

**Ministry of Community
and Social Services**

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**Ministère des Services
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May 14, 2018

Ms. Shelley Brillinger
Cerebral Palsy Parent Council of Toronto, Participation House Markham
4261 Hwy 7 East, Suite 204
Markham, ON
L3R 9W6

Dear Ms. Brillinger:

RE: Notification of Upcoming Compliance Inspection

This letter is to advise you of an upcoming compliance inspection for your agency from June 4th through June 8th, 2018.

Entrance meeting: 10:30 a.m., June 4th, 2018

Location: 4261 Hwy 7 East, Suite 204, Markham, ON
Language: English

As part of the inspection process, a thirty (30) minute 'Entrance' meeting, via face-to-face, teleconference and/or videoconference, for formal introductions and to outline the inspection process will be conducted.

At the *Entrance meeting*, the roles and responsibilities of the Program Supervisor, the Program Advisor and the agency will be discussed, as well as the inspection process and the expected timelines for compliance. We will also identify the programs and residential sites that will be assessed during this inspection. During this time, your agency will have an opportunity to share any information relevant to the inspection process.

When the inspection concludes, the findings will be presented at an *Exit Meeting* that will take approximately one (1) hour. You or a designated representative will be required to sign the inspection report, indicating that you understand your non-compliance requirements (if any) and the timelines for corrective action(s). This meeting will be tentatively scheduled for June 7th, 2018 in the afternoon.

While we request you and/or the Board President attend both meetings, your agency may designate alternative representative(s). Attending Ministry staff may include your Program Supervisor (or designate) and your Program Advisor(s).

Compliance Inspection

Compliance inspections are conducted by Program Advisors on the Developmental Services Compliance Team with the Compliance Unit of the Service Delivery and Support Branch, Ministry of Community and Social Services.

The primary purpose of an inspection is to assess service agency compliance with legislation and policy directives, and ensure agencies are fully aware of their responsibilities. All service agencies are provided with support to help them come into compliance.

Your agency will be inspected against the requirements in Ontario Regulation 299/10 Quality Assurance Measures (QAM) and the Policy Directives under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* (SIPDDA). Please note that while your agency may provide other developmental services and supports (e.g., Children's programs, Passport, etc.) only the developmental services funded under SIPDDA will be inspected.

The compliance inspection will include a review of the following:

- Policies and procedures
- Board Records
- Staff – Volunteer Records
- Individual Records
- Records and documentation; and may include,
- Site inspection(s) (depending on the service/support) and discussions with individuals receiving services and supports and/or staff

Please have the following information ready for inspection

Please provide your agency's policy and procedure manual(s) electronically in advance of the entrance meeting, if available, and/or in hard copy at the entrance meeting.

Your agency should be prepared to provide the following documents at the time of inspection:

1. A list of all current board members
2. A list of all current volunteers
3. A list of all current staff members (full-time, part-time, relief and casual staff)
4. A list (or database) of all individuals currently receiving services and supports
5. Meeting minutes (e.g., board / staff / volunteers)
6. Internal incident and Occurrence Reports
7. Health & Safety Records, Reports and Checklists for the last 12 months; and
8. Maintenance and equipment records for the last 12 months.

Depending on the individuals served, and locations selected for inspection, you may also be asked to provide approved copies of Behavioural Support Plans and Fire Safety Plans.

I would also kindly request that an appropriate workspace be made available to review the documents provided.

Requirements Under Inspection

I have attached a copy of the 'Inspection Report' that outlines the QAM and policy directive requirements that will be inspected, so you can prepare ahead of our first meeting. This report will be completed during the inspection to document inspection findings. The completed document will be discussed with you at the end of the inspection.

To assist you in preparing for the inspection as efficiently and effectively as possible, I highly recommend that you follow the process outlined in the compliance tip sheet on the following page.

If you have any questions or concerns regarding the compliance inspection process, please feel free to contact me, Colleen Cook at 416-356-6894 or by email at colleen.cook@ontario.ca.

I look forward to working with you and your organization.

Sincerely,



Colleen Cook
Program Advisor
Developmental Services Compliance Team

Attachments

- c. Peggy Robinson, Board President, Cerebral Palsy Parent Council of Toronto,
Participation House Markham
Lisa Kourtalis, Program Supervisor, Central Regional Office

Compliance Tip Sheet

The Ministry's expectation is that your agency be in compliance with the quality assurance measures and policy directives at all times.

For agencies preparing for a compliance review, we recommend the following approach:

1. Please read over the inspection report (checklist) to determine which requirements your agency will be expected to meet. The number and content of requirements may vary depending on the types of services and supports that are in scope for the inspection.
2. For each requirement that will be inspected, read over the Developmental Service Compliance Inspection: Indicator List to ensure that you are familiar with:
 - The policy intent of the requirements.
 - Differing severity of non-compliant requirements based on the colour coded "Immediate" (red), "High" (yellow), "Moderate" (blue) and "Low" (green) risk rating.
 - The indicators the Program Advisors review to assess compliance during inspections; and
 - Examples of what is required to prove compliance (e.g., copy of a policy, an approved fire safety plan, a letter confirming completion of the corrective action, etc.).

*As you prepare for an inspection, you should focus on addressing the indicators that are rated as "immediate" and "high" first.

3. Review and become familiar with the many supports and documents the Ministry has developed to assist your agency in coming into compliance. You can find many of these resources at http://qamtraining.net/files_english.html, including:
 - An E-learning module for QAM.
 - E-copies of the DS Compliance Inspection Indicator List, and relevant legislation and regulations, including SIPDDA and QAM.
 - Plain language guides; including guides to QAM, the directive on Behavioural Support Plans, and Person Centered Planning.
 - Occurrence Reporting Guidelines and forms.
 - List of Ministry approved physical restraint training providers.
4. Finally, you are encouraged to consult with your colleagues in the developmental services sector. Many provincial and local organizations have developed a variety of additional resources that you may find helpful. Other ways they can be of assistance is through shared policies and procedures, best practices, and operational templates; and providing expertise, feedback and advice.