



March 6, 2025

Leslie Monger
Executive Director
Community Living Welland Pelham
535 Sutherland Ave.
Welland, ON
L3B 5A4

Dear Leslie Monger:

RE: SERVICE AGENCY COMPLIANCE

The ministry conducts compliance inspections of all ministry-funded service agencies and application entities under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008* (SIPDDA). The specific requirements that service agencies and application entities 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 agencies' and application entities' compliance with QAM and the policy directives made under SIPDDA, and seek to ensure that service agencies and application entities are fully aware of their responsibilities. Inspections are designed to be both transparent and fair. They are conducted systematically, using a consistent approach for all service agencies and application entities, to support thoroughness and equity.

Compliance inspections are intended to provide assurances to the ministry, members of the public, stakeholders and individuals receiving services and supports, that the ministry-funded services and supports meet ministry requirements. Service agencies and application entities may be provided with support to come into compliance.

I am writing with respect to the compliance inspection of your organization that took place between **February 24, 2025 and February 28, 2025**. The ministry confirms that Community Living Welland Pelham 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 Welland Pelham 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 service agency.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin", written over a light blue grid background.

Kevin Lockwood
Manager
Developmental Services Quality Assurance and Compliance

Attachments:
Inspection Report

c.

Melanie White, Program Supervisor, West Region

Glenda Davidson, Program Advisor, Developmental Services Quality Assurance and Compliance

Kyle Boggio, Board President, Community Living Welland Pelham

DSinspections@ontario.ca