

March 20, 2024

Andrea Topham  
Executive Director  
Community Services Coordination Network (Ontario)  
171 Queens Avenue Suite 750  
London, ON  
N6A 5J7

Dear Andrea Topham:

**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's compliance with legislation and with the appropriate 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 **March 4, 2024 through March 8, 2024**. The Ministry is pleased to inform you that the **DSO, South West Region** was found to be **COMPLIANT** with Ontario Regulation 299/10 (Quality Assurance Measures) of SIPDDA and the policy directives applicable to Application Entities.

The **DSO, South West Region** is 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,



Kevin Lockwood

Manager  
Quality Assurance and Compliance Unit

- c. Leanne Bebee, Program Supervisor, West Region  
Matthew Armstrong, Program Advisor, Quality Assurance and Compliance Unit  
Jennifer Istl, Program Advisor, Quality Assurance and Compliance Unit  
Pamela Brooks, Board President, Community Services Coordination Network (Ontario)  
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