



Friday March 1, 2019

Anna Lacelle  
Executive Director  
Developmental Services Ontario – Eastern Region  
200-150 Montreal Road  
Ottawa, ON K1L 8H2

Dear Ms. Lacelle,

**RE: DEVELOPMENTAL SERVICES ONTARIO (DSO) - COMPLIANCE**

The Ministry conducts compliance inspections of all Ministry-funded Developmental Services Ontario offices 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 Developmental Services Ontario office 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 Developmental Services Ontario (DSO) compliance with legislation and policy directives, and make DSO offices aware of their responsibilities. DSO offices 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 who are seeking services and supports, are assessed in a consistent, transparent and equitable manner, and that persons may then be connected to a service agency best suited to support their needs and their ability to participate in their communities. Inspections are designed to be both transparent and fair. They are conducted systematically, using a consistent approach for all DSO offices, for maximum thoroughness and equitableness.

I am writing with respect to the compliance inspection of your DSO office that took place from **Tuesday February 12, 2019** through **Thursday February 14, 2019**. The Ministry is pleased to inform you that the **DSO Eastern Region** 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.

The **DSO, Eastern Region** 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 that reads "Kevin Lockwood".

Kevin Lockwood  
Senior Manager  
Developmental Services Compliance Team

- c. Matthew Armstrong, Program Advisor, Compliance Unit, MCCSS  
David Charles, Program Advisor, Compliance Unit, MCCSS  
Renée Bélanger, Director-DSO, Eastern Region  
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