

MSAA AMENDING AGREEMENT

THIS AMENDING AGREEMENT (the “Agreement”) is made as of the 1st day of April, 2017

B E T W E E N:

NORTH SIMCOE MUSKOKA LOCAL HEALTH INTEGRATION NETWORK (the “LHIN”)

AND

THE SOUTH GEORGIAN BAY COMMUNITY HEALTH CENTRES (the “HSP”)

WHEREAS the LHIN and the HSP (together the “Parties”) entered into a multi-sector service accountability agreement that took effect April 1, 2014 (the “MSAA”);

AND WHEREAS the LHIN and the HSP have agreed to extend the MSAA for a twelve month period to March 31, 2018;

NOW THEREFORE in consideration of mutual promises and agreements contained in this Agreement and other good and valuable consideration, the parties agree as follows.

1.0 Definitions. Except as otherwise defined in this Agreement, all terms shall have the meaning ascribed to them in the MSAA. References in this Agreement to the MSAA mean the MSAA as amended and extended.

2.0 Amendments.

2.1 Agreed Amendments. The MSAA is amended as set out in this Article 2.

2.2 Amended Definitions.

(a) The following terms have the following meanings.

For the Funding Year beginning April 1, 2017, “**Schedule**” means any one, and “**Schedules**” means any two or more as the context requires, of the Schedules in effect for the Funding Year that began April 1, 2016 (“2016-17”), except that any Schedules in effect for the 2016-17 with the same name as Schedules listed below and appended to this Agreement are replaced by those Schedules listed below and appended to this Agreement.

Schedule B: Service Plan
Schedule C: Reports
Schedule D: Directives, Guidelines and Policies
Schedule E: Performance
Schedule G: Compliance

2.3 Term. This Agreement and the MSAA will terminate on March 31, 2018.

- 3.0 **Effective Date.** The amendments set out in Article 2 shall take effect on April 1, 2017. All other terms of the MSAA shall remain in full force and effect.
- 4.0 **Governing Law.** This Agreement and the rights, obligations and relations of the Parties will be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein.
- 5.0 **Counterparts.** This Agreement may be executed in any number of counterparts, each of which will be deemed an original, but all of which together will constitute one and the same instrument.
- 6.0 **Entire Agreement.** This Agreement constitutes the entire agreement between the Parties with respect to the subject matter contained in this Agreement and supersedes all prior oral or written representations and agreements.

IN WITNESS WHEREOF the Parties have executed this Agreement on the dates set out below.

NORTH SIMCOE MUSKOKA LOCAL HEALTH INTEGRATION NETWORK

By: 
 Robert Morton, Board Chair

MARCH 24, 2017
 Date


And by: 
 Jill Tettmann, Chief Executive Officer

March 24/17
 Date

THE SOUTH GEORGIAN BAY COMMUNITY HEALTH CENTRES

By: 
 John Robbins, Board Chair

March 1, 2017
 Date

And by: 
 Heather Klein Gebbinck, Executive Director

March 01, 2017
 Date

Schedule B1: Total LHIN Funding
2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHSR VERSION 10.0	2017-2018 Plan Target
REVENUE			
LHIN Global Base Allocation	1	F 11006	\$2,746,736
HBAM Funding (CCAC only)	2	F 11005	\$0
Quality-Based Procedures (CCAC only)	3	F 11004	\$0
MOHLTC Base Allocation	4	F 11010	\$0
MOHLTC Other funding envelopes	5	F 11014	\$0
LHIN One Time	6	F 11008	\$0
MOHLTC One Time	7	F 11012	\$0
Paymaster Flow Through	8	F 11019	\$0
Service Recipient Revenue	9	F 11050 to 11090	\$0
Subtotal Revenue LHIN/MOHLTC	10	Sum of Rows 1 to 9	\$2,746,736
Recoveries from External/Internal Sources	11	F 120*	\$0
Donations	12	F 140*	\$0
Other Funding Sources & Other Revenue	13	F 130* to 190*, 110*, [excl. F 11006, 11008, 11010, 11012, 11014, 11019, 11050 to 11090, 131*, 140*, 141*, 151*]	\$0
Subtotal Other Revenues	14	Sum of Rows 11 to 13	\$0
TOTAL REVENUE FUND TYPE 2	15	Sum of Rows 10 and 14	\$2,746,736
EXPENSES			
Compensation			
Salaries (Worked hours + Benefit hours cost)	17	F 31010, 31030, 31090, 35010, 35030, 35090	\$821,940
Benefit Contributions	18	F 31040 to 31085 , 35040 to 35085	\$188,868
Employee Future Benefit Compensation	19	F 305*	\$0
Physician Compensation	20	F 390*	\$624,980
Physician Assistant Compensation	21	F 390*	\$0
Nurse Practitioner Compensation	22	F 380*	\$225,393
Physiotherapist Compensation (Row 128)	23	F 350*	\$42,512
Chiropractor Compensation (Row 129)	24	F 390*	\$0
All Other Medical Staff Compensation	25	F 390*, [excl. F 39092]	\$0
Sessional Fees	26	F 39092	\$0
Service Costs			
Med/Surgical Supplies & Drugs	27	F 460*, 465*, 560*, 565*	\$13,000
Supplies & Sundry Expenses	28	F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 69596, 69571, 72000, 62800, 45100, 69700]	\$310,071
Community One Time Expense	29	F 69596	\$0
Equipment Expenses	30	F 7*, [excl. F 750*, 780*]	\$75,765
Amortization on Major Equip, Software License & Fees	31	F 750* , 780*	\$3,598
Contracted Out Expense	32	F 8*	\$200,916
Buildings & Grounds Expenses	33	F 9*, [excl. F 950*]	\$243,291
Building Amortization	34	F 9*	\$6,083
TOTAL EXPENSES FUND TYPE 2	35	Sum of Rows 17 to 34	\$2,756,417
NET SURPLUS/(DEFICIT) FROM OPERATIONS	36	Row 15 minus Row 35	(\$9,681)
Amortization - Grants/Donations Revenue	37	F 131*, 141* & 151*	\$9,681
SURPLUS/DEFICIT Incl. Amortization of Grants/Donations	38	Sum of Rows 36 to 37	\$0
FUND TYPE 3 - OTHER			
Total Revenue (Type 3)	39	F 1*	\$0
Total Expenses (Type 3)	40	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0
NET SURPLUS/(DEFICIT) FUND TYPE 3	41	Row 39 minus Row 40	\$0
FUND TYPE 1 - HOSPITAL			
Total Revenue (Type 1)	42	F 1*	\$0
Total Expenses (Type 1)	43	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0
NET SURPLUS/(DEFICIT) FUND TYPE 1	44	Row 42 minus Row 43	\$0
ALL FUND TYPES			
Total Revenue (All Funds)	45	Line 15 + line 39 + line 42	\$2,756,417
Total Expenses (All Funds)	46	Line 16 + line 40 + line 43	\$2,756,417
NET SURPLUS/(DEFICIT) ALL FUND TYPES	47	Row 45 minus Row 46	\$0
Total Admin Expenses Allocated to the TPBEs			
Undistributed Accounting Centres	48	82*	\$9,681
Plant Operations	49	72 1*	\$252,791
Volunteer Services	50	72 1*	\$0
Information Systems Support	51	72 1*	\$72,548
General Administration	52	72 1*	\$401,651
Other Administrative Expenses	53	72 1*	\$0
Admin & Support Services	54	72 1*	\$726,990
Management Clinical Services	55	72 5 05	\$0
Medical Resources	56	72 5 07	\$0
Total Admin & Undistributed Expenses	57	Sum of Rows 48, 54, 55-56 (included in Fund Type 2 expenses above)	\$736,671

Schedule B2: Clinical Activity- Summary
2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

Service Category 2016-2017 Budget	OHRs Framework Level 3	Full-time equivalents (FTE)	Visits F2F, Tel., In-House, Cont. Out	Not Uniquely Identified Service Recipient Interactions	Hours of Care In-House & Contracted Out	Inpatient/Resident Days	Individuals Served by Functional Centre	Attendance Days Face-to-Face	Group Sessions (# of group sessions-not individuals)	Meal Delivered-Combined	Group Participant Attendances (Reg & Non-Reg)	Service Provider Interactions	Service Provider Group Interactions	Mental Health Sessions
Primary Care- Clinics/Programs	72 5 10*	10.20	0	465	0	0	2,630	0	147	0	1,110	12,930	147	0
Health Promotion and Education	72 5 50	4.50	0	1,450	0	0	110	0	580	0	5,340	420	423	0
CHC Client Support Services	72 5 85	0.50	0	0	800	0	40	0	0	0	0	650	0	0

Schedule C: Reports

Community Health Centres

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

Only those requirements listed below that relate to the programs and services that are funded by the LHIN will be applicable.

A list of reporting requirements and related submission dates is set out below. Unless otherwise indicated, the HSP is only required to provide information that is related to the funding that is provided under this Agreement. Reports that require full entity reporting are followed by an asterisk.

OHRs/MIS Trial Balance Submission (through OHFS)	
2014-15	Due Dates (Must pass 3c Edits)
2014-15 Q1	<i>Not required 2014-15</i>
2014-15 Q2	October 31, 2014
2014-15 Q3	January 31, 2015
2014-15 Q4	May 30, 2015
2015-16	Due Dates (Must pass 3c Edits)
2015-16 Q1	<i>Not required 2015-16</i>
2015-16 Q2	October 31, 2015
2015-16 Q3	January 31, 2016
2015-16 Q4	May 31, 2016
2016-17	Due Dates (Must pass 3c Edits)
2016-17 Q1	<i>Not required 2016-17</i>
2016-17 Q2	October 31, 2016
2016-17 Q3	January 31, 2017
2016-17 Q4	May 31, 2017
2017-18	Due Dates (Must pass 3c Edits)
2017-18 Q1	<i>Not required 2017-18</i>
2017-18 Q2	October 31, 2017
2017-18 Q3	January 31, 2018
2017-18 Q4	May 31, 2018

Supplementary Reporting - Quarterly Report (through SRI)	
2014-2015	Due five (5) business days following Trial Balance Submission Due Date
2014-15 Q2	November 7, 2014
2014-15 Q3	February 7, 2015
2014-15 Q4	June 7, 2015 – Supplementary Reporting Due
2015-2016	Due five (5) business days following Trial Balance Submission Due Date
2015-16 Q2	November 7, 2015
2015-16 Q3	February 7, 2016
2015-16 Q4	June 7, 2016 – Supplementary Reporting Due
2016-2017	Due five (5) business days following Trial Balance Submission Due Date
2016-17 Q2	November 7, 2016
2016-17 Q3	February 7, 2017
2016-17 Q4	June 7, 2017 – Supplementary Reporting Due
2017-2018	Due five (5) business days following Trial Balance Submission Due Date
2017-18 Q2	November 7, 2017
2017-18 Q3	February 7, 2018
2017-18 Q4	June 7, 2018 – Supplementary Reporting Due

Schedule C: Reports

Community Health Centres

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

Annual Reconciliation Report (ARR) through SRI and paper copy submission*
(All HSPs must submit both paper copy ARR submission, duly signed, to the Ministry and the respective LHIN where funding is provided; soft copy to be provided through SRI)

Fiscal Year	Due Date
2014-15 ARR	June 30, 2015
2015-16 ARR	June 30, 2016
2016-17 ARR	June 30, 2017
2017-18 ARR	June 30, 2018

Board Approved Audited Financial Statements *

(All HSPs must submit both paper copy Board Approved Audited Financial Statements, to the Ministry and the respective LHIN where funding is provided; soft copy to be uploaded to SRI)

Fiscal Year	Due Date
2014-15	June 30, 2015
2015-16	June 30, 2016
2016-17	June 30, 2017
2017-18	June 30, 2018

Declaration of Compliance

Fiscal Year	Due Date
2013-14	June 30, 2014
2014-15	June 30, 2015
2015-16	June 30, 2016
2016-17	June 30, 2017
2017-18	June 30, 2018

Community Health Centres – Other Reporting Requirements

Requirement	Due Date
French language service report	2014-15 - April 30, 2015
	2015-16 - April 30, 2016
	2016-17 - April 30, 2017
	2017-18 - April 30, 2018

Quality Improvement Plan

The HSP will submit annually a Quality Improvement Plan to Health Quality Ontario that is aligned with this Agreement and supports local health system priorities. A copy of the QIP is to be provided to the LHIN at the time it is submitted to HQO.

Planning Period	Due Date
April 1, 2016 – March 31, 2017	April 1, 2016
April 1, 2017 – March 31, 2018	April 1, 2017

Schedule D: Directives , Guidelines and Policies Community Health Centres

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

Only those requirements listed below that relate to the programs and services that are funded by the LHIN will be applicable.

• Community Financial Policy, 2015
• Community Health Centre – Requirements November 2013
• Ontario Healthcare Reporting Standards – OHRIS/MIS - most current version available to applicable year
• Model of Health and Wellbeing - May 2013
• Community Health Centre Guidelines November 2013 v1.1 (see Note #1)
• Guideline for Community Health Service Providers Audits and Reviews, August 2012

Note #1: Community Health Centre Guidelines

A “Community Health Centre Guidelines” document has been completed by representatives from Community Health Centres, LHINs, AOHC and the MOHLTC. The purpose of the guide is to provide critical information to CHCs and LHINs in the areas of:

- Historical information
- Best practice
- Administrative guidance

The guide is intended to be a “living” document to be updated during the life of the current agreement at a mutually agreeable schedule to all parties to ensure that it remains current and a valuable reference document for the CHC sector and LHINs. ***It must be noted that the document is considered a guide only for informational purposes and is not a contractual requirement.***

Schedule E1: Core Indicators

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

Performance Indicators	2017-2018 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0
Proportion of Budget Spent on Administration	26.4%	<=27.4%
**Percentage Total Margin	0.00%	>= 0%
Percentage of Alternate Level of Care (ALC) days (closed cases)	9.46%	<10.41%
Variance Forecast to Actual Expenditures	0.0%	< 5%
Variance Forecast to Actual Units of Service	0.0%	< 5%
Service Activity by Functional Centre	Refer to Schedule E2a	-
Number of Individuals Served (by functional centre)	Refer to Schedule E2a	-
Alternate Level of Care (ALC) Rate	12.7%	<13.97%

Explanatory Indicators
Cost per Unit Service (by Functional Centre)
Cost per Individual Served (by Program/Service/Functional Centre)
Client Experience

* Balanced Budget Fund Type 2: HSP's are required to submit a balanced budget

** No negative variance is accepted for Total Margin

Schedule E2a: Clinical Activity- Detail

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

OHRs Description & Functional Centre		2017-2018	
		Target	Performance Standard
* These values are provided for information purposes only. They are not Accountability Indicators.			
Undistributed Accounting Centres 82*			
Total Cost for Functional Centre	82	\$9,681	n/a
Administration and Support Services 72 1*			
* Full-time equivalents (FTE)	72 1*	2.00	n/a
Total Cost for Functional Centre	72 1	\$726,990	n/a
Clinics/Programs - General Clinic 72 5 10 20			
* Full-time equivalents (FTE)	72 5 10 20	7.70	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 10 20	30	24 - 36
Individuals Served by Functional Centre	72 5 10 20	2,200	1980 - 2420
*Total Cost for Functional Centre	72 5 10 20	\$1,292,903	n/a
Service Provider Interactions	72 5 10 20	11,500	10925 - 12075
Clinics/Programs - Therapy Clinic - Nutrition 72 5 10 40 45			
* Full-time equivalents (FTE)	72 5 10 40 45	0.50	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 10 40 45	110	88 - 132
Individuals Served by Functional Centre	72 5 10 40 45	75	60 - 90
Group Sessions	72 5 10 40 45	55	44 - 66
*Total Cost for Functional Centre	72 5 10 40 45	\$42,539	n/a
Group Participant Attendances	72 5 10 40 45	300	240 - 360
Service Provider Interactions	72 5 10 40 45	130	104 - 156
Service Provider Group Interactions	72 5 10 40 45	55	44 - 66
Clinics/Programs - Therapy Clinic - Physiotherapy 72 5 10 40 50			
* Full-time equivalents (FTE)	72 5 10 40 50	0.50	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 10 40 50	65	52 - 78
Individuals Served by Functional Centre	72 5 10 40 50	5	4 - 6
Group Sessions	72 5 10 40 50	55	44 - 66
*Total Cost for Functional Centre	72 5 10 40 50	\$44,261	n/a
Group Participant Attendances	72 5 10 40 50	500	425 - 575
Service Provider Interactions	72 5 10 40 50	100	80 - 120
Service Provider Group Interactions	72 5 10 40 50	55	44 - 66
Clinics/Programs - Therapy Clinic - Counselling 72 5 10 40 60			
* Full-time equivalents (FTE)	72 5 10 40 60	1.00	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 10 40 60	200	160 - 240
Individuals Served by Functional Centre	72 5 10 40 60	200	160 - 240
Group Sessions	72 5 10 40 60	25	20 - 30
*Total Cost for Functional Centre	72 5 10 40 60	\$86,007	n/a
Group Participant Attendances	72 5 10 40 60	250	200 - 300
Service Provider Interactions	72 5 10 40 60	600	510 - 690
Service Provider Group Interactions	72 5 10 40 60	25	20 - 30

Schedule E2a: Clinical Activity- Detail

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

OHS Description & Functional Centre		2017-2018	
		Target	Performance Standard
* These values are provided for information purposes only. They are not Accountability Indicators.			
Clinics/Programs – Chronic Disease Clinic - Diabetes Clinic 72 5 10 50 20			
* Full-time equivalents (FTE)	72 5 10 50 20	0.50	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 10 50 20	60	48 - 72
Individuals Served by Functional Centre	72 5 10 50 20	150	120 - 180
Group Sessions	72 5 10 50 20	12	10 - 14
*Total Cost for Functional Centre	72 5 10 50 20	\$44,159	n/a
Group Participant Attendances	72 5 10 50 20	60	48 - 72
Service Provider Interactions	72 5 10 50 20	600	510 - 690
Service Provider Group Interactions	72 5 10 50 20	12	10 - 14
Health Prom/Educ. & Com. Dev.- Chronic Disease Education, Awareness and Prevention- General 72 5 50 35 10			
* Full-time equivalents (FTE)	72 5 50 35 10	0.88	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 50 35 10	750	638 - 863
Individuals Served by Functional Centre	72 5 50 35 10	30	24 - 36
Group Sessions	72 5 50 35 10	180	144 - 216
*Total Cost for Functional Centre	72 5 50 35 10	\$71,843	n/a
Group Participant Attendances	72 5 50 35 10	1,500	1350 - 1650
Service Provider Interactions	72 5 50 35 10	20	16 - 24
Service Provider Group Interactions	72 5 50 35 10	180	144 - 216
Health Prom/Educ. & Com. Dev.- Chronic Disease Education, Awareness and Prevention- Diabetes 72 5 50 35 20			
* Full-time equivalents (FTE)	72 5 50 35 20	2.00	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 50 35 20	600	510 - 690
Individuals Served by Functional Centre	72 5 50 35 20	5	4 - 6
Group Sessions	72 5 50 35 20	200	160 - 240
*Total Cost for Functional Centre	72 5 50 35 20	\$263,400	n/a
Group Participant Attendances	72 5 50 35 20	1,740	1566 - 1914
Service Provider Group Interactions	72 5 50 35 20	23	18 - 28
Health Prom/Educ.& Com. Dev – Personal Health and Wellness 72 5 50 45			
* Full-time equivalents (FTE)	72 5 50 45	1.62	n/a
Not Uniquely Identified Service Recipient Interactions	72 5 50 45	100	80 - 120
Individuals Served by Functional Centre	72 5 50 45	75	60 - 90
Group Sessions	72 5 50 45	200	160 - 240
*Total Cost for Functional Centre	72 5 50 45	\$132,926	n/a
Group Participant Attendances	72 5 50 45	2,100	1890 - 2310
Service Provider Interactions	72 5 50 45	400	320 - 480
Service Provider Group Interactions	72 5 50 45	220	176 - 264
CHC Client Support Services 72 5 85			
* Full-time equivalents (FTE)	72 5 85	0.50	n/a
Hours of Care	72 5 85	800	680 - 920
Individuals Served by Functional Centre	72 5 85	40	32 - 48
*Total Cost for Functional Centre	72 5 85	\$41,709	n/a
Service Provider Interactions	72 5 85	650	553 - 748

Schedule E2a: Clinical Activity- Detail

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

OHS Description & Functional Centre	2017-2018	
	Target	Performance Standard
* These values are provided for information purposes only. They are not Accountability Indicators.		
ACTIVITY SUMMARY		
Total Full-Time Equivalents for all F/C	17.20	n/a
Total Not Uniquely Identified Service Recipient Interactions for all F/C	1,915	1724 - 2107
Total Hours of Care for all F/C	800	680 - 920
Total Individuals Served by Functional Centre for all F/C	2,780	2502 - 3058
Total Group Sessions for all F/C	727	618 - 836
Total Group Participants for all F/C	6,450	n/a
Total Service Provider Interactions for all F/C	14,000	13300 - 14700
Total Service Provider Group Interactions for all F/C	570	485 - 656
Total Cost for All F/C	2,756,417	2673725 - 2839110

Schedule E2b: CHC Sector Specific Indicators

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

Performance Indicators	2017-2018 Target	Performance Standard
Cervical Cancer Screening Rate (PAP tests)	95.0%	> 76.0%
Colorectal Screening Rate	90.0%	72 - 100%
Inter-professional Diabetes Care Rate	80.0%	64 - 96%
Influenza Vaccination Rate	70.0%	56 - 84%
Breast Cancer Screening Rate	85.0%	68 - 100%
Periodic Health Exam Rate (Applicable to 2014-15 only)	N/A	-
Vacancy Rate (For NPs and Physicians- Replaced in 2015-16 with Retention Rate)	N/A	-
Retention Rate (For NPs and Physicians)	98.0%	>= 78.4%
Access to Primary Care	70.0%	66.5 - 73.5%
Explanatory Indicators		
Number of Registered Clients		
Number of New Patients		
Third next available appointment		

Schedule E3a Local: All 2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

System Collaboration on Health Systems Planning and Design

Health Service Providers are required to collaborate with system partners to support the development of an integrated system of health services that provides person-centred, timely, equitable, accessible, high quality, and evidence-based services in an efficient, effective and sustainable manner. (Referred to as “Care Connections - Partnering for Healthy Communities” and “Care Connections Refresh”).

To ensure optimal alignment across the region, the Health Service Provider agrees that the development and submission of organizational plans and proposals to the LHIN will incorporate, where applicable, the following considerations:

- the needs of patients, clients and/or residents
- NSM LHIN System priorities (as outlined in the NSM LHIN Integrated Health Service Plan (IHSP), NSM LHIN Annual Business Plans, and NSM LHIN Annual CEO deliverables as posted on the NSM LHIN website)
- Feedback from LHIN Leadership Council and relevant Coordinating Councils
- coordination and collaboration within NSM LHIN geographic sub-regions, where applicable.

The Health Service Provider understands that as a partner in the local health system, it has an ongoing obligation to provide input, where requested, on the content of strategic directions and plans for the geographic sub-regions of the NSM LHIN. Further the Health Service Provider agrees to participate in the work and initiatives of all Coordinating Councils and Project Steering Committees, to the extent that it is able without impacting its capacity to meet its other obligations under this agreement. Such initiatives include, but are not limited to:

- Participation and collaboration of a LHIN-approved senior executive of the Health Service Provider as a member of the oversight council (“referred to as the “Leadership Council”), a Coordinating Council and/or a Project Steering Committee to implement such recommendations as are agreed to by the Leadership Council and NSM LHIN Board of Directors;
- Identification of Coordinating Council project leads and/or project champions;
- Participation in regional/provincial planning and implementation groups;
- Specific obligations as may be specified as a condition of participation in Council initiatives (outlined in the Project Charter for the initiative).

Risk Management Reporting to the LHIN

HSP Boards will ensure that:

- The health service provider has an organization-specific policy related to the management of risks;
- Significant and major risks are identified and reported promptly to the LHIN in the manner outlined in the “NSM LHIN Risk Management Reporting Guidelines and Manual” (available on the NSM LHIN website);
- All significant and major risks are assigned action plans to mitigate likelihood and/or impact, and that status updates for unmitigated risks are provided to the LHIN periodically until the risk is no longer significant.

Schedule E3a Local: All 2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

Satisfaction Survey Results Reporting to the LHIN

All NSM LHIN funded Health Service Providers (HSP) are required to provide a report annually to the LHIN outlining the efforts made to collect information on the experience of persons receiving services from the organization and/or to solicit views about the quality of care provided by the HSP.

If the Health Service Provider is mandated under regulations in the Excellent Care for All Act, 2010 or Ministry of Health and Long-Term Care directive to conduct annual satisfaction surveys, the Health Service Providers will provide the LHIN with an annual summary of satisfaction survey results. The summary will include the reporting of, at minimum:

- Total Number of Patients/Clients/Family Members surveyed for Client Satisfaction
- Total Number of Patients/Clients/Family Members responding positively in response to one of the following questions*:
 - o “If you needed to be treated again, would you choose to come back to this organization/facility?”;
 - o “Would you recommend this organization/facility to your friends and family?”; or
 - o “Overall, how would you rate the care and services you received at this organization/facility?”

* actual wording and definitions of “positive” may vary slightly based on survey design.

Reporting is due to the NSM LHIN by April 30, 2018.

Indigenous Report Submission

Health Service Providers (HSPs) are required to complete the Indigenous, Métis Cultural Awareness Annual Report for the period of April 1, 2017 to March 31, 2018. The NSM LHIN will provide a separate communication to HSPs with a link to the Survey Monkey report template. The report will be used to:

- identify and track opportunities for Indigenous Cultural Safety and Aboriginal Cross Cultural Awareness training
- support HSPs with voluntary self-identification.

Reporting is due to the NSM LHIN by April 30, 2018.

Submission of Organizational Self-Assessment

Health Service Providers are required to submit to the NSM LHIN, a Board approved Organizational Self-Assessment Tool of governance and business practices to establish a baseline of organizational health status. The Organizational Self-Assessment Tool will be provided to Health Service Providers by the LHIN in an electronic format.

Reporting is due to the NSM LHIN by June 30, 2017.

Schedule G: Declaration of Compliance

2017-2018

Health Service Provider: The South Georgian Bay Community Health Centres

DECLARATION OF COMPLIANCE

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

To: The Board of Directors of the [insert name of LHIN] Local Health Integration Network (the "LHIN"). Attn: Board Chair.

From: The Board of Directors (the "Board") of the [insert name of HSP] (the "HSP")

Date: [insert date]

Re: April 1, 2017 – 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 dated [insert date], to declare to you as follows:

After making inquiries of the [insert name and position of person responsible for managing the HSP on a day to day basis, e.g. the Chief Executive Office or the Executive Director] 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 "M-SAA") in effect during the Applicable Period.

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

- (i) Article 4.8 of the M-SAA 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*.

[insert name of Chair], [insert title]