

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: As of October 8, 2020.

Re: April 1, 2019 – March 31, 2020 (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, 2019.

The Board has authorized me, by resolution dated as of October 8, 2020, to declare to you as follows:

After making inquiries of the Executive Director, Michelle Hurtubise 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*.

Name

Signature

Schedule G – Form of Compliance Declaration Cont’d.

Appendix 1 - Exceptions

CSS Service Targets

2019-20

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*	45	468-633	Below Target
Individuals Served by Functional Centre S. 455*	23	320-480	Below Target
COM IH - Meals Delivery 72 5 82 10			
Individuals Served by Functional Centre S. 455*	470	360-540	Yes
Meal Delivered-Combined S. 248**10	19,914	24000-26000	Below Target
COM IH - Social and Congregate Dining 72 5 82 12			
Individuals Served by Functional Centre S. 455*	256	300-450	Below Target
Attendance Days Face-to-Face S 483 ** *1	2733	2790-3410	Below Target
COM IH - Transportation - Client 72 5 82 14			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	6307	5463-6038	Exceeds Target
Individuals Served by Functional Centre S. 455*	394	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*	4015	3683-4501	Yes
COM IH - Visiting - Social and Safety 72 5 82 60			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	1134	1530-1870	Below Target
Individuals Served by Functional Centre S. 455*	20	12-18	Exceeds Target
COM IH - Foot Care Services 72 5 82 70			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	1338	1935-2365	Below Target
Individuals Served by Functional Centre S. 455*	377	360-540	Yes

In the area of service arrangement (home help, and home maintenance referrals), we continue to be below target. We continue to 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.

This is the first year that we have been below target on meals delivery. This number reflects the decrease in meals with the removal of Going Home Program from this report. Continued effort to market Meals on Wheels through numerous channels are in the planning stages.

We have continue to experience an increase demand in Transportation services well above our annual targets. In 2019-20 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 2019-20 MSAA. The LHIN was supportive of this and measures were put in place in the first quarter this fiscal year to cap these services. We continue to cap transportation services.

We continue to examine opportunities to enhance the Visiting – Social Safety. 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 challenges faced by older adults and adults with disabilities is social isolation. We will continue to examine ways to better meet the needs of isolated older adults and adults with disabilities and to grow the program, to meet the targets in our MSAA.

This is the fourth year foot care 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 Stittsville. The two new clinics are now quite busy so numbers were already increasing prior to the pandemic and the requirement to shut down services.