Ministry of Children, Community and Social Services

Program Delivery and Compliance Branch

375 University Avenue, 5th Floor
Toronto ON M7A 1G1

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

Direction de la prestation et de la conformité des programmes

375, avenue University, 5e étage
Toronto ON M7A 1G1

Ontario

November 13, 2026

Judy Pryde
Executive Director
Community Living Burlington
3057 Mainway
Burlington, ON
L7M 1A1

Dear Judy Pryde:

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 2 and November 13, 2026.** The ministry confirms that Community Living Burlington 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.

Community Living Burlington 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,

Kelly Huntington

Kelly Huntington
Manager
Quality Assurance and Compliance Unit – Adult Developmental Services

Attachments:
Inspection Report

c.
Carmela DiMondo, Program Supervisor, Central Region
Joanne Bergin, President, Community Living Burlington

Glenda Davidson, Program Advisor, Quality Assurance and Compliance Unit – Adult Developmental Services
Shannon Jones-Turner, Program Advisor, Quality Assurance and Compliance Unit – Adult Developmental Services
DSinspections@ontario.ca

Available in French upon request