



December 17, 2025

Roxanna Spruyt  
Chief Executive Officer  
DeafBlind Ontario Services  
17665 Leslie St. Unit # 15  
Newmarket, ON  
L3Y 3E3

Dear Roxanna Spruyt:

**RE: SERVICE AGENCY COMPLIANCE**

The ministry conducts compliance inspections of all ministry-funded service agencies and application entities under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* (SIPDDA). The specific requirements that service agencies and application entities 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 service agencies' and application entities' compliance with QAM and the policy directives made under SIPDDA, and seek to ensure that service agencies and application entities are fully aware of their responsibilities. Inspections are designed to be both transparent and fair. They are conducted systematically, using a consistent approach for all service agencies and application entities, to support thoroughness and equity.

Compliance inspections are intended to provide assurances to the ministry, members of the public, stakeholders and individuals receiving services and supports, that the ministry-funded services and supports meet ministry requirements. Service agencies and application entities may be provided with support to come into compliance.

I am writing with respect to the compliance inspection of your organization that took place between December 9 and December 12, 2025. The ministry confirms 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 service agency.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin", written over a series of horizontal dotted lines.

Kevin Lockwood  
Manager  
Developmental Services Quality Assurance and Compliance

Attachments:  
Inspection Report

- c. Cindy Accardi, Program Supervisor, Central Region  
Tasha Oommen, Program Supervisor, East Region  
Lisa Dickson, Program Advisor, Developmental Services Quality Assurance and Compliance  
Jennifer Istl, Program Advisor, Developmental Services Quality Assurance and Compliance  
Shannon Jones-Turner, Program Advisor, Developmental Services Quality Assurance and Compliance  
Lise Gagnon, Chief Board of Directors, DeafBlind Ontario Services