

**Ministry of Children,  
Community and Social  
Services**

Service Delivery and Supports  
Branch

315 Front St. West  
Toronto, ON M7A 0B8

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

Direction de la prestation des  
services et du soutien

315, rue Front Ouest  
Toronto, (Ontario) M7A 0B8



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December 9, 2019

Vikki Etchells  
Executive Director  
Alternatives Community Program Services  
160 Charlotte Street  
Peterborough, Ontario  
K9J 2T8

Dear Ms. Etchells:

**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 **November 21 through November 22, 2019**. The Ministry is pleased to inform you that **Alternatives Community Program Services** 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.

**Alternatives Community Program Services** 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 black ink, appearing to read "Kevin Lockwood".

Kevin Lockwood  
Manager  
Developmental Services Compliance Team

- c. Rachel Cantelon, Program Supervisor, East Region Office  
Darlene Dale, Program Advisor, Developmental Services Compliance Team  
Ray Walt, Board President/chair, Service Agency  
DSinspections@ontario.ca