



March 28, 2019

Ms. Anna-Marie Eckensweiler
Executive Director
Options Northwest Personal Support Services
95 Cumberland Street North
Thunder Bay, ON P7A 4M1

Dear Ms. Eckensweiler:

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 **March 11-14, 2019**. The Ministry is pleased to inform you that **Options Northwest Personal Support Services** 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.

Options Northwest Personal Support 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,

A handwritten signature in black ink, appearing to read "Kevin Lockwood".

Kevin Lockwood
Manager
Developmental Services Compliance Team

- c. Marnie Tarzia, Program Supervisor, North Region
Katie O'Leary, Program Advisor, Developmental Services Compliance Team
Darlene Dale, Program Advisor, Developmental Services Compliance team
Meghan Hanbury, Board President, Options Northwest
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