

**SCHEDULE G – FORM OF COMPLIANCE DECLARATION**

**DECLARATION OF COMPLIANCE**

Issued pursuant to the MSAA effective April 1, 2014

**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:** June 26, 2017

**Re:** April 1, 2016 – March 31, 2017 (the "Applicable Period")

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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, 2014.

The Board has authorized me, by resolution dated June 26, 2017, to declare to you as follows:

After making inquiries of the Executive Director, Melody Paruboczy 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*.



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Richard Annett  
Board Chair

**Schedule G – Form of Compliance Declaration Cont'd.**  
**Appendix I - Exceptions**  
**CSS Service Targets**  
**2016-17**

Statistic	Actual	Performance Standard	In Compliance
<b>COM IH - Service Arrangement/Coordination 72 5 82 05</b>			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	165	638-863	<b>Below Target</b>
Individuals Served by Functional Centre S. 455*	38	510-690	<b>Below Target</b>
<b>COM IH - Meals Delivery 72 5 82 10</b>			
Individuals Served by Functional Centre S. 455*	607	360-540	<b>Exceeds Target</b>
Meal Delivered-Combined S. 248**10	28842	23750-26250	<b>Exceeds Target</b>
<b>COM IH - Social and Congregate Dining 72 5 82 12</b>			
Individuals Served by Functional Centre S. 455*	319	300-450	<b>Yes</b>
Attendance Days Face-to-Face S 483 ** *1	3384	2790-3410	<b>Yes</b>
<b>COM IH - Transportation - Client 72 5 82 14</b>			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	7509	4050-4950	<b>Exceeds Target</b>
Individuals Served by Functional Centre S. 455*	436	272-408	<b>Exceeds Target</b>
<b>COM IH - Day Services 72 5 82 20</b>			
Individuals Served by Functional Centre S. 455*	127	109-159	<b>Yes</b>
Attendance Days Face-to-Face S 483*	3878	3720-4500	<b>Yes</b>
<b>COM IH - Visiting - Social and Safety 72 5 82 60</b>			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	1449	1530-1870	<b>Below Target</b>
Individuals Served by Functional Centre S. 455*	12	12-18	<b>Yes</b>
<b>COM IH - Foot Care Services 72 5 82 70</b>			
Visits F2F, Tel.,In-House, Cont. Out S 448*;449*;450*;451*	1655	1935-2365	<b>Below Target</b>
Individuals Served by Functional Centre S. 455*	346	360-540	<b>Below Target</b>

We continue to experience an increase in Meals on Wheels and Transportation services upwards of 10% and 66% respectively in this fiscal year. We have maximized our ability to manage the continued increase in demand for service and will need to strategize how we will respond to rising demand including how we leverage our partnerships. We have discussed this increase with our funders at the Champlain LHIN who advises us that we are expected to manage these circumstances within our funding envelope.

In the area of service arrangement (home help, and home maintenance referrals), we continue to experience a decline. 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.

This year footcare has declined and is under target. With many accessible nail services (salons) becoming available, clients are choosing the salons more often.

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. The consultant's report concluded that the current model of Friendly Visiting has not been an effective way to meet the needs of these clients. We are currently reviewing the promising practices in this report and will be implementing a new approach in the fall.