

DECLARATION OF COMPLIANCE

Issued pursuant to the M-SAA effective April 1, 2014

To: The Board of Directors of the Champlain Local Health Integration Network (the LHIN).
Attn: Mr. Jean-Pierre Boisclair, Board Chair.

From: The Board of Directors of the Renfrew and Area Seniors' Home Support (the "HSP").

Date: April 26, 2018

Re: April 1, 2017 to March 31, 2018 (the Applicable Period)

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the M-SAA between the LHIN and the HSP effective April 1, 2014.

The Board has authorized me, by resolution date April 26, 2018, to declare to you as follows:

After making inquiries of Judy Ewart, Executive Director and other appropriate officers of the HSP and subject to any exceptions identified on Schedule G, to the best of the Board's knowledge and belief, the HSP has fulfilled its obligations under the service accountability agreement (the M-SAA") in effect during the Applicable Period.

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

1. Article 4.8 of the M-SAA concerning applicable procurement practices;
2. The *Local Health System Integration Act, 2006*; and
3. The *Public Sector Compensation Restraint to Protect Public Services Act, 2010*.

With the exception of Units of Service for Service Arrangement and Transportation all individuals served and units of service either exceed or fall within target ranges as outlined in the April 1, 2014 to March 31, 2017 M-SAA Agreement.

The Units of Service for Service Arrangement are at 65% due to a shortage of workers and the units of service not being decreased when we moved from matching clients to workers (counted each job requested) to referral (only receive one stat per worker referral).

The Units of Service for Transportation are at 66% due to a decrease in dialysis clients and clients overall. We have seen a high number of cancelled drives this year with many months having between 15 to 20 drives cancelled.

Frozen meal units are down due to two high volume clients moving away. Both clients were ordering 30 meals/month and moved early in this fiscal year. 60 x 10 months = 600 meals.



David Bennett, President