

SCHEDULE G – FORM OF COMPLIANCE DECLARATION

DECLARATION OF COMPLIANCE

Issued pursuant to the MSAA effective April 1, 2018

To: The Board of Directors of the Champlain Local Health Integration Network (the "LHIN").

Attn: Board Chair.

From: The Board of Directors (the "Board") of the Western Ottawa Community Resource Centre (the "HSP")

Date: July 24, 2018

Re: April 1, 2018 – March 31, 2019 (the "Applicable Period")

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between the LHIN and the HSP effective April 1, 2018.

The Board has authorized me, by resolution dated July 29, 2019, to declare to you as follows:

After making inquiries of the Interim Executive Director, Richard Annett and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of the Board's knowledge and belief, the HSP has fulfilled, its obligations under the service accountability agreement (the "MSAA") in effect during the Applicable Period.

Without limiting the generality of the foregoing, the HSP has complied with:

- (i) Article 4.8 of the MSAA concerning applicable procurement practices;
- (ii) The *Local Health System Integration Act, 2006*; and
- (iii) The *Public Sector Compensation Restraint to Protect Public Services Act, 2010*.

Carolyn Johannes
Name


Signature

Schedule G – Form of Compliance Declaration Cont’d.

Appendix 1 - Exceptions

CSS Service Targets 2018-19

Statistic	Actual	Performance Standard	In Compliance
COM IH - Service Arrangement/Coordination 72 5 82 05			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	145	468-633	Below Target
Individuals Served by Functional Centre S. 455*	44	320-480	Below Target
COM IH - Meals Delivery 72 5 82 10			
Individuals Served by Functional Centre S. 455*	612	360-540	Exceeds Target
Meal Delivered-Combined S. 248**10	24,829	24000-26000	Yes
COM IH - Social and Congregate Dining 72 5 82 12			
Individuals Served by Functional Centre S. 455*	265	300-450	Below Target
Attendance Days Face-to-Face S 483 ** *1	3046	2790-3410	Yes
COM IH - Transportation - Client 72 5 82 14			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	5884	5463-6038	Yes
Individuals Served by Functional Centre S. 455*	411	348-522	Yes
COM IH - Day Services 72 5 82 20			
Individuals Served by Functional Centre S. 455*	129	106-159	Yes
Attendance Days Face-to-Face S 483*	3641	3683-4501	Below Target
COM IH - Visiting - Social and Safety 72 5 82 60			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	750	1530-1870	Below Target
Individuals Served by Functional Centre S. 455*	15	12-18	Yes
COM IH - Foot Care Services 72 5 82 70			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	1274	1935-2365	Below Target
Individuals Served by Functional Centre S. 455*	336	360-540	Yes

In the area of service arrangement (home help, and home maintenance referrals), we continue to below target. We attribute this decline to changes in programming over the years where we took on the role of referring clients to other agencies for this need. Clients are now seeking assistance directly from other community agencies.

We have continue to experience an increase demand in Meals on Wheels and Transportation services well above our annual targets. In 2017-18 we maximized our ability to manage the continued increase in demand for service, within the current base funding limits, and met with our LHIN Program Supervisor to advise them that we can no longer provide services above the maximum targets included in our 2018-19 MSAA. The LHIN was supportive of this and measures were put in place in the first quarter this fiscal year to cap these services.

This is the first year that the Adult Day Program has not reached its target for number of visits. Some resources were moved to support providing services on Saturdays but after close to a year with vacancies on Saturdays, resources have been reallocated back to Monday – Friday and evening hours. Targets are expected to be met in 19-20.

We continue to examine opportunities to enhance the Visiting – Social Safety program. We recognize that this program has historically been a very small program and as a result, changes in just one client result impact our ability to meet the targets as seen again this year. We are also aware that one of the key barriers faced by Arnprior Region and Ottawa West Health Link is social isolation. We will continue to examine ways to better meet the needs of isolated seniors and to grow the program meet the targets in our MSAA.

This is the third year footcare has declined and is under target. With many accessible nail services (salons) becoming available, clients are choosing the salons more often. However, we have added 2 new foot care clinics located in our Main building and plan on opening one in Stitsville. The two new clinics are now quite busy so numbers are already increasing.