

## SCHEDULE F – FORM OF COMPLIANCE DECLARATION



MSAA Schedule F -  
19-20 South East LHIN

### DECLARATION OF COMPLIANCE

Issued pursuant to the M-SAA effective April 1, 2019

**To:** **The Board of Directors** of the Central East Local Health Integration Network (the "LHIN"). Attn: Board Chair.

**From:** **The Board of Directors** (the "Board") of Canadian Hearing Services (the "HSP")

**Date:** June 24, 2020

**Re:** April 1, 2019 – March 31, 2020 (the "Applicable Period")

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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, 2019.

The Board has authorized me, by resolution dated June 24, 2020, to declare to you as follows:

After making inquiries of the **Julia N. Dumanian, President & Chief Executive Officer (CEO)** 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*.

A handwritten signature in blue ink, appearing to read 'Mark Wafer', written over a horizontal line.

Mark Wafer  
Chair, Board of Directors

## Schedule F – Form of Compliance Declaration Cont'd.

### Appendix 1 - Exceptions

Please identify each obligation under the M-SAA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.

#### **Service Volumes Not Within Corridor**

Canadian Hearing Services (CHS) did not meet the performance corridor for number visits (-9% variance from bottom of corridor) and individuals (-7%). This is due to both the COVID-19 shutdown and a staff person going on STD then retiring, leaving the position vacant for 4 months. At their retirement, some of the work was redistributed to +1 day / week each to two other staff persons. The position has not been filled due to COVID-19, but will be re-evaluated upon full re-opening.

2019-2020					
OHRs Functional Centre	Service Activity	Target	Bottom of Corridor	Q4 Actual	Variance to Bottom of Corridor
72 582 77-CSS IH-Deaf, Deafened and Hard of Hearing Care Services	Visits	3900	3510	3209	-9%
	Individuals	810	689	640	-7%

#### **Fund Type 2 YTD is balanced or in Surplus**

Fund Type 2 has ended the year with a deficit of \$(141), which is practically break-even and insignificant.