

## SCHEDULE F – FORM OF COMPLIANCE DECLARATION

### DECLARATION OF COMPLIANCE

Issued pursuant to the M-SAA 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 Canadian Hearing Services (the “HSP”)

**Date:** June 24, 2020

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

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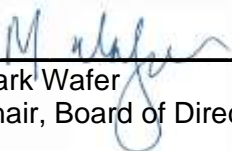
Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the M-SAA between the LHIN and the HSP effective April 1, 2019.

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*.

  
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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 (-32% variance from bottom of corridor) or individuals (-24%). This is due to the COVID-19 shutdown, a staff person being on STD for 10 weeks, an HCC position being vacant after retirement for 6 months, and the low demand for LSQ services. The HCC position has been filled, and the LSQ service is now being offered across the province.

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	Individuals	544	462	315	-32%
	Visits	3412	3071	2341	-24%

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

Fund Type 2 has ended the year with a deficit of \$(5), which is practically break-even.