

Ministry of Children,
Community and Social Services

Developmental and Supportive
Services Branch

315 Front Street West, 4th Floor
Toronto ON M7A 0B8

Ministère des Services à
l'enfance et des Services
sociaux et communautaires

Direction des services aux
personnes ayant une déficience
intellectuelle et des services de
soutien

315, rue Front Ouest, 4^e étage
Toronto (Ontario) M7A 0B8



January 22, 2024

Sandra Rupnarain
Executive Director
Family Services Of Peel
5975 Whittle Road, Suite 300
Mississauga, ON
L4Z 3N1

Dear Sandra Rupnarain:

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 December 12, 2023 through December 15, 2023. The Ministry is pleased to inform you that Family Services Of Peel 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.

Family Services Of Peel 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 cursive script that reads "Kelly Huntington".

Kelly Huntington
A/Manager
Quality Assurance and Compliance Unit

Attachments:
Inspection Report

c. Cindy Accardi, Program Supervisor, Central Region
Shannon Jones-Turner, Program Advisor, Quality Assurance Compliance Unit
DSinspections@ontario.ca