

May 28, 2024

Cathy Turner  
Executive Director  
Community Living Grimsby Lincoln & West Lincoln  
191 South Service Road  
Grimsby, ON  
L3M 4H6

Dear Cathy Turner:

**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 **May 6, 2024 through May 13, 2024**. The Ministry is pleased to inform you that Community Living Grimsby Lincoln & West Lincoln 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.

Community Living Grimsby Lincoln & West Lincoln 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,



Kevin Lockwood  
Manager  
Quality Assurance and Compliance Unit

Attachments:  
Inspection Report

C.  
Melanie Rochester, Program Supervisor, West Region  
Glenda Davidson, Program Advisor, Developmental Services Compliance Team  
Aaron Morrow, Board President 2023-2024, Community Living Grimsby Lincoln & West Lincoln  
[DSinspections@ontario.ca](mailto:DSinspections@ontario.ca)