recipient of the Annie Oliver Award. The Annie Oliver Award for Excellence, named after the founding President of OASIS, Annie Oliver, is awarded each year for outstanding contributions to the work of OASIS.

Andy has spent his entire career serving people with developmental disabilities. He recently retired as Executive Director of Community Living Oakville, a role he filled for over sixteen years.

A tireless advocate for the Developmental Services sector, Andy's contributions through his work with OASIS have provided



incredible, tangible benefits not only for OASIS member agencies, but for the entire sector.

Andy's participation on the pay equity issue helped to convince the government to provide funds to meet the legal requirements of the pay equity legislation. As a member of the OASIS Labour Relations committee,

Andy provided leadership and the inspiration to challenge the Workers Safety Insurance Board regarding inconsistent rates for the sector. The outcome was a level rate for the entire sector, which meant incredible savings on WSIB rates for some agencies.

As the supporting Executive Director of OASIS Past President Gerry Sutton, Andy ensured OASIS was front and centre with the provincial government and other sector stakeholders. His work has garnered him the respect and admiration of families, government and his sector peers. While he is retiring from his position at Community Living Oakville, he has assured us he will continue to be involved in our sector. We look forward to his future contributions.

Don Seymour
Executive Director, LCDS

OASIS SALARY SURVEY

In July of this year, the 2009 OASIS Salary Survey results were sent to all agencies that successfully completed it. This was the third survey that utilized an online data collection method under the leadership of Ken Williams, partner with Woods Pearson & Associates, Chartered Accountants LLP. We greatly appreciate the expertise Ken has provided to make the bi-annual OASIS Salary Survey the most successful Salary Survey in the Developmental Services sector.

This year there were 119 agencies that completed the survey accounting for 861 million dollars of the annualized funding allocated to the Developmental Services sector. In 2007, 126* agencies completed the survey which accounted for 747 million dollars while in 2004 we had 118 agencies participate accounting for 587 million dollars of the annualized funding allocated to the Developmental Services sector.

In 2009 the main focus of the survey was to capture the impact of the \$1.40, \$0.50 and \$0.50 hourly wage increases and the base budget increases given to all agencies by the Ministry. There were questions relating to the number

of people supported in communities across the province from the closing of Schedule One facilities and the impact on the workforce of agencies. In previous years, in addition to wages of frontline and management staff, the survey also collected information relating to benefits, vacation, pension plans, etc. and provided a separate document addressing salaries and benefits for Executive Directors. Feedback received from agencies has been favourable and it is clear that many agencies rely on the information from the survey.

Each year we also identify which agencies are unionized and each survey has shown a steady increase in unionized agencies. Over seventy five percent of the agencies that participated in the survey this year are unionized and of these, 43% are CUPE, 41% are OPSEU, 8% are SEIU and 8% are other unions.

The Committee concluded that the information provided would be far more useful if agencies could be identified. While some agencies disagreed, the vast majority of participating agencies concurred with the Committee. We have also sent the survey out at different times of the year. Agencies have a variety of opinions of when the best time is to complete the survey that can take several hours of the Executive Director's or Finance Manager's time. Since this year's survey has gone to agencies, we have had a number of requests to complete the Executive Director Survey. We are pleased to report that at the OASIS Board meeting in September, the board passed a motion to have the committee complete the Executive Director Salary Survey. We expect that within the next six weeks or so the survey will be sent to all agencies.

For the past three surveys, all agencies that participated received a free copy of the survey. In 2004 and 2007 agencies that did not participate could purchase a copy (\$500 for non OASIS members and \$300 for OASIS member agencies). In 2009, only OASIS member agencies will be able to purchase a copy. Any agencies joining OASIS this year will also be able to obtain a copy of the survey.

We are very pleased by the success of the OASIS Salary Survey and are delighted to see how many agencies continue to participate. We encourage agencies that have not participated in the past to take part in the next survey.

The Oasis Salary Survey Committee

*John Bedell
Andy Rotsma
Don Seymour
Brian Smith*

** In 2007, Christian Horizons was recorded regionally resulting in 17 submissions to the survey. In 2009 Christian Horizon's information was submitted as one agency. Christian Horizons did not participate in the Salary Survey in 2004.*

RESULTS ARE IN!

Thank you to Community Living Windsor and Community Living Essex County for hosting a wonderful OASIS Conference & Annual General Meeting this past May.

In an effort to ensure continuous quality improvement for its membership, the OASIS Board has elected to standardize the feedback process for its Conference & Annual General Meeting. The electronic survey used in 2009 was generated and administered by Niagara Support Services and hosted by Constant Contact, an online survey service. With more than 120 responses received, the Board is confident that the survey results accurately represent many of the opinions of the members. In addition to gathering feedback from those who attended the Conference, we attempted to garner feedback from those who chose not to attend, to see if there are ways that we can make this annual offering more attractive and/or accessible to our membership.

Sample of 2009 Post-Conference Survey Results:

- When conference attendees were asked why they attended the conference, the most popular selections were networking opportunities and interest in conference sessions.
- For those that did not attend the conference, distance to the

conference, distance to the conference location and the amount of time spent away from the office were the two main reasons selected.

- When considering future session topics, respondents were most interested in Human Resources/Labour Relations Issues, then Employee Motivation/Team Building, followed by Legislative Issues.
- 75% of respondents somewhat or strongly agreed that the cost of this year's conference (\$395) offered good value when compared to other events in the sector.
- OASIS members are satisfied with the conferences overall; more than 88% of respondents said that they were somewhat or very likely to recommend future conferences to a friend or colleague and 95% said they plan to attend future conferences.

Beyond these brief samples of data that will be forwarded to the conference planning committees for both 2010 and 2011 to consider (yes, planning is even underway for 2011!), a host of constructive suggestions were collected from you, the membership, which will also help to shape future conference offerings. While your suggestions for better weather on "golf day" and larger holes on the golf course will provide a challenge for future planners, the many suggestions for new and innovative sessions will certainly provide food for thought. We will also continue to enhance the feedback gathering process in order to better capture the opinions of the membership.

Thank you to everyone that completed the survey. All of your responses will be taken into consideration by future planning committees as they work on upcoming conferences. See you all in Collingwood in 2010!

Andrew Lewis
Chief Executive Officer,
Niagara Support Services
Niagara Training & Employment
Agency Inc.

FALL FORUM OCTOBER 29/09: CORE COMPETENCIES FOR THE DEVELOPMENTAL SERVICES SECTOR

The Developmental Services Human Resource Strategy is a collaborative initiative involving the Provincial Network and the Ministry of Community and Social Services. Over the past year, the Core Competencies Committee has worked closely with the Hay Group to develop core competencies for seven (7) key positions within our sector.

On Oct 29th 2009, the Developmental Services Human Resource Steering Committee and Hay Group consultants will introduce the Core Competencies in detail and present a proposed implementation plan for beginning the process of embedding them within our sector. This four hour forum will provide Executive Directors, Board Members, HR Staff and Senior Managers with an overview of the HR Strategy to date and provide an overview of the Hay Group Report with specific reference to the process and methodology utilized. The Developmental Services Human Resource Steering Committee looks forward to moving towards the implementation phase of this project and hearing your feedback on the Hay Group report and the core competencies that have been developed.

Anyone seeking more information on this forum or any other activity of the Developmental Services Human Resource Strategy should not hesitate to contact Holly Duff, Project Coordinator at hollyduff@sympatico.ca or Co-Chair Steven Finlay at sfinlay@sympatico.ca. We look forward to seeing you on October 29th.



**Ontario Agencies Supporting Individuals
with Special Needs**

**Agences ontariennes de soutien pour les personnes
qui ont des besoins spéciaux**

The OASIS Labour Relations Committee

*Hosts An Information Session On
Two Topics:*

**“An Electronic World
– Management Concerns”
&**

**“Service Contracts –
Issues & Implications”**

This Session is open to ED's, Senior
Managers & Board members only
on

October 15, 2009

10:00 A.M. to 3:00 P.M.

at the Holiday Inn Select, Toronto Airport

(970 Dixon Road, Toronto, ON)

Please note that a Wine & Cheese networking event

will be hosted between 7:30 pm – 11 pm

on October 14th for those registered to

attend the Information Session

COST:

\$125 per person from OASIS member agency

\$175 per person from non-OASIS member agency

(continental breakfast & lunch included)

Registration & Payment Deadline is October 9, 2009

*Registrations will be held only with payment. Attendance is
limited, so register early.*

*Cancellations will receive credit towards a future OASIS LR
Information Session.*

*Please call 1-800-524-8436 or 416-675-7611
for reservations*