

November 29, 2024

Deanna Finch-Smith  
Executive Director  
GOVERNING COUNCIL OF THE SALVATION ARMY IN CANADA  
533 Main Street East  
Hamilton, ON L8M 1H9

Dear Deanna Finch-Smith:

**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 **November 25, 2024 and November 29, 2024**. The ministry confirms that 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.

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

c.  
Linda Quesnelle, Program Supervisor, West Region

Glenda Davidson, Program Advisor, Quality Assurance and Compliance Unit

Katie O'Leary, Program Advisor, Quality Assurance and Compliance Unit

Joanne Tilley, Area Commander, Ontario Great Lakes Div, Governing Council Of The Salvation Army  
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