

October 28, 2021

Tony DeAgazio
Options Northwest Personal Support Services
95 Cumberland Street North
Thunder Bay, ON P7A 4M1

Dear Mr. DeAgazio:

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.

Note: An emergency order was made on April 3, 2020 under the *Emergency Management and Civil Protection Act* as part of the government's measures to help protect the health, safety, and well-being of Ontarians from COVID-19 and to support agencies that support adults with a developmental disability to work together in a safe and healthy workplace. This emergency order is a temporary measure to provide flexibility to developmental services agencies to redirect their staffing and efforts to essential tasks.

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 unannounced compliance inspection of your agency that took place from **October 18 through October 21, 2021**. 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 MCCSS-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,



Kelly Huntington
A/Manager
Developmental Services Compliance Team

- c. Name, Program Supervisor, Region
Name, Program Advisor, Quality Assurance and Compliance Unit
Name, President/Board Chair, Agency
DSinspections@ontario.ca