

**Carlington Community Health Centre  
Multi-Sector Accountability Agreement  
Compliance Report to Board of Directors**

**Date: October 08, 2024**

**Time Period Covered in Report: (April 1<sup>st</sup>, 2024 – June 30, 2024)**

This report is organized by the Sections outlined in the Multi-Sector Accountability Agreement (M-SAA).

**Provision of Services (Section 3.1)**

Carlington Community Health Centre (CCHC) continues to provide services in accordance with the terms and conditions stipulated in this section of the MSAA.

**Subcontracting for the Provision of Services (Section 3.2)**

In this reporting period, the Centre subcontracted for the following services:

- Waste Management: \$3,354 (waste removal)
- AllStars Maintenance: \$21,385 (janitorial services)
- Sage Software: \$0 (accounting system, due January 2025)
- 417 Bus Line Ltd.: \$23,673 (school bus)
- City Of Ottawa SRV: \$8,023 (ride vouchers)
- Emond Harnden: \$4,409 (legal counsel – HR matters)
- Koza Technology Support: \$59,613 (IT support)
- Xerox: \$6,403 (printers)
- HVAC Maximum Heating & Cooling Inc.: \$4,236 (HVAC maintenance)
- Alliance for Healthier Communities: \$29,241
- Ontario Hospital Association: \$0 (due March 2025)
- Canadian Centre for Accreditation: \$0 (due December)

**Conflict of Interest (Section 3.3)**

CCHC has not identified any actual, potential or perceived conflicts of interest in the fulfilment of its contractual obligations under the MSAA.

**Digital health / Information Technology Compliance (Section 3.4)**

CCHC is in compliance with technical and information management standards outlined in this section of the MSAA.

**French Language Services – Designated 3.5.4:**

CCHC has fulfilled its roles, responsibilities and other obligations relative to MOHLTC requirements and obligations of FLS.

CCHC applies the principles of Active Offer in the provision of services; provides services to the public in French in accordance with Ontario's French Language Services Act; maintains its French language services capacity.

Using the template to be provided by Ontario Health East (OHE) (formerly known as the LHIN), the health service provider (HSP) has submitted a Human Resources plan to Ontario Health East, before June 30, 2024, and it had been accepted. The 2024-2025 is due in by June 30, 2025.

#### **Procurement of Goods and Services (Section 4.8)**

CCHC has a procurement policy in place that requires the acquisition of supplies, equipment or services valued at over \$25,000 through a competitive process that ensures the best value for funds expended. Any acquisition of supplies, equipment or services would be consistent with this policy.

In this reporting period, the Centre procured the following:

- No new supply, equipment or service over \$25,000 procured in Q1 (contract with Koza Technology Support ongoing, as reported in Q4 of fiscal 2023-2024)

#### **Planning for Future Years (Section 6.1)**

The Community Accountability Planning Submission (CAPS) was not required for this fiscal year. The expectation is that OHE will require a plan for fiscal year 2025-2026. A plan is in place for this process to meet all deadlines.

#### **Community Engagement and Integration Activities (Section 6.2)**

- (a) In this reporting period, CCHC has the following mechanisms in place for engaging families, caregivers, clients, residents, patients and other individuals who use the Centre's services, to help inform the Centre's plans, including its contribution to the establishment and implementation by the OHE of geographic sub-regions in its local health system.
- Health Promotion and Counseling Team has engaged with individuals and families and residents through community engagement tables, informal coffee/team times with residents and on a one-one-one basis.
  - Assertive Community Treatment Team: The Ontario Perception of Care survey is used to evaluate ACTT services for clients and their families on an annual basis.
- (b) In this reporting period, CCHC separately and in conjunction with OHE and other health service providers, identified the following opportunities to integrate the services of the local health system to provide appropriate, coordinated, effective and efficient services.

- Under a newly signed MOU, Montfort Hospital has now adopted Carlington CHC’s prenatal breastfeeding program – French version, to serve the Francophone community. Carlington CHC will provide orientation and support during the initial months of the program delivery. This collaboration ensures successful implementation and adherence to the established program delivery model and core messages.
- In this reporting period, HPCT worked with partners to integrate wrap-around services by encouraging individuals and families to access our intake services. Working within our own organization, we have joined forces with the primary care team to provide navigation services to clients of this service. As well, members from both teams participate in team conferences to explore ways to better serve our clients.
- Assertive Community Treatment Team (ACTT):
  - The 5 Ottawa ACT teams, ACT step Down and CMHA meet monthly to manage the waitlist for the Ottawa Assertive Community Treatment Teams.
  - Eastern Ontario ACTT Network (EOAN) is chaired by the program director of Carlington ACTT on a biannual basis, virtually meeting with all ACT Team’s management in the Eastern Region of Ontario, next meeting is in November 2023.
  - Ontario Association of ACT and FACT - Technical Advisory Committee: Program Director is a member of the Technical Advisory Committee that meets quarterly.
  - ACT National Discipline Specific Meetings: available for ACTT staff to meet virtually with others in the same discipline to learn from each other’s experiences.
  - Initiated chair a Housing Advocacy committee, Partners for Housing Solutions, for improvements in the condition of Residential Service Homes in Ottawa. Several members are from Carlington Community Health Centre’s Assertive Community Treatment Team and Primary Health Care. Other representatives are from other agencies in Ottawa including, but not limited to Shepherds of Good Hope, Ottawa Public Health, City of Ottawa.

**Reporting (Section 8.1)**

During this reporting period CCHC has met all reporting obligations to OHE as identified in Schedule C of the M-SAA including:

<b>OHRS/MIS Trial Balance Quarter</b>	<b>Submission Due Date CHC/CSS</b>	<b>Date CCHC submitted</b>
Q1	Not required	n/a
Q2	October 31, 2024	

Q3	January 31, 2025	
Q4	May 31, 2025	
<b><u>Supplementary Reporting Quarterly through SRI</u></b>	<b><u>Submission Due Date CHC/CSS</u></b>	<b><u>Date CCHC submitted</u></b>
Q1	Not required	n/a
Q2	November 7, 2024	
Q3	February 7, 2025	
Q4	June 7, 2025	
<b><u>Annual Reconciliation Report (ARR)</u></b>	June 30, 2025	
<b><u>Board Approved Audited Financial Statement 2024-2025</u></b>	June 30, 2025	
<b><u>Declaration of Compliance Fiscal Year 2024-2025</u></b>	June 30, 2025	
<b><u>Quality Improvement Plan 2024-2025</u></b>	Not required	n/a

**Transparency (Section 8.5)**

An electronic copy of the signed MSAA, quarterly compliance reports and annual declaration of compliance are posted on the Centre’s public website. A paper copy of the MSAA is posted in the main waiting/reception areas.

**Acknowledgement of Funding Support (Section 9.2)**

An acknowledgement of funding provided by OHE and the Government of Ontario is on the Centre’s public website and in its Annual Report.

**Governance (Section 9.3)**

CCHC has in place policies and procedures for its Board of Directors, including a code of conduct.

A signed Performance Agreement is in place with the Executive Director that ties a portion of the ED’s compensation the Executive Director’s performance for the period April 1, 2023 to March 31, 2025.

**Insurance (Section 10.4)**

CCHC holds the required Commercial General Liability insurance for third party bodily injury, personal injury and property damage. Valid proof of insurance was submitted to the OHE-Champlain region by June 30, 2024.

**Indigenous Cultural Awareness (Sched D3a):**


The Health Service Provider will report on the activities it has undertaken during the fiscal year to increase the indigenous cultural awareness and sensitivity of its staff, physicians and volunteers (including Board members) throughout the organization. This supports the goal of improving access to health services and health outcomes for indigenous people. The 2024-2025 Indigenous Cultural Awareness Report, using a template provided by Ontario Health East (OHE), is due by June 30, 2025. The 2023-2024 report was submitted to OHE on May 9, 2024.

**Performance Indicators (Schedule D2b)**

M-SAA Goal/Reference	Performance Standard	Results Q1
Cervical Cancer Screening (PAP Tests)	Target 72.0% Performance standard >58%	76.2%
Colorectal Screening Rate	Target 70% Performance standard 56-84%	82.8%
Inter-professional Diabetes Care Rate	Target 90% Performance standard 72-100%	90.0%
Influenza Vaccination Rate	Target 30% Performance standard 24-36%	47.4%
Breast Cancer Screening Rate	Target 75% Performance standard 60-90%	83.8%
Access to Primary Care	Target 66% Performance standard 62.7-69.3%	88.0%

This report has been prepared by the Executive Director.

I certify this a true and accurate report on the compliance items covered under our Multi-Sector Accountability Agreement.



Yacouba Traoré  
Executive Director