

November 15, 2024

Tony De Agazio  
Executive Director  
Options Northwest Personal Support Services  
95 Cumberland Street North  
Thunder Bay, ON  
P7A 4M1

Dear Tony De Agazio:

**RE: SERVICE AGENCY COMPLIANCE**

The ministry conducts compliance inspections of all ministry-funded service agencies and application entities under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* (SIPDDA). The specific requirements that service agencies and application entities 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 agencies' and application entities' compliance with QAM and the policy directives made under SIPDDA, and seek to ensure that service agencies and application entities are fully aware of their responsibilities. Inspections are designed to be both transparent and fair. They are conducted systematically, using a consistent approach for all service agencies and application entities, to support thoroughness and equity.

Compliance inspections are intended to provide assurances to the ministry, members of the public, stakeholders and individuals receiving services and supports, that the ministry-funded services and supports meet ministry requirements. Service agencies and application entities may be provided with support to come into compliance.

I am writing with respect to the compliance inspection of your organization that took place between October 23, 2024 and November 1, 2024. The ministry confirms 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 service agency.

Sincerely,



Kevin Lockwood  
Manager  
Developmental Services Quality Assurance and Compliance

Attachments:  
Inspection Report

C.

Mike Lavoie, Program Supervisor, North Region

Lee-Anne Tressider, Program Advisor, Quality Assurance and Compliance Unit

Lisa Dickson, Program Advisor, Quality Assurance and Compliance Unit

Meghan Hanbury, President, Options Northwest Personal Support Services

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