

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 South West 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")

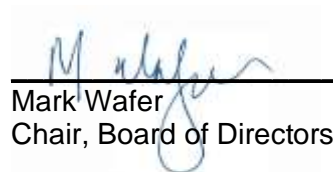
Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the M-SAA between the LHIN and the HSP effective April 1, 2019.

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*.



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 individuals (-9% variance from bottom of corridor) or visits (-7%) due to a few factors:

- the COVID-19 shutdown
- GSS was functioning with a waitlist, and has recently hired a new staff person to augment service.
- The counties outside London also have significant competition for hearing health services. Upon reopening after COVID-19, hearing screenings and health fairs will help rectify the shortfall.

2019-2010					
OHRF 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	2560	2304	2136	-7%
	Individuals	320	256	234	-9%

Fund Type 2 YTD is balanced or in Surplus

Fund Type 2 has ended the year with a deficit of \$(5,954). The agency will absorb the deficit as management consider the services essential for the clients and did not want to introduce cuts in the current year.