

Document 6: Personal Support Service (PSS) Wage Enhancement Funding Agreement

- 2016 Funding Letter Carleton Lodge
- Schedule A and Schedule B
- Signed Appendix B - Funding

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June 27, 2016

Ms. Marlynn Ferguson
Director
City of Ottawa
275 Perrier Avenue
Vanier, ON K1L 5C6

Dear Ms. Ferguson,

Re: Year 3 Wage Enhancement for Personal Support Services

The Champlain Local Health Integration Network (the “LHIN”) is pleased to advise you that the City of Ottawa (the “HSP”) has been approved to receive new base funding of \$2,967 beginning in fiscal year 2016-17 (the “Funding”) for support of the Personal Support Worker Workforce Stabilization Strategy (the “Program”). As part of this strategy, the Ontario government is providing funding for Year 3 to support a \$1.00 incremental hourly wage increase up to a maximum of \$19.00 per hour, a minimum base wage of \$16.50 per hour for workers providing LHIN-funded home and community personal support services (“PSS”) and additional funding towards employer statutory contributions for employee benefits, up to a maximum of 22.7 percent of employee wages, as applicable. Details of the funding and the conditions on which the funding will be provided (the “Terms and Conditions”) are set out in Appendix A and Schedules A and B.

Subject to the HSP’s acceptance of the funding and the conditions on which it is provided, the M-SAA will be amended to reflect the additional funding and conditions with effect as of the date of this letter. To the extent that there are any conflicts between what is in the M-SAA in respect of the services described in Appendix A and Schedules A and B and what has been added to the M-SAA by this letter, the terms of this letter and the accompanying Appendix A and Schedules A and B will govern in respect of the funding. All other terms and conditions in the M-SAA will remain the same.

Please indicate the HSP's acceptance of the funding, the conditions on which it is provided, and the HSP's agreement to the amendment of the M-SAA by signing Appendix B and returning one copy of this letter to the LHIN attention:

Mr. Eric Partington
Senior Director – Health System Performance
Email: ch.accountabilityteam@lhins.on.ca
Fax: 613-747-6519

Please return a copy of the letter by **June 30, 2016**.

The government remains committed to eliminating the deficit by 2017-18 and therefore it is critical that you continue to manage costs within your approved budget. Please note that the provision of the funding does not relieve the HSP from responsibility for complying with the legislation and does not permit the HSP to give increases that are not authorized by the legislation. Further, the Funding received from the Province through the LHINs in fiscal 2016-17 is to be used for the purpose of protecting and providing public services.

Prior to engaging in any public communication regarding this funding, the HSP is asked to contact Elaine Medline, Director of Communications for the Champlain LHIN at 613-747-3207 or via e-mail at elaine.medline@lhins.on.ca.

Should you have any questions regarding the information provided in the letter, please contact Sam Malek at 613-747-3265 or send an email to sam.malek@lhins.on.ca.

Sincerely,



Chantale LeClerc, RN, MSc
Chief Executive Officer

Appendix A

1. **Name of Health Service Provider:** City of Ottawa
2. **Funding:** up to \$2,967 including employer statutory contributions for employee benefits, up to a maximum of 22.7 percent of employee wages, for the 2016-2017 funding year, Year 3, based on 2,967 PSS hours.

Community Support Services

Adjusted Funding for \$1.00 Hourly Wage Increase	\$2,418
Adjusted Funding for 22.7% Employer Statutory Contributions	\$549
Total Adjusted Funding	\$2,967

3. **Terms and Conditions of Funding** (the “Terms and Conditions”):

The HSP acknowledges and agrees that:

- (i) The Funding is provided subject to:
 - a. Personal Support Services Wage Enhancement Directive (the “Directive”) a copy of which was provided in Years 1 and 2;
 - b. Personal Support Services Wage Enhancement 2014 Addendum to the Directive (the “2014 Addendum”), a copy of which was provided in Year 2;
 - c. Personal Support Services Wage Enhancement 2015 Addendum to the Directive (the “2015 Addendum”), a copy of which was provided in Year 2; and
 - d. Personal Support Services Wage Enhancement 2016 Addendum to the Directive (the “2016 Addendum”), a copy of which is attached hereto as Schedule A (collectively the “Directive and Addenda”).
- (ii) In addition to the previously incorporated Directive, 2014 Addendum and 2015 Addendum, the 2016 Addendum is hereby incorporated into Schedule D of the M-SAA.

- (iii) It will comply with the Directive and Addenda.
- (iv) Funding will be used exclusively for the increase in wages and any employer statutory contributions, as set out above in paragraph 2, and in the Directive and Addenda. It cannot be used to support any other costs. It cannot be reallocated to other initiatives.
- (v) Before any Funding is provided, it will negotiate and establish with the LHIN the amount of Funding required to comply with the Directive and Addenda.
- (vi) The amount of Funding required is equal to:
 - a. the number of eligible PSS hours in 2016-17 for each LHIN funded home and community care agency;
 - b. the amounts required to implement the \$1.00 per hour wage increase (up to a maximum of \$19.00/hour) for hours worked between April 1, 2016 and June 30, 2016, and the \$16.50 minimum base wage amount for newly hired individuals commencing July 1, 2016, all as set out in the Directive and Addenda; and
 - c. the amounts for employer statutory contributions for employee benefits up to a maximum of 22.7 percent of employee wages.
- (vii) It will confirm compliance with the Directive and Addenda and the Terms and Conditions and will submit a completed Certification of Compliance, the form attached as Schedule B to the LHIN by August 15, 2016.
- (viii) The completed Certification of Compliance must be signed by the highest ranking officer of the HSP and confirmed by its Board of Directors.
- (ix) It will promptly bring issues of non-compliance with the Directive or the relevant requirements of this letter to the attention of the LHIN.
- (x) It will not receive any part of the Funding where there is non-compliance with the requirements of the Directive and Addenda including:
 - a. where it has not signed back this letter with respect to PSW Wage Enhancement Initiative in accordance with the Directive; or
 - b. where it has not submitted a Certification of Compliance in accordance with the Directive and Addenda.
- (xi) It will maintain appropriate financial records for the Funding in accordance with the M-SAA.
- (xii) It will report all allocated Funding in accordance with the M-SAA reporting requirements and will provide such other reports as required by the LHIN (“Reporting”).

- (xiii) The LHIN may make in-year adjustments related to the Funding based on the Reporting.
- (xiv) Unspent funds and funds not used for the intended and approved purposes are subject to recovery in accordance with the Ministry's year-end reconciliation policy.

4. Government Transformation of Public Services:

The government remains committed to eliminating the deficit by 2017-18 and therefore it is critical that the HSP manage costs within its approved budget.

Appendix B

Champlain Local Health Integration Network
City of Ottawa
IFIS Recipient 272; Facility/Program(s) n/a

Funding	Funding Amount		Performance Requirements	Condition/Qualifier
	Base	One Time		
Program Type - CSS Program Number – n/a Program Name - City of Ottawa - Adult Day Programs	\$2,967 (2016-17)		As defined in letter entitled “Year 3 Wage Enhancement for Personal Support Services” dated June 27, 2016	

Please confirm receipt of notification and agreement to this approved funding allocation by signing and returning to us, a copy of Appendix B.

Name of CEO/ED CEO/ED Signature Date

Please return a signed copy of this form to Eric Partington, Senior Director, Health System Performance, by June 30, 2016 using one of the following methods:

By fax to - 613-747-6519, Attention: Eric Partington, or
 Scanned signed copy by e-mail to: ch.accountabilityteam@lhins.on.ca

Issue Date: June 27, 2016

2016 Addendum to Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement

Effective Date: April 1, 2016

This 2016 Addendum to the Directive to Local Health Integration Networks: Personal Support Services (PSS) Wage Enhancement (2016 Directive Addendum) sets out the Ministry of Health and Long-Term Care's (ministry's) expectations for the government's continued commitment to enhance the wages of individuals providing publicly-funded PSS in the home and community care sector in 2016-17 fiscal year.

This 2016 Directive Addendum is intended to apply over and above the PSW wage increase and minimum base wage requirements that were established by: (i) the Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement, dated April 1, 2014 (Directive); (ii) the 2014 Addendum to Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement - Self-Managed Care; Adult Day; Caregiver Support Respite (2014 Directive Addendum) and (iii) the 2015 Addendum to Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement (2015 Directive Addendum).

DEFINITIONS

In this 2016 Directive Addendum, Adult Day Program, Approved Agency, Caregiver Support Services, Community Care Access Centres, Service Providers, and Personal Support Services, have the meanings set out in the *Home Care and Community Services Act, 1994* (HCCSA).

APPLICATION AND SCOPE

- This 2016 Directive Addendum applies to the following services, providers and programs funded by Local Health Integration Networks (LHINs) in the home and community care sector:
 - Community Care Access Centres (CCACs), for LHIN funded PSS under the HCCSA purchased from their contracted service providers
 - Service providers that have contracts with CCACs to provide LHIN funded PSS under the HCCSA;
 - Other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA, including:

- LHIN funded hours for PSS provided by individuals under the ministry's policy "Self-Managed Attendant Services in Ontario – Direct Funding Pilot Project – Policy Guidelines" administered by the Centre for Independent Living in Toronto;
 - LHIN funded hours for PSS provided by individuals as part of an Adult Day Program provided by an Approved Agency under the HCCSA; and
 - LHIN funded hours for PSS provided by individuals, specifically for respite as part of Caregiver Support Services provided by an Approved Agency under the HCCSA.
- This 2016 Directive Addendum does not apply to the following services, providers and programs:
 - Long-Term Care Homes
 - Hospitals
 - Non-PSS services provided by providers in the home and community care sector funded by the LHIN (e.g. homemaking).
 - This 2016 Directive Addendum does not apply to non-LHIN funded PSS (i.e. private care).

MANDATORY REQUIREMENTS

Increase to Personal Support Services Worker Wages

This 2016 Directive Addendum:

- Sets a minimum base wage of \$16.50 per hour for individuals providing LHIN funded PSS.
- Requires an hourly wage increase of \$1.00 per hour up to a maximum of \$19.00 per hour for individuals providing LHIN funded PSS retroactive to April 1, 2016.
- Requires employers to maintain hourly wage increases established in the Directive and Addenda for the duration of that individual's employment.

This 2016 Directive Addendum only applies to direct hours of work providing LHIN funded PSS and does not apply to indirect hours of work (e.g. sick time, training time, travel time).

CCACs and Contracted Service Providers:

- CCACs are required to amend their contracts with Service Providers who provide LHIN funded PSS under contract with CCACs and to require these Service Providers to:
 - Increase the hourly wages for eligible individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum amount of \$19.00 per hour retroactive to April 1, 2016;

- Implement a requirement to pay a minimum base wage of \$16.50 per hour for individuals commencing as of July 1, 2016.
- Service Providers that have contracts with CCACs for LHIN funded PSS under the HCCSA are required to:
 - Increase the hourly wages for eligible individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum amount of \$19.00 per hour retroactive to April 1, 2016;
 - Pay a minimum base wage of \$16.50 per hour for individuals who provide LHIN funded PSS commencing as of July 1, 2016.

LHINs and Other LHIN Funded Home and Community Care Agencies

- LHINs are required to amend their service accountability agreements with home and community care agencies that provide LHIN funded PSS under the HCCSA to require these agencies to:
 - Increase the hourly wages for eligible individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum amount of \$19.00 per hour retroactive to April 1, 2016; and
 - Implement a requirement to pay a minimum base wage of \$16.50 per hour for individuals who provide LHIN funded PSS commencing as of July 1, 2016.
- Other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA and who are subject to this 2016 Directive Addendum are required to:
 - Increase the hourly wages for individuals for individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum of \$19.00 per hour retroactive to April 1, 2016; and
 - Pay a minimum base wage of \$16.50 per hour for these individuals who provide LHIN funded PSS commencing as of July 1, 2016.

GENERAL

- For greater certainty, where the application of the \$1.00 increase to the hourly wages of eligible individuals would result in an hourly rate in excess of \$19.00 per hour, the individual's hourly wages must only be raised to a maximum of \$19.00 per hour, retroactive to April 1, 2016.
- The hourly wage increase will apply over and above any current wages and future wage increases or entitlements available to individuals providing PSS in collective agreements or employment contracts in effect on April 1, 2016 (e.g. general wage increases, wage grid movement or step provisions, merit, any other planned wage increases), including those set out in pay equity plans.

Timing of Wage Increase

- The wage increase is to be paid as follows:
 - a. For Service Providers that have contracts with CCACs to provide LHIN funded PSS under the HCCSA:
 - Wage increase is to be applied only to all LHIN funded PSS hours worked on or after July 1, 2016.
 - Retroactive wage increases for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 are to be paid in July 2016.
 - b. For other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA:
 - Wage increase is to be applied only to all LHIN funded PSS hours worked on or after July 1, 2016.
 - Retroactive wage increases for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 are to be paid in July 2016.
- Eligible individuals providing LHIN funded PSS hired between April 1, 2016 and June 30, 2016 must be paid the \$1.00 hourly wage increase for eligible LHIN funded PSS hours retroactive to their start date.
- Eligible individuals hired after June 30, 2016 must be paid an hourly rate of at least \$16.50 per hour for LHIN funded PSS hours, and are not eligible for the additional \$1.00 hourly wage increase.

Notification of Wage Increase

- All Service Providers that have contracts with CCACs to provide LHIN funded PSS under the HCCSA must provide written notification to each individual to whom this increase applies on or before July 1, 2016, articulating the following:
 - The individual's existing hourly rate for providing LHIN funded PSS;
 - The individual's new hourly rate for providing LHIN funded PSS;
 - That the hourly wage increase will be applied for LHIN funded PSS hours worked as of July 1, 2016.
 - The retroactive payment for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 will be paid in July 2016.

- All other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA must provide written notification to each individual to whom this increase applies on or before July 1, 2016, articulating the following:
 - The individual's existing hourly rate for providing LHIN funded PSS;
 - The individual's new hourly rate for providing LHIN funded PSS;
 - That the hourly wage increase will be applied for LHIN funded PSS hours worked as of July 1, 2016.
 - The retroactive payment for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 will be paid in July 2016.

Confirmation of Compliance

- All providers subject to this 2016 Directive Addendum must confirm compliance with this 2016 Directive Addendum and any other conditions of funding as follows:
 - CCAC-contracted service provider organizations will submit a certification of compliance to the CCAC by July 31, 2016; the CCAC will provide confirmation of receipt of its contracted Service Providers' certification of compliance to the LHIN by August 15, 2016; and
 - Other LHIN funded home and community care agencies will submit a certification to the LHIN by August 15, 2016.
- Where applicable, all certifications must be signed by the highest ranking officer of the provider and confirmed by the provider's Board of Directors.

Schedule B

CERTIFICATION OF COMPLIANCE

Prepared in accordance with the 2016 Addendum to Directive to Local Health Integration Networks (LHINs) on Personal Support Services Wage Enhancement (2016 Directive Addendum)

TO: LHIN or Community Care Access Centre (as applicable)

FROM: Name of provider

DATE: (mm/dd/yyyy)

With regard to the 2016 Directive Addendum to LHINs on Personal Support Services (PSS) Wage Enhancement, I certify that to the best of my knowledge and belief, the provider has complied with its obligations set out in the 2016 Directive Addendum. In particular, I confirm that:

- The provider provided written notification to each individual to whom this increase applies on or before July 1, 2016, articulating the following:
 - The individual's existing hourly rate for providing LHIN funded PSS;
 - The individual's new hourly rate for providing LHIN funded PSS;
 - The increase will be applied for hours worked on or after July 1, 2016;
 - The retroactive payment for hours worked between April 1, 2016 and June 30, 2016 will be paid in July 2016.
- All eligible individuals
 - Received a \$1.00 hourly wage increase, up to a maximum of \$19.00 per hour, retroactive to April 1, 2016.
 - Earn no less than the new minimum base wage of \$16.50 per hour retroactive to April 1, 2016.
- The wage increase was paid as follows:
 - The wage increase was applied to all hours worked on or after July 1, 2016.
 - Retroactive wage increases for hours worked between April 1, 2016 and June 30, 2016 were paid in July 2016.

Insert Signature

Insert Name of Highest Ranking Officer
Insert Position Title

Date

I confirm that this certification of compliance has been approved by the board of the **(Insert Name of Provider)**.

Insert Signature

Insert Name
Board Chair

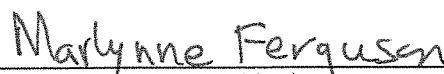
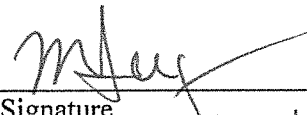
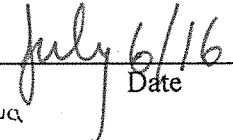
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Appendix B

Champlain Local Health Integration Network
 City of Ottawa
 IFIS Recipient 272; Facility/Program(s) n/a

Funding	Funding Amount		Performance Requirements	Condition/Qualifier
	Base	One Time		
Program Type - CSS Program Number - n/a Program Name - City of Ottawa - Adult Day Programs	\$2,967 (2016-17)		As defined in letter entitled "Year 3 Wage Enhancement for Personal Support Services" dated June 27, 2016	

Please confirm receipt of notification and agreement to this approved funding allocation by signing and returning to us, a copy of Appendix B.

~~Name of CEO/ED: Marlynn Ferguson, Manager, CEO/ED Signature~~
 Community and Social Services, Direct Operations, Department of Community and Social Services, City of Ottawa
 I have the authority to sign this agreement and the signature of a second officer is not required. City of Ottawa
 Delegation of Authority By-law 2014-435, Schedule "B", Subsection 6(1)

Please return a signed copy of this form to Eric Partington, Senior Director, Health System Performance, by June 30, 2016 using one of the following methods:

By fax to - 613-747-6519, Attention: Eric Partington, or
 Scanned signed copy by e-mail to: ch.accountabilityteam@lhins.on.ca

Issue Date: June 27, 2016