

# Multi-Sector Service Accountability Agreements

Ontario Health

Health Service Provider:

## 2023-2024 - Schedule F: Declaration of Compliance

### DECLARATION OF COMPLIANCE

Issued pursuant to the MSAA effective April 1, 2023

**To:** The Board of Directors of the Ontario Health West Region.  
Attn: Board Chair.

**From:** The Board of Directors (the "Board") of the Independent Living Waterloo Region  
(the "HSP")

**Date:** June 20, 2024

**Re:** April 1, 2023 – March 31, 2024 (the "Applicable Period")

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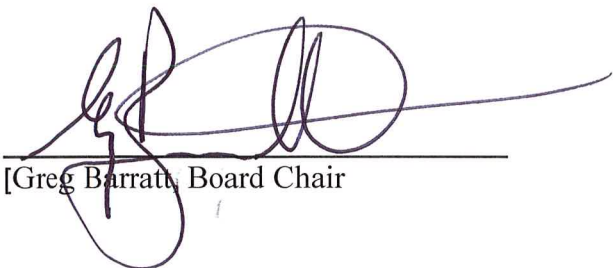
Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between the Ontario Health Region and the HSP effective April 1, 2023.

The Board has authorized me, by resolution dated June 20, 2024, to declare to you as follows:

After making inquiries of the [Executive Director, Janet Redman 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 "MSAA") in effect during the Applicable Period.

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

- (i) Article 4.8 of the MSAA concerning applicable procurement practices;
- (ii) The *Connecting Care Act*, 2019; and
- (iii) Any compensation restraint legislation which applies to the HSP



[Greg Barratt, Board Chair

## Appendix 1 - Exceptions

[Please identify each obligation under the MSA 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.]

Achieved 79% of target for the Attendant Outreach program. Lower due to Consumers putting services on-hold for extended vacations, hospital visits, move out of region, LTC placement, and unfortunate death(s); and then time to onboard new Consumers. ILWR continues to work on timely onboarding to comply with this functional centre target for 2024-25.