

SCHEDULE G – FORM OF COMPLIANCE DECLARATION

DECLARATION OF COMPLIANCE

Issued pursuant to the MSAA effective April 1, 2019

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 12, 2021

Re: April 1, 2020 – March 31, 2021 (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 July 12, 2021, 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*.

Gina Grosenick

Name



Signature

Schedule G – Form of Compliance Declaration Cont’d.

Appendix 1 - Exceptions

CSS Service Targets

2020-2021

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*	2	468-633	Below Target
Individuals Served by Functional Centre S. 455*	1	320-480	Below Target
COM IH - Meals Delivery 72 5 82 10			
Individuals Served by Functional Centre S. 455*	308	360-540	Below Target
Meal Delivered-Combined S. 248**10	21,057	24000-26000	Below Target
COM IH - Social and Congregate Dining 72 5 82 12			
Individuals Served by Functional Centre S. 455*	108	300-450	Below Target
Attendance Days Face-to-Face S 483 ** *1	2222	2790-3410	Below Target
COM IH - Transportation - Client 72 5 82 14			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	3971	5463-6038	Below Target
Individuals Served by Functional Centre S. 455*	608	348-522	Exceeds Target
COM IH - Day Services 72 5 82 20			
Individuals Served by Functional Centre S. 455*	225	70-104	Exceeds Target
Attendance Days Face-to-Face S 483*	12724	4068-4972	Exceeds Target
COM IH - Visiting - Social and Safety 72 5 82 60			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	19079	1530-1870	Exceeds Target
Individuals Served by Functional Centre S. 455*	2206	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*	6	1935-2365	Below Target
Individuals Served by Functional Centre S. 455*	6	360-540	Below Target

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.

All other functional centres are below or above targets due to the pandemic, which has affected the services in a few ways:

- **Meals Delivery:** Numbers reflect provision of frozen meals only. Hot meals were suspended early in the first quarter to mitigate the transmission of COVID-19 to older adults and adults with disabilities.
- **Social and Congregate Dining:** Numbers are below target because all face to face social and congregate programs were suspended in the first weeks of the first quarter to ensure

safety of older adults, staff and volunteers during the pandemic. However, numbers were still somewhat significant due to the creation of some virtual and telephone based programming.

- **Transportation**: With many medical services closing and providing telephone and virtual appointments there was less demand for drives. Drives were still provided to older adults for emergent medical appointments such as dialysis, cancer treatment, specialist appointments, caregiver support, and food hamper deliveries.
- **Day Services**: Numbers reflect an increase in clients and caregivers attending virtual programming, receiving porch visits and participating in phone based programming, receiving check- ins and caregivers participating in support groups.
- **Visiting – Social and Safety**: The requests and the need for this service increased significantly throughout the pandemic. Older adults were provided with porch visits, virtual visits and telephone support/check-ins.
- **Foot Care**: All foot care clinics were suspended due to COVID-19. A few individuals deemed to have emergent medical needs re - foot care were provided with in home visits by contracted nurses.