

Ministry of Community  
and Social Services

Service Delivery and Supports Branch  
80 Grosvenor Street  
7<sup>th</sup> Floor, Hepburn Block  
Toronto ON M7A 1E9

Ministère des Services  
sociaux et communautaires

Direction de la prestation des services et du soutien  
80, rue Grosvenor  
Édifice Hepburn, 7<sup>e</sup> étage  
Toronto (Ontario) M7A 1E9



June 21, 2018

Jennifer Valenti  
Executive Director  
Community Living North Bay  
741 Wallace Road  
North Bay, ON

Dear Ms. Valenti,

**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.

The primary purpose of an inspection is to assess service agency compliance with legislation and policy directives, and seek to ensure that service agencies are fully aware of their responsibilities. Agencies 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 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 compliance inspection of your agency that took place from June 19, 2018 through June 21, 2018. The Ministry is pleased to inform you that **Service Agency** 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.

Community Living North Bay 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. Kelly Huntington, Program Supervisor, North Region Office  
Robyn Grigg, Board President, Community Living North Bay  
Lisa Dickson, Program Advisor, Developmental Services Compliance Team