

# Strategic Framework 2021–2025





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# CCSN Strategic Framework

*Our road map for an equitable and supportive community health system*

The 2021-2025 strategic framework is designed to provide solidarity and cohesion to our collective actions and initiatives.



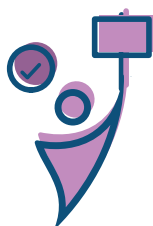
## Our Vision

A province where people, regardless of age, ability, or health condition, have choice to live and remain safely at home supported by a robust and responsive community health system.



## Mission

Through partnership and collaboration, and harnessing our collective experience, we guide, influence, and plan systems, services, and practices of Community Support Services in Eastern Ontario.



## Mandate

To amplify our collective voice and engage and mobilize community agencies, leaders, and decision makers to respond to local challenges, advance community health solutions, and champion quality services that support seniors and adults living with disabilities to remain at home and in community.



# Founding Principles for Our Work

**Clients and caregivers are the centre of our work and drive our goals.**

They have a critical and essential role in shaping our health care system. All actions taken will be grounded in principles of co-design and person-centred approach.

Community Support Services has deep origins in grassroots, volunteer-based neighbourhood programs. While maintaining this foundation, the services have evolved to include essential community health care. The continuum of services that encompass Community Support Services is as diverse as the clients that access them and both volunteer and professional services bring unique and vital benefits to clients living at home in community.

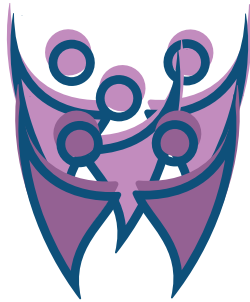
Collaboration is a vital component to a strong, responsive health system, and ensures there are equitable, consistent, quality services available now, and in the future.

Planning, programs, and services must support diversity and inclusion, and recognize that human rights should never diminish with age.



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# Assemble and Mobilize



## Issue

Community Supports and the agencies that deliver these services are diverse, broad, and dispersed across our large geographic region, creating an environment where common agendas and a collective voice is challenging to cultivate.



## Goal

Agencies and programs have meaningful and effective opportunities to work together.



## Impact

- Strong collective voice of Community Support Services.
- Members readily collaborate to respond and address emerging issues and opportunities.



## Priority

- Deepen our culture of learning.
- Sharpen our communication and branding.



## Initiatives

- Practice standards & consistent training.
- Program, process, and model evaluation that enables comprehensive service delivery.
- Common branding and messaging.
- Aging well in community.





## Access to Care



### Issue

The Health system, including community health and support services, is difficult to navigate, negotiate, and traverse. Client experience, particularly for those who are most vulnerable, can be varied and unreliable, leading to barriers and delays to care, inadequate service, and overall negative health outcomes.



### Goal

Pathways to services and care in community are clear, seamless, and equitable for all.



### Impact

- There are clear pathways to service with minimal waits.
- Early access to and involvement in service is regular practice.
- There are equitable systems and processes to access Community Support Services.



### Priority

- Facilitate a comprehensive, approach to referral, including early introduction to services.
- Pioneer innovation to address system and service challenges and enable improved care.



### Initiatives

- Improving navigation and client pathways.
- Early care and program access.
- Be Curious.
- Coordinated regional supports to enhance service.







## Amplify and Influence



### Issue

As our health care system aims to adapt and care for our aging population, the advancement of community support services is a critical component of the system solution. The future of health care will rely on community health supports to sustain and maintain service, and community support services must be a leader in driving healthcare's traditional boundaries into a new era.



### Goal

CSS is understood as the first line in primary community care and the solution to best support people living at home and in community.



### Impact

- Community Support Services are active leaders in health and health care planning.
- Community and in-home services are secure for the future.
- Community Support Services are integral and essential services that are embedded in care.



### Priority

- Secure position of CSS in community and at planning and decision tables.
- Sector capacity for advocacy.
- Apply strengthened research, data, and evaluation, to outreach and planning efforts.



### Initiatives

- Partnership development.
- CCSN Advocacy Strategy.
- Common data sets and regular service reports.
- Enhancing Decision Support.



# Integrated Health



## Issue

Care in community can be disjointed and is often left to the client and family to maneuver through services, patching together services and programs to form a complete plan of care. Cross-sectoral, interprofessional partnerships, collaborations, and communications are required to ensure clients and families have the choice to remain in community and at home.



## Goal

Collaborative, cross-sectoral approach ensures comprehensive care, supports, and services.



## Impact

- The health and social needs and wellbeing of clients and caregivers is integrated into care and service delivery.
- Clients and caregivers have a clear voice and are empowered to choose their own care.



## Priority

- Invigorate a Social Determinant of Health approach to health system planning and care delivery.
- Enable clients and caregivers to mobilize.

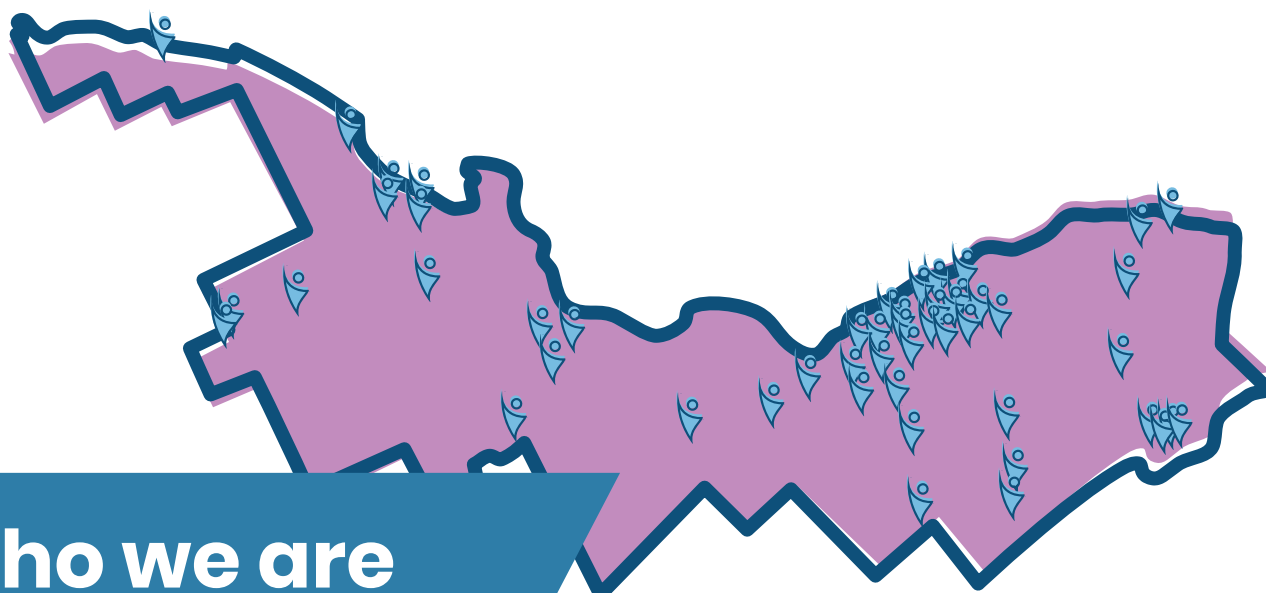


## Initiatives

- Equity, Diversity, and Inclusion Strategy.
- Social prescribing.
- Expanding SDOH partnerships.
- Client and Caregiver Forum.







## Who we are

**Our bilingual network works to create a community where seniors and adults living with disabilities can live independently, safely, and comfortably at home.**

In collaboration with our members, CCSN responds to local challenges, advances innovative solutions that strengthen community health services, and aims to influence and support systems planning, services, and practices related to community support services.

Each of our member agencies have deep and lasting relationships with the area they serve. Meet the local agencies across the region who make up our network.

The Champlain Community Support Network (CCSN) represents more than 40 non-profit community health service providers across Eastern Ontario.



[www.ccsn-rscc.org](http://www.ccsn-rscc.org)

# Members Agencies

**Thank you to all our partners that are dedicated to caring for older adults and adults with disabilities, to keep them safe and at home.**

- Abbotsford House at The Glebe Centre
- Algonquins of Pikwakangan, Golden Lake
- Alzheimer Society of Cornwall & District
- Arnprior Braeside McNab Seniors at Home Program
- Arnprior Regional Health – The Grove
- Barry's Bay & Area Home Support
- Beth Donovan Hospice
- Bonnechere Manor – Day Program
- Calabogie and Area Home Support
- Carebridge Community Support
- Carefor Health and Community Services
- Carleton Lodge (Adult Day Program)
- Centre d'Accueil Champlain
- Dundas County Hospice
- Eastern Ottawa Resource Centre
- Eganville & District Seniors
- Glen Stor Dun Lodge – Outreach Services
- Glengarry Inter-Agency Group Inc.
- Groupe Action pour l'enfant, la famille et la communauté de Prescott – Russell
- Harmer House
- Hospice Care Ottawa
- Jewish Family Services of Ottawa
- JW MacIntosh Community Support Services
- Madawaska Valley Hospice Palliative Care
- March of Dimes
- Marianhill Community Services
- Maxville Manor – Seniors Outreach Services
- Meals on Wheels/La Popote roulante Ottawa
- Mohawk Council of Akwesasne
- Montfort Renaissance
- North Renfrew Long Term Care Centre
- Olde Forge Community Resource Centre
- Ottawa West Community Support
- Parkinson Canada – Eastern Ontario
- Renfrew County and District Aboriginal Friendship Centre
- Renfrew & Area Seniors' Home Support
- Renfrew Victoria Hospital (ALS-HRS program)
- Résidence St-Louis – Bruyere Continuing Care
- Rural Ottawa South Support Services
- Seniors' Community Services
- Services Communautaires de Prescott – Russell
- South-East Ottawa Community Health Centre
- The Dementia Society Ottawa and Renfrew County
- The Good Companions
- The Perley and Rideau Veterans' Health Centre
- VHA Health and Home Support
- Vista Centre Brain Injury Services
- Western Ottawa Community Resource Centre