

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON MARCH 19, 2019
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	2019-2022 MULTI-SECTOR SERVICE ACCOUNTABILITY AGREEMENT BETWEEN THE CORPORATION OF THE CITY OF LONDON (DEARNESS HOME) AND THE SOUTH WEST LOCAL HEALTH INTEGRATION NETWORK (LHIN)

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, the attached proposed By-law Appendix A **BE INTRODUCED** at the Municipal Council meeting on March 26, 2019 to:

- a) **APPROVE** the Multi-Sector Service Accountability Agreement (M-SAA) attached as Schedule 1 for the period April 1, 2019 to March 31, 2022 with the South West Local Health Integration Network (LHIN): and
- b) **AUTHORIZE** the Mayor and the City Clerk to execute the agreement approved in (a) above.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Funding Changes 2018-2019 Multi-Sector Service Accountability Agreement between the Corporation of the City of London (Dearness Home) and the South West Local Health Integration Network (LHIN) (CPSC, January 22, 2019)
- 2018-2019 Multi- Service Accountability Agreement between the Corporation of the City of London (Dearness Home) and the South West Local Health Integration Network (LHIN) (CPSC, March 27, 2018)
- 2014-2017 Multi- Service Accountability Agreement between the Corporation of the City of London (Dearness Home) and the South West Local Health Integration Network (LHIN) (CPSC, April 7, 2014)

BACKGROUND

It is a requirement of the *Local Health System Integration Act, 2006* that a Local Health Integration Network (LHIN) have a service accountability agreement (SAA) with each Health Service Provider that it funds. The SAA for the community service sector is called the Multi-Sector Service Accountability Agreement (M-SAA). In April 2014, Council approved a three year M-SAA agreement with the LHIN for the provision of funding and service oversight of the Adult Day Program at the Dearness Home, from April 1, 2014 to March 31, 2017. A subsequent amending M-SAA agreement was executed in March 2017 by the Managing Director, Housing, Social Services and Dearness Home, as sanctioned by

the delegated authority for contract amendments provided previously by by-law. In March 2018 Council approved a further M-SAA for the period April 1st 2018 to March 31st 2019.

On January 29, 2019 City Council approved a service level increase of two spaces per day at the Dearness Home Adult Day Program, for a total of 10 additional spaces per week, which allowed the program to grow from 30 spaces daily to 32. Council also requested that the Managing Director, Housing, Social Services and Dearness Home explore future opportunities with the Ministry of Health and Long Term Care and LHIN to further address the growing Adult Day Program needs in the community.

Consistent with previous versions of the M-SAA, the 2019-2022 M-SAA, attached as Schedule 1, sets out the terms under which the LHIN will provide funding to the City for the delivery of the Adult Day Program services at Dearness Home. It also confirms the planning, reporting, performance, obligations that the City must adhere to in order to receive funding. The existing 2018-2019 Amended M-SAA will be replaced by the new 2019-2022 M-SAA, once it is approved and executed.

Both the 2019-2022 Agreement and the previous Agreement contain an indemnity clause (11.3) which is a standard clause that is non-negotiable. This exposes the Corporation to liability. The advice from Risk Management is that the benefits of this agreement outweigh the associated risks.

Schedules D1, D2a, D2d and D3c outline the City's performance targets and requirements for service provision. Section 1.1 of the proposed agreement identifies the "Board" for a municipal service provider as the "Committee of Management". As Council, and not the Dearness Home Committee of Management, has oversight authority over the Adult Day Program, Civic Administration requested an amendment to the M-SAA. The South West LHIN advised that amendments could not be made to the provincially approved M-SAA legal template agreement, but the LHIN did agree to an addition to "Schedule D3c Local indicators" in the agreement, which now reads "*Language Amendment: Despite section 1.1, for purposes of this Agreement, "Board" means the municipal council of the HSP*". Civic Administration has reviewed this amendment and have determined it addresses the issue.

In the 2019-2022 M-SAA "Article 3.1(e) – Provision of Services" includes new language that obliges the City to not "withdraw any Services from a patient with complex needs who continues to require those Services, unless prior to discharging that patient from the Services, the Healthcare Service Provider (HSP) (The City of London) has made alternate arrangements for equivalent services to be delivered to that patient." Although new, this stipulation is in accordance with the pre-existing practices followed by the City and will not impact our services.

Also new in the 2019-2022 M-SAA Agreement, "Article 7.5 – Factors Beyond the HSPs (The City of London's) Control" is related to Performance and recognizes that external influences, such as legislative changes, health care provision, available health care resources or catastrophic events, may require collaboration with the LHIN to produce a response plan, and that in such circumstances a failure to meet an obligation will not be considered a breach of the Agreement.

The 2019-2022 M-SAA also has "Article 12.7 – Expiry of the Agreement" which requires 6 months of notice and a transition plan to other service providers that is agreed by the LHIN, should the City decide to end the Agreement in March 2022. Should such a notice period not be provided by the City "Article 12.8 – Failure to Provide Notice of Expiry" requires services to continue until new provision is secured and a transition plan is ready.

The proposed new M-SAA attached as schedule 1 was released by the LHIN on February 21, 2019 with a request that the Health Service Partner (HSP) (The City of London) return the Board-approved and signed copy of the Agreement by March 8, 2019. If the HSP was unable to meet the deadline, there was a requirement to provide the LHIN with a statement of intent, confirming that an approved M-SAA would be forwarded to the LHIN after Council approval. On February 27, 2019 the Managing Director, Housing, Social Services and Dearness Home submitted the statement of intent to sign and informed the LHIN that the M-SAA will be presented to Council for approval at its meeting on March 26, 2019.

Civic Administration including representatives from Legal Services and Risk Management have reviewed the proposed agreement.

PREPARED BY:	RECOMMENDED BY:
LESLIE HANCOCK DEARNESS HOME ADMINISTRATOR	SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME

cc: K. Murray, Senior Financial Business Administrator
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J. Wills, Manager, Risk Management