

SCHEDULE F – DECLARATION OF COMPLIANCE

DECLARATION OF COMPLIANCE

To: The Board of Directors of Helping Hands, Orillia
Attn: Board Chair.

From: The Board of Directors (the “Board”) of the Helping Hands, Orillia (the “HSP”)

Date: June 24, 2026

Re: April 1, 2025 – March 31, 2026 (the “Applicable Period”)

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the multi-sector service accountability agreement between Ontario Health and the HSP in effect during the Applicable Period (the “Agreement”).

The Board has authorized me, by resolution dated June 24, 2026, to declare to you as follows:

After making inquiries of the Executive Director, Doug Rawson 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 Agreement in effect during the Applicable Period.

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

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



Joe Fecht (Jun 30, 2026 09:15:42 EDT)

Joe Fecht, Board Chair

Appendix 1 - Exceptions

[Please identify each obligation under the Agreement 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.]

Missed Indicator	Functional Centre	Functional Centre FY Budget	FY Mar 2025 - Apr 2026 Actual	Variance to Budget	Notes
Administration and Support Services 72 1					
Full-time equivalents (FTE)	72 1	10	11.04	-1.04	Direct labour report of UKG
Total Cost for Functional Centre	72 1	1,292,582	1,427,011	-134,429	Type 3 in admin
CSS IH - Meals Delivery 72 5 82 10					
Full-time equivalents (FTE)	72 5 82 10	2	1	1	Direct labour report of UKG
Individuals Served by Functional Centre	72 5 82 10	303	329	-26	high demand in meals delivered
Meal Delivered-Combined	72 5 82 10	13,536	28,496	-14,960	
Total Cost for Functional Centre	72 5 82 10	194,795	458	194,337	
CSS IH - Transportation - Client 72 5 82 14					
Full-time equivalents (FTE)	72 5 82 14	7	6.9	0.1	Direct labour report of UKG
Visits	72 5 82 14	22,800	24,369	-1569	Increase demand in transportation
Individuals Served by Functional Centre	72 5 82 14	1,300	936	364	Primarily repeat customers - eg. dialysis, VON program
Total Cost for Functional Centre	72 5 82 14	575,074	443,498	131,576	
CSS IH - Homemaking 72 5 82 31					
Full-time equivalents (FTE)	72 5 82 31	3	4.85	-1.85	Direct labour report of UKG
Hours of Care	72 5 82 31	4,342	5805.46	-1463.46	
Individuals Served by Functional Centre	72 5 82 31	167	168	-1	
Total Cost for Functional Centre	72 5 82 31	183,634	289,417	-105,783	
CSS IH - Personal Support/Independence Training 72 5 82 33					
Full-time equivalents (FTE)	72 5 82 33	3	6.76	-3.76	Direct labour report of UKG
Hours of Care	72 5 82 33	3,000	4017.06	-1017.06	
Individuals Served by Functional Centre	72 5 82 33	50	121	-71	
Total Cost for Functional Centre	72 5 82 33	185,833	402,197	-216,364	
CSS IH - Assisted Living Services 72 5 82 45					
Full-time equivalents (FTE)	72 5 82 45	26	15.72	10.28	Direct labour report of UKG
Inpatient/Resident Days	72 5 82 45	20820	10188	10632	Transitional bed numbers down since summer - participating in ALC rounds, daily sharing of our bed situation with partners. No uptake, even during surge times at OSMH. Secondly, we had a presentation on 1/15/25 at Hillcrest to let other potential clients of the services HHO provides
Individuals Served by Functional Centre	72 5 82 45	115	76	39	
Total Cost for Functional Centre	72 5 82 45	1779257	1054163.91	725093.09	