



**MINISTRY FOR SENIORS AND ACCESSIBILITY**  
**SENIORS ACTIVE LIVING CENTRES PROGRAM**

**PROGRAM GUIDELINES**  
**2024-25**

**Application Deadline:**  
**February 15, 2024, 5 p.m. ET**

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# Introduction

Ontario is facing a significant demographic shift. Older adults (age 55+) and seniors (age 65+) are the fastest growing demographic in our province, with 500 Ontarians turning 65 every day.

As Ontario's population ages at this unprecedented rate, the majority of seniors wish to live in the community and will require more health care services, housing and social supports to do so. Seniors living in the community can benefit from services that they can easily access from home or nearby.

Ontario is committed to helping older adults stay safe, healthy, active and socially connected in their communities. Seniors Active Living Centres (SALC) programs meet the emerging needs of Ontario seniors, and reduce demand on acute care as the overall health and well-being of Ontario seniors improves.

This document provides information and instructions to help support those who manage SALC Program funding, including the three main administrative components of the program:

1. Requesting and managing funding;
2. Program delivery; and
3. Reporting back to the Ministry for Seniors and Accessibility.

It may be helpful to have a copy of the Program Guidelines on hand (a printed copy or opened electronically on a second screen) as you complete a funding application.

## Seniors Active Living Centres Programs

The Ministry for Seniors and Accessibility (MSAA) funds the SALC Program to support organizations to establish sustainable programs to support seniors.

The SALC Program is established by the *Seniors Active Living Centres Act, 2017*, (SALCA), which defines the SALC Program purpose “to promote active and healthy living, social engagement and learning for persons who are primarily seniors by providing them with activities and services”.

SALC programs help build healthier and safer communities and address the long-term growth and needs of an aging population by:

- Helping reduce health care costs associated with physical inactivity and falls;
- Reducing social isolation, a risk factor for abuse and linked to negative physical and mental health outcomes; and
- Providing seniors with services they need and improving service access.

MSAA supports 316 programs that serve as hubs in their communities. MSAA values the important programs and services that SALC operators deliver to support safe, active, healthy, and engaged older adults and seniors.

## New in 2024-25

### **Increase to Maintenance & Operating Funding**

To continue to support SALC operators' ability to provide more varied programs for more older adults in the face of the rising cost of living, MSAA has increased the maximum Maintenance and Operating funding threshold from \$42,700 to \$50,000. This means that in 2024-25, MSAA will fund up to 80% of SALC programs' net operating costs, to a maximum of \$50,000.

**Please note that due to this increase in the Maintenance and Operating funding threshold this year, it is likely that approved Special Grant amounts will be less than requested.** This may mean that some programs may not receive a Special Grant this year.

# Roles and Responsibilities

The delivery of SALC programs and services to older adults and seniors is made possible through the coordination of a variety of partners, each playing an important role.

**MSAA** is responsible for the overall management, stewardship and oversight of SALC funding and program delivery. This includes setting the policy direction and program funding while ensuring that operators comply with the terms of their transfer payment agreements and the SALC Program Guidelines. MSAA also provides information to operators about other government programs for older adults and seniors that are relevant and may be of interest to them, their families and caregivers in their communities.

**Regional Development Advisors** serve as MSAA's first point of contact for operators and support program delivery throughout the year. Regional Development Advisors provide operators with important program information and monitor program delivery for compliance. They also help operators to manage administrative processes related to requesting funding, payments and fulfilling reporting requirements.

**SALC operators** deliver SALC programs that help support seniors in their communities. SALC operators must meet all the requirements in the SALCA. Operators must be a not-for-profit corporation or a municipality financially capable of establishing, maintaining and operating their programs under competent management. They must operate in good faith; there must be no evidence of careless management in the past or attempts to deliberately deceive or mislead the government or participants in the programs. They must also demonstrate how the organization, and its programs and services, will best serve the interests of older adults and seniors.

SALC operators are expected to comply with the SALCA and all other applicable legislation, including laws governing provincial labour, employment standards, and accessibility for people with disabilities.

Operators receive funding through provincial transfer payments according to the terms and conditions set out in the provincial transfer payment agreement with the Province of Ontario that the operators sign. Operators are responsible for delivering frontline services to older adults and seniors and must follow the terms of their agreements and the SALC Program Guidelines, including reporting on program targets and outcomes.

**SALC programs** must promote active and healthy living, social engagement, and learning for persons who are primarily seniors and older adults by providing them with safe activities and services. Programs delivered by operators can include remote social and recreational activities, as well as virtual health and wellness exercises and clinics, and educational workshops on various topics (e.g., safety and legal protections, governance and volunteerism, computer literacy). A "centre" is often referred to as the place where programs and services are offered. Programs can, however, be offered at a single physical location or through several different locations or satellites to increase outreach. Programs are also encouraged to be offered in non-traditional formats, such

as mobile services or through technology (e.g., interactive telephone or web-based platforms).

Operators are encouraged to continue to offer remote or virtual programming to meet the needs of seniors in the community who may not feel comfortable returning to in-person programming or have difficulty accessing a SALC program location.

**Municipalities** are key partners in the delivery of SALC programs. Under SALCA, an operator operating a program in a municipality must acquire 20 per cent of their net annual program costs from a municipality. The municipal contribution can be in cash or in-kind, or a combination thereof (see the "Municipal Funding" section below for more information).

## 2024-25 Program Priorities

2024-25 SALC programs that SALC operators operate must address **one or more** of the following program priorities, which they must identify in their budget submission:

### 1. **Connect older adults with community programs and services.**

Examples:

- A SALC program operates as a community hub, a centralized point that provides access to a diverse range of resources, referrals, supports, services and activities for older adults and seniors that improve their quality of life and support their safety, health and overall well-being.
- A SALC program takes steps to reach older adults who are new to SALC programming or are isolated in places where they are already living or congregating, such as in seniors' apartments, naturally occurring retirement communities (NORCs) or faith-based communities (e.g., through partnerships, satellite programming, etc.).
- A SALC program uses different service delivery methods (e.g., hybrid, in-person, phone- or web-based, mobile, satellite programming) to reach seniors who are socially isolated or living in rural or remote communities.
  - To support socially-isolated seniors who would benefit from remote programming, a SALC program helps improve seniors' technological capacity through training, intergenerational collaboration, lending of devices, etc.

## 2. Provide programing opportunities for seniors in underserved communities or to underserved populations.

Example:

- A SALC program provides unique or specialized program offerings (including in languages other than English or French) that are designed to meet the needs and interests of local diverse, multicultural, new immigrant, Indigenous, or remote older adult populations (e.g., Mandarin-language book club, Indigenous beading group). Marketing and advertising of these programs are designed to reach these audiences.

## 3. Promote the inclusion of all seniors, including those with disabilities, by reducing accessibility barriers to programs and services.

Example:

- A SALC program offers programing that meets needs of seniors with disabilities to help seniors overcome participation barriers (e.g., large-print program materials, use of microphones at activities, installation of accessibility ramps or automatic door openers, chair yoga class).

# Program Categories

SALC operators will be expected to provide funding support to programming that addresses at least **one or more** of the following project categories:

Program Categories	Examples
Health and Wellness	Diabetes management, foot care clinics, falls prevention, nutrition and meal planning, reflexology, hearing clinics, Alzheimer's awareness
Physical Activities and Sports	Dance, yoga, tai chi, Zumba, chair fitness, pole-walking, cross-country skiing, gardening
Arts and Crafts	Knitting, sewing, woodworking
Cards and Games	Euchre, bridge, bingo, board games (e.g., Scrabble)
Educational Activities	Online or in-person language classes, virtual writing workshops, webinars on financial empowerment (budgeting, tax clinics), technology classes (smart phones, tablets, email, apps), teleconference guest speakers, music classes (piano, guitar), drivers' ed refresher



Dining Activities	Congregate dining, contactless meal pick-up, delivery of food purchased by isolated seniors
Social Activities	Other social activities such as group movies, teleconference social clubs, holiday events, day trips, library, 1x1 phone calls to seniors isolated at home
Transportation Services	Free or subsidized bus tickets, taxi fare, car or special bus services
Other	Other type of program not listed in a category above

# Funding

Operators can apply for two types of SALC Program funding from MSAA on an annual basis: Maintenance and Operating and Special Grants.

For operators that operate on the government fiscal year, MSAA supports costs incurred between April 1, 2024 and March 31, 2025.

For operators that use a calendar financial year, MSAA supports costs incurred between January 1, 2024 and December 31, 2024.

## Maintenance and Operating Funding

The purpose of this funding is to support regular maintenance and operating to provide programs, activities and services to promote active and healthy living, social engagement, and learning for persons who are primarily seniors and/or older adults.

In 2024-25, the maximum amount available for a 12-month period is up to 80 per cent of the net annual operating costs of maintaining and operating the program, to a maximum of \$50,000.

In the past, some operators were approved to receive pay equity payments to support operating costs. No changes are anticipated to alter this funding for wages at this time.

Maintenance and Operating funding must support costs that are directly related to providing programs and services to seniors, such as:

- Staffing costs (including salary expenses of personnel, employee benefits, such as vacation, sick leave, statutory holiday, education leave and organization contribution to the cost of other benefits);
- Overhead and administrative costs such as rent, utilities, office supplies, telephone, and communications services such as internet;
- Supplies for programs;
- Health and safety related materials including personal protective equipment (e.g., masks and gloves), hand sanitizer, disinfectant;

- Food (no alcohol) delivery costs that are not covered by other funding (e.g. Meals on Wheels);
- Purchase or rental of equipment;
- Transportation to events;
- Legal fees directly related to the provision of services to seniors and older adults;
- Accounting or bookkeeping services, audit fees;
- Advertising and marketing;
- Translating program materials into different languages;
- Accessibility costs (e.g., creating accessible documents, sign language interpretation, etc.);
- Membership fees for related affiliations (for example, Older Adult Centres' Association of Ontario - OACAO);
- Routine maintenance; and/or
- Other costs for services leased or purchased that support maintaining and operating SALC-funded programs (including software licenses).

## Special Grants

Operators can also apply for a Special Grant of up to a maximum of \$15,000 to further support the planning and delivery of SALC programs and services for seniors and older adults. Special Grant expenses should be different every year and used for new, one-time expenses, piloting a new type of programming for the first time, or for other expenses listed below.

Special Grants are to be used for exceptional costs that further support the planning and delivery of SALC programs and services including but not limited to:

- New or replacement furniture, equipment (yoga mats, badminton racquets, dart boards), supplies, appliances;
- One-time minor improvements to safety (e.g., plexiglass, signage) and accessibility (e.g., grab-bars, railings, ramps, benches, lighting, audio enhancements) including repair costs associated with these supports;
- One-time training, education or workshops for staff and volunteers, such as train-the-trainer programs (e.g., the Elder Abuse Prevention Ontario program *It's Not Right*);
- Special one-time marketing and communications costs related to SALC programs and services for seniors and older adults (including accessibility related costs);
- One-time technology purchases such as computers, credit or debit machines, software, projectors;
- Consulting fees for research related to the needs of local seniors and older adults (should be shared with MSAA for information purposes); and/or
- Piloting new enhanced, virtual or remote SALC programming options for seniors such as video computer instruction, fraud prevention and financial management webinars, online first aid courses, or teleconference social sessions (e.g., the Seniors' Centre Without Walls model).

- Note: while a Special Grant can be used to fund an initial pilot, should the SALC program decide to continue the activity in future years, the operating costs for that activity should be included in the regular maintenance and operating budget of the SALC program.

Examples of **ineligible** expenses include:

- Gift cards (since expenditures can be made in subsequent fiscal years);
- Purchase of groceries or food boxes for older adults or seniors unrelated to programming;
- Purchase of physical space (e.g., land, building);
- Capital acquisition or large construction projects, planning or building new facilities, major renovations or significant upgrades to buildings;
- Mortgage payments, loans, interest, investments; and/or
- Anything already funded by the Seniors Community Grant Program, Inclusive Community Grant Program, or other sources of government funding.

Note that provincial funding cannot be used to purchase alcohol.

It is the practice of MSAA to prioritize Maintenance and Operating requests. Funding for Special Grants is considered based on any remaining available funding. Very often, total funding requested by operators for Special Grants exceeds what remains in the MSAA's program allocation, so approved grant amounts may be less than requested. Consequently, applicants must be prepared to revise their planned expenditures if the approved Special Grant amount is less than what was requested.

Please note that due to the increase in the Maintenance and Operating funding threshold this year, it is likely that less funding will be available for Special Grant requests than in past years. This may mean that some programs may not receive a Special Grant this year.

## **Municipal Funding**

As stipulated in the SALCA, municipal support of the maintenance and operating costs of the SALC program is mandatory to qualify for SALC funding from MSAA.

As in past years, the value of the municipal contribution can be cash or in-kind, or a combination of both. As specified in the SALCA:

- For programs approved after April 1, 2008 - a minimum of 20 percent of the net annual cost of maintaining and operating the program for the funded year; and
- For programs approved prior to April 1, 2008 - a minimum of 20 percent of the 2007-08 net annual cost of maintaining and operating the program.

Each year, the operator is required to work with their municipality and is responsible for confirming in their application form that the municipality will provide their share toward the maintenance and operation of the SALC program. Operators must notify the province if there is a change in the required municipal funding they receive.

Municipal contributions must be used to support SALC program delivery. Operators are required to track cash and in-kind contributions from the municipality as separate items in the SALC funding request and financial reports.

Any questions or concerns related to the municipal contribution requirement should be discussed with Regional Development Advisors as soon as possible to allow potential issues to be resolved in a timely manner.

### **In-kind Contributions:**

In-kind contributions are non-monetary resources to support costs directly related to SALC program delivery, maintenance and operations.

The value of in-kind contributions should be estimated using either current market value or an appraisal.

In-kind contributions can be in the form of goods, services, use of facilities, or labour provided to support the program at no cost.

2024-25 examples could include:

- Access to municipal teleconferencing or videoconferencing systems;
- Municipal staff time to prepare and deliver educational presentations;
- Mentorship to build SALC operators' capacity;
- Provision of hand sanitizer or personal protective equipment to SALC operator staff or volunteers;
- Provision of cleaning and disinfecting products;
- Provision of plexiglass safety shields;
- Space rental at current market value;
- Yard maintenance/snow removal services;
- Municipal staff time to prepare financial reports;
- Consultant services provided for research purposes; and/or
- Municipal data/reports/gap analysis to support research about seniors and older adults that would be provided at a cost to other clients.

Each in-kind personal property and/or service provided and its value (including how the value was calculated) must be listed in the Municipal Government Funding - In-Kind table in the application form. The operator is responsible for ensuring that the reported market value for all items involving an in-kind contribution is reasonable. MSAA can request evidence (i.e., in the form of quotes from local organizations) if there is any question about the valuation reported.

## **Applying for Funding**

Operators apply for funding through annual budget submission by completing an application form and submitting it via Transfer Payment Ontario by the deadline set by MSAA.

Operators that receive funding for multiple SALC programs must complete a separate application form and final report for each SALC program.

Each SALC program has been assigned a unique, four-digit number so that the program can be tracked from year to year. Operators will be reminded of the number by MSAA by email when the 2024-25 application period opens. This number must be entered into the application form each year. If a SALC operator runs multiple SALC programs, they have been assigned a unique number for each program.

The information that a program operator is required to complete is consistent with past years, including contact information, budget information and funding that is being requested, and performance measures.

Note: Funding for one program cannot be used or transferred to another program.

MSAA expects all SALC operators to request funding based on the level of programming they plan to be able to offer in 2024-25. All SALC programs receiving funding must be offering either remote programming (e.g., web or phone-based), in-person programming, or a combination of these formats.

If an operator is not able to use its SALC funding to offer in-person, remote or virtual SALC programs, this should be reflected in their final report and they are to return these unspent funds to the Province at the end of the fiscal year or at the request of the Province.

Quick Reference Guides on how to navigate the TPON system are available on the [TPON webpage](#). To access the TPON system visit: <https://www.app.grants.gov.on.ca/gr/tpcr/#/externalLogin>

For help with the Transfer Payment Ontario system, contact Transfer Payment Ontario Client Care Monday to Friday from 8:30am to 5:00pm at:

Toll-free: 1-855-216-3090

TTY: 416-325-3408

Toll-free TTY: 1-800-268-7095

Email: [TPONCC@ontario.ca](mailto:TPONCC@ontario.ca)

## Approval of Applications

MSAA will review each application for funding to ensure that the municipal contribution is correct, the budget is reasonable and proposed expenses are eligible. MSAA will contact the operator if they have any questions.

If an operator is approved for funding in 2024-25, MSAA will provide the operator with a letter that specifies the maximum funds it is eligible to receive in the 2024-25 funding cycle. It is important to read this operational approval letter carefully, and to contact the Regional Development Advisors in a timely manner if there are any questions.

Once approved, no additional funding will be provided by MSAA.

It is important that the operator keep this letter for their records, especially for audit purposes.

Operators will also be required to provide proof of insurance for the current year immediately after funding is confirmed via an operational letter. Insurance requirements are provided in section A10.1 of the transfer payment agreement. Please see Appendix A for a sample certificate of insurance, which could be provided as proof of insurance. Please contact a Regional Development Advisor with any questions.

## Payments

Each year MSAA flows Maintenance and Operating payments on a quarterly basis (e.g., 1<sup>st</sup> Quarter payments are issued between April and June, 2<sup>nd</sup> Quarter payments are issued between July and September, etc.).

If an operator applied and is approved for a Special Grant, it will receive a one-time payment in the approved amount of the Special Grant.

It is important for operators to:

- Complete all mandatory online report-backs throughout the year; and
- Submit their final report via TPON to remain in good standing.

Operators that have not submitted their reports and/or online report-backs by the deadline may have future quarterly payments and/or Special Grant payment withheld.

## Changes to Expenditures

Operators must notify their Regional Development Advisor in writing (email is acceptable) if there is any change to how they plan to spend the Special Grant. The Regional Development Advisor will review the request to ensure the expenditures are eligible in accordance with these Program Guidelines, and that the related activities can realistically be completed by year end. The Regional Development Advisor will notify the operator if the request is approved.

Requests for changes to using funds as planned and agreed by the operator and the province can be made at any time throughout the year, but must be made in writing and approved by MSAA in advance of any proposed change in the use of the funds.

## Mandatory Interim Reporting

MSAA requires SALC operators to complete short online report-backs to help MSAA quickly gather information from SALC operators to better support them and their programs.

Operators will receive an email with a link to complete the online report-back from their Regional Development Advisor. Typically, there will be a maximum of four report-backs per program cycle, up to one per quarter.

Quarterly payments and Special Grants may be withheld from operators that have not submitted an online report-back.

## Final Report Process

An essential part of the SALC Program funding cycle is reporting back to MSAA on actual expenditures and program results achieved.

MSAA will request a final report at the end of the fiscal year (March 31<sup>st</sup>).

MSAA will inform operators when final reports are due, which will typically be within three months after the end of the fiscal year.

Submitting a final report and returning unspent funds is the final step in the annual funding cycle. SALC operators will be required to return any program funds paid to them that they did not spend on approved expenses for SALC programs.

Operators will be asked to confirm in their final report that program funding was only spent on eligible SALC expenses and in accordance with the program dates outlined in these guidelines.

Only cheques are accepted by MSAA for the repayment of unspent funds.

## Records and Information Management

Note that all documentation associated with the funding application, approval, actual expenditures (including proof of purchase for all items), and the final report submitted to MSAA **must be saved** by the operator **for provincial audit purposes for a period of seven years**. An audit or request for proof of purchase can be requested by MSAA on behalf of the Province at any time during this period.

As part of MSAA's audit requirements, soon after the end of each fiscal year as part of the final reporting process, a sampling of SALC programs will be asked to provide a summary of SALC Program expenses followed by copies of selected invoices to verify that SALC Program funding was spent on eligible expenses.

## Tracking Funding and Financial Reporting

It is essential that operators keep track of funding from MSAA on behalf of the Province and the municipality separately. This ensures they can report on provincial and municipal funding in a manner that is transparent to both the accounting firm that audits the operator and to MSAA.



Along with the final report, **non-municipal** operators are required to submit a copy of financial statements to MSAA. The type of financial statement required depends on the operator's operating revenues, as outlined below.

Operators that have operating revenues:

1. \$100,000 or more will require a full **audit engagement** to be completed.
  - An audit engagement requires an auditor (an independent professional public accountant) to provide the client the highest level of assurance on the client's financial statements, including but not limited to consideration and evaluation of the internal control system of the company, which may include testing the effectiveness of the system; tests of the underlying documentation to support account balances; observation of the physical inventory counts; and outside confirmation of account receivable balances.
2. Between \$50,000 and \$99,999.99 can choose to have a **review engagement** done, in lieu of a full audit engagement.
  - A review engagement requires an independent professional public accountant to review financial statements to ascertain whether they are plausible, not misleading, and that the accountant is satisfied that the financial information is presented in accordance with generally accepted Canadian accounting standards for non-profit organizations. Board members usually must waive having audited financial statements prepared, in favour of a review engagement. Reviews provide limited assurance that the financial information conforms to generally accepted accounting principles. This process is less expensive than a full audit engagement.
3. Less than \$50,000 can submit a **board-endorsed financial statement** – a statement of finances with a letter signed by two senior officials.
  - Board-endorsed financial statements disclose the financial state of an operator and an accountability of funding, including how it was spent. There is generally no additional cost to prepare financial statements as it is usually done by the treasurer or other financial staff. **Statements must be approved by two senior officials**, such as the Board Chairperson, CEO, CFO, President, or Vice-President.

**Municipal** SALC operators are required by MSAA on behalf of the Province to provide financial reports through the provincial Financial Information Return (FIR) system. To reduce duplication, municipalities must report SALC funding in the FIR system under Schedule 12, Ontario Conditional Grants, Social and Family Services, Line 1220 - Assistance to Aged Persons, or Recreation and Cultural Services. Municipalities that identify SALC funding through the FIR system are not required to submit separate audited statements unless requested by MSAA.



Any municipality that does not report to the Province through the FIR system is required to submit financial reports audited by an independent accounting firm directly to their Regional Development Advisor.

## Performance Measurement

Good reporting and performance measurement are central to the Province’s commitment to transparency and accountability.

Collecting measurable data is the first step in measuring performance, and can help operators:

- Meet program requirements and provincial objectives.
- Demonstrate their value to seniors and older adults and their communities.
- Ensure that SALC programs are being used to their full potential.
- Better connect seniors to their communities as a result of SALC programs and services.

This data will also provide the Province with assurances that operators:

- Use the provincial funding for the purposes intended.
- Achieve the outcomes that operators outline in their application.
- Comply with the terms and conditions of transfer payment agreements and the SALCA.

Operators are required to provide the following SALC program data in both the initial application as targets and in their final report as results achieved:

Participation:	Number of members or unique participants in the SALC program  Number of volunteers supporting the SALC program
Operations:	Number of members or unique participants in the SALC program  Total number of activities and services supported by SALC funding  Delivery of intergenerational activities
Inclusiveness:	Demographic groups that participate in SALC programming
Connectedness:	Whether and how the SALC program provides information about other programs or services in your community

	Whether the SALC program refers clients to other programs or services in the community, and if so, which programs or services
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Additionally, in the final report, SALC operators must provide the following information:

Providing Seniors with the Services they Need:	Number of times activities in different programing categories were offered in an average week
Improving Access to Services for Seniors:	How the SALC program is helping seniors improve their access to programing and services
New Partnerships:	Number of new collaborations with local organizations created during the year (for any purpose, such as information sharing, business, space sharing, etc.)

## Feedback from SALC Members/Participants

During the funding year, SALC operators must provide a survey to SALC members/participants asking questions related to the outcomes of the SALC program. For example, “On a scale of 1 to 5, how satisfied were you with the SALC programing you participated in?” The survey questions will be provided by Regional Development Advisors to SALC operators at the beginning of the funding year to share with their members/participants.

## Program Delivery

For operators to remain in good standing and continue to receive their approved funding, they must report any changes to MSAA through the Regional Development Advisors.

These changes include:

- Changes to the location at which programs are offered;
- Changes to aspects of the programing;
- Name changes of the organization or a SALC program;
- A merger of the operator with another organization; and

- Any other changes that reasonably ought to be brought to the attention of MSAA.

The operator is responsible for notifying MSAA's Regional Development Advisors as soon as possible, and their clients, if applicable.

Operators may not have all the details of the proposed change but should give MSAA advance notice as soon as possible.

If the operator or the SALC program is merging with another service provider or moving it is required to complete a Location Approval Form (available from Regional Development Advisors) as soon as it is aware of the change.

Operators are also required to demonstrate that any new location at which programs will be held is safe, accessible, and that SALC program participants have been informed of the move. Operators must also show that any changes to aspects of the SALC program ensure that it continues to serve at least the same number of seniors and be supported by the municipality.

It is important to complete the Location Approval Form and provide the supporting documentation in a timely manner so that there is no interruption in SALC program funding. The Regional Development Advisor will send the operator a letter of confirmation once all the required documentation has been submitted and program requirements have been satisfied.

Operators must keep their program's online (e.g., webpage, Facebook page, social media) or phone voicemail messaging up-to-date so that information about available programming is current and clear for the public. Please also inform MSAA of any contact information changes so they can be incorporated into MSAA's [online SALC program locator](#).

## French Language Services

SALC operators that deliver programming in one of the [26 French designated areas of the province](#), are encouraged to provide all programming and program information in both English and French. Additionally, French and English resources should be made available simultaneously to the public.

Please also note that organizations that are bound by the French Language Services Act (FLSA), must comply with their legislative requirements under the act, related to any aspect to SALC programming.

## Banking Information Changes

Operators must ensure that they have provided MSAA with up-to-date banking information. To update your banking visit:

[Doing business with the Government of Ontario | ontario.ca](https://www.ontario.ca)

## Site Visits

As part of ongoing community development activities, Regional Development Advisors may visit each SALC program at least once per fiscal year.

## Acknowledging Support of Government

For products developed using SALC funding, SALC operators are required to acknowledge the Government of Ontario. The logo may appear on SALC program products with the acknowledgement wording addressed below.

The Ontario logo is the main identifier for the Ontario government's activities. It consists of a fixed combination of a stylized trillium and a unique typesetting of the word Ontario. These are inseparable elements of the Ontario logo. They must not be used independently of each other, nor must their relationship be altered or modified in any way. The ministry name should not be used with the Ontario logo.

The acknowledgement must appear on the copyright or credit page of the product. The Ontario logo may appear as part of the acknowledgement.

### Suggested Acknowledgement Wording

**A.** With support provided by the Government of Ontario.

**OR**

**B.** This [product/product name] was [presented/produced] by [your organization's name] with support from the Government of Ontario.

Please note that the Ontario logo is protected under the Trade Marks Act and is restricted for official government use or by permission only.

## Resources

For more information about programs or services in your community, contact your Regional Development Advisor. 211 Ontario (<https://211ontario.ca/>) is also a helpful resource, providing information on, and referrals to, Ontario's community, social, health-related and government services.

## Lottery and Gaming

[Charitable organizations that offer lotteries and gaming should, for ethical fundraising purposes, consult with their local municipality and the Alcohol and Gaming Commission of Ontario \(AGCO\), which governs lottery and gaming requirements.](#) For more information, refer to: <https://www.agco.ca>.

## Program Updates

To stay up to date on MSAA announcements, programs and services follow us on:

- Twitter: @SeniorsON | @AinesON
- Facebook: Seniors Ontario | AinesOntario
- LinkedIn: Ministry for Seniors and Accessibility
- Help us share your good work by tagging us!

SALC operators are also invited to share high-quality photos and/or videos with MSAA provided the operator has obtained the written consent of any individuals depicted in the images along with a provincial written consent form available from a Regional Development Advisor. The SALC operator and their photos/videos may be used in promotional activities such as MSAA's social media channels.

For questions regarding funding or the MSAA's expectations this year, contact a Regional Development Advisor to get more information. To find a Regional Development Advisor that serves your program delivery area, please visit the [provincial directory](#).

# Appendix A – Sample Certificate of Insurance

<b>Name and address to whom issued: (4)</b>  His Majesty the King in Right of Ontario as represented by the Minister for Seniors and Accessibility, 777 Bay Street, Suite 600C, Toronto, ON, Canada, M7A 2J4			<b>Name and address of Insured (1)</b>		
<b>Type of insurance (4a)</b>	<b>Insurer</b>	<b>Policy Number</b>	<b>Expiration</b>	<b>Coverages</b>	<b>Limits of Liability</b>
Commercial General Liability <b>(5)</b> Including: - Non-owned Automobile - Blanket Contractual Liability - Products and Completed Operations - Cross Liability and Severability of interests clause - Personal Injury - Employers Liability or WSIB Clearance	Insurance Co. Canada	xxx	31-03-2022 <b>(2)</b>	Inclusive Limits, Bodily Injury and Property Damage Liability	Each Occurrence or Accident: \$2,000,000 General Aggregate: \$2,000,000 <b>(4b)</b>
<b>Additional Insured:</b> His Majesty the King in right of Ontario, his ministers, agents, appointees and employees. <b>(3)</b> SUBJECT TO THE TERMS, CONDITIONS AND EXCLUSIONS OF THE ABOVE NOTED POLICIES					
<b>(6) **EVIDENCE OF INSURANCE ONLY** CANCELLATION:</b> Should any the policies described herein be cancelled before the expiration date thereof, the insurer(s) affording coverage will endeavour to mail 30-days written notice to the Certificate Holder named herein, but failure to mail such notice shall impose no obligation or liability of any kind upon either the Insurer(s) affording coverage, its agents or representatives.  Issued at: Toronto, Ontario  Date: <b>(7)</b> Signature:					

**Certificate of Insurance Provisions** (correspond to the numbers in brackets in the sample certificate above)

(1) State that the insured party is the recipient organization with whom the Ministry for Seniors and Accessibility has contracted. This is important since a policy will only cover the Named Insured on the policy.

(2) Identify the date of coverage (i.e., the project/program duration).

(3) Identify the Ministry for Seniors and Accessibility as an additional insured by using the following language: "His Majesty the King in Right of Ontario, his Ministers, agents, appointees and employees." This phrase should appear on the certificate face under a memo heading or special note box.

(4) Identify the type (a) and amount (b) of coverage (i.e., Commercial General Liability Insurance is listed and is on an occurrence basis for two million dollars).

(5) Identify all the endorsements requested in section A10.1 of the Transfer Payment Agreement signed by the Seniors Active Living Centre (SALC) operator.

(6) Include a statement that the certificate holder (the Ministry for Seniors and Accessibility) will be notified of any cancellation or material change within 30 days.

(7) Include the signature of an authorized insurance representative.