

Ministry of Children, Community and
Social Services

Developmental Services Ontario (DSO)

Compliance Overview and Supports

September 8, 2025

Introduction

1st Session:

To provide information about QAM compliance and the inspection process.

2nd Session:

Open question and answer session.
Questions to be submitted in advance.

Goal of Session 1:

Increased knowledge about:

- adult developmental services (DS) legislative and regulatory requirements
- the quality assurance measures (QAM)
- the policy directives
- the ministry's compliance framework
- what happens before, during and after a compliance inspection
- how to come into compliance after an inspection
- recurring non-compliances
- enforcement action(s) available to enforce QAM, and,
- what resources and supports are available to you to assist you in meeting compliance all year round.

Legislative Requirements



*Services and Supports to
Promote the Social Inclusion
of Persons with
Developmental Disabilities
Act, 2008 (SIPDDA)*

- Protects the health and safety of individuals
- Promotes social inclusion, individual choice, independence and rights for adults with a developmental disability

O. Reg. 299/10
(Quality Assurance
Measures – QAM)

- Provides for a consistent, transparent and equitable tool and process for assessing the support needs of individuals with developmental disabilities, seeking to be connected to an appropriate service agency within their community

Policy
Directives

- Complaint/ feedback process
- Policy Directives for Application Entities
- Public Posting

Role of the Program Advisor

Authority:

- SIPDDA, 2008:
 - gives the Minister the authority to appoint inspections for the purposes of completing inspections of...application entities...
 - at any reasonable time, an inspector may, without warrant and in accordance with the prescribed criteria, enter premises that are owned or operated by...an application entity...in order to carry out an inspection
- During an inspection, an inspector may:
 - (a) require any person in the premises to produce any document, record or thing that is relevant to the inspection;
 - (b) upon giving a receipt for it, remove any document, record or thing that is relevant to the inspection for the purposes of making copies or extracts;
 - (c) question any person present in the premises on matters relevant to the inspection;
 - (d) Omitted: Relates directly residential
 - (e) use any data storage, processing or retrieval device or system used in carrying on business in the premises in order to produce a document or record in readable form.

Compliance Overview

Evidence Based Inspection:

- Compliance is assessed by reviewing the appropriate documents,
- Your inspector approaches the inspection as if your DSO is compliant; but the onus is on the DSO to provide documented evidence that you are in fact, compliant
- Most often, inspectors will only inspect a representative **sample** of files, not all files.



Inspections typically include, but are not limited to, a review of:

- Full-time, part-time, relief, casual staff members and volunteers;
- A **sample** of applicants' files to assess compliance with eligibility **and** the three-stage review process;
- Incident and Serious Occurrence Reports;
- Confirming the completion of a person's Application for Developmental Services and Supports (ADSS) and the Supports Intensity Scale (SIS)



DSO Inspection Statistics

Year	Total	DSO 1	DSO 2	DSO 3	DSO 4	DSO 5	DSO 6	DSO 7	DSO 8	DSO 9
2012-13	116	10	8	8	13	8	19	18	7	25
2017-18	48	4	1	7	4	2	16	7	5	2
2023-24	17	2	0	3	1	0	4	5	1	1

DSO Inspection Trends

2017/18

Inspected Programs:
DSO offices.

2023/24

DSOs with Zero Non-Compliances

0



2

Average Number of Non-Compliances Per DSO

5.33



1.86

Number of DSOs with Recurring Non-Compliances

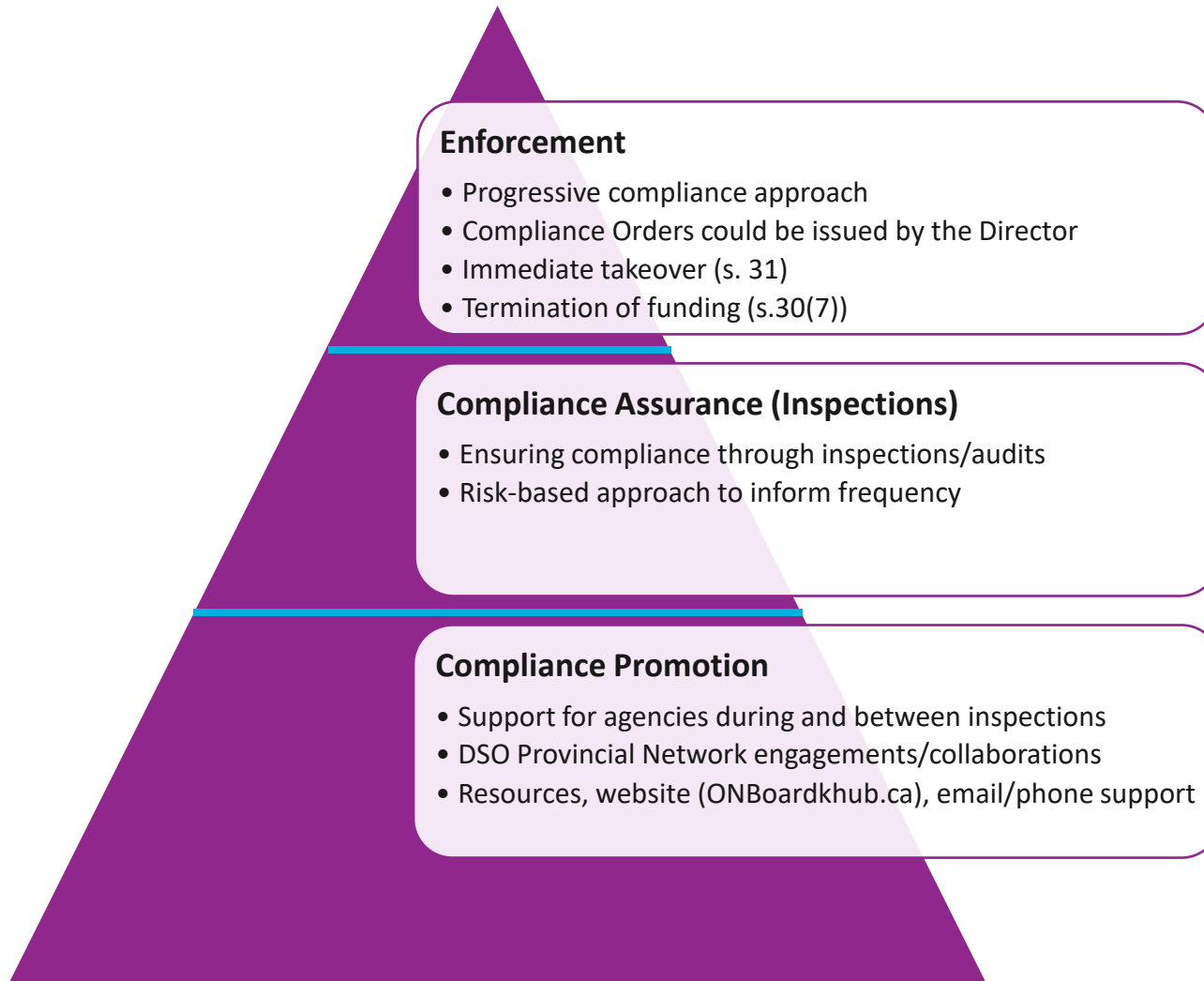
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5

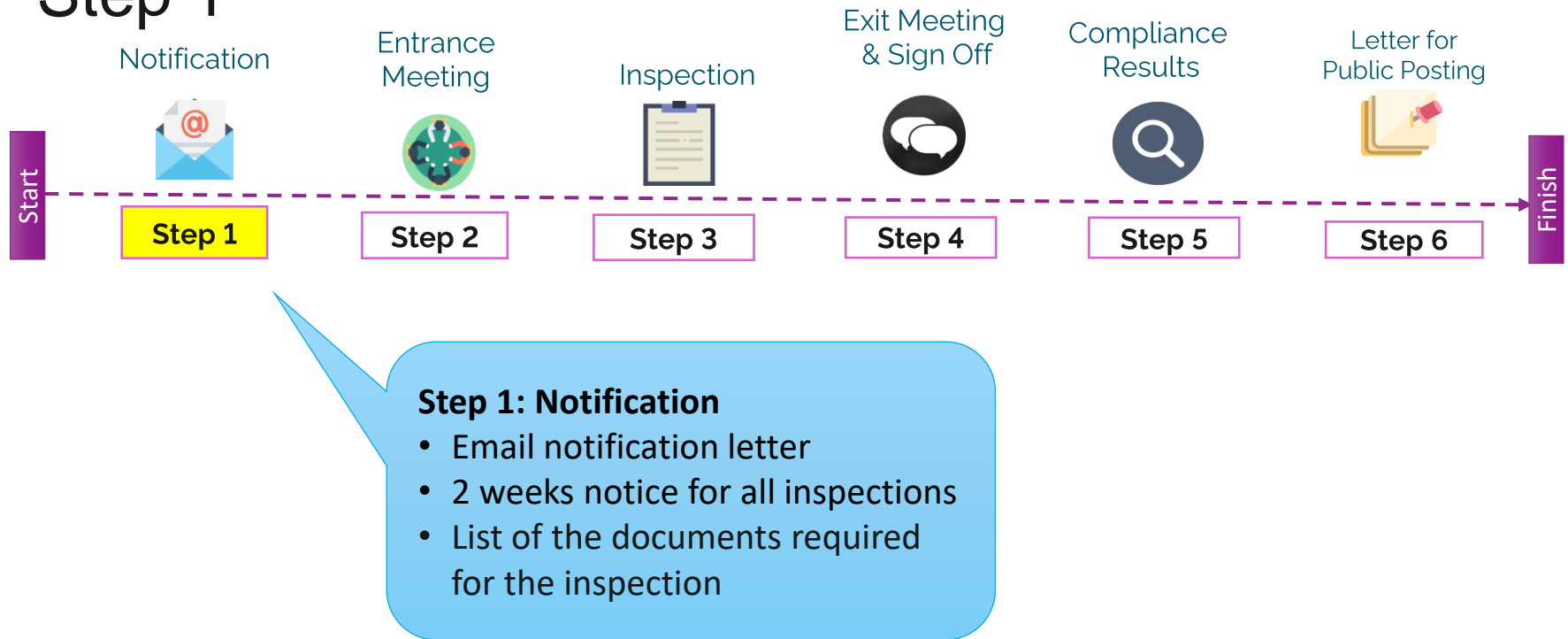
Being a Modern Regulator

DS Compliance Framework



Compliance Inspection Process

Step 1



Compliance Inspection Process

Step 2



Step 2:

- Review inspection scope with agency
- Request a list of individuals who were:
 - deemed eligible,
 - deemed non-eligible,
 - eligible but not yet 18,
 - those who used the urgent response process, and
 - those who utilized the 3-stage dispute process.
- Clarify contacts and protocols
- Outline post-inspection timelines for non-compliances
- Recap last inspection results
- Tentatively schedule exit meeting

Compliance Inspection Process

Step 3



Step 3:

- Assessment of compliance with each program requirement
- Ensure the DSO is following their own policies and procedures
- Confirm requirements for board, staff and volunteer records
- DSOs can contact the Quality Assurance and Compliance Unit anytime to clarify the intent of the QAM requirements and Policy Directive under SIPDDA.
 - Send inquiries to DSCompliance@ontario.ca
- To address any issues that arise **during** the compliance inspection process, contact DSCompliance@ontario.ca for a review of the circumstances by the corporate team and manager

Compliance Inspection Process

Step 4

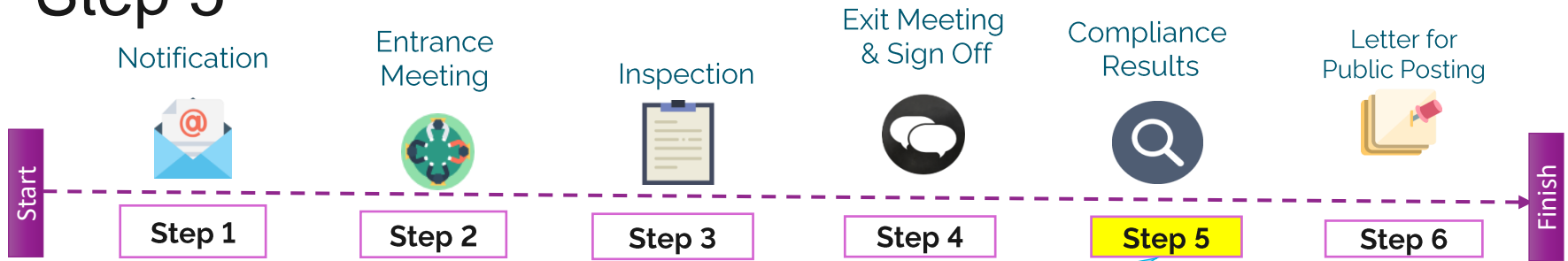


Step 4:

- At the exit meeting the PA will share:
 - Inspection results
 - Highlight DSO best practices
 - Review areas of non-compliance
 - Explain timelines for corrective action
 - Review the recurring non-compliance process if applicable,
- DSO to **sign** their copy of the Summary Compliance Inspection Report, send to PA

Compliance Inspection Process

Step 5



Step 5:

If the DSO is compliant at the Exit meeting the PA will email:

- Letter of Compliance, and
- the Final Compliance Report

If the DSO is non-compliant at the Exit meeting the PA will email:

- The Compliance Inspection Summary Report, and
- The Compliance Action Template (CAT)
- You will have 10 business days to correct all non-compliances.

Reviewing the CAT



Information
provided by
the DSO



Information
provided by
Ministry

D	E	F	G	H	I	J	K
Regulation (outlined in Summary Report) (i.e. Regulation 299/10, 4(1)(1))	Risk Rating / Recurring	Observed Non-Compliance (outlined in Summary Report) (i.e. The policies and procedures did not include a mission statement that promotes social inclusion.)	Compliance Requirement (outlined in Summary Report) (i.e. The agency shall submit final/approved policies and procedures that are: in writing; dated; reviewed and/or approved.)	Action Plan Actions/Steps to address non-compliance undertaken by the service agency, to include: who is involved; what will be done; completion Date; or Compliance requirement met within 24 hours	Compliance Requirement met within 10 Business Days	Compliance Requirement met within 30 Business Days	Attestation to adherence throughout entire agency (as per applicability under SIPDDA) Clearly describe actions undertaken by your agency, including completion date.

(Policy Directives
for Application
Entities: 5.0
Assessor
Qualifications and
Service Standards
for the Assessment
of Support Needs)

Low / No

Insufficient evidence
confirming the assessor
administered 36 Application
Packages in the 18-month
period between each
successful completion of the
interviewer reliability review
through the ministry's
assessor trainer and data
quality assurance program.

A letter and/or documentation
confirming completion of
corrective action.

Regulatory
reference
(column 'D')

Risk rating and
recurring status
(column 'E')

Observed non-
compliance
(column 'F')

Compliance requirements
(column 'G') with required
timelines, including recurring
non-compliance(s), if
applicable

Complete
corrective
actions taken
(column 'H'),
within 24 hours

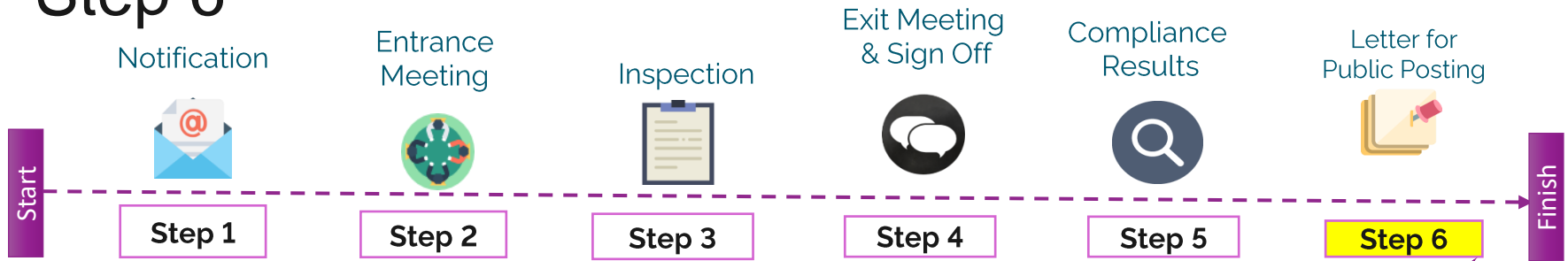
Complete
corrective
actions taken
(column 'I'),
within 10
business
days

Complete corrective
actions taken
(column 'J'), within
40 business days
after exit meeting

Attestation,
actions taken
(column 'K'),
confirming adherence
throughout agency

Compliance Inspection Process

Step 6



Step 6:

Compliant at exit meeting or Compliant at 10 Days:

- The PA issues the Letter of Compliance which is to be posted at the main entrance of the head office of your agency
- DSO is responsible for providing results of the ministry compliance inspection, if requested by any person
- Letter remains posted until the completion of a subsequent inspection.

Not Compliant at 10 Day Submission:

- The PA will issue a letter of non-compliance which must be posted at the main entrance of the head office
- Letter will remain posted until compliance is achieved

Enhanced Expectations for Recurring Non-Compliances

Strengthened timelines and additional expectations for recurring non-compliances

CURRENT TIMELINES



Requirement must be corrected within 10 business days, 30 additional days if required

NEW STRENGTHENED TIMELINES



Recurring non-compliance must be corrected within **10 business days**

NEW ADDITIONAL EXPECTATIONS



Service Agency shall attest to the ministry in writing *that the recurring non-compliance will not occur from here forward* within **10 business days**

Failure to comply may result in the use of enforcement measures

* Application Entity shall **attest to the ministry in writing** *that the recurring non-compliance will not occur from here forward* across all operations and programs receiving funding under SIPDDA.

Compliance Supports

ONBoardkhub.ca

- Legislation, regulations, policy directives,
- DSO indicator list,
- DSOClear,
- DSO compliance tip sheet, and,
- Resources regarding awareness and prevention of abuse and neglect



REVISED

The following items are to be assessed prior to making a recommendation to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.



NEW

The following items are to be assessed prior to making a recommendation to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

**DSCompliance
@ontario.ca**

Email to contact ministry for:

- questions or clarification on compliance requirements
- issues dialogue and resolution that may arise during a compliance inspection

Thank you

Feedback Survey: DSO Compliance
Info Session

