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January 30, 2015

Mr. Ray Barrick  
Executive Director  
Riverbend Place Retirement Community  
650 Coronation Boulevard  
Cambridge, ON  
N1R 7S6

Dear Mr. Barrick,

**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 "L-SAA"), 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

/s/

encl : Appendix 1 - Schedule D

c: Ms. Joan S. Fisk, Chair, Board of Directors, Waterloo Wellington LHIN  
Mr. Dan Kanluk, Senior Vice President, Riverbend Place Retirement Community

OL-14/15-268


Ontario

Riverbend Place Retirement Community – January 30, 2015  
Amendment of 2013-16 LSAA for 2015/16

**AGREED TO AND ACCEPTED BY:**

**Riverbend Place Retirement Community**

By:


  
\_\_\_\_\_  
Executive Director, I have the authority to bind Riverbend Place Retirement Community

Feb 27, 2015  
Date

**WENDY GILMOUR**  
Senior Vice President  
Revera Long Term Care Inc.

And By:

\_\_\_\_\_

  
\_\_\_\_\_  
Chair/Proxy, I have the authority to bind Riverbend Place Retirement Community

27 Feb 2015 **FRANK CERRONE**  
Date Senior Vice President  
General Counsel and Secretary

APPENDIX 1

Schedule D – Performance

1.0 Performance Indicators

The MSP'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. *ndf* means a Target, and a Performance Standard, if applicable, will be determined during the applicable year.

INDICATOR CATEGORY	INDICATOR P-Performance Indicator E-Explanatory Indicator	2016/16 Performance	
		Target	Standard
Organizational Health and Financial Indicators	Debt Service Coverage Ratio (P)	1.0	> 1.0
	Total Margin (P)	0	> 0
Coordination and Access Indicators	Average Long-Stay Occupancy / Average Long-Stay Utilization (E)	n/a	n/a
	Wait Time from CCAC Determination of Eligibility to LTC Home Response (E)	n/a	n/a
Quality and Resident Safety Indicators	Long-Term Care Home Refusal Rate (E)	n/a	n/a
	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 LHM-Specific Performance Obligations