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July 8, 2010

Mr. Paul Tuttle
President
Extendicare (Canada) Inc.
3000 Steeles Avenue East, Suite 700
Markham ON L3R 9W2

Dear Mr. Tuttle:

**Re: Long-Term Care Home Service Accountability Agreement Amendment for
Extendicare Hamilton**

On June 18, 2010, the Hamilton Niagara Haldimand Brant (HNHB) Local Health Integration Network (LHIN) provided you with an electronic copy of the revised Long-Term Care Home Service Accountability Agreement (L-SAA). The LHIN requested that you print, sign and return two copies to the LHIN by June 30, 2010.

In the letter that accompanied the agreement the LHIN advised you that pending the outcomes of discussions at the L-SAA Steering Committee table, comprised of representatives from LHINs and the Associations representing long-term care, there may be further revisions to the L-SAA with respect to the financial reporting requirements identified in Schedule D and E. I am pleased to advise you that concurrence has been reached on these issues and there are two substantial changes to the L-SAA you received:

1. The reporting requirements for Financial Statements previously noted in Schedule D have been removed (refer to appendix A).
2. The financial indicators, current ratio and debt service coverage ratio (site or consolidated) have been moved to performance status for 2010-11 (noted in the table in Schedule E). The LHINs will work with the sector Associations to define and develop these indicators and further information will be provided to you in the upcoming months.

Subject to your organization's acceptance of these changes, the L-SAA will be amended to include the revisions to Schedule D and E as described above. To the extent that there are any conflicts between what is in the L-SAA in respect to Schedule D and E, and what has been added to the L-SAA by this letter, the terms of this letter will govern in respect to Schedule D and E. All other terms and conditions in the L-SAA will remain the same.

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Schedule D – Reporting Requirements

1. In-Year Revenue/Occupancy Report	
Reporting Period	Estimated Due Dates¹
2010 – Jan 01-10 to Sept 30-10	By October 15, 2010
2011 – Jan 01-11 to Sept 30-11	By October 15, 2011
2012 – Jan 01-12 to Sept 30-12	By October 15, 2012
2. Long-Term Care Home Annual Report	
Reporting Period	Estimated Due Dates¹
2010 - Jan 01-10 to Dec 31-10	By September 30, 2011
2011 – Jan 01-11 to Dec 31-11	By September 30, 2012
2012 – Jan 01-12 to Dec 31-12	By September 30, 2013
3. Performance Report	
2010-2011	Due Dates
Q2 – Apr 01-10- to Sept 30-10	October 29, 2010
Q3 – Apr 01-10- to Dec 31-10	January 31, 2011
Q4 – Apr 01-10- to March 31-11	April 29, 2011
2011-2012	Due Dates
Q2 – Apr 01-11- to Sept 30-11	October 31, 2011
Q3 – Apr 01-11- to Dec 31-11	January 31, 2012
Q4 – Apr 01-11- to March 31-12	April 30, 2012
2012-2013	Due Dates
Q2 – Apr 01-12- to Sept 30-12	October 31, 2012
Q3 – Apr 01-12- to Dec 31-12	January 31, 2013
Q4 – Apr 01-12- to March 31-13	April 30, 2013
4. French Language Services Accountability Report	
Fiscal Year	Due Dates
2010-11 – Apr 01-10 to March 31-11	April 29, 2011
2011-12 – Apr 01-11 to March 31-12	April 30, 2012
2012-13 – Apr 01-12 to March 31-13	April 30, 2013

¹ These are estimated dates from the Ministry and can change based on any changes to Policy, Accountability Agreement or regulations.

Schedule E – Performance

1.0 Performance Indicators

1.1 Definitions.

In this Schedule E, the following terms have the following meanings:

Indicator means a measure of HSP performance for which a Target is set;

Performance Corridor means the acceptable range of results around a Target;

Performance Standard means the range of performance that results when a Performance Corridor is applied to a Target; and

Target means the level of performance expected of the HSP in respect of an Indicator.

1.2. 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.

tbd means a Target, and a Performance Corridor if applicable, will be determined during the applicable year.

Schedule E – Performance – Cont'd

Indicators	2010/11 Performance Target	2010/11 Performance Standard	2011/12 Performance Target	2011/12 Performance Standard	2012/13 Performance Target	2012/13 Performance Standard
Current Ratio (Site or Consolidated)	tbd	tbd	tbd	tbd	tbd	tbd
Debt Service Coverage Ratio (Site or Consolidated)	tbd	tbd	tbd	tbd	tbd	tbd
Injury Frequency and Severity Rate	n/a	n/a	n/a	n/a	tbd	n/a
Refusal rates per 100 Beds	n/a	n/a	tbd	n/a	tbd	tbd
Compliance Status	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Prevalence of worsening pressure ulcers (Stage 2 - 4)	n/a	n/a	tbd	tbd	tbd	tbd
Incidence of pressure ulcers (Stage 2 - 4)	n/a	n/a	tbd	n/a	tbd	tbd
Prevalence of daily physical restraint	n/a	n/a	tbd	tbd	tbd	tbd
Incidence of worsening bladder incontinence	n/a	n/a	tbd	n/a	tbd	tbd
Incidence of New Fractures	n/a	n/a	tbd	n/a	tbd	tbd
Incidence of Falls	n/a	n/a	tbd	n/a	tbd	tbd
Potentially avoidable ED Visits by facility	n/a	n/a	tbd	n/a	tbd	tbd
Immunization Rates	n/a	n/a	tbd	n/a	tbd	tbd