

**Ministry of Community  
and Social Services**

**Ministère des Services  
sociaux et communautaires**



Service Delivery and Supports Branch

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December 8, 2014

Denyse Burns  
Board Chair  
L'Arche Toronto  
186 Floyd Avenue Toronto, ON  
M4J 2J1

Dear Mrs. Burns:

**RE: Letter of Compliance: Compliance Inspections of Agencies Funded by the  
Ministry of Community and Social Services Providing Services and Supports to  
Adults with Developmental Disabilities**

I am writing with respect to the compliance inspection completed from September 23, 2014 through October 2<sup>nd</sup>, 2014.

Thank you for submitting the completed Compliance Action Template (CAT) and supporting documentation to your Program Supervisor. I am pleased to inform you that your agency was found to be in compliance with Ontario Regulation 299/10 Quality Assurance Measures and the Policy Directives for Service Agencies.

To further support compliance within your agency, please refer to the attached Compliance Inspection Report.

### **General**

I invite you to participate in a customer service satisfaction survey of the recent inspection completed with your agency. The survey results will be used internally by the Provincial Adult Services Unit to enhance our services. I kindly ask that this survey be completed within the next thirty (30) days. You may access the survey at the following link: <http://fluidsurveys.com/s/ds-post-compliance-inspection/>

### **Contact**

If you have any questions or concerns regarding the compliance inspection process, please feel free to contact me at (416) 427-5442 or at [jeandavid.charles@ontario.ca](mailto:jeandavid.charles@ontario.ca) or Christina Tudela, Program Supervisor at [Christina.Tudela@ontario.ca](mailto:Christina.Tudela@ontario.ca).

Please accept my thanks to you and your staff for their participation in this process.

Sincerely,

David Charles  
Program Advisor  
DS Compliance Inspection Team, Provincial Adult Services Unit  
Service Delivery and Supports Branch  
Community and Developmental Services Division  
Ministry of Community & Social Services

- c. Christina Tudela, Program Supervisor, Regional Office  
Raphael Arens, Executive Director, L'Arche Toronto  
Helen Cooper, Manager, Service Delivery and Supports Branch

Attachment: Compliance Inspection Report