

**Ministry of Community
and Social Services**

Service Delivery and Supports Branch
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**Ministère des Services
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December 11, 2017

Ms. France Vaillancourt
Executive Director
Community Living Grimsby, Lincoln & West Lincoln
191 South Service Road
Grimsby, ON L3M 4H6

Dear Ms. Vaillancourt:

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 on November 21 through November 24, 2017. The Ministry is pleased to inform you that **Community Living Grimsby, Lincoln & West Lincoln** is 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 Grimsby, Lincoln & West Lincoln 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", with a long horizontal flourish extending to the right.

Kevin Lockwood
Manager
Developmental Services Compliance Team

- c. Sam Curtin, Program Supervisor, Hamilton Office
Christine Hahn, Board President, Community Living Grimsby & Lincoln West Lincoln
DSinspections@ontario.ca