

SCHEDULE F –DECLARATION OF COMPLIANCE

To: The Board of Directors of the Ontario Health Central
Attn: Board Chair
From: The Board of Directors (the “Board”) of the William Osler Health System (the “HSP”)
Date: May 29, 2025
Re: April 1, 2024 – March 31, 2025 (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 May 29, 2025 to declare to you as follows:

After making inquiries of Dr. Frank Martino, President and Chief Executive Officer 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.



Pardeep Singh Gill, Chair of the Board of Directors

Appendix 1

Exceptions arising from health human resources challenges and timing of program funding, which were beyond HSP control:

Clinical Activity performance compared to targets

Visits

- **Osler @ Home** – The program has met the 2024/25 patient targets but did not meet the visits target. This program has been very successful, and as a result received in-year (November 2024) funding approval to further expand its services. Patient treatment plans can span across two fiscal years which would cause year-to-year variances to these targets. As the program added new patients following the in-year funding approval, some of the visits for these patients will be recorded in the coming months. The program requires multiple years of actual volumes to better evaluate the target levels required to operate the Osler @ Home program. Osler will work with our partner, Bayshore, and Ontario Health on the program targets to better reflect these care plans. The target number of visits for this program was 68,894 based on confirmed funding letters. We achieved 44,205 visits, a shortfall of 24,689 to target.

Hours of Care

- **Osler @ Home** – The program has met the 2024/25 patient targets but did not meet the hours of care target. This program has been very successful, and as a result received in-year (November 2024) funding approval to further expand its services. Patient treatment can span across two fiscal years which would cause year-to-year variances to these targets. As the program added new patients following the in-year funding approval, some of the visits for these patients will be recorded in the coming months. The program requires multiple years of actual volumes to better evaluate the target levels required to operate the Osler @ Home program. Osler will work with our partner, Bayshore, and Ontario Health on the program targets to better reflect these care plans. The target hours of care for this program were 67,665 based on confirmed funding letters. We achieved 47,929 hours of care, a shortfall of 19,736 to target.

Group Sessions

- **Mental Health** - Due to Health Human Resources constraints, the program streamlined certain resource-intensive services. The program reduced the total number of group sessions offered and expanded overall group capacity by enrolling more patients into limited groups, while maintaining quality of care being provided. Despite the staffing limitations, other key performance targets, such as unique individuals served, and patient volumes were achieved. Osler anticipates full staffing during 2025/26 fiscal year to further stabilize and enhance service delivery and return to our regular volume of group sessions. The target number of group sessions was 2,157. We achieved 1,503 group sessions, a shortfall of 654 to target.