

Schedule E — Form of Compliance Declaration

DECLARATION OF COMPLIANCE

Issued pursuant to the Long-Term Care Home Service Accountability Agreement

To: The Board of Directors of Ontario Health Attn: Board Chair.

From: The Board of Directors (the "Board") of the Valley Manor Inc. (the "HSP")

For: Valley Manor Inc. (the "Home")

Date: March 12, 2026

Re: January 1, 2025— December 31, 2025 (the "Applicable Period")
Long-Term Care Home Service Accountability Agreement between Ontario Health and the HSP effective April 1, 2023, as amended March 31, 2024 (the "Agreement")

The Board has authorized me, by resolution dated March 12, 2026, to declare to you as follows:

After making inquiries of the "Interim-Administrator" (Chantel Brown) and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of the Board's knowledge and belief, the HSP has fulfilled, its obligations under Agreement during the Applicable Period.

Without limiting the generality of the foregoing, the HSP confirms that:

- i. it has complied with the provisions of the Connecting Care Act, 2019 and with any compensation restraint legislation which applies to the HSP; and
- ii. every Report submitted by the HSP is accurate in all respects and in full compliance with the terms of the Agreement.

Unless otherwise defined in this Declaration of Compliance, capitalized terms have the same meaning as set out in the Agreement.



Chantel Brown, Interim - Administrator

Schedule E - Form of Compliance Declaration Cont'd-

Appendix 1 - Exceptions

[Please identify each obligation under the LSAA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.]

French-Language Services — Valley Manor is not designated as a French Language Services facility. However, we are committed to providing person-centered and individualized care for every resident who calls Valley Manor their home.

In alignment with the LHSSA Article 1.1 Terms of Reference regarding “Active Offer,” Valley Manor recognizes the importance of ensuring that French language services are available at the first point of contact whenever possible, without the individual needing to request them. As part of our Declaration of Service, we are committed to supporting respectful and effective communication with residents and families whose preferred language is French.

Information regarding language preferences is gathered through resident, family, and staff surveys as well as during the admission process. At present, we do not have residents who require French language services; however, we do have staff members who are fluent in French and able to assist when required.

In situations where immediate communication is needed and bilingual staff are not readily available, translation tools such as ChatGPT or Google Translate may be used as interim communication supports to facilitate basic understanding in the moment, until appropriate French language services can be arranged.

Where more comprehensive French language support is required, Valley Manor will access services through the French Language Health Services Network of Eastern Ontario, which provides support within Renfrew County. Contact information for these services is readily available through Champlainhealthline.ca, and this information is also posted for quick access by nursing staff.

Valley Manor is committed to working with Ontario Health and community partners to ensure the best possible care for all new admissions to our home. We will continue to collect and monitor data through quality indicators to track and trend residents who require French language services and respond accordingly to meet their needs.

Equity, Inclusion, Diversity, and Anti-Racism Strategies — Valley Manor is committed to advancing equity, inclusion, diversity, and anti-racism in order to improve health outcomes and ensure respectful, culturally responsive care for all residents. Over the past year, the home has taken steps to strengthen its organizational approach to health equity through the development of a Diversity, Equity, and Inclusion (DEI) policy and a supporting Terms of Reference. An action plan was established to address gaps identified in current practices, with 25 areas identified for improvement and oversight provided through the Continuous Quality Improvement (CQI) team. Progress on the action plan continues to be monitored and discussed at bi-monthly CQI meetings to support ongoing implementation and accountability.

Valley Manor continues to integrate health equity principles into resident care and service delivery. Upon admission, residents and/or their Substitute Decision Makers complete a “My Personhood” summary to support individualized care planning that reflects each resident’s background, preferences, and cultural identity. The home also asks residents their preferred pronouns and language of care, including French, and monitors the number of residents requesting French language services to ensure appropriate supports are available in alignment with provincial priorities. In addition, the CQI team tracks demographic information such as gender distribution and residents’ self-identified religious or cultural affiliations, as indicated by the resident or their SDM, to help ensure appropriate spiritual, cultural, and social supports are available.

Inclusive programming and care practices further support these efforts. Recreation programming reflects residents’ diverse interests, cultural traditions, and spiritual needs through activities such as multi-faith services, cultural celebrations, music programming, and therapeutic recreation. Cultural dietary preferences are incorporated into menu planning through input from the Resident Food Committee. Valley Manor also acknowledges and respects Indigenous communities through land acknowledgements at meetings led by leadership, recognizing the ancestral homelands of the Algonquin and Anishinaabe peoples. Leadership and staff continue to build awareness and understanding of health equity through ongoing discussion, education, and quality improvement initiatives.

Through these initiatives, Valley Manor continues to strengthen its organizational capacity to support equitable, inclusive, and culturally responsive care, while aligning with provincial priorities related to accessibility, French language services, and health equity within the long-term care sector.

Redevelopment of Valley Manor - Valley Manor’s redevelopment project, originally targeted for completion by December 2025, remains ready to proceed; however, a

significant funding gap continues to delay construction. Valley Manor has served the Madawaska Valley for 48 years and is the region’s largest employer, supporting 130 staff. Demand for long-term care continues to grow, with waitlists exceeding 100 individuals and the population over age 75 projected to increase significantly by 2027.

The proposed redevelopment would relocate Valley Manor to a new 96-bed long-term care home adjacent to St. Francis Memorial Hospital, strengthening shared services and supporting the development of a future health hub to keep care close to home. Over the past year, the Board of Directors, the Administrator, and Interim Administrator have continued advocacy efforts with AdvantAge Ontario, government representatives, and community partners including St. Francis Valley Healthcare Foundation.

Despite these efforts, barriers remain, including limited access to financing, the community’s limited fundraising capacity, and the Ministry’s classification of Valley Manor as a “Southern” home, which reduces available capital subsidies. Valley Manor remains active in the Ministry of Long-Term Care redevelopment queue and continues to work with partners, including St. Francis Memorial Hospital and the Municipality, to help advance this critical project for the residents of Barry’s Bay and surrounding communities.

Development of Valley Manor - Valley Manor's redevelopment project, originally targeted for completion by December 2025, remains ready to proceed; however, a