

DECLARATION OF COMPLIANCE

To: Ontario Health (“OH”).

From: The Board of Directors (the “Board”) of the Headwaters Health Care Centre (the “HSP”)

Date: June 23, 2026

Re: April 1, 2025 – March 31, 2026 (the “Applicable Period”)

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the Hospital Service Accountability Agreement between OH and the HSP in effect during the Applicable Period (the “Agreement”).

The Board has authorized me, by resolution dated June 23, 2026, to declare to you as follows:

After making inquiries of Kim Delahunt, President and CEO of the Chief Executive Office, 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 the Agreement in effect during the Applicable Period and has received the required reports referred to in Section 8.6 of the Agreement.



Melodie Mason
Chair of the Board
Headwaters Health Care Center

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Appendix 1 – Exceptions

Please identify each obligation under the Agreement 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.

PERFORMANCE INDICATORS – Readmissions to Own Facility within 30 Days for Selected HBAM Inpatient Grouper (HIG) Conditions

Headwaters Health Care Centre's approach is centred on supporting safe and appropriate discharges and strengthening transitions of care through the Headwaters2Home program and Ontario Health @Home supports. While readmission rates for selected HBAM inpatient groups remain above the preferred target, ongoing analysis is focused on differentiating potentially avoidable readmissions from those that are clinically appropriate or unavoidable. This work is guiding targeted quality improvement initiatives and enhanced discharge planning and follow-up supports to mitigate readmission risk in the year ahead.

PERFORMANCE INDICATORS – % Priority 2, 3, and 4 Cases Completed within Access Targets for MRI Scans

Headwaters Health Care Centre launched MRI services in September 2025, implementing a controlled ramp-up to ensure high-quality care and a positive patient experience. Service volumes increased progressively throughout the fiscal year, with steady improvements in the proportion of cases completed within established access targets. By March 2026, 28% of cases were completed within target timelines, reflecting ongoing gains in efficiency and scheduling practices. Headwaters anticipates achieving full compliance with this performance indicator in the upcoming fiscal year.

EXPLANATORY INDICATORS – Complex Continuing Care Weighted Patient Days

With the CIHI reporting transition to IRRS, the information for Q4 is not currently available. CIHI is assessing their ability to provide Q4 data for reporting.