

Ministry of Children,
Community and Social Services

Ministère des Services à
l'enfance et des Services
sociaux et communautaires



Developmental and Supportive
Services Branch

Direction des services aux
personnes ayant une déficience
intellectuelle et des services de
soutien

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December 14, 2023

Bob Butella
Chief Executive Operator
Community Living Haldimand
2256 River Road, PO Box 396
Cayuga, ON N0A 1E0

Dear Bob Butella;

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 Letter of Non-compliance to Community Living Haldimand on November 30, 2023. The Ministry is pleased to inform you that based on the information submitted on December 11, 2023, Community Living Haldimand is now 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.

Community Living Haldimand 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 cursive script that reads "Kelly Huntington".

Kelly Huntington
Manager
Quality Assurance and Compliance Unit

c. Leanne Bebee, Program Supervisor, West Region
Holly Sabara, Program Lead, Developmental Services Compliance Team
Heather Furtney, Board Chair, Community Living Haldimand
DSinspections@ontario.ca