

**Ministry of Community
and Social Services**

Service Delivery and Supports Branch
80 Grosvenor Street
7th Floor, Hepburn Block
Toronto ON M7A 1E9
Tel: 416-325-5446
Fax: 416-212-1499

**Ministère des Services
sociaux et communautaires**

Direction de la prestation des services et du soutien
80, rue Grosvenor
Édifice Hepburn, 7^e étage
Toronto (Ontario) M7A 1E9
Téléphone : 416 325-5446
Télécopieur : 416 212-1499



December 18, 2015

Susan Quinn-Mullins
Board Chair
Central West Specialized Developmental Services
53 Bond Street
Oakville ON L6K 1L8

Dear Mrs. Quinn-Mullins:

**RE: Letter of Compliance: Compliance Inspections of Agencies Funded by the
Ministry of Community and Social Services Providing Services and
Supports to Adults with Developmental Disabilities**

I am writing with respect to the compliance inspection completed from December 7th, 2015 through December 9th, 2015 for your agency.

Thank you for submitting the completed Compliance Action Template (CAT) and supporting documentation to your Program Supervisor. I am pleased to inform you that your agency is found to be in compliance with Ontario Regulation 299/10 Quality Assurance Measures and the Policy Directives for Service Agencies.

To further support compliance within your agency, please refer to the attached Compliance Inspection Report.

General

I invite you to participate in a customer service satisfaction survey of the recent inspection completed with your agency. The survey results will be used internally by the Adoptions, Compliance, Monitoring and Oversight Unit to enhance our services. I kindly ask that this survey be completed within the next thirty (30) days. You may access the survey at the following link: <http://fluidsurveys.com/s/ds-post-compliance-inspection/>

Contact

If you have any questions or concerns regarding the compliance inspection process, please feel free to contact me at (416) 427-5442 or at JeanDavid.Charles@ontario.ca or Allana Shore, Program Supervisor at Allana.Shore@ontario.ca.

Again, please accept my thanks to you and your staff for their participation in this process.

Sincerely,

David Charles
Program Advisor
Adoptions, Compliance, Monitoring and Oversight
Service Delivery and Supports Branch
Community and Developmental Services Division
Ministry of Community & Social Services

- c. Michael Shackleton, Project Manager, Service Delivery and Supports Branch
Allana Shore, Program Supervisor, Region Office
James Duncan, Executive Director, CWSDS
Karen Hunter, Executive Assistant, CWSDS

Attachments