



December 20, 2023

Chad Callander
Executive Director
Meals on Wheels London
356 Queens Avenue
London, ON
ccallander@mowl.ca

DELIVERED ELECTRONICALLY

Dear Chad:

Re: CCA s. 22 Notice and Amendment of Multi-Sector Service Accountability Agreement (“Amendment Letter”)

The *Connecting Care Act, 2019* (“CCA”) requires Ontario Health (“OH”) to notify a health service provider when OH proposes to enter into, or amend, a service accountability agreement with that health service provider.

OH hereby gives notice and advises Meals on Wheels London (the “HSP”) of OH’s intent to amend the Multi-Sector Service Accountability Agreement (as described in the CCA) currently in effect between OH and the HSP (the “SAA”).

Subject to the HSP’s acceptance of this Amendment Letter, the SAA will be amended. All other terms and conditions of the SAA will remain in full force and effect.

The terms and conditions in the SAA are amended as follows:

1. Amended Schedules A-F

Unless otherwise defined in this Amendment Letter, all capitalized terms used in this letter have the meanings set out in the SAA.

Please indicate the HSP’s acceptance and agreement to the amendments described in this Amendment Letter by signing below and returning one scanned copy of this letter by e-mail no later than the end of business day on January 12, 2024 to: OH-West-Reports@ontariohealth.ca.

The HSP and OH agree that this Amendment Letter may be validly executed electronically, and that their respective electronic signature is the legal equivalent of a manual signature.

Should you have any questions regarding the information provided in this Amendment Letter, please contact Anne Nelson, Analyst, Performance, Accountability and Funding Allocation at Anne.Nelson@ontariohealth.ca.

Sincerely,



Mark Brintnell
Vice President, Performance, Accountability and Funding Allocation
Vice-président, Performance, responsabilité et allocation de financement
Ontario Health (West) | Santé Ontario Ouest

cc: Susan deRyk, Chief Regional Officer, Ontario Health Central & West Regions
Kiran Kumar, Director, Performance, Accountability and Funding Allocation, Ontario Health (West)

Signature page follows

AGREED TO AND ACCEPTED BY

Meals on Wheels London

By:

Chad Callander, Executive Director

mm/dd/yyyy

I have authority to bind the health service provider.

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule A: Total Funder Funding

Ontario Health Program: Revenue & Expenses	Row #	Account: Financial (F) Reference OHRs VERSION 12.0	2023-2024 Plan Target
REVENUE			
Global Base Allocation	1	F 11006	\$448,694
MOHLTC Base Allocation	2	F 11010	\$0
MOHLTC Other funding envelopes	3	F 11014	\$0
Ontario Health One Time	4	F 11008 & 11009	\$16,063
MOHLTC One Time	5	F 11012	\$0
Paymaster Flow Through (Row 79)	6	F 11019	\$0
Service Recipient Revenue	7	F 11050 to 11090	\$757,144
Subtotal Revenue Ontario Health/MOHLTC	8	Sum of Rows 1 to 7	\$1,221,901
Recoveries from External/Internal Sources	9	F 12*, [excl. F 1217*, 1219*, 122*]	\$27,246
Donations	10	F 131*, & 151*	\$81,618
Other Funding Sources & Other Revenue	11	F 130* to 190*, 110*, [excl. F 11006, 11008 to 11010, 11012, 11014, 11019, 11050 to 11090, 131*, 140*, 141*, 151*]	\$202,250
Subtotal Other Revenues	12	Sum of Rows 9 to 11	\$311,114
TOTAL REVENUE	FUND TYPE 2	13	Sum of Rows 8 and 12
			\$1,533,015
EXPENSES			
Compensation			
Salaries (Worked hours + Benefit hours cost) (Row 90+101)	14	F 31010, 31030, 31090, 35010, 35030, 35090	\$433,805
Benefit Contributions (Row 91+102)	15	F 31040 to 31085, 35040 to 35085, 38040 to 38085, 39040 to 39085	\$76,554
Employee Future Benefit Compensation	16	F 305*	\$0
Physician Compensation (Row 128)	17	F 39010, 39030, 39090	\$0
Physician Assistant Compensation (Row 129)	18	F 39010, 39030, 39090	\$0
Nurse Practitioner Compensation (Row 130)	19	F 38010, 38030, 38090	\$0
Physiotherapist Compensation (Row 131)	20	F 31010, 31030, 31090, 35010, 35030, 35090	\$0
Chiropractor Compensation (Row 132)	21	F 31010, 31030, 31090, 35010, 35030, 35090	\$0
All Other Medical Staff Compensation (Row 133)	22	F 39095	\$0
Sessional Fees	23	F 39092	\$0
Service Costs			
Med/Surgical Supplies & Drugs	24	F 460*, 465*, 560*, 565* [excl. F 46080]	\$0
Supplies & Sundry Expenses	25	F 4*, 5*, 6*, [excl. F 460*, 465*, 560*, 565*, 69596, 69571, 72000, 62800, 45100, 69700]	\$951,977
Community One Time Expense	26	F 69596	\$0
Personal Protective Equipment Expense	27	F 46080	\$0
Equipment Expenses	28	F 7*, [excl. F 750*, 780*]	\$20,492
Contracted Out Expense	29	F 8*	\$0
Buildings & Grounds Expenses	30	F 9*, [excl. F 950*]	\$50,187
TOTAL EXPENSES	FUND TYPE 2	31	Sum of Rows 14 to 30
			\$1,533,015
FUND TYPE 2 - NET SURPLUS/(DEFICIT) FROM OPERATIONS	32	Row 13 minus Row 31	\$0
Amortization - Grants/Donations Revenue	33	F 141*	\$0
Amortization - Major Equip, Software License & Fees	34	F 750*, 780*	\$0
Amortization - Building	35	F 950*	\$0
NET SURPLUS/(DEFICIT) Incl. Amortization	36	Sum of Rows 33 to 35	\$0
FUND TYPE 3 - OTHER			
Total Revenue (Type 3)	37	F 1*	\$92,450
Total Expenses (Type 3)	38	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$92,450
NET SURPLUS/(DEFICIT)	FUND TYPE 3	39	Row 37 minus Row 38
			\$0
FUND TYPE 1 - HOSPITAL			
Total Revenue (Type 1)	40	F 1*	\$0
Total Expenses (Type 1)	41	F 3*, F 4*, F 5*, F 6*, F 7*, F 8*, F 9*	\$0
NET SURPLUS/(DEFICIT)	FUND TYPE 1	42	Row 40 minus Row 41
			\$0

ALL FUND TYPES

Total Revenue (All Funds)	43	Row 15 + Row 39 + Row 42	\$1,625,465	
Total Expenses (All Funds)	44	Row 16 + Row 40 + Row 43	\$1,625,465	
NET SURPLUS/(DEFICIT)	ALL FUND TYPES	45	Row 43 minus Row 44	\$0

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule B: Reports - Community Support Services

Only those requirements listed below that relate to the programs and services that are funded by Ontario Health will be applicable.

A list of reporting requirements and related submission dates is set out below. Unless otherwise indicated, the HSP is only required to provide information that is related to the funding that is provided under this Agreement. Reports that require full entity reporting are followed by an asterisk “*”.

When a reporting due date falls on a weekend, the report will be due on the next business day.

OHRs/MIS Trial Balance Submission (through OHFS)*	
2023-24	Due Date (Must pass 3c Edits)
2023-24 Q2	October 31, 2023
2023-24 Q3	January 31, 2024
2023-24 Q4	May 31, 2024

Supplementary Reporting - Quarterly Report (through SRI)*	
2023-24	Due Date
2023-24 Q2	November 7, 2023
2023-24 Q3	February 7, 2024
2023-24 Q4	June 7, 2024

Annual Reconciliation Report (ARR) through SRI*	
Fiscal Year	Due Date
2023-24	June 30, 2024

Board Approved Audited Financial Statements *	
Fiscal Year	Due Date
2023-24	June 30, 2024

Declaration of Compliance	
Fiscal Year	Due Date
2023-24	June 30, 2024

Community Support Services – Other Reporting Requirements		
Requirement	Due Date	
French Language Service Report	2023-24	April 29, 2024

Community Engagement and Integration Activities Reporting	
Fiscal Year	Due Date
2023-24	June 30, 2024

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule C: Directives, Guidelines & Policies - Community Support Services

Only those requirements listed below that relate to the programs and services that are funded by Ontario Health will be applicable.

• 2014 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• 2015 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• 2016 Addendum to Directive to LHINs: Personal Support Services Wage Enhancement
• Assisted Living Services for High Risk Seniors Policy, 2011 (ALS-HRS)
• Assisted Living Services in Supportive Housing Policy and Implementation Guidelines (1994)
• Attendant Outreach Service Policy Guidelines and Operational Standards (1996)
• Broader Public Sector Perquisites Directive August 2011
• Broader Public Sector Procurement Directive July 2011
• Community Financial Policy, 2016
• Community Support Services Complaints Policy (2004)
• Guide to Requirements and Obligations Relating to French Language Health Services, November 2017
• Guideline for Community Health Service Providers Audits and Reviews, August 2012
• Ontario Healthcare Reporting Standards – OHRS/MIS – most current version available to applicable year
• Personal Support Services Wage Enhancement Directive, 2014
• Policy Guideline for CCAC and CSS Collaborative Home and Community-Based Care Coordination, 2014
• Policy Guideline Relating to the Delivery of Personal Support Services by CCACs and CSS Agencies, 2014
• Protocol for the Approval of Agencies under the Home Care and Community Services Act, 2012
• Screening of Personal Support Workers (2003)

Multi-Sector Service Accountability Agreements

Ontario Health - West Region
 Health Service Provider: Meals on Wheels London

2023-2024 Schedule D1: Core Indicators

Performance Indicators	2023-2024 Target	Performance Standard
*Balanced Budget - Fund Type 2	\$0	>=0
**Percentage Total Margin	0.00%	>= 0%
Service Activity by Functional Centre (Refer to Schedule D2a)		
Number of Individuals Served (By Functional Centre- Refer to Schedule D2a)		
Monitoring Indicators		
Variance forecast to Actual Expenditures		
Variance Forecast to Actual Units of Service		
Alternate Level of Care (ALC) Rate		
Explanatory Indicators		
Cost per Unit Service (by Functional Centre)		
Cost per Individual Served (by Program/Service/Functional Centre)		
Client Experience		
Percentage of Alternate Level of Care (ALC) days		
<p>* Balanced Budget Fund Type 2: HSP's are required to submit a balanced budget</p> <p>** No negative variance is accepted for Total Margin</p>		

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule D2A: Clinical Activity - Detail

OHRs Description & Functional Centre		2023-2024 Target	2023-2024 Performance Standard
*These values are provided for information purposes only. They are not Accountability Indicators.			
Administration and Support Services 72 1			
Full-time equivalents (FTE)	72 1	2.93	n/a
Total Cost for Functional Centre	72 1	\$324,263	n/a
CSS IH - Meals Delivery 72 5 82 10			
Full-time equivalents (FTE)	72 5 82 10	5.52	n/a
Individuals Served by Functional Centre	72 5 82 10	1,400	1,260 - 1,540
Meal Delivered-Combined	72 5 82 10	113,550	110,144 - 116,957
Total Cost for Functional Centre	72 5 82 10	\$1,073,089	n/a
CSS IH - Transportation - Client 72 5 82 14			
Full-time equivalents (FTE)	72 5 82 14	1.67	n/a
Visits	72 5 82 14	3,000	2,700 - 3,300
Individuals Served by Functional Centre	72 5 82 14	250	200 - 300
Total Cost for Functional Centre	72 5 82 14	\$108,587	n/a
CSS IH - Visiting - Social and Safety 72 5 82 60			
Full-time equivalents (FTE)	72 5 82 60	0.24	n/a
Visits	72 5 82 60	400	320 - 480
Not Uniquely Identified Service Recipient Interactions	72 5 82 60	300	240 - 360
Individuals Served by Functional Centre	72 5 82 60	100	80 - 120
Total Cost for Functional Centre	72 5 82 60	\$27,076	n/a
ACTIVITY SUMMARY			
Total Full-Time Equivalents for all F/C		10.36	n/a
Total Visits for all F/C		3,400	3,060 - 3,740
Total Not Uniquely Identified Service Recipient Interactions for all F/C		300	240 - 360
Total Hours of Care for all F/C		0	0 - 0
Total Inpatient/Resident Days for all F/C		0	0 - 0
Total Individuals Served by Functional Centre for all F/C		1,750	1,575 - 1,925
Total Attendance Days for all F/C		0	0 - 0

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule D2A: Clinical Activity - Detail

OHRs Description & Functional Centre	2023-2024 Target	2023-2024 Performance Standard
<small>*These values are provided for information purposes only. They are not Accountability Indicators.</small>		
Total Group Sessions for all F/C	0	0 - 0
Total Meals Delivered for all F/C	113,550	110,144 - 116,957
Total Group Participants for all F/C	0	0 - 0
Total Service Provider Interactions for all F/C	0	0 - 0
Total Mental Health Sessions for all F/C	0	0 - 0
Total Cost for All F/C	\$1,533,015	n/a
Total Service Provider Group Interactions for all F/C	0	0 - 0

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule D2D: CSS Sector Specific Indicators

Performance Indicators	2023-2024 Target	Performance Standard
No Performance Indicators	-	-
Explanatory Indicators		
Number of persons waiting for service (by functional centre)		
Developmental Indicators		
Average Number of Days Waited for First Service (By Functional Centre)		

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule D3: Local Obligations

This schedule sets out provincial goals identified by Ontario Health (OH) and the Local Obligations associated with each of the goals. The provincial goals apply to all HSPs and HSPs must select the most appropriate obligation(s) under each goal for implementation. HSPs must provide a report on the progress of their implementation(s) as per direction provided by OH regional teams.

Goal: Improve Access and Flow by Reducing Alternate Level of Care (ALC)

Local Obligations related to goal:

- Participate in and align with regional plans to support admission diversion, maximize capacity, and support patients transition to community.

Goal: Advance Indigenous Health Strategies and Outcomes

Local Obligations related to goal:

- Develop and/or advance First Nations, Inuit, Métis and Urban Indigenous (FNIMUI) FNIMUI Health Workplan:
 - a. Partner with your OH team to work through a process of establishing a First Nations, Inuit, Métis and Urban Indigenous Health Workplan, which aligns with provincial guidance, and includes a plan for Indigenous cultural awareness (improving understanding of Indigenous history, perspectives, cultures, and traditions) and cultural safety (improving understanding of anti-racist practice and identifying individual and systemic biases that contribute to racism across the health care system). Ontario Health will provide guidance material to support this process.
 - b. Or, if a First Nations, Inuit, Métis and Urban Indigenous Health Workplan (or similar) already exists, demonstrate advancement to implementation of the plan.
- Demonstrate progress (and document in reporting template) on outcomes, access and/or executive training:
 - a. Improvement in outcomes regarding First Nations, Inuit, Métis and Urban Indigenous health (note for 23/24 this will give HSPs the opportunity to demonstrate any improvement based on the data currently available to them. In future years, standardized indicators will be developed.)
 - b. Progress in increasing culturally safe access to healthcare services, programs to foster Indigenous engagement, and relationship building to improve Indigenous health (note for 23/24 this will give HSPs the opportunity to demonstrate any improvement based on initiatives they have targeted in their First Nations, Inuit, Métis and Urban Indigenous Health Workplan. In future years, standardized indicators will be developed.)
 - c. Demonstrate that executive level staff have completed Indigenous Cultural Safety Training

Goal: Advance Equity, Inclusion, Diversity, and Anti-Racism Strategies to Improve Health Outcomes

Local Obligations related to goal:

- Develop and/or advance an organizational health equity plan
 - develop an equity plan that aligns with OH equity, inclusion, diversity and anti-racism framework, and existing provincial priorities, where applicable (i.e., French language health services plan; Accessibility for Ontarians with Disabilities Act; the provincial Black Health Plan; High Priority Community Strategy; etc.). Please note that HSPs will be provided with guidance materials to help develop their equity plan and complete a reporting template to submit to the region.
 - Or, if an equity plan already exists, demonstrate advancement to implementation of the plan, by completing the equity reporting template and submitting to the region.
- Increase understanding and awareness of health equity through education/continuous learning
 - Continue capacity-building through knowledge transfer, education, and training about health equity within the Region, HSPs will demonstrate that a minimum, executive level staff have completed relevant equity, inclusion, diversity, and anti-racism education (recommended education options to be provided).

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

2023-2024 Schedule E: Project Funding Agreement Template

Project Funding Agreement Template

Note: This project template is intended to be used to fund one-off projects or for the provision of services not ordinarily provided by the HSP. Whether or not the HSP provides the services directly or subcontracts the provision of the services to another provider, the HSP remains accountable for the funding that is provided by Ontario Health.

THIS PROJECT FUNDING AGREEMENT ("PFA") is effective as of [insert date] (the "Effective Date") between:

ONTARIO HEALTH

- and -

[Legal Name of the Health Service Provider] (the "HSP")

WHEREAS Ontario Health and the HSP entered into a Service Accountability Agreement dated [insert date] (the "SAA") for the provision of Services and now wish to set out the terms of pursuant to which Ontario Health will fund the HSP for [insert brief description of project] (the "Project");

NOW THEREFORE in consideration of their respective agreements set out below and subject to the terms of the SAA, the parties covenant and agree as follows:

1.0 Definitions. Unless otherwise specified in this PFA, capitalized words and phrases shall have the meaning set out in the SAA. When used in this PFA, the following words and phrases have the following meanings:

"Project Funding" means the funding for the Services;

"Services" mean the services described in Appendix A to this PFA; and

"Term" means the period of time from the Effective Date up to and including [insert project end date].

2.0 Relationship between the SAA and this PFA. This PFA is made subject to and hereby incorporates the terms of the SAA. On execution this PFA will be appended to the SAA as a Schedule.

3.0 The Services. The HSP agrees to provide the Services on the terms and conditions of this PFA including all of its Appendices and schedules.

4.0 Rates and Payment Process. Subject to the SAA, the Project Funding for the provision of the Services shall be as specified in Appendix A to this PFA.

5.0 Representatives for PFA.

(a) The HSP's Representative for purposes of this PFA shall be [insert name, telephone number, fax number and e-mail address.] The HSP agrees that the HSP's Representative has authority to legally bind the HSP.

(b) Ontario Health's Representative for purposes of this PFA shall be: [insert name, telephone number, fax number and e-mail address.]

6.0 Additional Terms and Conditions. The following additional terms and conditions are applicable to this PFA.

(a) Notwithstanding any other provision in the SAA or this PFA, in the event the SAA is terminated or expires prior to the expiration or termination of this PFA, this PFA shall continue until it expires or is terminated in accordance with its terms.

(b) [insert any additional terms and conditions that are applicable to the Project]

IN WITNESS WHEREOF the parties hereto have executed this PFA as of the date first above written.

[insert name of HSP]

By:

[insert name and title]

Ontario Health

By:

[insert name and title]

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

APPENDIX A: SERVICES

1. DESCRIPTION OF PROJECT
2. DESCRIPTION OF SERVICES
3. OUT OF SCOPE
4. DUE DATES
5. PERFORMANCE TARGETS
6. REPORTING
7. PROJECT ASSUMPTIONS
8. PROJECT FUNDING

8.1 The Project Funding for completion of this PFA is as follows:[X]

8.2 Regardless of any other provision of this PFA, the Project Funding payable for the completion of the Services under this PFA is one-time funding and is not to exceed [X].

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

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 [insert name of Ontario Health Region].
Attn: Board Chair.

From: The Board of Directors (the "Board") of the [insert name of HSP] (the "HSP")

Date: [insert date]

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

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 [insert date], to declare to you as follows:

After making inquiries of the [insert name and position of person responsible for managing the HSP on a day to day basis, e.g. the Chief Executive Office or the Executive Director] 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

[insert name of Chair], [insert title]

Multi-Sector Service Accountability Agreements

Ontario Health - West Region

Health Service Provider: Meals on Wheels London

Appendix 1 - Exceptions

[Please identify each obligation under the MSAA 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.]