



Ministry of Community and
Social Services

Developmental Services Compliance Checklist

Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008

Identifying Information	
Service Provider ID:	Site Official Name:
Site Address:	Telephone Number:
Inspection Type:	Current Inspection Date (yyyy-MM-dd) :
Contact Name:	Contact Title:
Program Supervisor Name:	Ministry Staff Name:
House Capacity:	Number of Respite beds:
Current Capacity:	

Visit Number	Time In (yyyy-MM-dd)	Time Out (yyyy-MM-dd)

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
1. Each service agency shall include the following in its policies and procedures, a mission statement that promotes social inclusion. (Regulation 299/10, 4(1)(1))							
2. Each service agency shall include the following in its policies and procedures, service principles that promote individualized approaches to supporting persons with developmental disabilities. (Regulation 299/10, 4(1)(2))							
3. Each service agency shall include the following in its policies and procedures, a statement that outlines the rights of persons with developmental disabilities who are receiving services and supports from the service agency and is based on respect for, and the dignity of, the individual. (Regulation 299/10, 4(1)(3))							
4. Each service agency shall have policies and procedures regarding assistance with the management of finances for a person with a developmental disability who receives services and supports from the agency, where the person requests assistance with the management of their day-to-day finances or the assistance is identified in the person's individual support plan. (Regulation 299/10, 6(1))							
5. Each service agency shall have the following, policies and procedures respecting the provision of public health information that may help persons with developmental disabilities who are receiving services and supports from the agency make informed choices about their health. (Regulation 299/10, 7(1)(1))							
6. Each service agency shall have the following, policies and procedures to monitor the health concerns of persons with developmental disabilities who are receiving services and supports from the agency, where the supports have been identified in their individual support plan. (Regulation 299/10, 7(1)(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
7. Each service agency shall have the following, policies and procedures, including documentation, regarding, medical services that are provided to the person with a developmental disability, where the service agency is providing assistance. (Regulation 299/10, 7(1)(3)(i))							
8. Each service agency shall have the following, policies and procedures, including documentation, regarding, administration of medication, including self-administration by the person with a developmental disability. (Regulation 299/10, 7(1)(3)(ii))							
9. Each service agency shall have the following, policies and procedures, including documentation, regarding, any medication errors and any refusals to take any prescribed medication. (Regulation 299/10, 7(1)(3)(iii))							
10. Each service agency shall have the following, policies and procedures, including documentation, regarding, any refusals by the person with a developmental disability to obtain or accept medical services that are recommended by a legally qualified medical practitioner or other health professional. (Regulation 299/10, 7(1)(3)(iv))							
11. Each service agency shall have the following, policies and procedures, including documentation, regarding, emergency medical services. (Regulation 299/10, 7(1)(3)(v))							
12. Each service agency shall have the following, policies and procedures regarding access to and the storage of prescribed and non-prescribed medication. (Regulation 299/10, 7(1)(4))							
13. Each service agency shall have the following, policies and procedures, for the transfer of medication between different locations where the person with a developmental disability is receiving services and supports. (Regulation 299/10, 7(1)(5)(i))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
14. Each service agency shall have the following, policies and procedures, for the responsibility for access to and the storage and administration of medication at each of the different locations. (Regulation 299/10, 7(1)(5)(ii))							
15. Each service agency shall include the following in its policies and procedures, the documentation and reporting of any alleged, suspected or witnessed incidents of abuse of persons with developmental disabilities. (Regulation 299/10, 8(1)(1))							
16. Each service agency shall include the following in its policies and procedures, the manner of supporting a person with a developmental disability, where abuse of that person has been alleged, suspected or witnessed. (Regulation 299/10, 8(1)(2))							
17. Each service agency shall include the following in its policies and procedures, the manner of dealing with service agency staff members and volunteers who have abused or are alleged to have abused persons with developmental disabilities. (Regulation 299/10, 8(1)(3))							
18. A service agency's policies and procedures on abuse shall promote zero tolerance toward all forms of abuse. (Regulation 299/10, 8(3))							
19. A service agency shall have policies and procedures on the notification of persons acting on behalf of the person with a developmental disability of an alleged, suspected or witnessed incident of abuse. (Regulation 299/10, 9(1))							
20. The policies and procedures on notification shall require the service agency to obtain the consent of the person with a developmental disability before notifying others, if the person is capable of providing consent. (Regulation 299/10, 9(2))							



The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
21. Each service agency shall have, policies and procedures that comply with applicable privacy legislation and its privacy and confidentiality obligations under any funding agreement made under the Act. (Regulation 299/10, 10(1)(1))							
22. Each service agency shall have, policies and procedures regarding consent to any collection, use or disclosure of personal information. (Regulation 299/10, 10(1)(2))							
23. A service agency shall have policies and procedures regarding the maintenance of equipment on premises owned or operated by the agency and shall maintain the equipment as recommended by the manufacturer. (Regulation 299/10, 11(3))							
24. Each service agency shall have policies and procedures regarding the personal safety and security of persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 12(1))							
25. Each service agency shall have policies and procedures for staff members and volunteers that address the following, orientation and initial training on, the service agency and its policies and procedures. (Regulation 299/10, 13(1)(1)(i))							
26. Each service agency shall have policies and procedures for staff members and volunteers that address the following, orientation and initial training on, the individual needs of the persons with developmental disabilities whom the staff member or volunteer will support. (Regulation 299/10, 13(1)(1)(ii))							
27. Each service agency shall have policies and procedures for staff members and volunteers that address the following, regular ongoing training for staff members and volunteers regarding support for persons with developmental disabilities and service agency policies and procedures as may be appropriate or required. (Regulation 299/10, 13(1)(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
28. Each service agency shall, have policies and procedures on service record retention and secure storage. (Regulation 299/10, 14(1)(b))							
29. Each service agency shall have policies and procedures regarding training for staff and volunteers to assist them in working with persons with developmental disabilities who have challenging behaviour. (Regulation 299/10, 17(1))							
30. Each service agency shall have policies and procedures regarding the use of behaviour intervention strategies for persons with developmental disabilities who have challenging behaviour. (Regulation 299/10, 19(1))							
31. Each service agency shall have policies and procedures regarding the use of behaviour intervention strategies by volunteers, including whether volunteers are permitted to use behaviour intervention strategies and, if so, under what circumstances. (Regulation 299/10, 19(3))							
32. Each service agency shall have policies and procedures on food and nutrition, which policies and procedures shall be consistent with the recommendations made under Canada's Food Guide and which shall recognize diversity, reflecting the culture and diversity of the persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 25(1))							
33. Each service agency shall have policies and procedures on the inventory, care and maintenance of the personal property owned by the persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 25(2))							
34. Each service agency shall have policies and procedures on pets and service animals in the residence. (Regulation 299/10, 25(3))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
35. Each service agency shall have policies and procedures on scalding prevention, which shall ensure that the service agency has a method of temperature control, monitoring and documentation to ensure that in each residence water from a faucet is not hotter than 49 degrees Celsius. (Regulation 299/10, 25(4))							
36. Each service agency shall have policies and procedures on supervision during bathing and showering to ensure the safety of the person, as appropriate to the needs of the person with a developmental disability. (Regulation 299/10, 25(5))							
37. Each application entity shall include in its policies and procedures, a mission statement that promotes social inclusion. (Regulation 299/10, 29(1)(1))							
38. Each application entity shall include in its policies and procedures, service principles that promote individualized approaches to supporting persons with developmental disabilities. (Regulation 299/10, 29(1)(2))							
39. Each application entity shall include in its policies and procedures, a statement that outlines the rights of persons with developmental disabilities who have applied for services and supports or funding and is based on respect for, and the dignity of, the individual. (Regulation 299/10, 29(1)(3))							
40. Each application entity shall include the following in its policies and procedures, the documentation and reporting of any alleged, suspected or witnessed incidents of abuse of persons with developmental disabilities. (Regulation 299/10, 30(1)(1))							
41. Each application entity shall include the following in its policies and procedures, the manner of supporting a person with a developmental disability, where abuse of the person has been alleged or witnessed or is suspected. (Regulation 299/10, 30(1)(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
42. Each application entity shall include the following in its policies and procedures, the manner of dealing with application entity staff members and volunteers who have abused or are alleged to have abused persons with developmental disabilities who have applied for services and supports or funding. (Regulation 299/10, 30(1)(3))							
43. An application entity's policies and procedures on abuse shall promote zero tolerance toward all forms of abuse. (Regulation 299/10, 30(3))							
44. An application entity shall have policies and procedures on the notification of persons acting on behalf of the person with a developmental disability of an alleged, suspected or witnessed incident of abuse. (Regulation 299/10, 31(1))							
45. The policies and procedures on notification shall require the application entity to obtain the consent of the person with a developmental disability before notifying others, if the person is capable of providing consent. (Regulation 299/10, 31(2))							
46. Each application entity shall have policies and procedures that ensure compliance with applicable privacy legislation and its privacy and confidentiality obligations under any funding agreement made under the Act. (Regulation 299/10, 32(1)(1))							
47. Each application entity shall have policies and procedures regarding consent to any collection, use or disclosure of personal information. (Regulation 299/10, 32(1)(2))							
48. An application entity shall have policies and procedures regarding the maintenance of equipment on premises owned or operated by the entity and shall maintain the equipment as recommended by the manufacturer. (Regulation 299/10, 33(3))							



The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Policies and Procedures	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
49. Each application entity shall have policies and procedures for staff members and volunteers that address the following, orientation and initial training on the application entity and its policies and procedures. (Regulation 299/10, 34(1)(1))							
50. Each application entity shall have policies and procedures for staff members and volunteers that address the following, regular, ongoing training for staff members and volunteers as may be appropriate or required. (Regulation 299/10, 34(1)(2))							
51. Each application entity shall, have policies and procedures on record retention and secure storage. (Regulation 299/10, 35(1)(b))							
General Comments							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
1. Where a service agency contracts with a third party to provide services and supports to persons with developmental disabilities, the service agency shall ensure that the contract requires that the third party comply with the quality assurance measures that would apply to the service agency if it were providing the services and supports. (Regulation 299/10, 3(2)(a))							
2. Where a service agency contracts with a third party to provide services and supports to persons with developmental disabilities, the service agency shall monitor the performance of the contract to ensure that the third party complies with the quality assurance measures. (Regulation 299/10, 3(2)(b))							
3. Each service agency shall, conduct a mandatory orientation to its mission statement, service principles and statement of rights with persons receiving services and supports and any persons acting on their behalf when they begin to receive services and supports and an annual refresher on the mission statement, service principles and statement of rights thereafter. (Regulation 299/10, 4(2)(a))							
4. Each service agency shall, conduct a mandatory orientation to its mission statement, service principles and statement of rights with its new staff members, new volunteers and new members of its board of directors and an annual refresher for its staff and volunteers of the mission statement, service principles and statement of rights thereafter. (Regulation 299/10, 4(2)(b))							
5. Each service agency shall ensure that its board of directors conduct an annual review of its mission statement, service principles and statement of rights, which shall include updating as necessary. (Regulation 299/10, 4(2)(c))							
6. Each service agency shall, record the dates of all orientations, refreshers and reviews conducted under clauses (a), (b) and (c). (Regulation 299/10, 4(2)(d))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
7. Each service agency shall, support the participation of persons with developmental disabilities in various activities in the community, including work, recreation and social, cultural and religious events, as desired by the person with a developmental disability and identified in their individual support plan. (Regulation 299/10, 4(3)(a))							
8. Each service agency shall, so persons with developmental disabilities can make informed decisions, provide information and supports to persons with developmental disabilities regarding activities in their individual support plan, including the consideration of risks. (Regulation 299/10, 4(3)(b))							
9. Each service agency shall do the following, develop an individual support plan for each person with a developmental disability who receives services and supports from the agency that addresses the person's goals, preferences and needs. (Regulation 299/10, 5(1)(1))							
10. Each service agency shall do the following, review the individual support plan annually with the person with a developmental disability and any persons acting on their behalf and update the plan as necessary. (Regulation 299/10, 5(1)(2))							
11. Each service agency shall do the following, discuss with the person with a developmental disability both during the development of the individual support plan and at its annual review, the circumstances when, if any, the person would permit the information in the support plan to be shared with persons other than agency staff members and the persons with whom it may be shared. (Regulation 299/10, 5(1)(3))							
12. Each service agency shall do the following, record the date of the individual support plan and the dates of any updates of the plan. (Regulation 299/10, 5(1)(4))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
13. The service agency shall ensure that the person with a developmental disability is supported to participate as fully as possible in the development and annual review of their individual support plan. (Regulation 299/10, 5(2))							
14. The service agency shall base the individual support plan on information contained in the application form, the needs assessment used by the application entity, the stated goals and preferences of the person with a developmental disability and other relevant clinical assessments. (Regulation 299/10, 5(3))							
15. The individual support plan shall identify, the persons who were involved in its development. (Regulation 299/10, 5(4)(a))							
16. The individual support plan shall identify, the specific short-term and long-term goals of the person with a developmental disability and expected outcomes. (Regulation 299/10, 5(4)(b))							
17. The individual support plan shall identify, other community resources that may be required or accessed or both, including medical, vocational, recreational, cultural, religious and social resources. (Regulation 299/10, 5(4)(c))							
18. The individual support plan shall identify, the specific funded services and supports that are to be provided to the person with a developmental disability. (Regulation 299/10, 5(4)(d))							
19. The individual support plan shall identify, actions required to achieve expected outcomes. (Regulation 299/10, 5(4)(e))							
20. The individual support plan shall identify, the persons responsible for implementing the actions, including setting out their roles and responsibilities. (Regulation 299/10, 5(4)(f))							
21. The individual support plan shall identify, the manner in which services and supports are to be provided. (Regulation 299/10, 5(4)(g))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
22. The individual support plan shall identify, amount of allocated resources. (Regulation 299/10, 5(4)(h))							
23. The individual support plan shall identify, the date of review to update the individual support plan to clarify goals, expected outcomes and allocated resources. (Regulation 299/10, 5(4)(i))							
24. The individual support plan shall identify, any necessary safeguards to protect the health and safety of the person with a developmental disability when receiving services and supports. (Regulation 299/10, 5(4)(j))							
25. The individual support plan shall identify, the level of support the person has requested or requires to manage their day-to-day finances. (Regulation 299/10, 5(4)(k))							
26. The service agency shall prepare and maintain separate books of accounts and financial records for each person with a developmental disability who receives assistance from the service agency with the management of their day-to-day finances for each fiscal year. (Regulation 299/10, 6(2))							
27. The service agency shall ensure books of accounts and financial records prepared and maintained in accordance with subsection (2) are independently reviewed by a third party annually; the independent review shall include a report to the board of directors. (Regulation 299/10, 6(3))							
28. Each service agency shall have the following, policies and procedures, including documentation, regarding, medical services that are provided to the person with a developmental disability, where the service agency is providing assistance. (Regulation 299/10, 7(1)(3)(i))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
29. Each service agency shall have the following, policies and procedures, including documentation, regarding, administration of medication, including self-administration by the person with a developmental disability. (Regulation 299/10, 7(1)(3)(ii))							
30. Each service agency shall have the following, policies and procedures, including documentation, regarding, any medication errors and any refusals to take any prescribed medication. (Regulation 299/10, 7(1)(3)(iii))							
31. Each service agency shall have the following, policies and procedures, including documentation, regarding, any refusals by the person with a developmental disability to obtain or accept medical services that are recommended by a legally qualified medical practitioner or other health professional. (Regulation 299/10, 7(1)(3)(iv))							
32. Each service agency shall have the following, policies and procedures, including documentation, regarding, emergency medical services. (Regulation 299/10, 7(1)(3)(v))							
33. A service agency shall ensure that the public health information is available and presented in a language and manner, and with the level of support, that the person with a developmental disability needs. (Regulation 299/10, 7(2))							
34. Each service agency shall provide training to its staff members on first aid and CPR or shall arrange for the training to be provided by third party health professionals or medical professionals. (Regulation 299/10, 7(3))							
35. Each service agency shall, provide training to its staff members on meeting the specific needs for the health and well-being of persons with developmental disabilities who are receiving services and supports from the agency, including any controlled acts as required. (Regulation 299/10, 7(4)(a))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
36. Each service agency shall, arrange for the training to be provided by third party health professionals or medical professionals. (Regulation 299/10, 7(4)(b))							
37. Each service agency shall, provide, mandatory training on abuse prevention, identification and reporting to all of its staff members and volunteers who have direct contact with persons with developmental disabilities who are receiving services and supports. (Regulation 299/10, 8(2)(a)(i))							
38. Each service agency shall, provide, a refresher course on the matters referred to in subclause (i) every year thereafter. (Regulation 299/10, 8(2)(a)(ii))							
39. Each service agency shall, provide a mandatory orientation to all new members of the board of directors on the agency's policies and procedures on abuse prevention, identification and reporting and a refresher on the policies and procedures every year thereafter. (Regulation 299/10, 8(2)(b))							
40. Each service agency shall, provide mandatory education and awareness-building on abuse prevention and reporting to persons with a developmental disability receiving services and supports from the service agency in a language and manner that is appropriate to the capacity of the person with a developmental disability when the person begins to receive services and supports from the service agency and every year thereafter. (Regulation 299/10, 8(2)(c))							
41. Each service agency shall, conduct a mandatory review of its policies and procedures on the prevention, identification and reporting of abuse annually and update the policies and procedures as determined by the review. (Regulation 299/10, 8(2)(d))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
42. Where a service agency suspects any alleged, suspected or witnessed incidents of abuse of a person with a developmental disability may constitute a criminal offence, the service agency shall immediately report to the police the alleged, suspected or witnessed incident of abuse. (Regulation 299/10, 8(4)(a))							
43. Where a service agency suspects any alleged, suspected or witnessed incidents of abuse of a person with a developmental disability may constitute a criminal offence, the service agency shall not initiate an internal investigation before the police have completed their investigation. (Regulation 299/10, 8(4)(b))							
44. A service agency shall, complete a review of its policies and procedures to promote zero tolerance of abuse of persons with developmental disabilities at least once a year. (Regulation 299/10, 8(5)(a))							
45. A service agency shall, assess whether changes to its policies and procedures may be necessary to prevent occurrences of abuse. (Regulation 299/10, 8(5)(b))							
46. A service agency shall, promptly implement the changes that are determined to be necessary as a result of the review. (Regulation 299/10, 8(5)(c))							
47. A service agency shall prepare a written record of its review of its policies and procedures to promote zero tolerance of abuse and of any changes to the policies and procedures that are determined to be necessary as a result of the review. (Regulation 299/10, 8(6))							
48. The policies and procedures on notification shall require the service agency to obtain the consent of the person with a developmental disability before notifying others, if the person is capable of providing consent. (Regulation 299/10, 9(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
49. Each service agency shall have, policies and procedures regarding consent to any collection, use or disclosure of personal information. (Regulation 299/10, 10(1)(2))							
50. Each service agency shall train its staff members and volunteers and provide an orientation to new members of its board of directors regarding its policies and procedures respecting privacy and confidentiality and consent to collection, use or disclosure of personal information. (Regulation 299/10, 10(2))							
51. Each service agency shall review its policies and procedures on privacy and confidentiality and consent to collection, use or disclosure of personal information with persons who receive services and supports from the agency and shall do so in a language and manner, and with a level of support, that is appropriate to the capacity of the person with a developmental disability and with any person acting on their behalf. (Regulation 299/10, 10(3))							
52. Each service agency shall have, an approved fire safety plan, where required under Ontario Regulation 213/07 (Fire Code) made under the Fire Protection and Prevention Act, 1997, for each of the premises that the service agency owns or operates. (Regulation 299/10, 11(1)(1))							
53. Each service agency shall have, an emergency preparedness plan to address the following emergency situations; emergencies that may occur inside premises owned or operated by the service agency where persons with developmental disabilities are receiving services and supports from the agency, examples of which include power outages, fire, flood, storm damage, pandemic and medical emergency. (Regulation 299/10, 11(1)(2)(i))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
54. Each service agency shall have, an emergency preparedness plan to address the following emergency situations; emergencies that may occur outside premises owned or operated by the service agency where persons with developmental disabilities are receiving services and supports from the agency, examples of which include a medical emergency and instances where a person with a developmental disability runs away or becomes lost. (Regulation 299/10, 11(1)(2)(ii))							
55. Each service agency shall have, training for its staff members in the procedures outlined in the emergency preparedness plan. (Regulation 299/10, 11(1)(3))							
56. Each service agency shall have, a continuity of operation plan that ensures safety around agency owned or agency operated premises during a service disruption. (Regulation 299/10, 11(1)(4))							
57. Upon the request of a Director, a service agency shall produce to the Director its approved fire safety plan where required under Ontario Regulation 213/07 (Fire Code) made under the Fire Protection and Prevention Act, 1997. (Regulation 299/10, 11(2))							
58. A service agency shall have policies and procedures regarding the maintenance of equipment on premises owned or operated by the agency and shall maintain the equipment as recommended by the manufacturer. (Regulation 299/10, 11(3))							
59. A service agency shall maintain adequate support staff, at a level identified in the person's individual support plan, to address the safety, security and well-being of persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 12(2))							
60. Each service agency shall have policies and procedures for staff members and volunteers that address the following, orientation and initial training on, the service agency and its policies and procedures. (Regulation 299/10, 13(1)(1)(i))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
61. Each service agency shall have policies and procedures for staff members and volunteers that address the following, orientation and initial training on, the individual needs of the persons with developmental disabilities whom the staff member or volunteer will support. (Regulation 299/10, 13(1)(1)(ii))							
62. Each service agency shall have policies and procedures for staff members and volunteers that address the following, regular ongoing training for staff members and volunteers regarding support for persons with developmental disabilities and service agency policies and procedures as may be appropriate or required. (Regulation 299/10, 13(1)(2))							
63. A service agency shall arrange for a personal reference check and require a police records check for all new staff members. (Regulation 299/10, 13(2))							
64. A service agency shall arrange for a personal reference check and require a police records check for volunteers and board members, if they will have direct contact with the persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 13(3))							
65. A service agency shall have written protocols with their local police services to ensure that the type of information provided through a police records check is appropriate to the position being applied for. (Regulation 299/10, 13(4))							
66. The service agency shall ensure that the personal reference check and police records check are completed as soon as possible for the new staff member, volunteer or board member before or after they assume their responsibilities with the agency. (Regulation 299/10, 13(5))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
67. Until the completion of their reference check, their police records check and their orientation and initial training, a staff member, volunteer or board member shall have direct contact with persons with developmental disabilities only when being supervised. (Regulation 299/10, 13(6))							
68. In addressing quality assurance measures respecting service records, each service agency shall, keep a record for each person receiving services and supports from the service agency. (Regulation 299/10, 14(1)(a))							
69. At a minimum, the service record shall include a copy of the person's, Application for Developmental Services and Supports. (Regulation 299/10, 14(2)(a))							
70. At a minimum, the service record shall include a copy of the person's, Supports Intensity Scale needs assessment. (Regulation 299/10, 14(2)(b))							
71. At a minimum, the service record shall include a copy of the person's, individual support plan. (Regulation 299/10, 14(2)(c))							
72. The service agency shall retain a person's service record for a minimum of seven years after the person is no longer receiving services and supports from the agency. (Regulation 299/10, 14(3))							
73. Each service agency shall train all staff members who work directly with persons with developmental disabilities on the use of physical restraint. (Regulation 299/10, 17(2))							
74. Each service agency shall ensure that staff members who work directly with persons with developmental disabilities who have challenging behaviour are trained on the following, before beginning work with the person they will support, the behaviour support plan of the person they will be supporting. (Regulation 299/10, 17(3)(1))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
75. Each service agency shall ensure that staff members who work directly with persons with developmental disabilities who have challenging behaviour are trained on the following, before beginning work with the person they will support, the use of behaviour interventions that are outlined in the behaviour support plan of the persons they will be supporting. (Regulation 299/10, 17(3)(2))							
76. Each service agency shall ensure that, where the service agency's policies and procedures permit volunteers to work directly with persons with developmental disabilities who have challenging behaviour, the volunteers are trained on the matters referred to in subsection (3), before beginning volunteer work with the person they will support. (Regulation 299/10, 17(4))							
77. Each service agency shall maintain training records on the use of behaviour interventions for staff members and volunteers who work directly with persons with developmental disabilities who have challenging behaviour. (Regulation 299/10, 17(5))							
78. The training on the use of behaviour interventions for staff members and volunteers, including refresher courses required under a training program, may be provided by the service agency or by a third party. (Regulation 299/10, 17(6))							
79. Each service agency shall develop an individual behaviour support plan for each person with a developmental disability who has challenging behaviour. (Regulation 299/10, 18(1))							
80. The behaviour support plan shall outline positive behaviour intervention strategies, and where applicable, intrusive behaviour intervention strategies and how the strategies may be used to reduce or change challenging behaviour and address the acquisition of adaptive skills. (Regulation 299/10, 18(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
81. The service agency shall ensure that the behaviour support plan, addresses the challenging behaviour identified in the behavioural assessment of the person with a developmental disability. (Regulation 299/10, 18(3)(a))							
82. The service agency shall ensure that the behaviour support plan, considers the risks and benefits of the various interventions that can be used to address the behaviour. (Regulation 299/10, 18(3)(b))							
83. The service agency shall ensure that the behaviour support plan, sets out the least intrusive and most effective strategies possible. (Regulation 299/10, 18(3)(c))							
84. The service agency shall ensure that the behaviour support plan, is monitored for its effectiveness. (Regulation 299/10, 18(3)(d))							
85. The service agency shall ensure that the behaviour support plan, is approved by a psychologist, a psychological associate, a physician, a psychiatrist or behaviour analyst certified by the Behaviour Analyst Certification Board, where the behaviour support plan includes intrusive behaviour intervention strategies. (Regulation 299/10, 18(3)(e))							
86. The service agency shall ensure that the behaviour support plan, is reviewed at least twice in each 12-month period. (Regulation 299/10, 18(3)(f))							
87. A service agency shall ensure that positive behaviour interventions and intrusive behaviour interventions are used as outlined in the behaviour support plan of the person with a developmental disability. (Regulation 299/10, 19(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
88. Each service agency shall have policies and procedures regarding the use of behaviour intervention strategies by volunteers, including whether volunteers are permitted to use behaviour intervention strategies and, if so, under what circumstances. (Regulation 299/10, 19(3))							
89. A service agency shall ensure that intrusive behaviour intervention is used solely when the person with a developmental disability is at immediate risk of harming themselves or others or causing property damage. (Regulation 299/10, 20(1))							
90. A service agency shall ensure that physical or mechanical restraint is carried out using the least amount of force that is necessary to restrict the person's ability to move freely. (Regulation 299/10, 20(2))							
91. A service agency shall ensure that when intrusive behaviour intervention is used, the person with a developmental disability is monitored on a regular basis. (Regulation 299/10, 20(3))							
92. A service agency shall record all incidents in the person's file where intrusive behaviour intervention is used on a person with a developmental disability. (Regulation 299/10, 20(4))							
93. A service agency shall, based on the incidents recorded in respect of a person under subsection (4), evaluate the use and effectiveness of the intrusive behaviour interventions used on the person. (Regulation 299/10, 20(5))							
94. In a crisis situation, the following rules apply to service agencies, physical restraint is the only intrusive behaviour intervention that a service agency may use in crisis situations and may only be used where positive behaviour interventions have proven to be ineffective. (Regulation 299/10, 21(1))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
95. In a crisis situation, the following rules apply to service agencies, the service agency shall ensure that the physical restraint is carried out using the least amount of force that is necessary to restrict the person's ability to move freely. (Regulation 299/10, 21(2))							
96. In a crisis situation, the following rules apply to service agencies, the service agency shall record all crisis situation incidents in the person's file, including the details of the incident. (Regulation 299/10, 21(3))							
97. Each service agency shall ensure the following is done, assistance is provided to the person to attend regular medical and dental appointments, as needed, and that a log is kept or documentation is kept on file with respect to the person's regular medical and dental appointments. (Regulation 299/10, 24(1))							
98. Each service agency shall ensure the following is done, a medicine administration record is kept for the person. (Regulation 299/10, 24(2))							
99. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to prescription medication. (Regulation 299/10, 24(3)(i))							
100. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to diet and nutrition. (Regulation 299/10, 24(3)(ii))							
101. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to personal hygiene. (Regulation 299/10, 24(3)(iii))							
102. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to personal fitness. (Regulation 299/10, 24(3)(iv))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
103. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to sexual health. (Regulation 299/10, 24(3)(v))							
104. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to behaviour that may pose a threat to the person's health, safety or well-being. (Regulation 299/10, 24(3)(vi))							
105. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to self-esteem and well-being. (Regulation 299/10, 24(3)(vii))							
106. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to communication skills. (Regulation 299/10, 24(3)(viii))							
107. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to developing relationships. (Regulation 299/10, 24(3)(ix))							
108. Each service agency shall have policies and procedures on food and nutrition, which policies and procedures shall be consistent with the recommendations made under Canada's Food Guide and which shall recognize diversity, reflecting the culture and diversity of the persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 25(1))							
109. Each service agency shall have policies and procedures on the inventory, care and maintenance of the personal property owned by the persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 25(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
110. Each service agency shall have policies and procedures on pets and service animals in the residence. (Regulation 299/10, 25(3))							
111. Each service agency shall have policies and procedures on scalding prevention, which shall ensure that the service agency has a method of temperature control, monitoring and documentation to ensure that in each residence water from a faucet is not hotter than 49 degrees Celsius. (Regulation 299/10, 25(4))							
112. Each service agency shall have policies and procedures on supervision during bathing and showering to ensure the safety of the person, as appropriate to the needs of the person with a developmental disability. (Regulation 299/10, 25(5))							
113. Each service agency shall ensure that, the residence is kept safe and clean. (Regulation 299/10, 26(1)(a))							
114. Each service agency shall ensure that, the recreation and common areas, both inside and outside the residence, are kept safe and clean, where these areas are owned or operated by the service agency. (Regulation 299/10, 26(1)(c))							
115. Each service agency shall ensure that, all exits in the residence are kept clear at all times. (Regulation 299/10, 26(1)(d))							
116. Each service agency shall ensure that, appliances and furnishings in the residence are clean and are in good condition and working order. (Regulation 299/10, 26(1)(e))							
117. Each service agency shall ensure that, hazardous household products are stored and used safely within the residence. (Regulation 299/10, 26(1)(f))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
118. Each application entity shall, conduct a mandatory orientation to its mission statement, service principles and statement of rights with its new staff members, new volunteers and new members of its board of directors and an annual refresher for staff and volunteers of the mission statement, service principles and statement of rights thereafter. (Regulation 299/10, 29(2)(a))							
119. Each application entity shall, ensure that its board of directors conduct an annual review of its mission statement, service principles and statement of rights, which shall include updating as necessary. (Regulation 299/10, 29(2)(b))							
120. Each application entity shall, record the dates of all orientations, refreshers and reviews conducted under clauses (a) and (b). (Regulation 299/10, 29(2)(c))							
121. Each application entity shall provide information and supports to persons with developmental disabilities regarding activities in their individual support plan, including the consideration of risks so they can make informed decisions. (Regulation 299/10, 29(3))							
122. Each application entity shall, provide, mandatory training on abuse prevention, identification and reporting to all of its staff members and volunteers who have direct contact with persons with developmental disabilities who have applied for services and supports or funding. (Regulation 299/10, 30(2)(a)(i))							
123. Each application entity shall, provide, a refresher course on the matters referred to in subclause (i) every year thereafter. (Regulation 299/10, 30(2)(a)(ii))							
124. Each application entity shall, provide a mandatory orientation to all new members of the board of directors on the entity's policies and procedures on abuse prevention, identification and reporting and a refresher on the policies and procedures every year thereafter. (Regulation 299/10, 30(2)(b))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
125. Each application entity shall, conduct a mandatory review of its policies and procedures on the prevention, identification and reporting of abuse annually and update the policies and procedures as determined by the review. (Regulation 299/10, 30(2)(c))							
126. Where an application entity suspects any alleged, suspected or witnessed incidents of abuse of a person with a developmental disability may constitute a criminal offence, the application entity shall immediately report to the police the alleged, suspected or witnessed incident of abuse. (Regulation 299/10, 30(4)(a))							
127. Where an application entity suspects any alleged, suspected or witnessed incidents of abuse of a person with a developmental disability may constitute a criminal offence, the application entity shall not initiate an internal investigation before the police have completed their investigation. (Regulation 299/10, 30(4)(b))							
128. An application entity shall, complete a review of its policies and procedures to promote zero tolerance of abuse of persons with developmental disabilities at least once a year. (Regulation 299/10, 30(5)(a))							
129. An application entity shall, assess whether changes to its policies and procedures may be necessary to prevent occurrences of abuse. (Regulation 299/10, 30(5)(b))							
130. An application entity shall, promptly implement the changes that are determined to be necessary as a result of the review. (Regulation 299/10, 30(5)(c))							
131. Each application entity shall train its staff members and volunteers and provide an orientation to its new members of its board of directors regarding its policies and procedures respecting privacy and confidentiality and consent to collection, use or disclosure of personal information. (Regulation 299/10, 32(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
132. Each application entity shall review its policies and procedures on privacy and confidentiality and consent to collection, use or disclosure of personal information with persons with a developmental disability who have applied for services and supports or funding from the entity in a language and manner, and with a level of support, that is appropriate to the capacity of the person with a developmental disability and any person acting on their behalf. (Regulation 299/10, 32(3))							
133. Each application entity shall have an approved fire safety plan, where required under Ontario Regulation 213/07 (Fire Code) made under the Fire Protection and Prevention Act, 1997, for each of the premises that the application entity owns or operates. (Regulation 299/10, 33(1)(1))							
134. Each application entity shall have an emergency preparedness plan to address emergency situations that may occur inside premises owned or operated by the application entity, examples of which include power outages, fire, flood, storm damage, pandemic and medical emergency. (Regulation 299/10, 33(1)(2))							
135. Each application entity shall have training for its staff members and volunteers in the procedures outlined in the emergency preparedness plan. (Regulation 299/10, 33(1)(3))							
136. Each application entity shall have a continuity of operation plan that ensures safety around entity owned or entity operated premises during a service disruption. (Regulation 299/10, 33(1)(4))							
137. Upon the request of a Director, an application entity shall produce to the Director its approved fire safety plan where required under Ontario Regulation 213/07 (Fire Code) made under the Fire Protection and Prevention Act, 1997. (Regulation 299/10, 33(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
138. An application entity shall have policies and procedures regarding the maintenance of equipment on premises owned or operated by the entity and shall maintain the equipment as recommended by the manufacturer. (Regulation 299/10, 33(3))							
139. An application entity shall arrange for a personal reference check and a police records check for new staff members, volunteers and board members, where they will have direct contact with the persons with developmental disabilities. (Regulation 299/10, 34(2))							
140. The application entity shall ensure that the personal reference check and police records check are completed as soon as possible for a new staff member, volunteer or board member before or after they assume their responsibilities with the entity. (Regulation 299/10, 34(3))							
141. Until the completion of their reference check, their police records check and their orientation and initial training, a staff member, volunteer or board member shall have direct contact with persons with developmental disabilities only when being supervised. (Regulation 299/10, 34(4))							
142. An application entity shall have written protocols with their local police services to ensure that the type of information provided through a police records check is appropriate to the position being applied for. (Regulation 299/10, 34(5))							
143. Each application entity shall, keep a record for each person with a developmental disability who has applied for services and supports or funding. (Regulation 299/10, 35(1)(a))							
144. At a minimum, the record shall include a copy of the person's, Application for Developmental Services and Supports. (Regulation 299/10, 35(2)(a))							



The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Record or Documentation	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
145. At a minimum, the record shall include a copy of the person's, Supports Intensity Scale needs assessment. (Regulation 299/10, 35(2)(b))							
146. At a minimum, the record shall include a copy of the person's, individual support plan. (Regulation 299/10, 35(2)(c))							
147. The application entity shall retain a person's record for a minimum of seven years after the application entity has assessed the person's needs for services and supports. (Regulation 299/10, 35(3))							
General Comments							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Individual Interview	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
1. Each service agency shall, conduct a mandatory orientation to its mission statement, service principles and statement of rights with persons receiving services and supports and any persons acting on their behalf when they begin to receive services and supports and an annual refresher thereafter. (Regulation 299/10, 4(2)(a))							
2. Each service agency shall support the participation of persons with developmental disabilities in various activities in the community, including work, recreation and social, cultural and religious events, as desired by the person with a developmental disability and identified in their individual support plan. (Regulation 299/10, 4(3)(a))							
3. Each service agency shall do the following, develop an individual support plan for each person with a developmental disability who receives services and supports from the agency that addresses the person's goals, preferences and needs. (Regulation 299/10, 5(1)(1))							
4. Each service agency shall ensure that the person with a developmental disability is supported to participate as fully as possible in the development and annual review of their individual support plan. (Regulation 299/10, 5(2))							
5. Each service agency shall do the following, review the individual support plan annually with the person with a developmental disability and any persons acting on their behalf and update the plan as necessary. (Regulation 299/10, 5(1)(2))							
6. The individual support plan shall identify, the specific short-term and long-term goals of the person with a developmental disability and expected outcomes. (Regulation 299/10, 5(4)(b))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Individual Interview	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
7. The individual support plan shall identify, other community resources that may be required or accessed or both, including medical, vocational, recreational, cultural, religious and social resources. (Regulation 299/10, 5(4)(c))							
8. The individual support plan shall identify, the level of support the person has requested or requires to manage their day-to-day finances. (Regulation 299/10, 5(4)(k))							
9. Each service agency shall have the following, policies and procedures, including documentation, regarding, medical services that are provided to the person with a developmental disability, where the service agency is providing assistance. (Regulation 299/10, 7(1)(3)(i))							
10. Each service agency shall have the following, policies and procedures, including documentation, regarding, administration of medication, including self-administration by the person with a developmental disability. (Regulation 299/10, 7(1)(3)(ii))							
11. Each service agency shall, provide mandatory education and awareness-building on abuse prevention and reporting to persons with a developmental disability receiving services and supports from the service agency in a language and manner that is appropriate to the capacity of the person with a developmental disability when the person begins to receive services and supports from the service agency and every year thereafter. (Regulation 299/10, 8(2)(c))							
12. Each service agency shall review its policies and procedures on privacy and confidentiality and consent to collection, use or disclosure of personal information with persons who receive services and supports from the agency and shall do so in a language and manner, and with a level of support, that is appropriate to the capacity of the person with a developmental disability and with any person acting on their behalf. (Regulation 299/10, 10(3))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Individual Interview	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
13. Each service agency shall have, an emergency preparedness plan to address the following emergency situations; emergencies that may occur inside premises owned or operated by the service agency where persons with developmental disabilities are receiving services and supports from the agency, examples of which include power outages, fire, flood, storm damage, pandemic and medical emergency. (Regulation 299/10, 11(1)(2)(i))							
14. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to diet and nutrition. (Regulation 299/10, 24(3)(ii))							
15. In addressing quality assurance measures respecting the well-being of the person, each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to personal fitness. (Regulation 299/10, 24(3)(iv))							
General Comments							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Staff Interview	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
1. Each service agency shall, conduct a mandatory orientation to its mission statement, service principles and statement of rights with its new staff members, new volunteers and new members of its board of directors and an annual refresher thereafter. (Regulation 299/10, 4(2)(b))							
2. Each service agency shall support the participation of persons with developmental disabilities in various activities in the community, including work, recreation and social, cultural and religious events, as desired by the person with a developmental disability and identified in their individual support plan. (Regulation 299/10, 4(3)(a))							
3. Each service agency shall do the following, develop an individual support plan for each person with a developmental disability who receives services and supports from the agency that addresses the person's goals, preferences and needs. (Regulation 299/10, 5(1)(1))							
4. Each service agency shall ensure that the person with a developmental disability is supported to participate as fully as possible in the development and annual review of their individual support plan. (Regulation 299/10, 5(2))							
5. The individual support plan shall identify, the persons responsible for implementing the actions, including setting out their roles and responsibilities. (Regulation 299/10, 5(4)(f))							
6. The individual support plan shall identify, the level of support the person has requested or requires to manage their day-to-day finances. (Regulation 299/10, 5(4)(k))							
7. Each service agency shall have the following, policies and procedures to monitor the health concerns of persons with developmental disabilities who are receiving services and supports from the agency, where the supports have been identified in their individual support plan. (Regulation 299/10, 7(1)(2))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Staff Interview	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
8. Each service agency shall have the following, policies and procedures, including documentation, regarding, administration of medication, including self-administration by the person with a developmental disability. (Regulation 299/10, 7(1)(3)(ii))							
9. Each service agency shall have the following, policies and procedures, including documentation, regarding, emergency medical services. (Regulation 299/10, 7(1)(3)(v))							
10. Each service agency shall have the following, policies and procedures, for the transfer of medication between different locations where the person with a developmental disability is receiving services and supports. (Regulation 299/10, 7(1)(5)(i))							
11. Each service agency shall include the following in its policies and procedures, the documentation and reporting of any alleged, suspected or witnessed incidents of abuse of persons with developmental disabilities. (Regulation 299/10, 8(1)(1))							
12. Each service agency shall, provide, mandatory training on abuse prevention, identification and reporting to all of its staff members and volunteers who have direct contact with persons with developmental disabilities who are receiving services and supports. (Regulation 299/10, 8(2)(a)(i))							
13. Where a service agency suspects any alleged, suspected or witnessed incidents of abuse of a person with a developmental disability may constitute a criminal offence, the service agency shall immediately report to the police the alleged, suspected or witnessed incident of abuse. (Regulation 299/10, 8(4)(a))							
14. A service agency shall have policies and procedures on the notification of persons acting on behalf of the person with a developmental disability of an alleged, suspected or witnessed incident of abuse. (Regulation 299/10, 9(1))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Staff Interview	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
15. Each service agency shall train its staff members and volunteers and provide an orientation to new members of its board of directors regarding its policies and procedures respecting privacy and confidentiality and consent to collection, use or disclosure of personal information. (Regulation 299/10, 10(2))							
16. Each service agency shall have, an emergency preparedness plan to address the following emergency situations; emergencies that may occur inside premises owned or operated by the service agency where persons with developmental disabilities are receiving services and supports from the agency, examples of which include power outages, fire, flood, storm damage, pandemic and medical emergency. (Regulation 299/10, 11(1)(2)(i))							
17. Each service agency shall have, an emergency preparedness plan to address the following emergency situations; emergencies that may occur outside premises owned or operated by the service agency where persons with developmental disabilities are receiving services and supports from the agency, examples of which include a medical emergency and instances where a person with a developmental disability runs away or becomes lost. (Regulation 299/10, 11(1)(2)(ii))							
18. Each service agency shall ensure that staff members who work directly with persons with developmental disabilities who have challenging behaviour are trained on the following, before beginning work with the person they will support, the behaviour support plan of the person they will be supporting. (Regulation 299/10, 17(3)(1))							
19. A service agency shall ensure that intrusive behaviour intervention is used solely when the person with a developmental disability is at immediate risk of harming themselves or others or causing property damage. (Regulation 299/10, 20(1))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Staff Interview	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
20. A service agency shall ensure that when intrusive behaviour intervention is used, the person with a developmental disability is monitored on a regular basis. (Regulation 299/10, 20(3))							
21. In a crisis situation, the following rules apply to service agencies, physical restraint is the only intrusive behaviour intervention that a service agency may use in crisis situations and may only be used where positive behaviour interventions have proven to be ineffective. (Regulation 299/10, 21(1))							
22. Each service agency shall have policies and procedures on supervision during bathing and showering to ensure the safety of the person, as appropriate to the needs of the person with a developmental disability. (Regulation 299/10, 25(5))							
General Comments							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Site Inspection	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
1. Each service agency shall have the following, policies and procedures, for the responsibility for access to and the storage and administration of medication at each of the different locations. (Regulation 299/10, 7(1)(5)(ii))							
2. A service agency shall have policies and procedures regarding the maintenance of equipment on premises owned or operated by the agency and shall maintain the equipment as recommended by the manufacturer. (Regulation 299/10, 11(3))							
3. A service agency shall maintain adequate support staff, at a level identified in the person's individual support plan, to address the safety, security and well-being of persons with developmental disabilities who receive services and supports from the service agency. (Regulation 299/10, 12(2))							
4. Each service agency shall, have policies and procedures on service record retention and secure storage. (Regulation 299/10, 14(1)(b))							
5. Each service agency shall ensure the following is done, information, as applicable and appropriate, is provided to the person with respect to diet and nutrition. (Regulation 299/10, 24(3)(ii))							
6. Each service agency shall have policies and procedures on pets and service animals in the residence. (Regulation 299/10, 25(3))							
7. Each service agency shall have policies and procedures on scalding prevention, which shall ensure that the service agency has a method of temperature control, monitoring and documentation to ensure that in each residence water from a faucet is not hotter than 49 degrees Celsius. (Regulation 299/10, 25(4))							
8. Each service agency shall ensure that, the residence is kept safe and clean. (Regulation 299/10, 26(1)(a))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Site Inspection	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
9. Each service agency shall ensure that, the residence has a recreation area or common area. (Regulation 299/10, 26(1)(b))							
10. Each service agency shall ensure that, the recreation and common areas, both inside and outside the residence, are kept safe and clean, where these areas are owned or operated by the service agency. (Regulation 299/10, 26(1)(c))							
11. Each service agency shall ensure that, all exits in the residence are kept clear at all times. (Regulation 299/10, 26(1)(d))							
12. Each service agency shall ensure that, appliances and furnishings in the residence are clean and are in good condition and working order. (Regulation 299/10, 26(1)(e))							
13. Each service agency shall ensure that, hazardous household products are stored and used safely within the residence. (Regulation 299/10, 26(1)(f))							
14. Each service agency shall ensure that, a residence that is owned or operated by the service agency has a minimum temperature of 20 degrees Celsius throughout the residence from October 1 to May 31 each year. (Regulation 299/10, 26(1)(g))							
15. Each service agency shall ensure that, the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with, a bed of appropriate size. (Regulation 299/10, 26(1)(h)(i))							
16. Each service agency shall ensure that, the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with, a suitable mattress. (Regulation 299/10, 26(1)(h)(ii))							

The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Site Inspection	Yes	No	N/A	Observed Non Compliance	Compliance Requirements	Date to be completed (yyyy-MM-dd)	Requirements Met
					Follow-up Comments		
17. Each service agency shall ensure that, the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with, bedding appropriate to weather. (Regulation 299/10, 26(1)(h)(iii))							
18. Each service agency shall ensure that, the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with, appropriate individual furniture and clothing storage (in the bedroom, where possible). (Regulation 299/10, 26(1)(h)(iv))							
19. Each service agency shall ensure that, the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with, sufficient space to keep their personal possessions and to pursue hobbies and interests without unwanted or unwarranted intrusion from others. (Regulation 299/10, 26(1)(h)(v))							
20. Each service agency shall ensure that, the sleeping accommodations for each person with a developmental disability that the service agency supports is provided with, an exterior window and window coverings. (Regulation 299/10, 26(1)(h)(vi))							
21. Each service agency shall ensure that, the residence has at least one cooling room for extreme heat days. (Regulation 299/10, 26(2)(a))							
22. Each service agency shall ensure that, the cooling room is maintained at a humidex level below 35 degrees Celsius at all times. (Regulation 299/10, 26(2)(b))							
23. Each application entity shall, have policies and procedures on record retention and secure storage. (Regulation 299/10, 35(1)(b))							
General Comments							



The following items are to be assessed prior to recommending to a Director under the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*.

Yes - denotes compliance **No** - denotes non-compliance **N/A** - denotes not applicable

Recommendations

The program advisor has discussed the contents of the compliance checklist with me.

Name of Service Agency/Authorized Designate

Ministry Staff Name

Service Agency/Authorized Designate Signature

Program Advisor Signature

Current Inspection Date (yyyy-MM-dd)

Current Inspection Date (yyyy-MM-dd)