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January 30, 2015

Ms. Carol Ois  
Executive Director  
Forest Heights Long Term Care Centre  
60 Westheights Drive  
Kitchener, ON  
N2N 2A8

Dear Ms. Ois,

**Re: 2013-16 Long-Term Care Home Service Accountability Agreement**

When the Waterloo Wellington Local Health Integration Network ("the WWLHIN"), and your organization entered into a service accountability agreement for a three-year term effective April 1, 2013 (the "LSAA"), the performance indicators for 2015/16 were indicated as "To Be Determined (TBD)". The WWLHIN would now like to update the L-SAA to include new indicators, targets and standards for 2015/16 fiscal year to Schedule D.

Subject to your agreement, the L-SAA will be amended with effect April 1, 2015, by adding the amended Schedule D that is included as Appendix 1 to this letter.

To the extent that there are any conflicts between the current L-SAA and this amendment, the amendment will govern in respect of the Schedule D. All other terms and conditions in the L-SAA will remain the same.

Please indicate your acceptance of, and agreement to this amendment, by signing below and returning one copy of this letter to reports@lhins.on.ca by March 1, 2015. If you have any questions or concerns please contact Stacey Rous, Director, Performance and Accountability, 519-650-4472 extension 231.

We appreciate your ongoing commitment to the delivery of high quality, integrated services for residents.

Sincerely,



Bruce Lauckner  
Chief Executive Officer

/kp

encl.: Appendix 1 - Schedule D


c: Ms. Joan S. Fisk, Chair, Board of Directors, Waterloo Wellington LHIN  
Mr. Dan Kaniuk, Senior Vice President, Forest Heights Long Term Care Centre

OL-14/15-268

AGREED TO AND ACCEPTED BY:

Forest Heights Long Term Care Centre


By:

  
Executive Director, I have the authority to bind Forest Heights Long Term Care Centre

Feb 23, 2015  
Date

WENDY GILMOUR  
Senior Vice President  
Revera Long Term Care Inc

And By:

  
Chair/Proxy, I have the authority to bind Forest Heights Long Term Care Centre

Feb. 27, 2015  
Date

FRANK CERRONE  
Senior Vice President  
General Counsel and Secretary

**APPENDIX 1**

**Schedule D – Performance**

**1.0 Performance Indicators**

The HSP's delivery of the Services will be measured by the following indicators. Targets and where applicable Performance Standards. In the following table, *n/a* means 'not applicable', that there is no defined Performance Standard for the indicator for the applicable year. *tbl* means a Target, and a Performance Standard, if applicable will be determined during the applicable year.

INDICATOR CATEGORY	INDICATOR	2015/16 Performance	
		Target	Standard
<i>Organizational Health and Financial Indicators</i>	Debt Service Coverage Ratio (P)	1.0	> 1.0
	Total Margin (P)	0	> 0
<i>Coordination and Access Indicators</i>	Average Long-Stay Occupancy/ Average Long-Stay Utilization (E)	n/a	n/a
	Wait Time from CAC Determination of Eligibility to LTC Home Response (E)	n/a	n/a
	Long-Term Care Home Refusal Rate (E)	n/a	n/a
<i>Quality and Resident Safety Indicators</i>	Percentage of Residents Who Fell in the Last 30 days (E)	n/a	n/a
	Percentage of Residents Whose Pressure Ulcer Worsened (E)	n/a	n/a
	Percentage of Residents on Antipsychotics without a Diagnosis of Psychosis (E)	n/a	n/a
	Percentage of Residents in Daily Physical Restraints (E)	n/a	n/a

**2.0 LHIN-Specific Performance Obligations**