

February 28, 2025

Arthur (Art) W. Mathews
Executive Director
The Governing Council of The Salvation Army in Canada
London and Broadview Village
1645 Warden Ave
Toronto, ON
M1R 5B3

Dear Arthur (Art) W. Mathews:

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 18 and February 28, 2025. The ministry confirms that the **Governing Council of The Salvation Army in Canada** 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.

The Governing Council of The Salvation Army in Canada 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,



Kevin Lockwood
Manager
Developmental Services Quality Assurance and Compliance

Attachments:
Inspection Report
Summary Report

- c. Jane Rumleskie, Program Supervisor, Toronto Region
Lisa Dickson, Program Advisor, Developmental Services Quality Assurance and Compliance
Sandra Rice, Divisional Commander, Governing Council of The Salvation Army in Canada
DSinspections@ontario.ca