



April 19, 2024

Antonet Orlando
Executive Director
Meta Centre
118 Bond Cres.
Richmond Hill, ON
L4E 3K9

Dear Antonet Orlando:

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 April 15, 2024 through April 19, 2024. The Ministry is pleased to inform you that **Meta Centre** 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.

Meta Centre 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, appearing to read "Kevin", written over a set of horizontal dotted lines.

Kevin Lockwood
Manager
Quality Assurance and Compliance Unit

- c. Matthew Austin, Program Supervisor, Toronto Region
Matthew Armstrong, Program Advisor, Quality Assurance and Compliance Unit
Lee-Anne Tressider, Program Advisor, Quality Assurance and Compliance Unit
Warren Harvey, Board President, Meta Centre
DSinspections@ontario.ca