

Ministry of Children,
Community and Social Services

Ministère des Services à
l'enfance et des Services
sociaux et communautaires

Developmental and Supportive
Services Branch

Direction des services aux
personnes ayant une déficience
intellectuelle et des services de
soutien

315 Front Street West, 4th Floor
Toronto ON M7A 0B8

315, rue Front Ouest, 4^e étage
Toronto (Ontario) M7A 0B8



September 9, 2024

Patty Cote-Duncanson
Executive Director
Torchlight Industries (Torchlight Services)
78 Carden Street
Guelph, ON
N1H 3A3

Dear Patty Cote-Duncanson:

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 September 3, 2024 through September 9, 2024. The Ministry is pleased to inform you that Torchlight Industries (Torchlight Services) 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.

Torchlight Industries (Torchlight Services) 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 light blue dotted grid background.

Kevin Lockwood
Manager
Quality Assurance and Compliance Unit

Attachments:
Inspection Report

c.
Cindy Accardi, Program Supervisor
Jennifer Istl, Program Advisor, Quality Assurance and Compliance Unit
DSinspections@ontario.ca