



Ontario Agencies Supporting Individuals with Special Needs
Agences ontariennes de soutien pour les personnes qui ont des besoins spéciaux

November 8, 2010

Nancy Lytle, Director
MCSS Services and Supports Branch
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Toronto, Ontario
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Manuela Dalla-Nora, Executive Director
VITA
4301 Weston Road
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Dear Nancy and Manuela:

RE: Quality Assurance Measures

On behalf of OASIS and its 153 member agencies, we write to you on the issue of the training for the Quality Assurance Measures (QAM). Agencies have received the Memorandum from Nancy dated October 22, 2010, the letter from VITA dated October 28, 2010 and a Memorandum from the Regional Office dated November 1, 2010, complete with Registration Form.

OASIS has received numerous questions/comments from its member agencies, primarily relating to process and expectations. We have collated and summarized the questions/concerns as follows:

1. Accountability
In your letter Nancy, you suggest that “should agencies have any questions or require further clarification” they contact their Program Supervisor. However, the response from the Program Supervisor is to contact VITA. Hence, this correspondence is to both MCSS and VITA. Agencies are unsure who is accountable and who to contact.
2. Realistic Expectations
Given that the training is to take place during the week of November 29 to December 3, 2010, is it a realistic expectation from the Ministry that all agency staff are trained by December 31, 2010?
3. Training Time

- a) How long is the Training for the Trainer - what is one day?
- b) How long is the training for the staff?

This is required for planning purposes.

4. Training Numbers

The training is to be done by video conference or webcast. Why are agencies then apparently restricted to only one person to receive training? Given the technology, is it not possible for more than one person to be present? Also, it seems unrealistic to expect one person to provide the training for all staff – especially for the larger agencies.

5. Training Costs

Given the (perhaps unrealistic) expectation of training all staff by December 31, 2010, could you please advise when you will be communicating with agencies as to “by when and in what format” you will need the additional costs of backfill etc. The communication from Regional Office, that it will be “forthcoming” is somewhat vague!

6. Technology

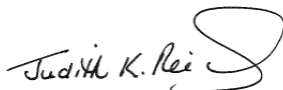
Given that the training for new staff is to be done on-line through E-Learning, will the Ministry be funding the appropriate technology costs?

As a thought, it may be helpful if the details of the successful Expression of Interest could be shared with the agencies.

In order to assist agencies in meeting the November 12, 2010 Registration deadline for the training, it would be helpful if we could receive a response to as many questions as possible, as soon as possible. We can then communicate with all our member agencies.

Thank you.

Yours truly,



Judy Reid
President OASIS

Website/site web: <http://www.oasionline.ca>