



Friday December 6, 2019

Chris Symons  
Chief Executive Officer  
Developmental Services Ontario – South West Region  
Community Services Coordination Network  
171 Queens Ave, Suite 750  
London, ON.,  
N6A 5J7

Dear Mr. Symons:

**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 November 19, 2019** through **Friday November 22, 2019**. The Ministry is pleased to inform you that the **DSO Southwest 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.

The **DSO, Southwest 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  
Senior Manager  
Developmental Services Compliance Team

- c. Matthew Armstrong, Program Advisor, Compliance Unit, MCCSS  
Samantha Boland, Program Supervisor, West Region Office  
Jon Lavkulich, Board President, Community Services Coordination Network  
[DSinspections@ontario.ca](mailto:DSinspections@ontario.ca)