


<b>Policy Name:</b>	<b>PROGRAM AND SERVICE MONITORING AND EVALUATION</b>		
<b>Policy Number:</b>	<b>GOV-106</b>	<b>Formerly</b>	<b>BG-104</b>
	<b>Creation Date:</b> <b>May 2000</b>	<b>Reviewed Date:</b> <b>May 2018</b>	<b>Approved by:</b> <b>Board of Directors</b>

## POLICY STATEMENT

The Board of Directors (the “Board”) regularly monitors the outcomes achieved through the programs and services provided at the West Elgin Community Health Centre (the “Centre”).

## PROCEDURE

Under the terms of its Multi-Sectoral Accountability Agreement (M-SAA) with the South West Local Health Integration Network (SW LHIN), the Centre annually reports on the Centre’s program and service activity levels. The report shall be prepared by the Executive Director or designate and approved by the Board as part of the submission to the SW LHIN.

In addition, Board approval shall be required with respect to the information included in all quarterly reports required by the SW LHIN. However, unless otherwise required by the SW LHIN, the Board or good governance practices, all other program evaluations and survey information submitted to the SW LHIN on behalf of the Centre only requires the approval of the Executive Director.

In addition, the Board will monitor the Centre’s program and service delivery through

- Regular reporting on the Multi-Sectoral Accountability Agreement and financial results
- Regular fiduciary and management reports
- Regular program presentations by staff at Board meetings
- Reports on funds received from other sources (e.g. United Way)
- Semi-annual updates on the operational plan that track progress on the Strategic Plan
- The annual client satisfaction survey report