

Sharing Service Information with Developmental Services Ontario

Developmental Services Ontario (DSO) makes it easier to apply for services and supports for adults with developmental disabilities. All the applications happen through DSO, in the same way, as DSO is the single window to available services and supports. That means all the service information has to be with DSO, too. The government has asked agencies across Ontario to share service information about adults who are getting, or were on a waiting list for developmental services and supports as of July 1, 2011. This way DSO will know who is eligible to get supports, and will be able to serve them better.

Q. Will this affect my services or supports?

A. No. You will get the same services or supports you get right now. If you are waiting for services and supports, your name will still be included on the waiting list held by DSO.

Sharing your information with DSO makes it easier for staff to help you. They can keep track of your application. They will know you are eligible, and can see what services you receive or are waiting for. It means better customer service for everyone.

Q. Do I have to do anything?

A. No. Your local agency will share your information.

Q. What if I don't want to share my information?

A. If you do not want your information to be shared, you should talk to the agency that sent you this letter by **[opt-out date from template letter – TBC (3 weeks)]**.

Keep in mind, if the staff at DSO do not have your information, they won't know you are eligible to get service or that you are on a waitlist. They won't be aware of your needs or be able to help you find services that you may need, where available. DSO staff need to know who you are to be able to help you.

Q. Is the government allowed to collect my personal information and share it with DSO?

A. Yes. The law allows the government to collect your information.

This permission comes from subsection 35(1) of the *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008*. The Ministry collects information in compliance with subsection 38(2) of the *Freedom of Information and Protection of Privacy Act*. (FIPPA).

If you have questions about the collection of your information by the government, you can contact Ms. Tanya Maseelall, FIPPA Coordinator at (905)567-7177 ext. 318.

Q. I also got a letter from the Ministry of Community and Social Services about the Special Services At Home (SSAH) and Passport programs. Is this the same thing?

A. No. If you have questions about the program changes for SSAH and Passport, you should contact your local Ministry of Community and Social Services regional office.