

February 15, 2024

Lea Pollard
Executive Director
Contact Hamilton For Children's And Developmental Services
140 King ST E Suite 4
Hamilton, ON
L8N 1B2

Dear Lea Pollard:

RE: DEVELOPMENTAL SERVICES ONTARIO COMPLIANCE

The Ministry conducts compliance inspections of all Ministry-funded Developmental Services Ontario offices 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 Developmental Services Ontario offices are required to comply with are set out in Ontario Regulation 299/10 Quality Assurance Measures (QAM) and in the Policy Directives for Application Entities.

The primary purpose of an inspection is to assess each of the Developmental Services Ontario offices compliance with legislation and with the appropriate policy directives, and seek to ensure that Developmental Services Ontario offices are fully aware of their responsibilities. Developmental Services Ontario offices 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 assessed in a consistent, transparent and equitable manner, and that persons are then connected to a service agency best suited to support their needs and their ability to participate in their communities. Inspections are designed to be both transparent and fair. They are conducted systematically, using a consistent approach for all Developmental Services Ontario offices, for maximum thoroughness and equitableness.

I am writing with respect to the compliance inspection of your Developmental Services Ontario office that took place from **January 29, 2024 through February 2, 2024**. The Ministry is pleased to inform you that **Contact Hamilton for Children's and Developmental Services, Developmental Services Ontario, Hamilton / Niagara Regional Office** was found to be **COMPLIANT** with Ontario Regulation 299/10 (Quality Assurance Measures) of SIPDDA and the policy directives applicable to Application Entities.

Contact Hamilton, Developmental Services Ontario, Hamilton / Niagara Region is 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
Quality Assurance and Compliance Unit

- c. Leanne Bebee, Program Supervisor, West Region
Matthew Armstrong, Program Advisor, Quality Assurance and Compliance Unit
Glenda Davidson, Program Advisor, Quality Assurance and Compliance Unit
Michael Lawlor, Board Chair, Contact Hamilton for Children's and Developmental Services
DSinspections@ontario.ca