



OMSSA EXCHANGE

MAY 2-4, 2022 | VIRTUAL

AGENDA

Welcome and Opening Remarks

PLENARY: Health and Human Services
Integration

OMSSA 2021 Awards Presentation: Lifetime
Achievement Award

KEYNOTE: Rounding the Corner: Strategies
to Refuel and Recalibrate for the Road
Ahead



PLENARY



Health and Human Services Integration



PANELISTS



Moderator: Sutha Balasingham, Head, Strategic Initiatives, Community and Health Services, York



Ben Bradica, Chief Administrative Officer, District of Thunder Bay Social Services Administration Board



Jessica Logozzo, Executive Vice President, Regional Transformation and Integration, Thunder Bay Regional Health Sciences Centre



Diane Walker, Chief Executive Officer, Children's Centre Thunder Bay

Presenter Slides



Jessica and Diane's Slides



City and District of Thunder Bay Emerging OHT

OMSSA Conference

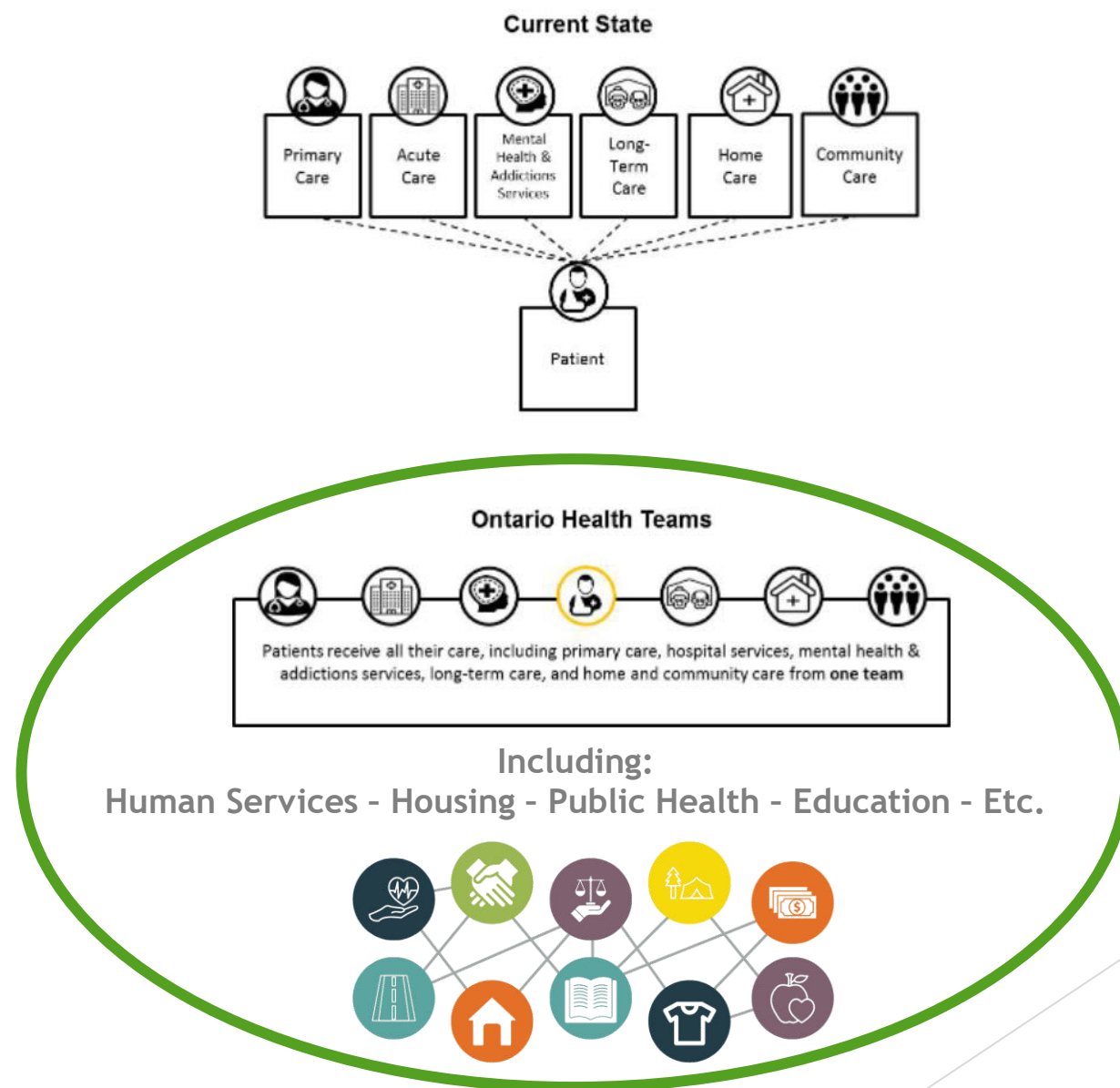
Human Services is Health - Our Vision and Principles

Our Vision

To be a leading integrated care (health and human services) system, where partners work together to achieve the best outcomes and care experience for the people of Northwestern Ontario.

- ▶ **Person and population focus** – we will co-design a system that puts patients, clients and their families at the centre of services and addresses the holistic needs of the population we serve.
- ▶ **Equity** – we will improve outcomes and service experiences for equity seeking groups and will critically examine and remediate the social determinants of health and how these disproportionally affect equity seeking groups.
- ▶ **Value-creation** – we will make decisions that will improve outcomes, experiences, access and sustainability. We will seek to simplify the system and address the root cause of challenges, rather than building in further inefficiency.
- ▶ **Collaboration** – we will work together as system partners knowing that we are better together and that no one of us can (or should) do it alone. We commit to acting as a system, by putting our organizational interests aside in order to put the best interest of the people we serve at the centre of all we do.
- ▶ **Acceptance** – we recognize and respect that each partner may have different skills and capacity but know that each adds value to the whole. No one person or community is more important than another. We will create space for, and listen intently to, the diversity of voices and perspectives.
- ▶ **Continuous improvement** – we commit to always seek to do better for the population we serve. We will aim for progress over perfection, and will move courageously towards our vision despite fears and unknowns.

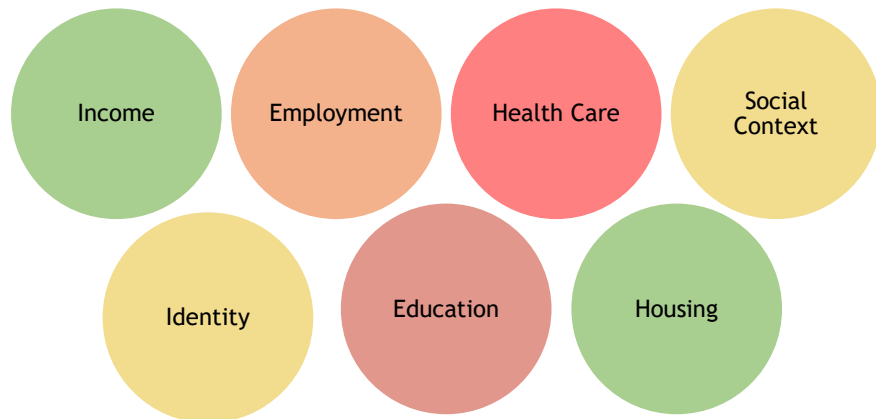
Rethinking “health”



Health and/or/with Human Services

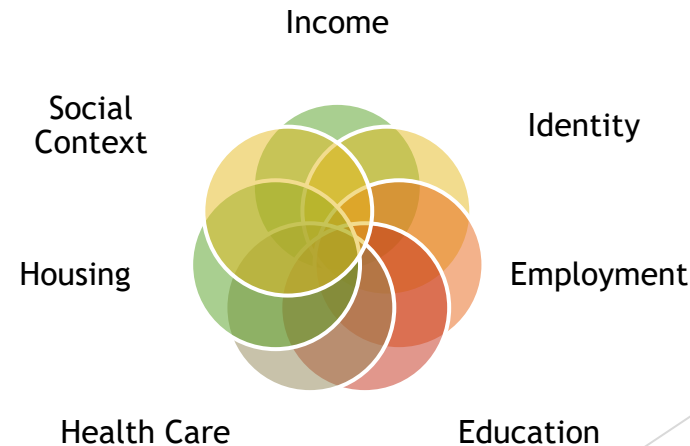
Separate/Traditional

- ▶ Health Services = **OHT**
- ▶ Human Services
- ▶ People come with individual needs that are addressed by different organizations who provide different services
- ▶ Integration & person-centre care is dependent on the good will of service providers



Integrated

- ▶ Health services are human services
 - ▶ Human services serve health outcomes
 - ▶ People come as whole people with a variety of needs and services need to be integrated
 - ▶ Integration is part of the service culture and an expected outcome
- } **OHT**



2021 AWARDS



Grace Mater,
City of Hamilton
Lifetime Achievement Award



KEYNOTE



Françoise
Mathieu,

Psychotherapist and Executive
Director, TEND Academy



Françoise's slides





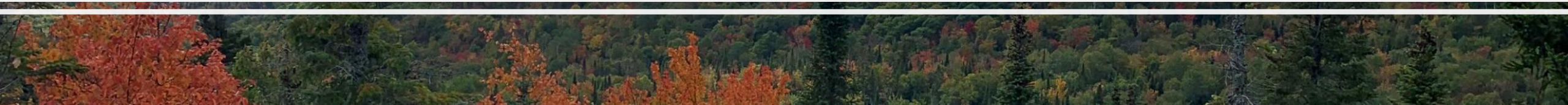
Rounding the Corner: Strategies to Refuel and Recalibrate for the Road Ahead

Françoise Mathieu, M.Ed., RP.
Executive Director
TEND





What if this is the new normal? How do we recalibrate?



Deloitte.



COVID-19

Workforce Strategies for
Post-COVID Recovery

“It is important to realize that the recovery won’t be static. It will not occur on a specific date.” [...]





“Flight into health”

We reduce our
bandwidth for
uncertainty and
future disruption

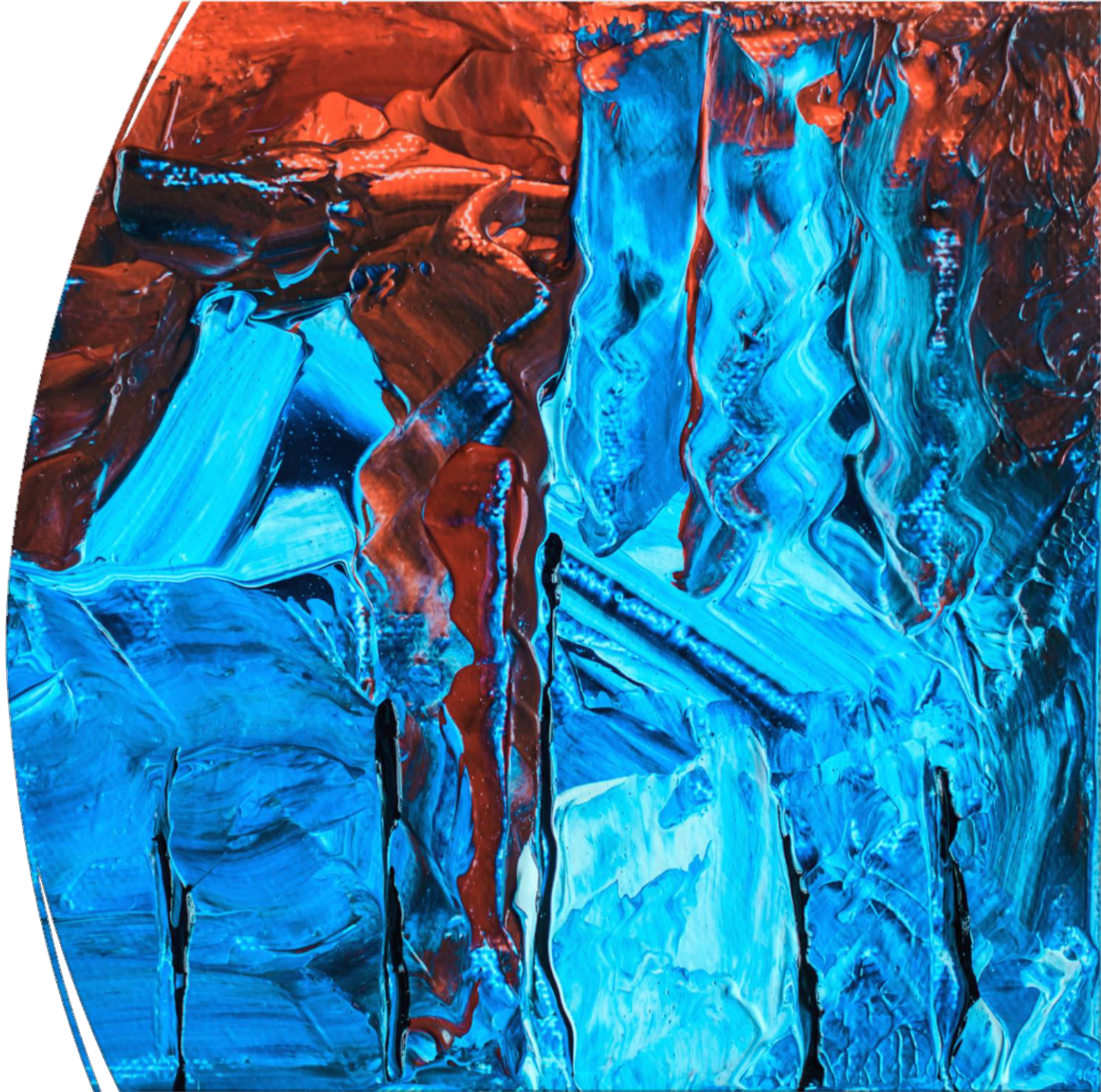


We don't all
cope in
the same way



What humans need in chaotic times

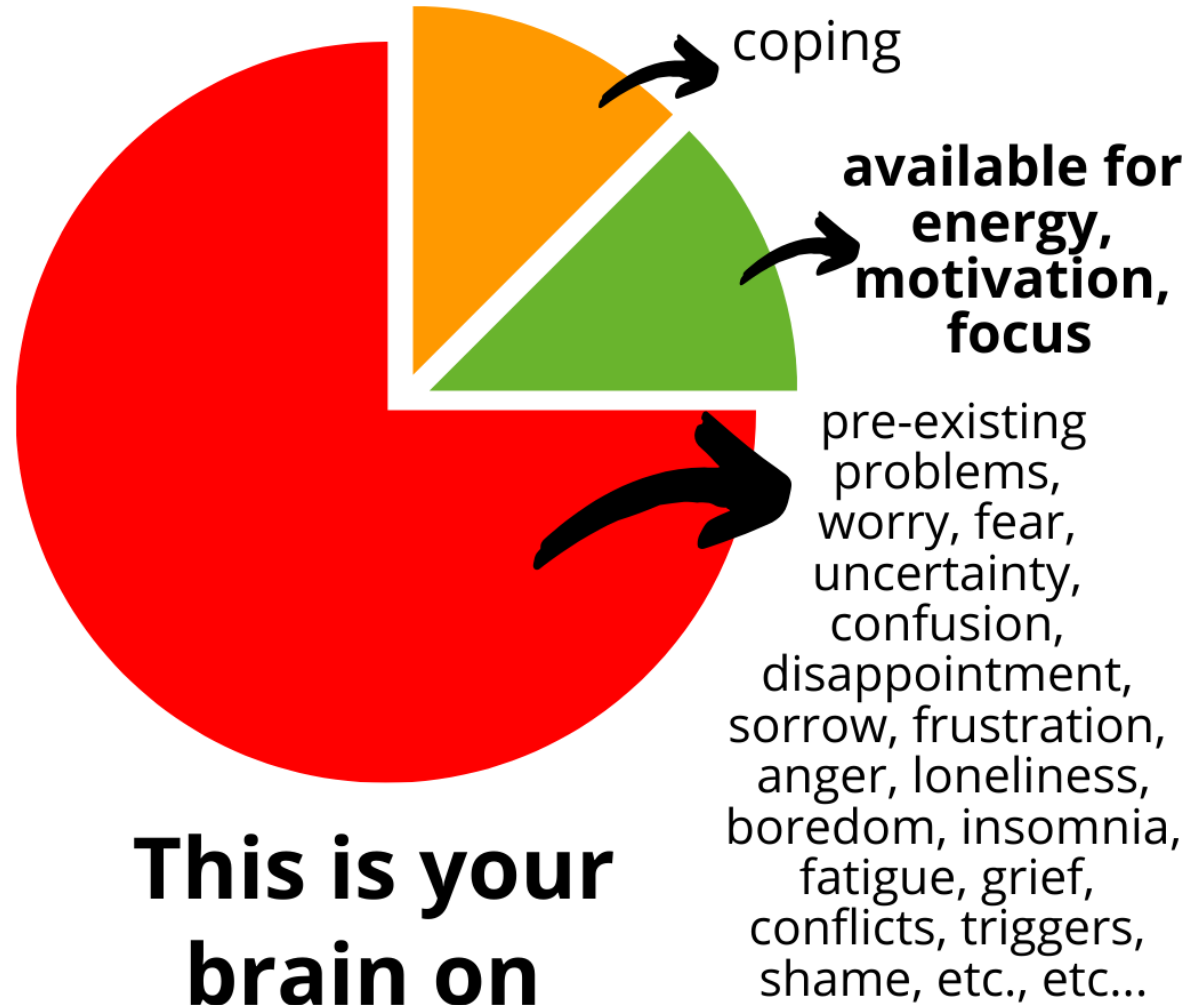
- A sense of safety
- Information (how much?)
- Connection with others
- Time to express emotions
- Time to pause
- Breaks and time off



- We're not "all in the same boat"

- "Working from home": what kind of home?





**This is your
brain on
chronic stress**

www.drdebthompson.com



Your lessons learned?

Dr. Bruce Perry:

“[...] One of the most useful things that people can do is be **intentional** on a **review** [...]. And, some people will do that, some people won't.

But I think **if people take the time** and sort of do this little inventory, like what was better [...] And so instead of kind of viewing the pandemic experience as one thing, I would encourage people to sort of **start to dissect out the strands of this tapestry.**”



“What are these brightly colored threads that actually are little things that we should carry forward?”

“What are the things that we don't want to carry forward?”

“And what did we learn?”

Dr. Bruce Perry



“Productivity” is complicated during a global disruption



As leaders,
we
sometimes
make
mistakes
even if our
intentions
are good





What the Research Shows

- **Individual wellness practices are important, to be sure, and should be an area of priority for all members of an organization, including leaders.**

But,

- Workplaces should focus on **organizational** and **system-wide interventions** rather than put a sole emphasis on individual self-care and stress reduction tools.

The Five Rs

For shifting into the “Next Normal”



REST



RECALIBRATE



REPAIR



REBUILD



RE-ASSESS

The Five Rs

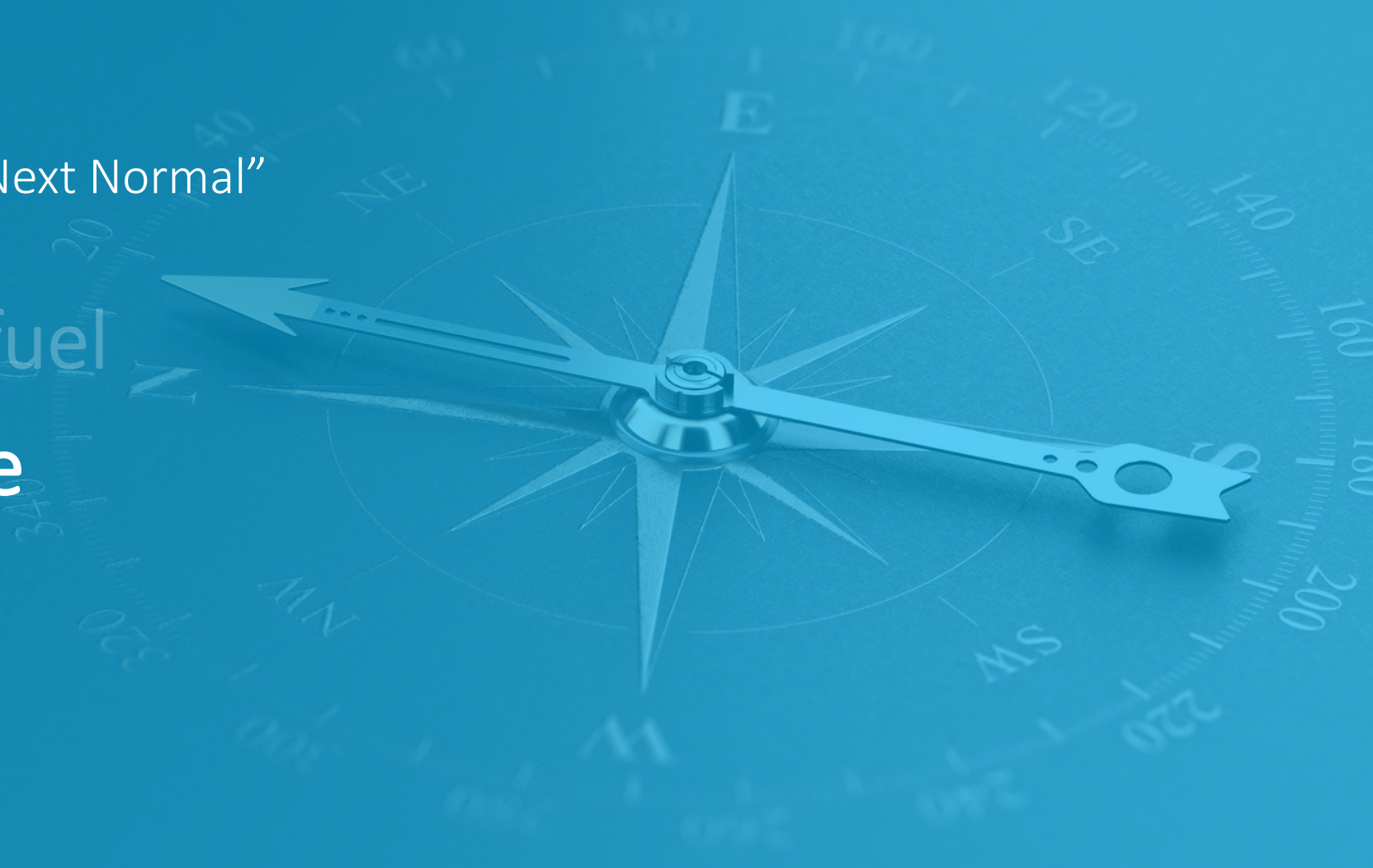
For Shifting into The “Next Normal”

1. Rest, Refuel, Recover

The Five Rs

For Shifting into The “Next Normal”

1. Rest & Refuel
2. Recalibrate



The Five Rs

For Shifting into The “Next Normal”

1. Rest & Refuel
2. Recalibrate
3. **Repair - Restore Trust in Your Workplace**

3. Repair - Restore Trust in Your Workplace

- Anger
- Moral distress
- Perceptions of fairness

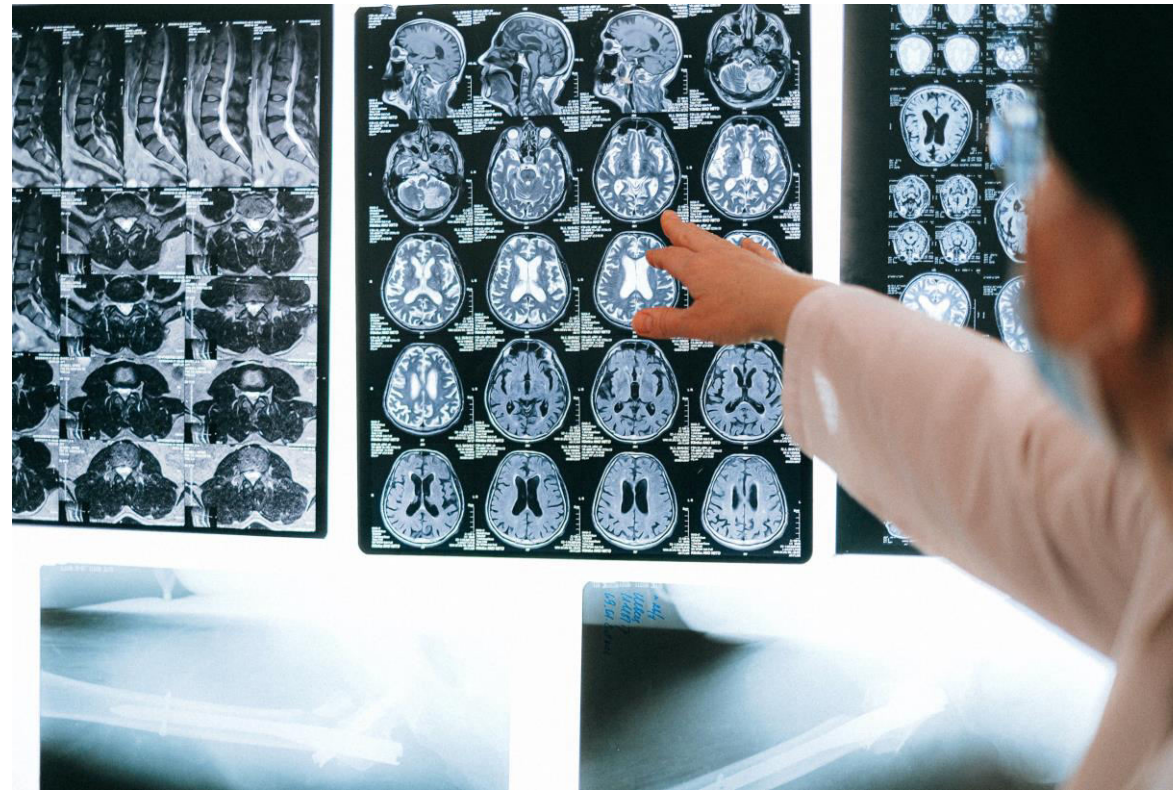




Generally people feel more comfortable being in anger than in fear.

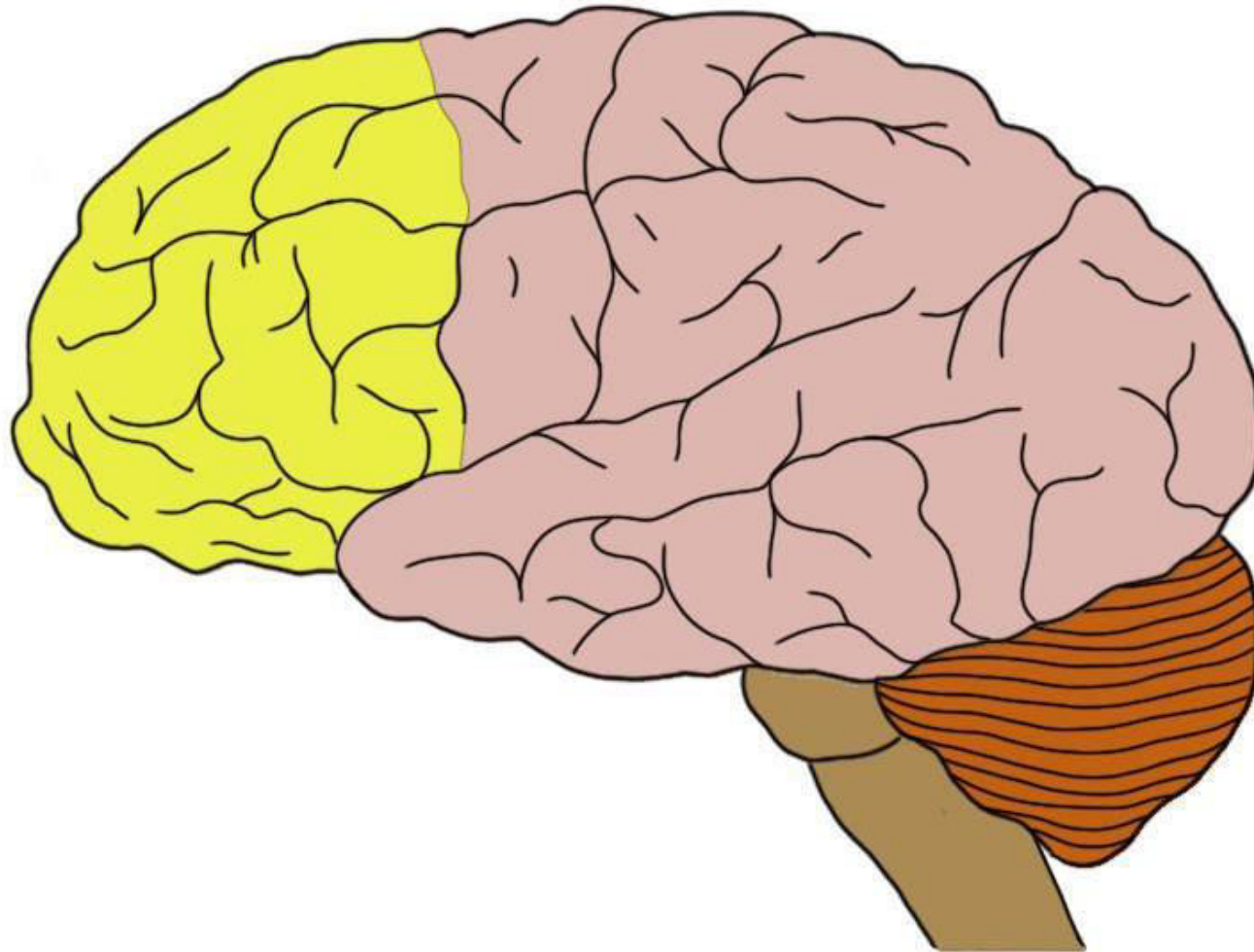
Diana Tikasz, MSW. RSW. TEND





The problems that we can solve when we are calm seem overwhelming when we are escalated.

Your prefrontal cortex - (and everyone else's)





- Reduced ability to reason and feel empathy for others.
- Their ability to problem solve and see other perspectives wears off and people focus on their own immediate needs to the exclusion of almost everything else.

High Conflict



WHY WE
GET TRAPPED

and HOW
WE GET OUT

Amanda Ripley

Author of the *New York Times* Bestselling

THE SMARTEST KIDS IN THE WORLD



The Five Rs

For Shifting into The “Next Normal”

1. Rest & Refuel
2. Recalibrate
3. Repair
4. **Rebuild – Relationships & Connections**



The Five Rs

For Shifting into The “Next Normal”

1. Rest & Refuel
2. Recalibrate
3. Rebuild
4. Repair
5. Re-assess - Your Goals & Priorities

YOUR BALANCE MAP

Françoise Mathieu, M. Ed, RP



SAMPLE BALANCE MAP

Françoise Mathieu, M. Ed, RP



Simplifying	Physical Health	Stress Relief
Understanding how I react to change	Social/Emotional supports	Stimulating and engaging work & hobbies
"Trauma Stewardship"	Managing occupational stress/resentment	Giving back



REST



RECALIBRATE



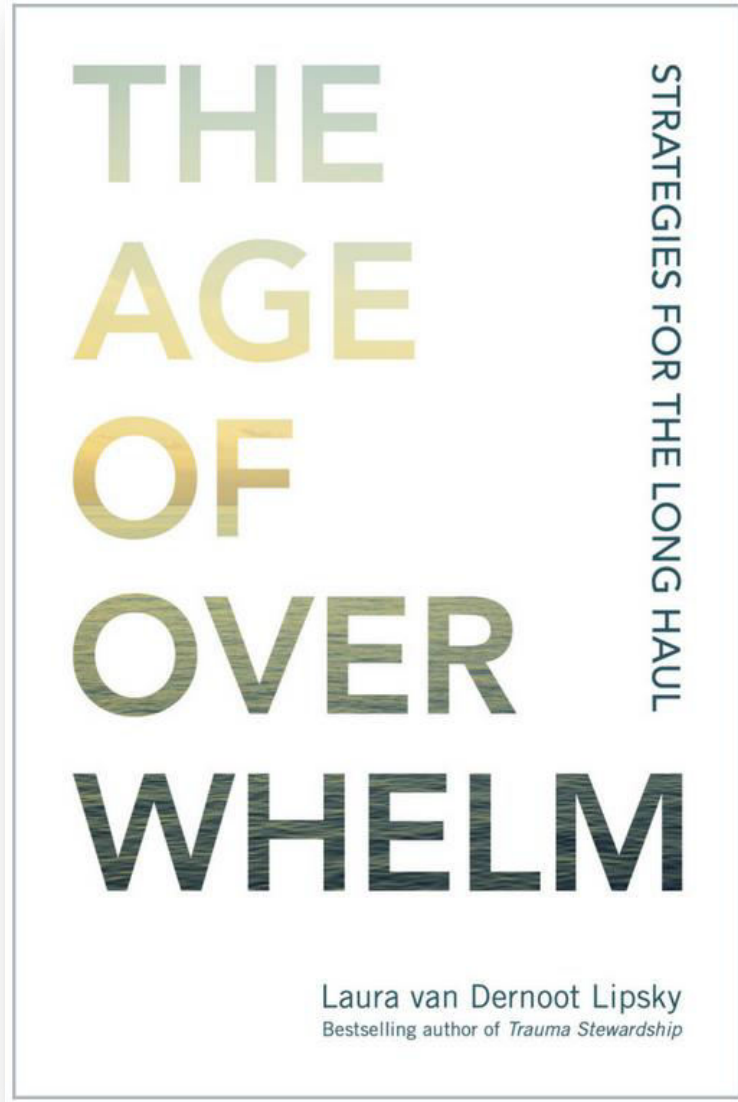
REPAIR

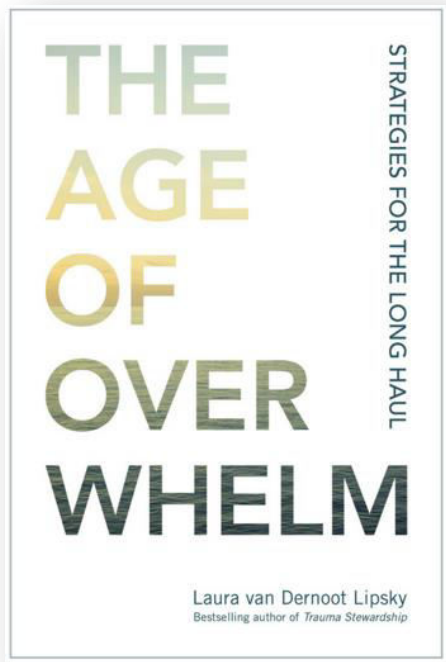


REBUILD



RE-ASSESS





“Quiet the mind, tend to the world”

Laura Van Dernoot Lipsky



Mar 24 • Written By Guy Macpherson

Beyond Self Care with Francoise Mathieu, M.Ed.



There is no one magic bullet - With Françoise Mathieu

JANUARY 16TH, 2022 | 50:51 | E3

BREAK

Breakout
sessions will
begin at
11:15 a.m.





Bill Bradica, Chief
Administrative
Officer, District
of Thunder Bay
Social Services
Administration
Board



Jessica Logozzo,
Executive Vice
President, Regional
Transformation and
Integration, Thunder
Bay Regional Health
Sciences Centre



Diane Walker,
Chief Executive
Officer,
Children's
Centre Thunder
Bay