

Compliance Tip Sheet

The Ministry's expectation is that your agency be in compliance with the quality assurance measures and policy directives at all times.

For those individuals preparing for a compliance review, we recommend the following approach to assist you in assessing your compliance:

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 assist your agency in coming into compliance. You can find many of these resources at http://qamtraining.net/files_english.html, including:
 - An E-learning module for QAM.
 - 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 Centre Planning.
 - Occurrence Reporting Guidelines and forms.
 - List of Ministry approved physical restraint providers.
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.