

**Ministry of Children,
Community and Social
Services**

Service Delivery and
Supports Branch

315 Front St. West
Toronto, ON M7A 0B8

**Ministère des Services à
l'enfance et des Services
sociaux et communautaires**

Direction de la prestation des
services et du soutien

315, rue Front Ouest
Toronto, (Ontario) M7A 0B8



October 2, 2019

James Duncan
Executive Director
Central West Specialized Developmental Services
53 Bond Street
Oakville ON L6K 1L8

Dear Mr. Duncan,

RE: AGENCY COMPLIANCE

The Ministry conducts compliance inspections of all Ministry-funded service agencies under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* (SIPDDA). The specific standards of care and safety requirements that agencies are required to comply with are set out in Ontario Regulation 299/10 Quality Assurance Measures (QAM) and/or in policy directives.

The primary purpose of an inspection is to assess service agency compliance with legislation and policy directives, and seek to ensure that service agencies are fully aware of their responsibilities. Agencies may be provided with support to come into compliance.

Compliance inspections are intended to provide assurances to the Ministry, members of the public, stakeholders and individuals receiving services and supports that adults with developmental disabilities are receiving quality standards of care, in a safe and secure environment. Inspections are designed to be both transparent and fair. They are conducted systematically, using a consistent approach for all service agencies, for maximum thoroughness and equitableness.

I am writing with respect to the compliance inspection of your agency that took place from **September 9 through September 20, 2019**. The Ministry is pleased to inform you that **Central West Specialized Developmental Services** was found to be **IN COMPLIANCE** with Ontario Regulation 299/10 of SIPDDA (Quality Assurance Measures) and/or policy directives applicable to MCCSS-funded services and supports for adults with developmental disabilities.

Central West Specialized Developmental Services will be responsible for managing any specific inquiries regarding the results of the compliance inspection.

The Ministry requires this letter to be posted in a public location within the agency.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Lockwood".

Kevin Lockwood
Manager
Developmental Services Compliance Team

Carmela DiMondo, Program Supervisor, Central Region
Susan Quinn-Mullins, Board of Directors, Central West Specialized Developmental Services
Nancy Mills, Program Advisor, Developmental Services Compliance Team
Lisa Dickson, Program Advisor, Developmental Services Compliance Team