

**Ministry of Health
and Long-Term Care**

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2972AC-2008-23

January 28, 2008

**MEMO TO: Community Care Access Centres Board Chairs
Community Care Access Centres Executive Directors**

**FROM: Hugh MacLeod
Assistant Deputy Minister
Health System Accountability and Performance**

**RE: Review of the Client Services Procurement Process for
Community Care Access Centres**

Effective today, January 28, 2008 the government is asking all Community Care Access Centres (CCACs) to cancel current client services competitive procurement processes and not to restart such processes until further notice. This includes all current Requests for Qualifications (RFQs) and Requests for Proposals (RFPs) that have been issued by CCACs for nursing, personal support and homemaking, and therapy services. Procurement processes for medical supplies and equipment should continue.

In the interim, the government will be reviewing the current CCAC client services procurement process and the ministry's "Client Services Procurement Policy and Procedures" to ensure they support the principles of putting the client first, continuity of care and stability for health care workers to ensure Ontarians receive the highest quality home care services possible.

The government will provide further details on next steps soon.

Hugh MacLeod
Assistant Deputy Minister
Health System Accountability and Performance Division

- c: Adalsteinn Brown, Assistant Deputy Minister, Healthy System Strategy Division
Susan Paetkau, Director, Health Program Policy and Standards Branch
Carrie Hayward, Director, LHIN Liaison Branch
Margaret Mottershead, CEO, Ontario Association of Community Care Access Centres
Susan VanderBent, Executive Director, Ontario Home Health Care Providers' Association
Susan Thorning, CEO, Ontario Community Support Association
Linda Kenny CEO, Ontario Association of Children's Rehabilitation Services
Kate Power, Alliance of Professional Associations for Community-Based Therapy Services
CEOs, Local Health Integration Networks