

# Resources & Publications



## Webinar CDs - Member Forums \*

### QTY

**Canada's Anti-Spam Legislation (CASL)** - July 2014 webinar that provided an overview of the legislation which came into effect on July 1, 2014, its key concepts and the potential impact for member organizations, specifically non-profits and charities. If you, your staff, your board or your volunteers ever send email or text messages to your stakeholders for commercial purposes (e.g. messages about charges for services, messages to solicit donations or raise funds if you are not a registered charity, or newsletters that include advertisements, among others) you will have to comply with CASL. Presenters: Kathy O'Brien, Dykeman, Dewhirst and O'Brien Health Law; and Jeffrey Graham, Director of Public Policy, OANHSS.

**Members:** \$10.00 (*Full Members Only*)

**Pressing Ethical Issues Around Artificial Nutrition & Hydration** - April 2014 webinar that provided a overview of the ethical, professional and legal issues involved in making emotion-laden decisions about nutrition and hydration. Real case scenarios are discussed to help highlight key considerations where issues typically arise, including when a resident is no longer able to eat or drink by mouth, risks of aspiration, pneumonia or death, and aggressive medical interventions. Participants learned to further develop their skills to communicate with residents and substitute decision-makers about the provision of enhanced, holistic, supportive and compassionate care to allow a natural death. Presenters: Steve Abdool, bioethicist, St. Michael's Hospital, St. Joseph's Healthcare System Hamilton, University of Toronto and Kathryn Pilkington, Director of Professional Services and Health Policy, OANHSS

**Members:** \$48.00    **Non-Members:** \$70.00

**Addressing Challenging Resident & Family Situations** - March 2014 webinar that examined issues commonly experienced by homes, including: the scope of a substitute decision-maker's (SDM) authority (can a SDM's choices put a resident in harm's way and can a SDM limit a resident's visitors), which power of attorney for property is the document to rely on, advocacy versus abusive behaviour and how to respond and, finally, respecting residents' choices when family members disagree. Presenters: Mary Jane Dykeman, partner, Dykeman Dewhirst O'Brien LLP; and Kathryn Pilkington, Director of Professional Services and Health Policy, OANHSS

**Members:** \$48.00    **Non-Members:** \$70.00

**Sexuality in Long Term Care Settings** - February 2014 webinar that examined the right to sexual expression and how to accommodate it in a residential setting. Discussions included the fundamental issues of identity, dignity, bodily integrity and resident rights. Participants examined whether there is a test for capacity to consent to sex, whether substitute decision-makers have a say, and when sex is not consensual. Presenters: Mary Jane Dykeman, partner, Dykeman Dewhirst O'Brien LLP; and Kathryn Pilkington, Director of Professional Services and Health Policy, OANHSS

**Members:** \$48.00    **Non-Members:** \$70.00

**Human Resources Law: The Year in Review** - January 2014 webinar that provided an overview of top HR law cases and legislative developments. Topics included trends in collective bargaining, Ontario's new not-for-profit legislation, and new developments relating to electronic privacy law, workplace accommodation, health and safety, and resident abuse and neglect. Presenters: Jodi Gallagher Healy and Andrew Zabrovsky, associate lawyers with Hicks Morley; and Jeffrey Graham, Director of Public Policy, OANHSS

**Members:** \$48.00    **Non-Members:** \$70.00

\* All webinars were recorded live and include handouts and Q&A with participants.

## WEBINAR CDs - Member Forums \*

### QTY

**Understanding Ethics in Long Term Care** - January 2014 webinar that provided an overview of ethical challenges in LTC, why ethics is important in long term care, how to identify an ethical dilemma and how to proceed with resolving it. Presenters: Kerry Bowman, bioethicist, University of Toronto; and Kathryn Pilkington, Director of Professional Services and Health Policy, OANHSS

**Members:** \$48.00    **Non-Members:** \$70.00

**Integrated Assessment Record (IAR) Overview** - September 2013 webinar that provides an overview of the IAR project as well as a demonstration of the application and implementation expectations. Presenters: Ashim Rizki, Community Care Information Management, and Jeffrey Graham, Director of Public Policy, OANHSS.

**Members:** \$10.00    *(Full Members Only)*

**Human Resources Law: The Year in Review** - January 2013 webinar that provided an overview of the top cases and legislative developments of 2012, their implications for the future, and tips on how to effectively manage these issues. Presenters: Leola Pon, associate lawyer, Hicks Morley's Toronto Office, Jodi Gallagher Healy, associate lawyer, Hicks Morley's Toronto Office, and Jeffrey Graham, Director of Public Policy, OANHSS

**Members:** \$48.00    **Non-Members:** \$70.00

**BSO Capacity Building Tools** - December 2012 webinar that provided an overview of the full benefits of the Behavioural Supports Ontario (BSO) capacity building suite of tools and how they work. Presenters: Sarah Webster, Knowledge Integration Coordinator, Behavioural Supports Ontario (BSO); Kathy Hickman, Knowledge Broker, Alzheimer Knowledge Exchange (AKE); and Kathryn Pilkington, Director of Professional Services and Health Policy, OANHSS.

**Members:** \$10.00    *(Full Members Only)*

**Procurement in Long Term Care** - November 2012 webinar that provided an overview of the public procurement law applicable to not-for-profit LTC homes, common pitfalls of public procurement and best practices in procurement for homes. Presenters: Mark Fecenko and Ian Houston, lawyers with the law firm of Borden Ladner and Gervais LLP; and Kathryn Pilkington, Director of Professional Services and Health Policy, OANHSS.

**Members:** \$10.00    *(Full Members Only)*

**Governance and Members' Rights: Implications of New Federal and Provincial Not-for-Profit Legislation** - June 2012 webinar that provided an overview of the new federal and provincial legislation (Canada Not-for-Profit Corporations Act) and (Corporations Act) and will help affected organizations prepare for the necessary transition to the new statutory regime. Presenters: Margaret Nelligan, partner, Aird and Berlis LLP; Jeremy Burke, associate, Aird and Berlis LLP; and Jeffrey Graham, Director of Public Policy, OANHSS.

**Members:** \$48.00    **Non-Members:** \$70.00

**Case Mix Index (CMI) Cap** - April 2012 webinar that provided an overview of the CMI transitions, the special rehab data quality issue, and the Ministry's response, which led to the imposed cap on the CMI. Presenters: Reg Paul, General Manager, Long-Term Care Homes & Services, City of Toronto; Lawrence Grant, Executive Director, The Glebe Centre; Dan Buchanan, Director of Financial Policy, OANHSS.

**Members:** \$10.00    *(Full Members Only)*

**Mental Health in the Workplace** - April 2012 webinar on identifying and supporting employees with mental health concerns, offering training and support tools to managers, and understanding new workplace legislation on mental health. Presenters: Paula Allen, Vice President of Health Solutions, Morneau Shepell; Ghaazi Hamid, Senior Consultant, Morneau Shepell; Chris Noone, Manager of Communications and Member Services, OANHSS.

**Members:** \$10.00    *(Full Members Only)*

\* All webinars were recorded live and include handouts and Q&A with participants.

## WEBINAR CDs - Member Forums \*

### QTY

- Communicating Risk Across the Health Care Continuum** - March 2012 webinar on categories of risk, a proposed model for communicating risk, and the barriers to implementing a community health care sector strategy. Presenters: Anne Bell, Director of Quality and Education, Ontario Association of Community Care Access Centres; Jeffrey Graham, Director of Public Policy, OANHSS.  
**Members:** \$10.00 (Full Members Only)
  
- Energy Management and Procurement** - January 2012 webinar provided an overview of Ontario's gas and energy markets and how they affect an organization's bottom line. Includes information on key trends affecting Ontario energy prices, what to expect from the energy and gas markets, and how market intelligence can help save money. Presenters: Bill Snee, Manager of Client Services, ECNG Energy; Greg Provender, Account Manager, ECNG Energy; Chris Noone, Manager of Communications and Member Services, OANHSS.  
**Members:** \$10.00 (Full Members Only)
  
- Getting Ready for AODA's Customer Service Standard** - November 2012 webinar provided an overview of the AODA and the Customer Service Standard as well as the requirements and the steps to achieve compliance by the deadline of January 1, 2012. Presenters: Jeffrey Graham, Director of Public Policy, OANHSS; Chris Noone, Manager of Communications and Member Services, OANHSS; Sarah White, Director of Accessibility Education and Consulting, People Access.  
**Members:** \$10.00 (Full Members Only)
  
- Managing Workplace Accidents and Injuries** - September 2011 webinar that covered the employer's obligations when an employee is injured at work, WSIB's new work reintegration policies, human right considerations and claim adjudication. Presenters: Michelle Alton, Associate Lawyer, Hicks Morley; Jeffrey Graham, Director of Public Policy, OANHSS.  
**Members:** \$48.00 **Non-Members:** \$70.00
  
- Supportive Housing Policy** - February 2011 webinar on the new Assisted Living Services for High Risk Seniors (ALS-HRS) supportive housing policy. Presenters: Jane Sager, Acting Manager, LHIN Liaison Branch; Didi Radcliffe, Senior Program Consultant, LHIN Liaison Branch; Linda Gordon, Senior Program Consultant, LHIN Liaison Branch; Debbie Humphreys, Acting CEO, OANHSS.  
**Members:** \$10.00 (Full Members Only)
  
- LTCHA Implementation** - January 2011 LTCHA Implementation Member Support Project webinar that covered the topic of governance accountabilities including presentations on board liability and response, and quality compliance and monitoring under the new LTCHA. Presenters: John Risk, OANHSS Legal Advisor; Margaret Ringland, Director of Member Relations and Professional Services, OANHSS; Avanthi Goddard, Project Team; Sue Lantz, Project Manager.  
**Members:** \$10.00 (Full Members Only)
  
- Electricity Management Program** - December 2010 providing insight into the electricity marketplace and specifics on the Association's new program offering. Presenters: Greg Provender, Manager of Client Services, ECNG Energy L.P.; Debbie Humphreys, Director of Communications and Public Affairs, OANHSS.  
**Members:** \$10.00 (Full Members Only)
  
- Retirement Homes Act** - November 2010 webinar that highlighted key elements of the new legislation, the status of the regulatory development project, the implementation of the Regulatory Authority and next steps. Presenter: David Brezer, Director, Retirement Homes Project, Ontario Seniors' Secretariat; Debbie Humphreys, Acting CEO, OANHSS.  
**Members:** \$10.00 (Full Members Only)

\* All webinars were recorded live and include handouts and Q&A with participants.

## WEBINAR CDs - Member Forums \*

### QTY

**LTCHA Implementation** - November 2010 webinar that covered the Model Purchased Services Agreement, the Project Deliverables Dashboard and an update on resources available to members on the OANHSS website. Presenter: John Risk, OANHSS legal advisor; Margaret Ringland, Director of Member Relations and Professional Services, OANHSS; Janet Le Camp, Director of Public Policy, OANHSS; Sue Lantz, Project Manager.

**Members:** \$10.00 (Full Members Only)

**LTCH Act Draft Regulations** - September 2009 webinar on the second package of draft regulations under the Long-Term Care Homes Act. Presenters: Margaret Ringland, Director of Member Relations and Professional Services, OANHSS, and John Risk, OANHSS legal advisor.

**Members:** \$10.00 (Full Members Only)

**HST Implementation** - May 2010 webinar includes information on the broader context for Ontario's tax changes, the basics of HST with a focus on the not-for-profit long term care and housing sectors, and the transitional rules for retail sales tax and HST. Presenter: Jonathan Spencer, Senior Project Manager, Ontario Ministry of Revenue.

**Members:** \$10.00 (Full Members Only)

**Compliance Transformation** - April 2010 webinar on Ontario's new compliance program and the Quality Indicator Survey (QIS). Presenters: Karen Slater, Senior Manager, Performance Improvement and Compliance Branch, Ministry of Health and Long-Term Care and Carmen Shell, Vice President of Clinical Services, MorseLife

**Members:** \$10.00 (Full Members Only)

**Preparing for Collective Bargaining** - February 2010 webinar delivered in partnership with Bass Associates, designed to help employers prepare for and manage the environment of negotiations in the collective bargaining and interest arbitration processes. Presenters: Robert Bass, Principal, Bass Associates, and additional consultants from Bass Associates.

**Members:** \$48.00 **Non-Members:** \$70.00

**Electricity Pricing & Energy Management** - November 2009 webinar delivered in partnership with the Independent Electricity System Operator (IESO) and Natural Resources Canada, which addresses energy management, reducing consumption, understanding your demand profile and electricity bill and highlights findings from the IESO/OANHSS energy project. Presenters: Stephen Dixon, Principal, TdS Dixon Inc. and Robert Doyle, Communications Advisor, Independent Electricity System Operator, (IESO).

**Members:** \$48.00 (Full Members Only)

**MOL Expectations for LTC Homes** - November 2009 webinar on the Ministry of Labour's expectations for long term care homes in several key areas of workplace safety. Presenters: Sandra Pitters, Co-Chair, Ministry of Labour Section 21 Committee for Healthcare and Eve Carolyn McDonald, Provincial Specialist, Ministry of Labour, Occupational Health and Safety Branch – Health Care Unit.

**Members:** \$48.00 (Full Members Only)

**MOHLTC Supportive Housing Policy Review** - October 2009 webinar on the Ministry's preliminary policy options for Assisted Living Services in Supportive Housing (ALSSH). Presenters: Linda Gordon, Senior Policy Advisor, MOHLTC; Donna Heuhan, Senior Policy Advisor, MOHLTC

**Members:** \$10.00 (Full Members Only)

\* All webinars were recorded live and include handouts and Q&A with participants.

## WEBINAR CDs - Member Forums \*

### QTY

**interRAI CHA Implementation** - August 2010 webinar on the Community Care Information Management (CCIM) implementation of the interRAI CHA as the common assessment tool for the community support services sector. Presenter: Monica Gabriel, Project Manager CSS CAP, Community Care Information Management.

**Members:** \$10.00 *(Full Members Only)*

**Building Green in Long Term Care** - April 2009 webinar on the Leadership in Energy and Environmental Design (LEED) certification in the context of long term care home redevelopments and MOHLTC requirements. Presenters: Alison Wesley-James, Carolyn Haddock and Rachael Green, MHPM Project Managers Inc.

**Members:** \$48.00 **Non-Members:** \$70.00

**Don't Get Stuck: Preparing for New Needle Safety Requirements for Long Term Care** - March 2009 webinar on preparing for Ontario's new regulations requiring the use of safety-engineered needles in long term care homes and laboratories. Presenter: Craig Lawrie, Ontario Safety Association for Community and Healthcare (OSACH).

**Members:** \$48.00 **Non-Members:** \$70.00

**The Weight of Evidence: Finding from the Continuing Care Research Project** - December 2008 webinar on highlights from a two-year study that examined the relative costs and outcomes of home care, supportive housing and long term facility care. Presenters: Geoff Quirt, ADM, Ontario Seniors' Secretariat; David Pedlar, Director of Research, Veterans Affairs Canada; and, Marcus Hollander, Hollander Analytical Services Ltd.

**Members:** \$48.00 **Non-Members:** \$70.00

**B&C Home Redevelopment** - December 2008 webinar on the initial phase of the MOHLTC's renewal strategy for B&C home redevelopment including construction funding subsidies, changes to design standards, Infrastructure Ontario financing and assistance to not-for-profits for reorganizing and preparing for redevelopment. Presenters: Representatives from MOHLTC, Infrastructure Ontario and former ORDS advisor Doug Shinobu.

**Members:** \$10.00 *(Full Members Only)*

**LTC Homes Act and Labour Relations: The Changing Work Environment** - November 2008 webinar on the impact of the LTC Homes Act on labour relations practices including collective agreements, staffing and day-to-day operations. Presenters: Kees Kort, Senior Partner, Hicks Morley and Margaret Ringland, Director of Member Relations and Professional Services, OANHSS.

**Members:** \$48.00 *(Full Members Only)*

## Other Resources

QTY

**Simplifying Privacy: A Toolkit for LTC Facilities and Community Care (2004 Edition)** - A valuable resource for implementing a privacy program. This comprehensive CD Rom provides guidance and templates on privacy law and action that long term care and community care providers should take to protect personal information and electronic document transfer.

**Members:** \$40.00

**Non-Members:** \$70.00

**Aging in Place: A Guide for Housing Providers** - Housing organizations are continually challenged by the complexity of the services system and the changing needs and expectations of tenants, families, and service providers. This guide examines services and housing issues and offers suggestions for addressing them and an explanation of terms commonly used in the sector. A helpful resource for experienced administrators and an excellent primer for staff and boards.

**Members:** \$29.00

**Non-Members:** \$29.00

**For Such a Time As This** - A historical perspective of the development of the houses of refuge and charitable institutions in Ontario, providing a detailed description of facilities and the shocking conditions that L. E. Ludlow discovered when he was appointed inspector of houses of refuge in 1946. An excellent historical resource for the sector.

**Members:** \$8.00

**Non-Members:** \$12.00

**Procedure for a Mock Evacuation of a LTC Facility** - Wellington Terrace developed a mock evacuation for the purpose of heightening awareness and to allow staff to develop a sense of ownership and pride in their emergency procedures by participating in the planning as well as the implementation. Wellington Terrace has generously made this report on their process available to OANHSS members.

**Members:** \$5.00

**Non-Members:** \$10.00

