

COMMUNITY INTEGRATION INFORMATION MANAGEMENT AND NETWORK SERVICES AGREEMENT

THIS AGREEMENT made as of DATE THE AGREEMENT WAS SIGNED

BETWEEN:

ONTARIO HEALTH, a corporation without share capital continued under the *Connecting Care Act, 2019* (“**Shared Services**”)

– and –

The parties listed in Schedule “A” hereto, as amended from time to time each of which has entered into a Participation Agreement in the form of Schedule “D”, (each a “Participant” and collectively, the “Participants”)

WHEREAS

- A. The Participants provide healthcare and related services to individuals who reside or receive treatment in the communities that they serve;
- B. The Participants have agreed that where two or more of them provide services to the same patient or client (collectively “Patient”), they will make PHI (as defined below) available electronically to other applicable Participants for the purpose of more efficiently and effectively providing or assisting in the provision of health care, or providing or assisting in the provision of community services, to the Patients to whom the information relates.
- C. Pursuant to section 40 of the *Local Health System Integration Act, 2006*, the Minister of Health and Long-Term Care issued an order, effective March 1, 2017, pursuant to which all assets, liabilities, rights and obligations, employees and all records relating thereto, including all contracts of the Ontario Association of Community Care Access Centres were transferred to Health Shared Services Ontario (“HSSOntario”).
- D. Pursuant to section 40(1) of the *Connecting Care Act, 2019*, the Minister of Health issued an order, effective December 2, 2019, pursuant to which all assets, liabilities, rights and obligations, employees and all records relating thereto, including all contracts of HSSOntario were transferred to Shared Services.
- E. Shared Services provides an information system (“Health Partner Gateway” or “HPG”) and related information management and technology services (“Services”) to local health integration networks (“LHINs”) and is willing to extend the use of the HPG and Services to all Participants for the purposes described in paragraph B above.
- F. Shared Services and the Participants wish to set out their respective obligations in connection with delivery and use of the HPG and the Services in this Agreement;

NOW THEREFORE, for good and valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the parties hereto agree as follows:

ARTICLE I - INTERPRETATION

1.01 Definitions

In this Agreement, capitalized terms are defined in the preamble above, in the body of the Agreement or have the meaning attributed to them below:

“Agent” means an “agent” as defined in PHIPA;

“Agreement” means this Agreement and any schedules attached to this Agreement;

“Applicable Law” means the laws of Ontario, or laws of Canada applicable in Ontario, that govern the collection, use and disclosure of PHI by the Participants and the provision of the Services by Shared Services to the Participants;

“Applicable Participant” means the Participant that discloses PHI in its custody or under its control to another Participant;

“Authorization” means a written direction about PHI given to Shared Services by a Participant, electronically or otherwise;

“Authorized Persons” means the employees, officers and any subcontractors of Shared Services who have a need to access to PHI in order for Shared Services to perform the Services;

“Business Day” means any day other than a Saturday, Sunday, and statutory holiday observed in the Province of Ontario;

“Data Sharing Agreement” or **“DSA”** means the agreement between the Participants setting out the terms and conditions under which PHI may be collected, used and disclosed through the HPG and the Services under this Agreement;

“Health Information Custodian” means a “health information custodian” as defined in PHIPA;

“Health Information Network Provider” means a “health information network provider”, as defined in the regulations under PHIPA;

“Ministry” means the Ministry of Health and Long-Term Care for the Province of Ontario or such other ministry as may be designated in accordance with Applicable Law as the ministry responsible in relation to the relevant matter;

“Personal Health Information” means personal health information as defined in PHIPA;

“Personal Information” means information about an identifiable individual that is not Personal Health Information;

“PHI” means collectively Personal Health Information and Personal Information that is collected, used or disclosed by a Participant, regardless of whether the Participant is a Health Information Custodian, through the HPG and the Services under this Agreement and the DSA;

“PHIPA” means the *Personal Health Information Protection Act, 2004* (Ontario);

“Privacy Breach” means the theft, loss or unauthorized access, collection, use, manipulation, disclosure and/or destruction of PHI;

“Services” means the services to be provided by Shared Services to Participants under this Agreement as more particularly described in Schedule “B”;

1.02 Number and Gender

Words importing the singular number include the plural and vice versa and words importing gender include the masculine, feminine and neuter genders.

1.03 References to Legislation

Any reference to a statute in this Agreement shall mean the statute in force as at the Effective Date together with all regulations made thereunder, as the same may be amended, re-enacted, consolidated and/or replaced, from time to time, and any successor statute or regulation thereto, unless otherwise expressly provided.

1.04 Headings and Table of Contents

The division of this Agreement into separate articles, sections, subsections and schedules and the insertion of headings and captions are for convenience of reference only and shall not affect the construction or interpretation of this Agreement.

1.05 Schedules

The Schedules that form part of this Agreement are:

- Schedule “A” - Participants, Contact Information for Shared Services and Committee
- Schedule “B” - Services, Service Level Objectives
- Schedule “C” - Plain Language Description of the Services
- Schedule “D” - Participation Agreement

1.06 Order of Precedence

In the event of any conflict between any of the provisions of the Schedules hereto and the body of this Agreement, the provisions in the body of this Agreement shall govern.

ARTICLE II - SERVICES

2.01 Services, Service Level Objectives

Shared Services will provide the Services set out in Schedule “B”. Shared Services will use reasonable commercial efforts to meet the service level objectives set out in Schedule “B”. The failure of Shared Services to meet the service level objectives does not constitute a breach of this Agreement by Shared Services.

Additional information about HPG processes, including those for incident management, is provided in the document “Operational Summary of Roles and Responsibilities for HPG”, which Shared Services will make available to the Participants.

2.02 Disclaimer, Alternate Means of Exchanging PHI

The HPG is not guaranteed to perform at 100% availability and each Participant will be required to maintain alternate means of disclosing and collecting PHI and down-time procedures for use where the HPG is not available. Each Participant assumes sole responsibility for its use of the HPG and the Services and subject to any limitations in Applicable Law, for the use of PHI in providing its services to Patients.

2.03 Additional Services

Shared Services and the Participants may agree to the provision of additional services by Shared Services by amendment to Schedule "B".

ARTICLE III - PRIVACY AND PHI

3.01 Shared Services as HINP/Agent

Shared Services is providing the Services as a Health Information Network Provider. Notwithstanding the preceding, where Shared Services is requested by a Participant to provide Services which involve the collection and disclosure of PHI and a use of PHI that is beyond that permitted to a Health Information Network Provider under PHIPA, Shared Services will provide the Services as the Agent of the Applicable Participant. Shared Services will only collect, use and disclose PHI in accordance with this Agreement and Applicable Law or pursuant to an Authorization and will not acquire any right, title or interest in or to any such PHI. For greater certainty, as between Shared Services and the Participants, the Participants have and retain custody and control of PHI, even in the course of Shared Services' performance of the Services.

3.02 Obligations of Shared Services as a HINP

To the extent it is providing the Services as a HINP, Shared Services will:

- a) notify every applicable Participant at the first reasonable opportunity if it:
 - i. accessed, used, disclosed or disposed of PHI other than in accordance with this Agreement; or
 - ii. an unauthorized person accessed PHI;
- b) to the extent reasonably practical, and in a manner that is reasonably practical, keep and make available to each applicable Participant, on the request, an electronic record of,
 - i. all accesses to all or part of the PHI associated with the Participant being held in equipment controlled by Shared Services, which record shall identify the person who accessed the information and the date and time of the access, and
 - ii. all transfers of all or part of the PHI associated with the Participant by means of equipment controlled by Shared Services, which record shall identify the person who transferred the information and the person or address to whom it was sent, and the date and time it was sent;
- c) perform, and provide to each applicable Participant a written copy of the results of, an assessment of the Services, with respect to,
 - i. threats, vulnerabilities and risks to the security and integrity of PHI, and
 - ii. how the Services may affect the privacy of the individuals who are the subject of PHI.
- d) ensure that any third party it retains to assist in providing the Services agrees to comply with the restrictions and conditions that are necessary to enable Shared Services to comply with this section.

3.03 Plain Language Description of the Services and Security

A plain language description of the Services that is appropriate for sharing with the individuals to whom the PHI relates, including a general description of the safeguards in place to protect against unauthorized use and disclosure, and to protect the integrity of PHI is attached as Schedule "C".

ARTICLE IV - SECURITY

4.01 Security

Shared Services will protect PHI with the physical, organizational and technological safeguards set out in Schedule "C". Upon request, Shared Services will provide any Participant with a copy of its security policies and procedures to the extent that they do not reveal a trade secret or confidential scientific, technical or commercial information of Shared Services

4.02 Notification of Disclosure Order

Shared Services will notify the Applicable Participant promptly of any demand, order or other requirement of a court or governmental authority to disclose PHI and will take all reasonable steps, in consultation with the Applicable Participant, to respond to such demand, order or requirement.

4.03 Transfer or Disclosure of PHI Outside of Canada

Shared Services will not use or store PHI outside of Canada except with the permission of the Participants.

4.04 Privacy Breach Procedures

In the event of a Privacy Breach, Shared Services will, as soon as practicable and in any event within forty-eight (48) hours of becoming aware of a Privacy Breach, send written notice of such breach to each Applicable Participant, that includes to the extent available:

- (a) the date and time of the Privacy Breach;
- (b) a description of the PHI affected by the Privacy Breach;
- (c) the circumstances of the Privacy Breach, including the persons who accessed, disclosed and received the affected PHI; and
- (d) the actions being taken to contain the Privacy Breach and to prevent similar Privacy Breaches from occurring in the future.

4.05 Third Party Requests for PHI

Shared Services will refer all requests by third parties (other than Authorized Persons) for access to PHI to the Applicable Participant or Participants.

4.06 Inspection

Any Participant may enter premises of Shared Services from which Shared Services provides the Services during normal business hours, on a Business Day, upon at least twenty-four (24) hours prior notice, for the purposes of inspecting and auditing Shared Services' compliance with this Agreement. For greater certainty, this right of inspection applies only to premises under the control of Shared Services and not to any third party premises.

ARTICLE V - CONFIDENTIAL INFORMATION

5.01 Definition

For purposes of this Agreement, "Confidential Information" means all records, data and other information whatsoever, in any form or medium (including without limitation, PHI, financial information, books and records, policies and procedures, copyright and any other intellectual property rights, computer technology, business information and other data) relating to the operations of a party hereto (the "Disclosing Party") which is made known to another party hereto (the "Receiving Party") as a result of the relationship of the parties under this Agreement or the provision or use of the HPG and the Services by Shared Services to the Participants, but does not include any information or documents or other items which at the time in question:

- (a) have become generally available to the public other than as a result of an unauthorized disclosure by the Receiving Party;
- (b) were available to the Receiving Party on a non-confidential basis prior to disclosure to the Receiving Party; or
- (c) are required by Applicable Laws to be disclosed.

Notwithstanding the preceding, paragraphs (a) and (b) do not apply where Confidential Information is also PHI and to the extent of any inconsistency, where Confidential Information is PHI, the provisions of Articles IV and V prevail.

5.02 Confidentiality Obligations

The Receiving Party will:

- (a) hold in strictest confidence all Confidential Information of a Disclosing Party using at least the same degree of care to protect the Confidential Information as it uses to protect the its own Confidential Information of a similar nature and in any event, no less than a reasonable degree of care;
- (b) not disclose or use or allow to be disclosed or used in any manner whatsoever, other than as expressly contemplated by this Agreement, as may be required to carry out the terms of this Agreement or as may be required for Shared Services to perform the Services and then only on a need-to-know basis, any Confidential Information of a Disclosing Party, either during the term of this Agreement or at any time thereafter, except with the prior written consent of such Disclosing Party;
- (c) ensure that all personnel of the Receiving Party who have access to Confidential Information of the Disclosing Party are informed of the confidential nature of the Confidential Information so as to know to keep such information confidential and not use it for any purpose except as permitted under this Agreement; and
- (d) notify the Disclosing Party promptly in writing in the event of any loss or inability to account for the Disclosing Party's Confidential Information.

5.03 Obligations on Termination or Expiry

The parties acknowledge and agree that any Confidential Information of a party provided to the other party under this Agreement will be a copy of the Confidential Information. Following the termination or expiry of this Agreement, the Receiving Party will, upon the demand of the Disclosing Party, securely destroy Confidential Information of the Disclosing Party that it is holding, without keeping any copies in any form or format, and provide the Disclosing Party with an attestation to the destruction by a senior officer or manager. Notwithstanding the preceding, a Receiving Party may retain Confidential Information of a Disclosing Party to the extent and for the period of time required by law, and the Receiving Party shall continue to comply with this Section 5.02 in relation to such retained Confidential Information.

For greater clarity, the obligation to destroy Confidential Information in the preceding paragraph do not apply to PHI collected by a Participant from another Participant under this Agreement.

ARTICLE VI - RESPONSIBILITIES OF THE PARTICIPANTS

6.01 Assistance from Participants

Each Participant will provide Shared Services with such reasonable assistance as Shared Services may request in order to perform the Services and meet its obligations under this Agreement. Shared Services will not be responsible or held liable for any limitation or loss of availability of the Services to a Participant should the Participant decide to withhold such assistance.

6.02 Accuracy of Information

Each Participant is responsible for ensuring the accuracy of the PHI it discloses to other Participants through the Services and more particularly, for compliance with any requirements relating to the accuracy of PHI under Applicable Law. The parties will establish and use appropriate audit controls to test the accuracy of PHI and each Participant will promptly report any issues related to the accuracy of PHI to Shared Services.

ARTICLE VII - GOVERNANCE

7.01 Representative

Each of the parties will designate a representative to act as a single point of contact for such party in connection with all matters concerning this Agreement, including the delivery and use of the Services and PHI.

7.02 Initial Appointment and Changes

The name, address, telephone number, facsimile number, and e-mail address ("Contact Information") of each Participant's Representative will be provided on the Participation Agreement executed by the Participant. The Contact Information for Shared Services and the Committee will be provided in Schedule "A". A list of all Contact Information, updated by Shared Services as required, will be made available to the parties by Shared Services. Any party may at any time change its designated Representative upon written notice to Shared Services.

7.03 Community Integration Steering Committee

A Community Integration Steering Committee (the “Committee”) will be established to assist the parties with the delivery and use of the HPG and the Services, matters involving PHI and any other matters arising out of this Agreement. The membership of the Committee will be representative of the parties. For clarity, the Committee will include one or more representatives of Shared Services, and of each Participant sector, including but not limited to LHINs, hospitals, long term care and primary care. Shared Services and each Participant sector will determine the process for selecting its representatives. The initial terms of reference of the Committee will be made available to each party. The Committee will have the discretion to amend its terms of reference and will determine the process by which it will do so and conduct its business.

ARTICLE VIII - SCHEDULE AMENDMENTS; ADDITIONAL PARTICIPANTS

8.01 Amendments

At any time and from time to time during the term of this Agreement, any party may request amendment (a “Schedule Amendment”) to a Schedule to this Agreement. The party submitting the request will specify the nature, details and reasons for the proposed Schedule Amendment.

8.02 Accepted Schedule Amendment

Each Schedule Amendment that is accepted and agreed to in writing by the parties will be deemed incorporated into and will constitute a formal amendment of this Agreement, and the provisions of this Agreement will apply to each Schedule Amendment.

8.03 Written Agreement

For greater certainty, Shared Services will not be obligated to perform any additional services or fulfill any additional obligations contained in a Schedule Amendment until it has been agreed to in writing by the parties.

8.04 Additional Participants

A Health Information Custodian or provider of community services that has been recommended as a Participant or has applied to the Committee and meets the terms and conditions established by the Committee, will become a Participant upon the execution of a Participation Agreement, in the form attached hereto as Schedule “C” and a DSA.

ARTICLE IX - TERM AND TERMINATION

9.01 Term

This Agreement will remain effective until terminated by a Participant, in relation to itself, by the Committee in relation to a Participant, by all of the Participants, or by Shared Services.

Any Participant may terminate this Agreement in respect of such Participant on one (1) month’s prior written notice to Shared Services and Committee. Upon any termination of the DSA with respect to a Participant, this Agreement will be deemed to have been terminated in respect of that Participant, effective as of the date of the termination of the DSA.

The Committee may terminate this Agreement in respect of a Participant where the Participant has failed to comply with this Agreement or its acts or omissions are a threat to the security and/or integrity of PHI. Where the Committee terminates this Agreement in connection with a Participant, that Participant may make written submissions to the Committee and the Committee will reconsider the decision to terminate and may impose terms and conditions and limit the term of the Agreement in connection with the Participant.

Shared Services may terminate this Agreement on ninety (90) days' notice to the Participants.

The Participants, acting through the Committee, may extend this Agreement immediately following termination for up to sixty (60) days, or such other period as agreed to by the Committee on behalf of the Participants and Shared Services, to facilitate the transition from the HPG and Services to the Participants or another third party system and service provider.

ARTICLE X - LIMITATION OF LIABILITY

10.01 Limitation of Liability

The Parties acknowledge that the provision of the HPG and Services to the Participants is not in Shared Services' ordinary course of business and is being provided as a benefit for the Participants and their Patients. No party will seek recourse against Shared Services for damages arising out of or in connection with this Agreement unless: (1) due to the malicious conduct of Shared Services; or (2) for the failure to perform under the indemnity to Shared Services in Section 10.02 below. The parties agree to work through the Committee and with their insurers and risk managers, to mitigate the risk of third party claims that could potentially flow from their use of the HPG and Services.

10.02 Indemnification of Shared Services

Each Participant agrees to indemnify and hold Shared Services harmless from and against any and all damages, costs, liabilities, expenses and settlement amounts, which Shared Services may incur or suffer relating to any claim by a Participant or any third party that Shared Services may defend or settle in respect of this Agreement or otherwise related to the provision of the HPG and the Services (the "Claim"), except where due to the malicious actions of Shared Services (the "Participant Indemnity"). The amount of indemnification for which each Participant will be responsible under this section 10.02 will be allocated equitably among the applicable Participants.

ARTICLE XI - NOTICE

11.01 Required or Permitted Communications

Any demand, notice, direction or other communication ("Notice") required or permitted to be given hereunder, or for the purposes hereof, to a party will be in writing and will be sufficiently made or given if delivered personally or by courier, or if sent by first class prepaid registered mail or if transmitted by facsimile or other similar means of electronic communication, addressed to the party at the address in Schedule "A".

11.02 Deemed Receipt

Any communication, if delivered personally or by courier, will be deemed to have been given and received on the date on which it was delivered, provided that if such day is not a Business Day, or such delivery was not made within normal business hours, then the communication will be deemed to have

been given and received on the Business Day next following such day. Any communication mailed as aforesaid will be deemed to have been given and received on the fourth Business Day following the date of its mailing in Canada, provided that if at the time of mailing or within four (4) Business Days thereafter, there occurs a labour dispute or other event that might reasonably be expected to disrupt delivery of documents by mail, any communication shall be delivered or transmitted by other means provided for in this section. Any communication given by facsimile or similar form of electronic communication will be deemed to have been given and received on the date of its transmission, provided that if such day is not a Business Day or if it is not received within normal business hours on the date of its transmission, then it will be conclusively deemed to have been given and received on the first Business Day next following its transmission. Any party may change its address at any time by written notice given to the other parties in accordance with this section.

ARTICLE XII - GENERAL

12.01 Entire Agreement

With respect to its subject matter, this Agreement, including the Schedules hereto, contains the entire understanding of the parties and supersedes and replaces all previous agreements, promises, proposals, representations, understandings, and negotiations, whether written or oral, between the parties respecting the subject matter hereof. This Agreement supersedes and replaces the Community Integration Information Management and Network Services Agreement dated November 1, 2012.

12.02 Waivers

No party will be bound by or be liable for any alleged representation, promise, inducement or statement of intention not set forth herein. No waiver, alteration, amendment, modification, or cancellation of any of the provisions of this Agreement will be binding upon a party unless made in writing and duly signed by the party or parties to be bound.

12.03 Further Assurances

Each of the parties will, at its own expense and upon the request of another party, from time to time, promptly execute and deliver, or cause to be executed and delivered, all such further acknowledgements, consents, assurances and other documents, and promptly do, or cause to be done, all such further acts and things as that other party may reasonably request in order fully to effect the purposes of this Agreement.

12.04 Parties Not Partners

Nothing in this Agreement will be construed so as to imply, constitute or create a partnership, employment, joint venture or agency relationship between the parties and nothing in this Agreement or arising from the terms of this Agreement will be construed to confer on a party any right, authority or power to act for, or to assume, create or undertake any obligation or responsibility on behalf of any other party.

12.05 Severability

If any term or condition of this Agreement or the application thereof, to any person or circumstances is to any extent invalid, illegal or unenforceable in any respect, the remainder of this Agreement shall not be affected by the invalidity, illegality or unenforceability of the particular term or condition or the application thereof.

12.06 Governing Law

This Agreement will be interpreted, construed, and governed by and in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein (other than any conflict of law rules that would result in the choice of laws of another jurisdiction) and the Participants agree to submit to the exclusive jurisdiction of the courts of Ontario.

12.07 Assignment

No party may assign its rights or obligations under this Agreement without the prior written consent of the other parties, not to be unreasonably withheld, except that any party may without consent assign its rights under this Agreement to: (1) a successor entity; (ii) or an acquirer of all or substantially all of its assets; or (iii) following an approved transfer to another entity under the Long-Term Care Homes Act, 2007 (Ontario) or any other law regulating the ownership or operation of a party.

12.08 Enurement

This Agreement will enure to the benefit of and be binding upon the parties and their respective successors and permitted assigns.

12.09 Survival

The provisions of this Agreement which by their own terms take effect on termination of this Agreement or by their nature survive termination, will continue in full force and effect and survive such termination, notwithstanding any termination of this Agreement, including Articles V and X and Sections 12.01 – 12.04, 12.06, 12.08 and this 12.09.

IN WITNESS WHEREOF, Shared Services has executed this Agreement below and each Participant has executed this Agreement by execution of a Participation Agreement in the form in Schedule "D".

ONTARIO HEALTH (SHARED SERVICES)

Per: _____

Name: Miren Chauhan

Title: Vice President, Corporate Services

Per: _____

Name: David McLelland

Title: Chief Information Officer & Vice President, Technology & Strategy

Schedule “A”

I – List of Participants

The list of Participants to this Agreement will be managed by Ontario Health (Shared Services).

II – Shared Services Address for Notice

Attn: Privacy Officer
Address: 130 Bloor Street West, Suite 200, Toronto ON M5S 1N5
Phone: 416-750-1720
Fax: 416-750-3624
Email: privacy.officer@hssontario.ca

III – Committee Address for Notice

Attn: Privacy Officer
Address: 130 Bloor Street West, Suite 200, Toronto ON M5S 1N5
Phone: 416-750-1720
Fax: 416-750-3624
Email: privacy.officer@hssontario.ca

Schedule “B”

Services and Service Level Objectives

Description of HPG

1. Health Partner Gateway (HPG) is a portal application system that supports Participants in exchanging Patient information with other Participants in a secure and timely manner. HPG is a proprietary application written, maintained, and supported by Shared Services. The systems use Microsoft .NET technology and it runs on Microsoft Windows Servers with a Microsoft SQL Server database. The HPG systems are located in a secure data center on a private network in Ontario.
2. The HPG system offers business functions which include the following and will be made available to the Participants:
 - (a) eReferral to Long Term Care Home (LTCH). eReferral to LTCH enables Participants to electronically share, through an automated process, new and updated Patient referrals and associated referral information with Participants in their Local Health Integration Network (“LHIN”) that are LTCHs. The recipient LTCHs will be able to receive, respond and update referrals electronically as Patients progress from application through vacant bed matching through admission processes. This functionality includes the sharing of referral updates between other Participants and LTCH Participants.
 - (b) eReferral to Community. eReferral to Community enables Participants to electronically share new and updated patient referrals and associated referral information, including shared documents and assessments, electronically with Participants that are Community Support Service Agencies (“CSSA”). The recipient CSSAs have the ability to receive, respond and update referrals electronically as patients progress from application through to admission.
 - (c) Partner-to-Partner Messaging. The partner-to-partner messaging function allows Participants to send messages to other Participants. This function also allows specific locally-managed organizations to become part of a ‘Community Messaging Group’, enabling them to send messages to, and receive messages from other Organizations within the group. ‘Community Messaging Group’ exists only within the boundaries of the LHIN: communication is restricted to Organizations managed by the LHIN.

Services

Shared Services will:

- Provide all support for HPG production systems including, without limitation, all maintenance, back-up and recovery, and performance and capacity monitoring, tuning, planning of the applications and reporting.
- For Priority 1 Level Incidents (as defined below), initiate and participate in P1 activities.

- Provide appropriate representatives to participate in the system-related committees and/or working groups.
- Ensure support representatives have access to perform troubleshooting and diagnostic activities in respect of HPG.
- Provide all support for any in-scope databases including, without limitation, all maintenance, back-up and recovery, and performance and capacity monitoring, tuning, planning and reporting.
- Provide all Tier 2 and Tier 3 Support (as defined below) as appropriate including, without limitation:
 - Serve as the initial point of contact with regard to all HPG problems, inquiries, and requests.
 - Maintain and update tickets in the ticketing and tracking system once escalated from a local helpdesk. Includes selecting the priority level, performing an accurate triage of the incident and allocation of correct resources
 - Contact the help desk support in respect of all Priority 1 and Priority 2 Level Incidents on in scope environments and applications and Shared Services' incident manager.
 - Contact Shared Services' incident manager in respect of all Priority 1 and Priority 2 Level Incidents.
 - Suggest possible work-arounds and other solutions, if applicable.
- Procure, install, operate, support and maintain all of the hardware and software that is required for the HPG, including:
 - obtain all appropriate licenses and maintenance agreements; and
 - make all contacts and other communications with the applicable third-party vendors with respect to such hardware and software,
- Procure and maintain communication services, including Internet connections necessary for integration and any and all other on-line services offered by Shared Services .

Service Level Objectives

Shared Services Response and Resolution Targets for Incidents

P1 and P2 Incidents detected by Shared Services affecting multiple users will be managed as follows: Urgent and Full system advisories must be issued within 30 minutes and a provincial call is initiated at the 2 hour mark with all operational IT designates for information updates for P1 Incidents. All other Incidents (P2, P3 and P4) must be communicated as needed (system advisory or SMA updates).

Incident Priority Level	Incident Service Level Description	Incident Response Target	Incident Resolution Target	On Call Support Availability after hours
Priority 1 (Critical)	Core application down or network connection or business productivity service down at: ² <ul style="list-style-type: none"> • multiple Participants or • main site at one Participant or 	Within 20 minutes ¹ <i>Note: updates every 2 hours</i>	Within 4 hours	Yes

Incident Priority Level	Incident Service Level Description	Incident Response Target	Incident Resolution Target	On Call Support Availability after hours
	<ul style="list-style-type: none"> multiple sites within a single Participant or across LHINs 			
Priority 2 (Major)	Core application degraded, network connection degraded or business productivity service degraded at: ² <ul style="list-style-type: none"> multiple Participants or main site or multiple sites within a single Participant or across Participants 	Within 20 minutes ² <i>Note: updates every 4 hours</i>	Within 14 hours	Yes
Priority 3 (Minor)	Core application or business productivity service degraded or business support service degraded/down for a small number of users (1-10)	Within 2 Regular Support Hours	Within 48 Regular Support Hours	No
Priority 4 (Minimal)	Network connection degraded, or business productivity service or business support service degraded without impacting the business.	Within 2 Regular Support Hours	Within 5 Business Days	No

¹ Shared Services will endeavor to provide updates every 2 hours for P1 Incidents until resolution. Shared Services will endeavor to provide updates every 4 hours for P2 Incidents.

HPG Target Availability

HPG system availability	Availability is based on 24 hours per day/7 days per week, 365 days per year excluding planned and scheduled maintenance, reported on a monthly percentage figure. Target = 99.5%
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Scheduled and Emergency Maintenance

The Scheduled maintenance window for HPG is:

- Wednesday and Saturday 9 PM to 6 AM.

Additional information about roles and responsibilities for the HPG and contact information is included in the document “Operational Summary of Roles and Responsibilities for HPG” which Shared Services will make available to all Participants.

Schedule “C”
Plain Language Description of the Services and Security

The following description of the health Partner Gateway (HPG) has been created to highlight privacy security safeguards within HPG.

3. Description of HPG

1. Health Partner Gateway (HPG) is a portal application system that supports the exchange of patient and client information by providers of health care and community services with other such providers in a secure and timely manner. HPG is a proprietary application written, maintained, and supported by Shared Services. The systems use Microsoft .NET technology and it runs on Microsoft Windows Servers with a Microsoft SQL Server database. The HPG systems are located in a secure data center on a private network in Ontario.

4. Summary Privacy and Security Safeguards

2. There are numerous controls built into the HPG to protect PHI:
 - (a) Administrative Safeguards:
 - The Chief Privacy Officer of Shared Services is accountable for the privacy and information security of the HPG systems
 - All Shared Services employees, consultants and contractors must abide by our privacy and information security policies and commit to complying with an Acceptable Use and Conduct policy as a condition of employment or as part of their contract or agreement.
 - Shared Services makes privacy and information security education mandatory for staff
 - Risk assessment is part of Shared Services' project cycle
 - (b) Technical Safeguards:
 - Shared Services has deployed safeguards to ensure only the people who need to have access to our systems and Shared Services' clients' information are given access
 - Strong passwords are required to access systems hosting personal health information and other personal information.
 - Shared Services protects personal health information and other personal information by making sensitive information in our computing devices unreadable to those who are not authorized to access this information.
 - Security applications are installed in our sensitive information systems to monitor and prevent abnormal activity.
 - Perimeter security technologies are deployed to ensure our systems are protected from users on the internet.
 - (c) Physical Safeguards
 - Systems where personal health information and other personal information are processed or stored are physically secured in purpose-built facilities with appropriate physical and environmental controls.
 - Physical security controls of these purpose-built facilities are validated by an internally conducted threat risk assessment to ensure they meet Shared Services security standards.

Schedule "D"

Participation Agreement Template

This Participation Agreement is entered into by

FULL NAME OF ORGANIZATION

("Participant") effective DATE THE AGREEMENT WAS SIGNED

1. The terms used in this Participation Agreement have the meanings attributed to them in the Community Integration Information Management and Network Services Agreement (Network Services Agreement) dated March 1, 2015 among Shared Services , the Participant and other providers of healthcare and/or community services that also have entered into the Network Services Agreement through a Participation Agreement and a Data Sharing Agreement between the Participants.
2. The Network Services Agreement establishes the terms and conditions upon which the Shared Services will make the HPG available to and provide the Services to the Participants.
3. The Participant has reviewed and agrees to be a party to and bound by the Network Services Agreement, the terms and conditions of which are incorporated herein by reference.
4. The following is the contact information for the Participant for the purposes of all Communications under the Agreement:

Name: FULL NAME OF ORGANIZATION

Contact Name/Title: FULL NAME & TITLE OF SIGNING AUTHORITY OF ORGANIZATION

Address: FULL ADDRESS OF SIGNING AUTHORITY OF ORGANIZATION

Telephone: TELEPHONE NUMBER OF SIGNING AUTHORITY OF ORGANIZATION

Fax: FAX NUMBER OF SIGNING AUTHORITY OF ORGANIZATION

Email: EMAIL ADDRESS OF SIGNING AUTHORITY OF ORGANIZATION

Schedule “D”

Participation Agreement Template

In witness whereof, this Agreement has been executed by the Participant:

Per: FULL NAME OF ORGANIZATION

Name: FULL NAME OF SIGNING AUTHORITY

Title: TITLE OF SIGNING AUTHORITY

Signature: