

Ministry of Children,
Community and Social Services

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

Developmental and Supportive
Services Branch

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

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Toronto ON M7A 0B8

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Toronto (Ontario) M7A 0B8



September 16, 2024

Robin Meyers
Executive Director
Total Communication Environment
190 Colonnade Road South Suite 100
Nepean, ON
K2E 7J5

Dear Robin Meyers:

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 August 12, 2024 through September 3, 2024. The Ministry is pleased to inform you that Total Communication Environment 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.

Total Communication Environment 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 that reads "Kevin". The signature is written over a series of horizontal dotted lines.

Kevin Lockwood
Manager
Quality Assurance and Compliance Unit

Attachments:
Inspection Report

c.
Amine Kara, Program Supervisor, East Region
Jennifer Istl, Program Advisor, Developmental Services Compliance Team
DSinspections@ontario.ca