



CCSN Insider

ADVANCING COMMUNITY SUPPORT SERVICES ACROSS OUR REGION

We need your help to shape CCSN Strategic Directions for 2021

With our current strategic plan winding down at the end of this year, we are looking across our membership to help us prepare for the next three years. We would like to hear from you on your experiences and thoughts about our programs, processes, and initiatives. Your opinions and insight will help guide our future directions and priorities. This survey will take approximately 5 minutes to complete. Your responses will be compiled and will be used by the CCSN Leadership Table to help build our direction for 2021 - 2024.

Please take a few minutes to let us know how we are doing:

[ENGLISH](#)

[FRENCH](#)

If you would like more information, please contact us at info@ccsn-rscc.org.

careteam Improving Collaborative Care:

Welcoming New Hospitals on Careteam

Launched in our region last year, *Careteam* is an online tool that connects clients and caregivers directly to health centres and community-based agencies for shared care coordination and collaboration. Working with the Champlain Dementia Network, we are pleased to welcome the Ottawa Hospital, Queensway Carleton Hospital, Renfrew Victoria Hospital, and Pembroke Regional Hospital to the platform.

This exciting work helps clients to organize the complex aspects of their care plans and ensures families are informed and engaged in the overall care. Healthcare providers benefit from a streamlined communications process with clients, and the opportunity to collaborate with healthcare partners around an individual client or patient. New features in Careteam support virtual and

Issues remote care needs including automated virtual check ins, assessments, as well as integration with the CCSN CareDove eReferral network, to facilitate referral to community programs and services.

To join Careteam and set up your agency's customized portal, contact Jaime Constable jconstable@ccsn-rscc.org today!

To see Careteam in action, watch our latest videos:

[Demonstration webinar](#)

[Client information promo](#)

[Healthcare professionals promo](#)

CCSN Training Needs Survey

To respond to our members' training and professional development needs, we are looking for your help to set the direction for the next 12 months. Please complete our latest **Training Needs survey**. Please forward to staff and colleagues.

Let us know your training needs by September 22, 2020

[Complete the survey here.](#)



Upcoming WEBINARS

Caregiver eLearning: How to activate caregivers through virtual programs

Wednesday, September 16th, 2020

10:00 - 11:00am

Many family caregivers are struggling during Covid-19 with reduced access to home health, adult day centers, and other senior services. CCSN has partnered with [Tualta](#), a web-based training platform for family caregivers, to deliver on-demand, personalized education to families during this tough time.

Engaging families with online resources isn't always easy, and Tualta's team has conducted extensive research to answer the question: **how do you activate a family caregiver with a virtual program?**

During this webinar, Tualta's team will share findings and provide actionable insights for organizations that support family caregivers of older adults. We will also be providing a demonstration of Tualta's caregiver portal for CCSN

agencies, to share how we're incorporating this ground-breaking research our program.

[Register Now!](#)

Presentation by:



Jonathan Davis, HBA - Founder & CEO, Trualta



Mijal Vonderwalde, BA(H), MScOT. Research, Trualta

[Get more information here.](#)

Online Driver Training

for Community Support Services Drivers



The CCSN Driver Training Working Group is pleased to release the new online driver training. This program is designed to provide bilingual online training on the common practices for Community Support Service staff and volunteer drivers.

Each topic is delivered in a **short, self-paced training module** that includes videos to watch, reference guides to download, and quizzes to confirm learning. All modules are available in **English** and **French**. The training is intended to **complement your current driver orientation and onboarding**.

[Click here for a preview of the program!](#)

Join us at our upcoming information session

Tuesday, September 15th

11:00am - 12:00pm

[Register](#)

For more information on this initiative and upcoming modules, please contact Audrey McNeill at amcneill@ccsn-rscc.org.

Volunteer Activation Resources



We are pleased to provide a common area to share resources for volunteer services and reactivation. Through the use of Google drive, you will find folders of examples and resources to support volunteer services during COVID-19 including resources on:

- Reactivation Planning
- Training Templates and Examples
- Health and Safety
- Policy and Liability Templates

Access the drive [here](#)

The documents in this collection are in response to the continually evolving COVID 19 response, and are only the beginning of what will hopefully become a useful and dynamic resource. For more information, or to submit your agency's volunteer resource to share across the network, please contact Audrey McNeill at amcneill@ccsn-rscc.org.



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