

## DECLARATION OF COMPLIANCE

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

**To:** The Board of Directors of the North Simcoe Muskoka Local Health Integration Network (the "LHIN"). Attention: Board Chair

**From:** The Board of Directors (the "Board") of the Waypoint Centre for Mental Health Care (the "HSP")

**Date:** May 23, 2018

**Re:** April 1, 2017– March 31, 2018 (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, 2014.

The Board has authorized me, by resolution dated May 23, 2018, to declare to you as follows:

After making inquiries of the Carol Lambie, President & 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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John Barrett Hamilton, Chair Waypoint Board of Directors

**Multi-Sector Service Accountability Agreement  
Local Obligations Monitoring Report**

**Completed by LHIN  
Completed by Health Service Provider**

**INSTRUCTIONS:**

Please include results for the reporting period. If the Health Service Provider did not comply with a local obligation, please provide a brief explanation as to why and propose mitigation strategies to become compliant.

Please submit electronically in excel form to North Simcoe Muskoka LHIN, by email at [NSMDataSubmissions@lhins.on.ca](mailto:NSMDataSubmissions@lhins.on.ca) by June 29, 2018.

HSP Name(s):	Waypoint Centre for Mental Health Care
Name of CEO or ED:	Carol Lambie
CEO/ED Signature:	
Submission Date:	29-Jun-18
Submitted by:	Janine Dupuis

Local Obligation	Description	Required Data	Measure	Fiscal Year 2017-18	Explanation
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-centered, 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").	Participation and collaboration on the oversight council, a Coordinating Council and/or a Project Steering Committee 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	Yes/No Yes/No/NA Yes/No Yes/No/NA	Yes Yes Yes Yes	
Risk Management Reporting to the LHIN	HSP Boards will ensure that: <ul style="list-style-type: none"> <li>The health service provider has an organization-specific policy related to the management of risks;</li> <li>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);</li> <li>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.</li> </ul>	Does the HSP have an organization-specific policy relate to the management of risks?  Have all significant and major risk been identified and reported promptly to the LHIN in the manner outlined in the "NSM LHIN Risk Management Reporting Guidelines and Manual"?  Have all significant and major risk been assigned action plans to mitigate likelihood and/or impact been provided to the LHIN?  Have all significant and major risk status updates for unmitigated risk been provided to the LHIN?	Yes/No Yes/No/NA Yes/No/NA Yes/No/NA	Yes Yes Yes Yes	This is the number of completed surveys. We currently don't track how many surveys were handed out to patients and may have been handed out to patients but were not returned.
Patient Satisfaction Survey Results Reporting to the LHIN	HSPs 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 HSP 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. <b>By April 30, 2018</b>	Total Number of individuals surveyed for client satisfaction Issued  Total Number of individuals surveyed for client satisfaction Received  Total Number of individuals surveyed for client satisfaction with a positive result  Percentage of individuals surveyed for client satisfaction with a positive result  Response Rate	Vol Vol Vol %	241 215 173 80% 89%	This is the number of surveys that had the "Overall Satisfaction" question answered. (POC survey question # 31)  This is the number of surveys that had a positive response to the "Overall Satisfaction" question.  173/215 215/241 (formula in cell f21 corrected by service provider to generate correct results).
Indigenous Report Submission	HSPs are required to complete the Indigenous, Meets Cultural Awareness Annual Report for the period of April 1, 2017 to March 31, 2018. <b>By April 30, 2018</b>	Did the HSP submit a report by the deadline?	Yes/No	Yes	Survey was conducted between Nov 5 and Dec 2, 2017. LHIN has confirmed that this report meets the necessary reporting deadline obligation.
Organizational Self-Assessment	HSPs are required to submit to the NSM LHIN a Board approved Organizational Self-Assessment Tool of governance and business practices. <b>By June 30, 2017</b>	Did the HSP submit a report by the deadline?	Yes/No	Yes	