

Thursday March 15, 2018

Liz Prendergast  
Executive Director  
DSO South West Region  
171 Queens Avenue  
London, Ontario  
N6A 5J7

Dear Ms. Prendergast:

**RE: DEVELOPMENTAL SERVICES ONTARIO 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 compliance with legislation and policy directives, and seek to ensure that Developmental Services Ontario offices are fully aware of their responsibilities. Developmental Services Ontario 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 Developmental Services Ontario offices, for maximum thoroughness and equitableness.

I am writing with respect to the compliance inspection of your Developmental Services Ontario office that took place from Monday February 26, 2018 through Thursday March 1, 2018. The Ministry is pleased to inform you that **Developmental Services Ontario – South West Region** was found to be **IN COMPLIANCE** with Ontario Regulation 299/10 of SIPDDA (Quality Assurance Measures) and/or policy directives applicable to MCSS-funded services and supports for adults with developmental disabilities.

**Developmental Services Ontario – South West 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, appearing to read "Kevin Lockwood".

Kevin Lockwood  
Manager  
Developmental Services Compliance Team

- c. Matthew Armstrong, Program Advisor, Compliance Unit  
Mark Brown, Program Advisor, Compliance Unit  
Katie O'Leary, Program Advisor, Compliance Unit  
Gerald Martin, Program Supervisor, South West Region  
Chris Symons, Director, DSO South West Region  
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