

## ***OASIS Newsletter February 2017***



Developmental service agencies  
building inclusive communities,  
enabling healthier lives for Ontario's  
most vulnerable.



**The OASIS newsletter is a bi-monthly newsletter keeping you up-to-date on our member agencies and the Ontarians they serve.**

This month's edition includes:

- Welcome: Mark Wafer becomes 2<sup>nd</sup> member of Patron's Council
- Performance Measurement Framework
- Every Canadian Counts Update
- Pre-budget consultations
- Celebrating 20 years of Labour Relations Committee successes
- REGISTRATION OPEN: OASIS Conference 2017 – May 3-5, Ottawa

## **OASIS Welcomes Mark Wafer to the Patron's Council:**

OASIS is thrilled to announce that Mark Wafer has become the second member of our Patron's Council.

Mark is the owner of six Tim Hortons restaurants in Toronto. Over the past 20 years Mark and his wife Valarie have hired 140 people with disabilities to fill meaningful and competitively-paid positions in all areas of the operations, from entry-level to logistics, production, and management. They currently employ 46 people with disabilities in a workforce of 250.

Mark believes there is a clear business case for inclusive employment.

Mark is a member of the federal government's Panel on Labour Market Opportunities for Persons with Disabilities; co-founder of Canadian Business SenseAbility, Canada's national corporate strategy for hiring people with disabilities; a member of Ontario's Economic Development Partnership Council; and an inaugural member of Ontario's Champions League. He was recently inducted into the Canadian Disability Hall of Fame.

Mark is also a motorsports enthusiast, race car driver and amateur sports car champion

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## **Sustainable Services Matter**

### **Performance Measurement Framework**

The Performance Measurement Framework has been under development by the Ministry of Community and Social Services (MCSS), and in consultation with the Provincial Network Advisory Group over the past few months has a projected completion date of April 1<sup>st</sup>, 2017.

The intention is to have a province-wide system of data collection and analysis that offers perspective on personal outcomes from region to region and community to community. The goal is to identify gaps in services and supports, whether DS related or not, that may influence the level of success in achieving personal outcomes.

The tool is not intended to be an assessment of agency program performance. The framework will be rolled out over time in consultation with stakeholders in the sector that paint a clearer picture of service system and community effectiveness is supporting individuals and families to realize desired outcomes. This, coupled with the quality improvement efforts of DS agencies,

should serve to refine and bolster our services in ways that support individuals to attain goals and outcomes that matter to them and their families.

The Ministry of Community and Social Services will be providing a detailed overview of the framework at the Beyond Quality Outcomes Conference in Kingston, June 8-9. Registration to open later in February.

**Every Canadian Counts Update: Canadians need to make it known they want a disability insurance plan. Help ECC send that message.**



The Federal Minister Responsible for Persons with Disabilities is currently engaged in a public consultation process which asks Canadians their views and their thought about the proposed Canadian with Disabilities Act also known as the Accessibility Act.

The in-line questionnaire is available here:

[https://hrsdc-rhdcc.sondages-surveys.ca/s/Accessibility\\_accessibilite\\_TXT/?l=en](https://hrsdc-rhdcc.sondages-surveys.ca/s/Accessibility_accessibilite_TXT/?l=en)

The questionnaire focuses on what the Government of Canada can do to raise awareness, change attitudes and take leadership in improving the circumstances of people with disabilities.

It also asks about the goal of the legislation and what you think needs to be done.

For Every Canadian Counts, the creation of a national disability insurance program based on individual support plans that would provide essential supports for persons with chronic disabilities is the best and most effective starting point for any federal involvement in serving the needs of people with disabilities. It addresses the major structural problems of the sector: waiting lists, inflexibility, inequities, misallocation and unsuitability of resources while at the same time improving the prospects for employment, housing, inclusion and accessibility. It is also cost effective – much more so than the current system which is unsustainable.

ECC responded to the questionnaire making the case for national disability insurance. The answers can be found on our website at:

<http://everycanadiancounts.com/government-of-canada-accessibility-legislation/>

For a program like this to be supported by government, it needs to know this is something people want. *I would encourage you to respond to the questionnaire and make the case for national disability insurance. Our answers may be helpful so feel free to adopt or copy.*

This opportunity will never come again.

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## **Collaboration Matters**

### **Pre-budget Consultations**

This month, OASIS shared our 2017 pre-budget submission with the Government of Ontario. In our submission, we outlined the state of the developmental services sector in Ontario today, the challenges our member agencies face, as well as OASIS-agency based solutions to these challenges.

#### **Our central asks of the Government of Ontario:**

- A 2.5% increase in base funding to agencies for the next three years
- Separate funding for agencies' infrastructure and overhead costs from the provision of direct service costs.
- Implement the recommendations contained within the Gender Wage Gap Steering Committee Final Report and fund pay equity adjustments to completion

We believe that these proposed solutions align with the findings in the Ombudsmen Report- *Nowhere to Turn*, and if enacted, will provide immediate and significant relief to our agencies.

We look forward to continuing to work with the government towards improving the lives individuals with special needs throughout Ontario.

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## **OASIS 20<sup>th</sup> Anniversary**

As OASIS celebrates their 20th Anniversary within Canada's 150th sesquicentennial year, we pause, reflect to acknowledge the changes and transformation that the developmental services sector has achieved over its lifetime. One of the ongoing strategic goals of OASIS has been to support member agencies through the provision of timely and necessary resources that assist them to be responsive to the needs and demands of the labour force. This goal could not have reached the successes we have without the support of the OASIS Labour Relations Committee.

The **OASIS Labour Relations Committee** was created in 1999, when the Board of Directors approved the following Terms of Reference, which although having received minor modifications in 2004, 2006 & 2008, the overall objectives have remained the same since:

*On behalf of OASIS, this standing committee will focus timely attention on labour issues which may assist member agencies to make wise decisions in this area.*

- *Educate member agencies:*
  - ◆ *Develop or seek out needed resources*
  - ◆ *Present affordable workshops which will deal with pressing issues*
  - ◆ *Newsletters which will present timely articles of value to management*
- *Seek out resources which may be employed at the Annual General Meeting to keep members involved:*
  - ◆ *Develop workshops*
  - ◆ *Information sharing groups*
  - ◆ *Panels, etc*
- *Publish 'red flag' situations through OASIS packages that may be of assistance with labour relations matters etc.*

During its first year of existence, the 'LR Committee' as it has become known, began its efforts to meet the Terms of Reference set out for it, & published 2 LR Updates. It also hosted its first 'Information Session' in the spring of 2000. The topic of that 'Info Session' was 'Contingency Planning', and as the old phrase of no good deed goes unpunished denotes, it ended up being held on a day during the middle of a CUPE strike against the City of Toronto! Needless to say CUPE paid attention to our Info Session & directed a variety of media outlets to cover the event. While the event was threatened to be picketed, it was not. However all of these external circumstances actually provided real life experience to those who attended the Session, as many were challenged by media as they left the Session.

Since that somewhat dubious start, the Committee has gone on to host over 25 other Information Sessions, covering topics such as: Pay Equity; Managing Benefit Costs; Contingency Planning (4 times); WSIB & alternatives; Executive Director Survival Skills; Board Liability; Hospital Labour Disputes Arbitration Act (HLDAA); Shared Leadership options; Central Bargaining options; Succession Planning; Violence in the Workplace; Managing in a Non-Unionized Environment; Electronic Discipline; Coordinated Bargaining; Bill 168; and many others. The Committee has received many positive comments with respect to these events, and has appreciated both the feedback & the attendance of all who have been able to participate.

Another well-received activity of the Committee has been to purchase legal opinions with respect to a variety of topics relevant to members, then distribute them for reference and consideration. From the onset of its activities, committee members were keenly aware of the

wide difference in legal expertise across the province on issues, largely due to differences in communities. Legal input on a technical labour relations matter might be limited, due to the practice of a lawyer in a small rural town versus that of a specialized firm in a large city. Over the years, the LR Committee and OASIS has been strongly supported by the firm of Hicks Morley, with many presentations being made by lawyers from their offices across the province. In fact, as a result of the ongoing relationship with the OASIS Labour Relations Committee, Hicks Morley created a specialized division within their firm to focus on Developmental & other social services – a first of its kind in Ontario.

There have been many other activities which the LR Committee has taken on over the years, but due to space will be only noted. These have included: establishing a preferred relationship with an Executive Search firm; developing & implementing (with MCSS support & funding) an online Board of Directors governance training program; developing & conducting various surveys such as Operating Pressures & Pay Equity; meeting with & advocating for members with Ministers & other senior officials of MCSS, MOL and MCSCS; developing a working partnership with OSACH / PSHSA; and, suggesting the establishment of the OASIS President's Award, the George Braithwaite Award, and the Gerry Sutton Award, to name just a few.

One final activity of note, and great pride for the Committee, was its efforts to advocate for changes to the way WSIB approached the DS sector. The Committee had been informed of the many discrepancies in how DS agencies were treated by WSIB, and in the number of discrepancies in the rates being charged. The Minister of Labour assisted in coordinating a meeting between the LR Committee and the Chairman of WSIB. This meeting resulted in the Chair of WSIB directing that an internal review be conducted, and then in turn making changes to how DS agencies were to be categorized & which Rate Codes would apply. These changes resulted in significant financial savings to many OASIS member agencies across the province.

In 1999, the 4 initial members of the committee were Don Seymour, Rheal Thorn, Paul Muldoon & Dave Ferguson. Over the ensuing 18 years, other members have included: Tom McCallum, Andy Rotsma and Marion Graves (formerly Peck). The current membership of the committee is made up of Judy Pryde, Eugene Versteeg, Nancy Brown & Dave Ferguson. The achievements of this Committee have been due to the contributions of all of these individuals, as they have each contributed greatly to its success.

Similarly, the Board of Directors should be acknowledged for their courage in approving the establishment of the Committee in 1999, and their ongoing support of the LR Committee's activities over these many years since!

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**REGISTRATION OPEN: OASIS Conference 2017 – May 3-5, Ottawa**



[Register today!](#)

Have you reserved the dates of May 3rd to 5th, 2017? You will want to! This 20th Anniversary celebratory conference will be a fun filled event that promises content that will challenge your thoughts on service delivery and visions for the future! You will not want to miss it! And at the same time, you will be in Canada's national capital as Canada celebrates 150 years as a nation!