

April 13, 2021

Roxanna Spruyt-Rocks  
Chief Executive Officer  
Deafblind Ontario Services  
17665 Leslie Street  
Unit 15  
Newmarket Ontario  
L3Y 3E3

Dear Ms. Spruyt-Rocks,

**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.

Note: An emergency order was made on April 3, 2020 under the *Emergency Management and Civil Protection Act* as part of the government's measures to help protect the health, safety, and well-being of Ontarians from COVID-19 and to support agencies that support adults with a developmental disability to work together in a safe and healthy workplace. This emergency order is a temporary measure to provide flexibility to developmental services agencies to redirect their staffing and efforts to essential tasks.

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 unannounced compliance inspection of your agency that took place from April 7, 2021 to April 9, 2021. The Ministry is pleased to inform you that **Deafblind Ontario 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.

Deafblind Ontario 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,



Kelly Huntington  
A/Manager  
Developmental Services Compliance Team

- c. Rachel Cantelon, Program Supervisor, East Region  
Cindy Accardi, Program Supervisor, Central Region  
Lise Gagnon, Board Chair, Deafblind Ontario Services

Andrea Pringle, Director of Growth and Operations  
Karen Keyes, Chief Operating Officer  
Lee-Anne Tressider, Program Advisor  
Mark Brown, Program Advisor