

Appendix E
City of Toronto – Findhelp Information Services
Service Agreement Terms and Conditions
2015-2018

1. This agreement covers the period January 1, 2015 through December 31, 2018.
2. Findhelp Information Services is funded through a partnership line item grant, subject to annual approval by City Council through the Annual Operating Budget process;
3. Findhelp Information Services is funded as a non-profit, charitable organization;
4. Findhelp Information Services is funded based on its continuing role as the officially designated 211 service provider for the City of Toronto;
5. Findhelp Information Services is required to provide budget and organizational information as outlined in the "Toronto Community Grants Policy" report, 2013, including, but not limited to: Audited financial statement, Annual report, Annual program statistics;
6. Findhelp Information Services will sign and abide by the City of Toronto Declaration of Compliance with Anti-Harassment/Discrimination Legislation & City Policy and provide copies of Findhelp's own organizational policies, implementation plans and complaint procedures relating to Non-Discrimination and Access and Equity;
7. Findhelp Information Services will submit an annual global budget as well as program budgets for activities supported by City of Toronto funding (including 24/7 information and referral service, data services, information technology and administration);
8. The City of Toronto will provide grant payments to Findhelp Information services on a bi-monthly schedule, based on monthly, approved claims;
9. Findhelp will maintain financial administration procedures and controls that ensure the accurate recording, reporting and management of its operations;
10. Findhelp Information services will provide quarterly reports on its programs and services, including quantity of calls and internet page views, trends in community inquiry or search issues, usage by geography, including Neighbourhood Improvement Areas, and any other categories that may be mutually determined;
11. Findhelp will maintain its participation in professional information and referral sector efforts to develop and monitor service quality standards development, customer satisfaction studies, Information and Referral training and service monitoring.