

Compliance Tip Sheet

SIPPDA requires that your agency be in compliance with the quality assurance measures and policy directives at all times.

For agencies preparing for a compliance review, we recommend the following approach:

1. Please read over the inspection report (checklist) to determine which requirements your agency will be expected to meet. The number and content of requirements may vary depending on the types of services and supports that are in scope for the inspection.
2. For each requirement that will be inspected, read over the [Developmental Service Compliance Inspection: Indicator List](#) to ensure that you are familiar with:
 - The policy intent of the requirements.
 - Differing severity of non-compliant requirements based on the colour coded “Immediate” (red), “High” (yellow), “Moderate” (blue) and “Low” (green) risk rating.
 - The indicators the Program Advisors review to assess compliance during inspections; and
 - Examples of what is required to prove compliance (e.g., copy of a policy, an approved fire safety plan, a letter confirming completion of the corrective action, etc.).

*As you prepare for an inspection, you should focus on addressing the indicators that are rated as “immediate” and “high” first.

3. Review and become familiar with the many supports and documents the Ministry has developed to help your agency understand what is required to be compliant with the quality assurance measures and policy directives under SIPPDA. You can find many of these resources at http://qamtraining.net/files_english.html, including:
 - E-copies of the DS Compliance Inspection Indicator List, and relevant legislation and regulations, including SIPPDA and QAM.
 - Plain language guides; including guides to QAM, the directive on Behavioural Support Plans, and Person Centered Planning.
 - Occurrence Reporting Guidelines and forms.
 - List of Ministry approved physical restraint training providers.
 - QAMClear
 - Training package for service agencies.
4. Finally, you are encouraged to consult with your colleagues in the developmental services sector. Many provincial and local organizations have developed a variety of additional resources that you may find helpful. Other ways they can be of assistance is through shared policies and procedures, best practices, and operational templates; and providing expertise, feedback and advice.