



Date:

September 14, 2023

Memo

To: Assisted Living Services Health Service Providers (ALS HSPs)

From: Ontario Health Chief Regional Officers

Re: 2023 Assisted Living Services (ALS) policy implementation: requirements under Multi-Sector Service Accountability Agreement (MSAA)

Ontario Health recognizes the vital role that Assisted Living Services (ALS) health service providers (HSPs) provide to clients needing care and supports in our community. The ALS program was previously governed under the *Long-Term Care Supportive Housing Policy* (1994) and the *Assisted Living Services for High-Risk Seniors Policy* (2011, updated September 2012).

Recently, the *2023 Assisted Living Services (ALS) Policy* was released to combine the strengths of the previous two policies and begin to address various recommendations issued by the Office of the Auditor General of Ontario in their 2021 Audit of ALS. The Multi-sectoral Service Accountability Agreement requires Health Service Providers to adhere to applicable policies (please see appendix A for reference). These requirements also apply to the newly released ALS Policy.

We kindly remind all ALS HSPs to review their operational practices in line with the requirements outlined in the 2023 ALS policy, and annually thereafter. Over the coming months, Ontario Health will be developing a strategy to support HSPs with the implementation of the new requirements and provisions in the policy. As outlined in the 2023 ALS policy, OH will work collaboratively with ALS HSPs to develop a performance measurement framework relating to ALS, among other areas subject to Ministry of Health approval.

Thank you for your continuous dedication to providing exceptional care and services to our clients. Together, we can make a significant impact on the well-being of the individuals we serve.

Should you have any questions or require further clarification, please do not hesitate to reach out to your regional Ontario Health contacts.

Appendix A: Relevant Sections in the *Multi-Sector Service Accountability Agreement*

- Sec 3.1(a) **Provision of Services.** (a) The HSP will provide the Services in accordance with, and otherwise comply with: (1) the terms of this Agreement, including the Service Plan; (2) Applicable Law; and (3) Applicable Policy.
- Sec 4.5(a) **Conditions of Funding.** (a) The HSP will: (1) fulfil all obligations in this Agreement; (2) use the Funding only for the purpose of providing the Services in accordance with Applicable Law, Applicable Policy and the terms of this Agreement;
- Sec 9.1(e) **General.** The HSP represents warrants and covenants that (e) it does, and will continue for the term of this Agreement to, operate in compliance with all Applicable Law and Applicable Policy, including observing where applicable, the requirements of the Corporations Act or successor legislation and the HSP's by-laws in respect of, but not limited to, the holding of board meetings, the requirements of quorum for decision-making, the maintenance of minutes for all board and committee meetings and the holding of members' meetings.
- Sec 9.4 (2)(b) **Funding, Services and Reporting.** The HSP represents warrants and covenants that (b) the Services are and will continue to be provided: (2) in compliance with Applicable Law and Applicable Policy;
- Schedule F **2023-2024 - Schedule F:** Declaration of Compliance HSP provides declaration of compliance with all s obligations under the service accountability agreement (the "MSAA")